RESEARCH REPORT

DEVELOPMENT OF FACILITIES FOR SPECIAL NEEDS TOURISTS AT UGANDA WILDLIFE EDUCATION CENTRE

By

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DECLARATION

I Babirye Percy, 15/U/21208 do hereby declare that this dissertation is my original piece of work unless where stated and has never been submitted to any university or any other institution for the award of a degree or its equivalent.

Signature: _______________________________ Date ____________________
(RESEARCHER)

This dissertation has been submitted for examination with my approval as University Supervisor.

Signature: _______________________________ Date ____________________

ASSOCIATED PROFESSOR JOSEPH OBUA
(SUPERVISOR)
DEDICATION

To my parents, Mr. Kisekka Fredrick, siblings and above all, my youngest sisters Nakato Florence and Nabadda Catherine.
ACKNOWLEDGEMENT

Over the years, I have nurtured the idea of making a valuable contribution to our dynamic society; this reference is a fruit of those years of hard work, thoughts and consultations.

I am highly indebted to all those who have assisted in the making of this project a reality, most especially my mother Mrs Nakawungu Speciozah for all her effort in giving me a university education. Through her tireless effort, she provided me with financial, spiritual and moral support I needed to make this research possible. Thank you so much for everything that you have done for me, may the Almighty God bless you forever.

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Finally, I give Glory and Honor to the Almighty God who has brought me this far, indeed none of this would have happened if it wasn’t the Grace and Mercy of God. Thank you Lord for carrying me on Eagle’s wings. All the Glory, honor and power belong to you, Amen.
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ABSTRACT

The main objective of this research study was developing facilities for special needs tourists. The study was carried out at Uganda Wildlife Education Centre. It was based on both qualitative and quantitative methods of data collection and analysis. Data was collected from 50 respondents who included tourists, tour operators, disabled persons, the abled bodied as well as officials from UWEC and NUDIPU. Data was collected using questionnaires, interview guide and observation. The data was later analyzed using the most suitable methods of data analysis, that is to say; quantitative and qualitative methods of data analysis. The study findings were presented in line with the study objectives which were: To identify facilities needed by special needs tourists and how they can be developed at UWEC, identify factors hindering the provision of these facilities to special needs tourists at UWEC and to assess problems faced by special needs tourists in accessing tourism activities at UWEC. The findings of the study revealed that the facilities needed by special needs tourists range from accommodation facilities with spacious rooms and large doors, specially designed bathrooms, walk ways and grabs, wheelchairs for the wheelchair bound, ramps for both the wheelchair users and blind as well as specially trained guides and other human power to assist the disabled tourists. The study further revealed that ignorance about the disability market, limited info and inadequate financial capital played a major role in hindering the provision of the above mentioned facilities to disabled tourists, while financial constraints and lack of facilities to cater for their needs ranked highly in the problems faced by disabled tourists in accessing tourism activities. The study therefore recommended that government of Uganda should collaborate with the tour operators, destination owners as well as disability organizations to avail the info needed on what facilities to develop, create awareness about the disability market and hence get rid of the disability market ignorance and make tourism accessible to all persons with disabilities.
CHAPTER ONE

INTRODUCTION

1.1 Background to the study

Tourism is one of the leading sectors of the world economy and has been identified as a means of generating national income in less industrialized economies. Tourism has grown at an accelerated pace over the last few decades and forecasts indicate an ever faster rate of growth into the new millennium. It ranks high in the economic development efforts of many nations and it is becoming a dominant sector of economic activities worldwide. Today, no country in the world, whether industrialized or developing, can afford to ignore the importance of tourism activities to its economic, social and cultural development. In recent times, nations of the world have become increasingly more aware of the immense benefits derivable from tourism activities, and are assiduously developing their tourism sector (WTO, 2009).

Van Herssel (1994) noted that tourism is the largest industry in the world in terms of economic activities as a generator of employment. He is right as far as Uganda is concerned. Firstly, Uganda is a landlocked country and it is one of the least industrialized nations of the world. Tourism has made a significant impact on the country’s economy through the tourism multiplier effect and also as the number one employer and exporter in the country. Due to tourism, Uganda as been able to see some major developments inform of improved communication networks, improvement in transport infrastructure and hotels development as is endorsed through the construction and renovation of major hotels and roads.

Tourism is invaluable in heritage managing and conservation and it enhances the social standards of any given society. It can change both the environment and the lives of the members of that community including the lives of people with disabilities. Communities can attain harmony and progress through the procedures they adopt in order to attract tourists (Adzer, 2007). One of the pillars of tourism industry has been mankind’s inherent
desire to see and learn about developing facilities for tourists at tourism destinations more so disabled tourists so that tourism becomes accessible for all.

United Nation World Tourism Organization (UNWTO) also states that accessibility is a key area of UNWTO’s work in sustainable tourism development and recommends the idea of “Accessible Tourism for All”. It declares that the benefits of tourism participation can help the economic growth and prosperity of destination societies. The facilitation of tourist travel for people with disabilities is a vital element in sustainable tourism development policy. It emphasis the need of providing clear information on accessible tourism facilities, the availability of support services in destinations for people with disabilities, and the training of employees on the special needs of these individuals.

Uganda is not yet ready to provide required and appropriate facilities for these minority tourists’ categories. This shows that facility management in tourism industry is equally important as in other industries but at present studies regarding facility management in tourism industry is very limited and this situation has to be changed. Based on the enormous benefits of tourism activities to the nations, communities and physically challenged people, observations have shown that people with special needs have been neglected in the planning of tourism activities (Obong, 2007).

Demand for tourism and involvement in tourism activities by special needs individuals is not only very low but their non-inclusion in tourism policy and planning in the country is also evident (Okunola, 2007). Every human being in the world has a right to tourism activities. No obstacle should be placed in the way of participation in tourism activities and enjoyment of the natural world and that government should develop tourism and encourage families, youths, students, the elderly and special needs people (SNP) to participate in tourism activities (Article 7, Global Code of Ethics for tourism 1999 cited in Dakwo, 2007). It is against this backdrop that this study attempts to extensively investigate the developing of facilities for disabled people at UWEC with a view to finding ways of involving people with disabilities in tourism activities in the study area.
From travel and tourism angle, UNWTO (2005) defines disabled tourists as ‘all persons who, owing to the environment being encountered, suffer a limitation in their relational ability and have special needs during travel, in accommodations and other tourism services, particularly individuals with physical, sensory and intellectual disabilities or other medical conditions requiring special care, such as elderly persons and others in need of temporary assistance’. This definition acknowledges the complexities and intricacies of disability as it exists and provide the scope to even cover pregnant women, the diseased and senior citizens under its ambit because all of them would need some form of assistance, even if temporary. Needlessly, ‘assistance’ could come in any form-information gathering, booking facilities and provisions, mobility, stay, seeing places and others.

Due to the tourism is one of the main industries which Onu (2007) argued that participation in tourism activities by special needs people have both economic and social benefits. The economic benefits include job creation and income generation while the social benefit is being present at destinations at the same time as others and participate as others welcome their presence. Social benefit is also in the area of international relations. Therefore, tourism activities are very imperative for both able individuals and people with disabilities.

Dakwo (2007) maintained that tourism activities are a vehicle for individual and collective fulfillment and that in Nigeria, tourism policies should respect the quality of men and women, children, elderly, the handicapped (special needs people) and minority groups. Tourism activities are very beneficial to people with special needs because it aids their mental and physical exertions, promote friendship and companionship or association with other persons. Educationally, it can sharpen their appreciation of nature manifold beauties and broaden the understanding of the laws of nature among others.

Many tourism experts have argued that special needs people (SNP) should be involved in tourism activities. For example, persons with disabilities (Special Needs People) range from amputation of limb, paraplegics resulting from accidents and congenital deficiencies need tourism activities for compensating their handicapping conditions. Participation in tourism activities provides relief from tension, boredom and anxiety. Tourism activity for
special needs people (SNP) is viewed positively because it is seen as a phenomenon which improves people with disabilities happiness (Swarbrook et al 2007; Adekitan. 2007).

One of the most controversial areas within tourism is the issue of people with disabilities involvement in tourism activities and their opportunities to take tourist trip. In many cases, tourists with disabilities are denied equal access to tourism products (Swarbrook et al, 2007). The people with disabilities are continuously ignored and subject them to material hardship and injustice in tourism. They face a lot of challenges which include structural barriers that exist between individual preferences and participation in a leisure activity, including lack of finances, lack of transportation, limited abilities and lack of time or architectural barriers.

Understanding disability would need one to focus on disabling environment barriers, hostile social attitudes and material relations of power. From travel and tourism angle, UNWTO (2005) defines disabled tourists as ‘all persons who, owing to the environment being encountered, suffer a limitation in their relational ability and have special needs during travel, in accommodations and other tourism services, particularly individuals with physical, sensory and intellectual disabilities or other medical conditions requiring special care, such as elderly persons and others in need of temporary assistance’. Needless, ‘assistance’ could come in any form—information gathering, booking facilities and provisions, mobility, stay, seeing places and others.

Since accessibility barriers can be considered as one major determinant that can affect the travel incentive and experience of the PWD, the term “accessible tourism” has been advocated in many tourism studies. Accessible tourism is a form of tourism that involves collaborative processes between stakeholders that enable people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments (Buhalis & Darcy, 2010). Accessible tourism can be implemented if more details are allowed for understanding of the needs of PWDs (Darcy, 2010). Furthermore, tourism for PWD is not only removing physical barriers (Yau et al., 2004), it should provide a meaningful experience to ensure
their quality of life. Even though the academic interest in the field of the disabled travelers has been growing, the studies for understanding the PWD as a consumer of tourism products are only a very recent phenomenon (Burnett & Baker, 2001). PWD remains as a group which is to explore in relations to their interests in travelling and their attitudes towards their involvements in the tourism activities.

1.2 Statement of the research problem

Uganda Wild Life Education Centre experiences a steady increase in the number of tourists who mainly come to view animals. Modern facilities have been constructed, and new courses in the academic field developed to further take Uganda’s tourism to a much higher and professional level.

As a result, tourism stakeholders such as the service providers and destination owners and the tourism industry in Uganda are missing out on a lot of money because of lacking information on which facilities should be developed and how or where they should be developed. No research has been conducted to show the facilities that are needed by special needs persons. The researcher therefore is looking for information that will help develop facilities for special needs persons so that they too can get fully involved in tourism and hence enjoy themselves.

1.3 Objectives

1.3.1 Overall objective
The overall objective was to assess the facilities for special needs persons and how they can be developed at UWEC.

1.3.2 Specific objectives
The specific objectives were:

(i) To identify factors hindering the provision of these facilities to special needs persons at UWEC.

(ii) To examine problems faced by special needs persons in accessing tourism activities at UWEC.
1.5 **Significance of the study**

Disabled persons have been ignored in almost all areas of life …tourism inclusive for long time. However, many tourism destinations have something to offer to this group of people but they lack information about how these people can participate in tourism. Some people believe that the disability market does not spend because of income constraints and as a result, many tourist destinations mainly Uganda lack facilities that can cater for the tourists with disabilities. The study will throw more light on the market segments that has been ignored greatly in Uganda as a tourism destination.

The study will also provide useful information to tourism promoters such as tour operators, destination managers who would be interested in this niche market. The information will be on what kind of tourism facilities disabled tourists need to help them access tourism activities in their various destinations. This study will therefore provide information on the aspects of disability tourism that has been ignored. Findings from this research can be used to develop a policy to add the accessible facilities in the tourism destinations.

1.6 **Research Questions**

The research was guided by the following questions:

(a) Does UWEC receive any tourist with disabilities?
(b) What kind of tourist activities do they engage in?
(c) What facilities does UWEC have to cater for these tourists in terms of access to tourist activities and their comfort?
(d) What problems do disabled persons face in accessing tourism activities?
(e) What factors are hindering the provision of facilities needed by the special need tourists?
1.7 Scope of the study

1.7.1 Geographic scope

The study was carried out within the Uganda Wildlife Education Centre at Entebbe. Here, activities that disabled persons participate in were established, the problems they face in accessing these activities identified and the facilities that are in place to cater for them were also established.

1.7.2 Subject scope

The study focused on the physically disabled persons for example wheel chair users, the lame, deaf and the blind.
CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter majorly looks at the literature that is relevant to the topic of research that is developing facilities for special needs persons at UWEC as such books of reference such as textbooks, theses, research dissertation, journals and relevant magazines were reviewed. Also, websites with the relevant information about this topic were visited.

2.2 Tourism facilities at destinations

According to international dictionary of English (2003), facilities are buildings, equipment and services provided for particular purpose. They may also refer to things that promote the case of any action, operation, transaction or course of conduct or something that is built, constructed, installed or established to perform some particular function or facilitate some particular end. Rogers and Slinn (1993) referred to tourism facilities as the needs that enhance the enjoyment from attraction. They are of the view that such needs include accommodation ranging from luxury hotels to camps and caravans, visitor centers that provide information or booking services, food and beverages, shopping activities as well as recreation activities.

On the other hand, the European Union tourism sector defines a tourist facility as any premises providing services for the benefit of tourists or visitors. According to the Uganda Tourist Sector Status Report (1999), UND-PSD, tourist facilities are equipment and items whose function are complementary to accommodation and the tourist services. Facilities include tourist reception and information centers, picnics sites, clinics, public lavatories among others and these facilities should be located in places where tourists are expected to converge in big numbers such as airports, border entry points, national parks and game reserves, to mention but few. Swarbrooke (1994) observed that while some destinations remain on single attraction most develop new attractions to satisfy visitor demands and lengthen their stay. This is so true as far as UWEC is concerned in that, at one time, UWEC was majorly known for its big five as the major tourist attractions.
However, with time, other attractions like bird watching, nature walk and primate tracking were developed and this has not increased the number of tourists who go to the destination. Therefore, if the facilities for tourists are developed, the situation will even be much better.

Swarbrooke (1994) also observed that popular attractions grow into destinations and services such as hotels, restaurants and shop around the attraction to meet the needs of visitors. He further points out that the world’s largest and most successful destinations developed from one major attraction. As far as UWEC is concerned, Swarbrooke is right. This is so in that, in the earlier days, UWEC was known for its attractions, especially for the mammalian species such as elephants, lions, giraffes to mention but a few. These attractions later attracted some providers to bring facilities that would cater for visitors such included facilities as accommodation and transport.

Providers of tourist products must concern themselves with conservation as Swarbrooke further points out that the main agents of development are; the public that is the central government ministries and departments. Indeed, in Uganda and as far as UWEC is concerned, the government through the ministry of tourism trade and industry injected funds to develop this destination. He further points out that the private sector, that is, the transactional organizations with interest in several sectors of the industry, major leisure companies, developers who use leisure as part of mixed use developments small, medium size private companies and individual entrepreneurs also have role to play in the provision of tourist facilities.

Gee (1999) is of the argument that tourists are generally no attracted to destructions by its supporting facilities and services but they are nevertheless crucial to the overall quality of the visitor experience. Gee further points out that, the quality and scale of supporting facilities and services is closely related to the projections of the destination capacity or maximum volume of visitors its facilities and infrastructures can handle. By this, he meant that scale of facilities available at destination is directly related to the maximum volume of tourists who come to the destination. As far as development of tourist facilities is concerned therefore, Gee advises that the inventory should contain the following major components; include entry and exit facilities and services such as airports, baggage
handling, customs and check-in procedures. He adds that the availability and quality of accommodation, dining, entertainment and shopping amenities and the destination’s ability to provide for safety and security to the visitors, including the available medical facilities should be put in mind. Gee recognizes that infrastructures facilities are generally owned by the government or utility companies that support tourism development and activities. He adds that these have two characteristics, that is, they tend to be large, and capital intensive, and they support both visitors and the resident communities.

On the other hand, Douglas Pearce (1995) views tourist development as essentially a hybrid term embodying the basic concepts which are; tourism and development. He is of the view that tourism development is the provision or enhancement of facilities and services to meet the needs of the tourists.

Jefferson (1991) agrees with Van Harssel (1994) by writing that tourism is the world’s largest industry. Jefferson argues that tourism is increasingly becoming sophisticated in that, marketers concern themselves with skillful Balance between quality and quantity while developers well as the quality of the experience. Concerning tourist facilities, Jefferson adds that tourism development is concerned with a range of services which include transport, accommodation attractions and the infrastructure. He further argues that product development must be concerned with the provision or enhancement of services, transport, accommodation attractions and infrastructure and designed to enhance the experience of the visitors.

Accommodation, transport and recreation facilities are key components of a major tourism destination. The competitiveness of these facilities at a national or international scale determines whether they become valuable assets for, or likely impediments to, attracting visitors to a destination. Plans for improving the overall attraction of a destination need to be based on detailed information highlighting the current state of such infrastructure. Old or outdated accommodation facilities can reduce the attractiveness of a destination against competitors with more modern infrastructure. The accumulation of older buildings can become a problem for the whole destination. Jefferson is of the view that the tourist product is a collection of physical and service features and must fulfill needs of the budget.
On the other hand, professor Jenkins (1991) is of the view that it is necessary to remember that tourism is more than an economic activity—he adds that tourism is in essence a massive interaction of people demanding a wide range of services, facilities and inputs which generate opportunities and challenges to the least countries. Medlik (1996) came up with a definition of facilitation as generally action or process of moving towards promoting or rendering something easier. He writes that in the travel and tourism industry, facilitation usually refers to measures taken by authorities to remove restrictions on movement such as reduction and simplification of border controls or marketing facilitations as provided by tourist boards to support forms engaged in tourism.

2.3 Tourism and the special need persons

In this sub-section, there is a lot that is looked at as far as special needs persons are concerned. It is also important to note that term ‘special needs persons’ and the ‘people with disabilities’ as well as the handicapped are going to be used interchangeably as they mean the same thing. Based on the definition stated in the Disability Discrimination Act 1995 (The National Archives, 1995), ‘disabled person’ is someone who “has a physical or mental impairment which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities”.

Disability means that person may have physical, cognitive/mental, sensory, emotional, developmental impairment or some combination of these. In the tourism area, this group of people is always assumed to be not interested in traveling. Tourism is one activity that many PWD feel must be sacrificed when in fact they hold the same tourism desires and needs as other social groups (Yau et al., 2004). The PWD want to visit more destinations whenever possible before their physical condition deteriorated (Crompton, 1979). Moreover, involving PWD in tourism activities also has important implication for their family members. It gives a time for carers within the family to be partly relieved of their duties. It can also promote the escape from normal routines, strengthening of family relationships and improvements of general well-being (Shaw & Coles, 2004). Since this group of people may be more prone to social exclusion and inequality, their rights and voices are often less heard in many mainstream tourism studies. Fortunately, with the constant call for attention globally, the basic needs of PWD have been reinforced (Darcy
& Pegg, 2011) in the recent years. There are over 650 million people with disabilities living in the world, equivalent to around 10% of the total world’s population (Pagán, 2012). Helander (1993) mentions that the severe and moderate disability is 5% in less-developed regions of the world and 7% in more-developed regions. The reason for the industry to include individuals with physical disabilities is because they are such a large market and will continue to grow as the baby-boom generation ages, lifespan increases and medical technology improve (Burnett & Baker, 2001). The number of people with higher level of disabilities and age 65 or above is also moving in the same growing direction (Genoe & Singleton, 2009). Another market segment related to PWD is seniors with access needs (Darcy, 2010). People may be disabled either temporarily or permanently through the result of ageing (Richards et al., 2010).

As a consequence of the modern society’s aging process, a continuous growth in the number of PWD is to be expected. Aged individuals frequently encounter similar constraints and obstacles and have needs that are also similar to people with disabilities (Figueiredo, Eusébio, & Kastenholz, 2012). Age-related factors account for the disability categories. From the tourism industry’s point of view, the market potential of the PWD group seems to be large, since about 10% of the world population possesses some type of disability (Israeli, 2002; World Health Organization, 2011). Despite this important potential market, the global tourism seems to marginalise or even discourage people with disabilities from buying its products (Horner & Swarbrooke, 2004).

2.3.1 Challenges faced by people with disabilities

People with vision impairment can’t see therefore, they need to imagine everything so they need people to describe things very well which are not easily found in tourism destinations this hinder them to engage in tourism. Disabled people can’t go anywhere alone they will always need personal assistant. Light Rail Transit (LRT) is the only accessible transportation mode, booking via online doesn’t provide exact information. At times accommodation especially hotel is not accessible for wheelchair users. Without manpower it’s difficult to handle people with disabilities because they are same like small children, personal assistants need to be extremely patience and willing to give extra care in handling them therefore the more manpower is available, the better it is or else
disabled people will be perceived as a burden. Sometimes, it is difficult for the personal assistant to get exemption for entrance fees in each tourism destination, therefore usually personal assistant hesitates to accompany disabled people everywhere. Disabled people often feel uncomfortable without their personal assistant to move around.

Generally, enhancing disabled people’s mobility is a very huge responsibility than just constructing physical environments and upgrading transportation system, it also involves access for wheelchairs and walking aids and then offering transportation system in an affordable price. Other than that, it also need supply of sufficient information to the customers and practical management practices and policies need to be taken place to promote the inclusion of the disabled people in all aspects of society. Approach on disability differs, same goes to the sources that can be distributed. Government and non-governments organizations started to give attention on this matter but then it is not enough. Mobility is the first and primary need of a human to be alive in this world, hence it is a major issue to discuss internationally.

Generally, barriers faced by the disabled people and these are the difficult matter to overcome. When travel websites consist of inaccessibility information or attitudinal barriers, tourists with physical deficiency will not be able to access those sites less and hence disabled people have few opportunities in the tourism environment than the people non-people with disabilities. Accessibility and attitudinal barriers are the fundamental topics in investigating barriers experienced by tourists with disabilities.

The main problem is there are no proper guidelines on tourism facilities and accommodation facilities. There is no strong allegation is if one did not follow the guidelines if any. In addition to this, there is lack of Universal Design features and could not be invoked for accessible tourism. Disabled people faced many problems such as the access symbols is insufficient and has no proper information about accessible accommodation. To begin with, there is lack of accessible accommodation. This is because the accommodations which come with standard accessibility are almost non-existent, therefore their features cannot see on a signpost and secondly because each and every individual user has special needs depending on their disability and personal conditions. When we are talking about accessibility, it means we need also talk about
necessity. Generally, accessibility includes a wide community of non-people with disabilities, they also benefit from accessibility if they have specific necessity.

There is also barrier in sign language interpretation and many of the tour agents cannot speak English fluently. Many of the tour agents cannot speak sign language to the hearing and speech impaired person. Travel agencies are not interested in sending their staffs to enroll language interpretation class or courses because these travel agencies thinking that tourism for disabled people is not profitable compared to tourism for non-disabled. PWDs encountered transportation barrier in daily life often. If one of the link in the transportation accessibility chain broke, then the whole trip will be ruined. People with disabilities usually do not prefer to drive their own vehicle due to difficulty in getting car parking. In addition, non-disabled takes reserved parking spaces when there is limitation of parking spaces.

According to visually impaired person, the signs are written either too small or too high or too far away from disabled people's vision or with a colour that do not allow optimal contrast. There are also limited visual signs for the use of hearing impaired person. There is insufficient bus which allows the wheelchair users to enter in and once they entered, there is no special space for them to place their wheelchair. Many activities and places of leisure are not disabled-friendly. In addition, lack of services in tourism destination. The complication of destination accessibility is a crucial concern in the sustainable tourism development in the developing areas due to the increment in the number of tourism business growth currently.

2.3.2 Are people with disabilities included in leisure activities?

According to the National Policy on disability in Uganda (2006), the government through the ministry of Gender, Labor and social Development has the mandate to promote and protect the rights of PWDs. However, Ndeezi (2004) points out that before the formation of NUDIPU, in 1987, persons with disabilities in Uganda were not involved in the planning and implementation of programs which would benefit them. He noted that mainstream programs and the environment were designed in a manner that depicted the lack of recognition and sensitivity to the needs of PWDs.
Ndeezi makes it clear that there is need for suitable laws and by laws to govern construction of buildings and roads so as to ensure that there is total access to physical environments including homesteads, public buildings, sports and recreation plus transport facilities. According to the National Policy on disability in Uganda (2006), PWDs face difficulties in accessing education, health and sports facilities, places of employment, cultural sites and other physical infrastructures. They are denied to access buildings such as schools, hospitals, courts of law, stadiums. This is due to the fact that many buildings do not have facilities such as ramps and lifts to cater for such people.

Most PWDs are therefore adversely affected by the governmental design of infrastructures and other facilities. These often act as barriers that hinder their access to and utilization of these facilities. Mary Robinson, the UN High Commissioner for Human Rights wrote that; “The UN General Assembly in 1981 adopted as the theme of the year of disability people the slogan’ full participation and equity”, this meant recognition at the highest possible political level of the right to full participation of disabled people in the societies which they belong. The UN special reporter Lindquist stated that: “The idea and concept of equality and full participation for persons with disabilities have been developed very far on paper, but not in all our countries. In all types of living conditions, the consequences of disability interfere in the lives of disabled persons to a degree which is not all acceptable…..” According to Robinson, qualification alone is not a sufficient basis for evaluating the actual gravity of the problem with people with disabilities. Disabled persons frequently live in deplorable conditions, owing to the physical and social barriers which prevent their integration and full participation in the community. It is important to note that, the UN declaration of human rights article 27 states that: “Everyone has the right freely to participate in the cultural life of the community, to enjoy the art and share in scientific advancement and its benefits.” However, a disabled tourist was quoted in the UK as saying that “The manager was extremely arrogant and unhelpful and told us that we can’t come to the theatre because it has no facilities.”
2.3.3 The perception of PWDs in the tourism industry

In Uganda, the thought of disabled persons participating in tourism activities of any kind would be considered a joke, given the fact that these people are thought to be poor and helpless with no source of income. For that, no major tourism destinations known in the country have facilities to cater for such tourists. The reason as to why the disabled persons have been ignored for so long is because of the general myth that the disability market does not spend, mainly due to income constraints. True, the disability market has some income constraints but they travel on a level comparable with the rest of the population. As such, tourism service providers as well as destination owners need to tap into this new and promoting market.

However, not all is gloom as far as disability tourism in concerned. Some countries like South Africa, Kenya and Australia among others are waking up and taking measures on how to incorporate this market into their already existing ones of the non-disabled. In Kenya for example, a tourism conference concerning PWDs was organized to take place in Nairobi by a Kenya Disabled Development Society the meeting took place in October 2006. Another country that has tried to a large extent and succeeded in catering for the disabled tourists is Australia. In 2002, the tourism meeting in Queensland conducted a review of research to gain a better understanding of the disability tourism market. Specific objectives of conducting the review were to:

- Develop a market profile of the disability sector in Queensland.
- Provide info on what people with disability are looking for in a tourism experience.
- Identify any info gap
- Identify care issues that confront both the operations and development of tourism business targeting people with disabilities Good al etal(2004).

According to their research, they found out that in 1993, approximately one in five Queenslanders has a disability. They also found out that an estimated 3.7million trips per year are taken by individuals with a physical disability, totaling to some 29.8 per night. The total amount spent by people with disability on their holiday adds to approximately 472million dollars Australia wide. Accessible tourism is expected to be the best tour
packages in Malaysia, due to its wider market range which allows everyone to travel at the same time. The demand of accessible tourism is increasing day by day. Currently, the tourism market only offers its product to the non-disabled people and disabled people often marginalized in all the activities engaging the society especially in the tourism sectors.

2.3.4 Needs of PWDs at tourism destinations

It is important to note that when developing destination facilities for disabled persons, accessibility is of paramount importance. In this context; accessibility refers to how easy it is for everybody to approach, enter and use buildings, outside areas and other facilities independently without the need for special requirements (Europe 2002). Gee (1999) noted that disabled and handicapped tourists represent another group whose life circumstances affect their travel behaviors. He adds that disability varies in many forms and physical and intellectual impairment require very different services and facilities. Gee acknowledges that legislative and management efforts on behalf of disabled travelers have focused on providing wheelchairs, access such as in destination areas and within hotels and restaurants.

Sprout and Murray, (1994) argue that the provision of services for the disabled may also serve the senior market or be useful for young children at stages of development. According to Davidson, (1994) making destinations accessible is a crucial matter. He argues that, whether there is one disabled delegate or a thousand at a destination it is imperative that every participant at every meeting has equal access to facilities and information. Davidson adds that meeting professionals can be a persuasive force in demanding that hotels and other forms of public accommodation are accessible to people with disabilities. Davidson is of the view that MPI (Meeting professional) educational research foundations recommends meeting and professional to check the following during site inspection for meeting views

- Disability to the venue
- Ramps lowered kerbs for wheelchair access
- Raised letters or Braille on lift control panels
• Grab- bars in toilets
• Assisted hearing devices
• Widened doorways
• Closed –captain decoders
• Emergency alarm systems for the disabled people.

According to Davidson (1994), the MPI also advises meetings for professionals to provide the following services:

• Removing several seats from aisles of front and middle rows of the meeting room set up in order to accommodate delegates in wheelchairs.
• Widening aisles at exhibition for wheelchair access, including a disabled room category on registration forms, preparing a lot of organizations and individuals to contact when delegates with disabilities register for a meeting.

The WTO is also credited for the effort that it puts in to recognize disabled tourists. For instances in 1991, the WTO General Assembly drafted a revolution creating tourism opportunities for PWDs. The General Assembly sat in Buenos Aires, Argentina from 30th September and 4th October 1991. It contained the following issues which are exactly what PWDs need in order to participate in tourism. Tourism information and publicity, tourism interactive and other promotional materials employed in household provide clear medication of services and facilities available for handicapped people.

Tourism destination areas in consultation with organizations for handicapped population should provide a listing of services and facilities available for handicapped people. Services and facilities designated for handicapped people should include; rules, repair and replacement facilities for prostheses and equipment, veterinary clinics for service animals. Reservation systems should include facilities and services as adhered to handicapped people to ensure and facilitate booking procedures. It also addresses the preparation of staff that is to say, staff should be trained to deal with such persons, continuously provide complete information on services and facilities available to them and after assistance to facilitate their access to services not adopted to their specific physical and sensory problems.
Also staff should receive adequate training in the control and provision of services and operation of facilities designated to be given clients. The main draft went on to cite common requirements needed by handicapped persons to include the following:

- Special parking areas should be available for the vehicles of handicapped persons bearing proper identification as near to the entrance and exit of the buildings or sites as possible. It adds that such areas should be mentioned so that they are not used by non-handicapped persons.
- Specially designated set-down and pickup points should be situated as near as possible to the entrance/exit of the building or site of arrival and departure of handicapped passengers.
- While signing special services and facilities for handicapped travelers should be clearly indicated by easily understood symbols.
- The rooms in an accommodation establishment should be all accessible to persons in wheel chairs without assistance.
- They should be equipped with bathrooms and toilets which are accessible
- Sightseeing busses should be able to accommodate physically handicapped tourists.
- The busses provide both audio and visual information and other assistance to the blind and deaf people en route. In addition, where possible sightseeing companies should employ sign language interpreters for the deaf and hearing impaired tourists and or printed descriptive materials for such tourists.
CHAPTER THREE
STUDY AREA AND METHODS

The chapter includes research design, study area, study population, sampling procedures, sample size, data collection (data processing and data analysis) and sampling design.

3.1 Study area
3.1.1 Location

The study was conducted at Uganda Wildlife Authority which is found in Entebbe Municipality, Wakiso district and it lies at 0.0543N, 32.4794E. The average temperature is between 20-30ºC and rainfall OF between 1000mm-1200mm being in the Lake Victoria basin. The study focused on developing facilities for special needs persons.
Figure 1: A map showing location of Uganda Wildlife Education Centre.

3.1.2 Establishment and growth of UWEC

Uganda Wildlife Education Center popularly known as Entebbe zoo was opened in 1952 by the colonial Government then, as an orphanage that offered sanctuary to young animals found abandoned in protected areas due to the death or poaching of the parent animals, a reception center for wild animals that were found casualties that is sick, injured and confiscated from illegal trade.
In the early 1960s, it became a traditional zoo until 1994 when it was renamed the Uganda Wildlife Education Center. It changed its role to a zoo where a number of non-indigenous species, including bears and tigers were kept as an attraction. With the restructuring of wildlife management in the country in 1994, the Uganda Wildlife Education Center Trust (UWECT) was founded in order to take over the zoo and to develop it with emphasis for conservation education. Set on the shores of Lake Victoria, Uganda Wildlife Education Center is a must visit for anyone coming to Entebbe for a leisure or educational tour. The center which sits on 72 acres, boasts of a wide variety of indigenous wildlife numbering well into the thousands, and housed in natural settings which depict three of Uganda’s ecosystems: The Wetland, The Savannah and The Forest.

The place employs an average of 42 people working as guides, veterinary doctors, animal keepers, clerks, security personnel administration and cleaners. The center gets funds from donations, gate collections and government. The partners of UWEC include Uganda Tourism Board, Ministry of Tourism Wildlife and Antiquities, Uganda Wildlife Authority, African Wildlife Foundation, the International Union for Conservation of Nature among others.

3.1.3 Wildlife resources at UWEC

UWEC is understandably among the Uganda’s most popular tourist destination and a number of reasons make the center attractive. The place’s diverse ecosystems, which include sprawling savanna, sparkling lake and fertile wetlands, make it the ideal habitat for classic attractions which include:

UWEC which is located on the shores of Lake Victoria has rich vegetation and a wide range of birds, butterflies and other free and roaming animals that makes it an attractive venue for education as well as recreation for those who visit it.

Its scenic land overlooking Lake Victoria attracts tourists and becomes a home to a variety of animals and plants.

The center has various species of flora and fauna that are managed differently. The center has butterflies in forests; primates such as baboons, chimpanzee, vervet monkeys, patas
monkeys, carnivores like serval, leopard, lion, birds like African fish eagles, giant king fisher, the Indian peacock, an ostrich from the semi desert region of Karamoja, parrots, fish parrots; reptiles include snakes, chameleon, Nile monitor lizard, crocodiles, spotted necked otter, hoofstocks such as buffalo, giraffe, elephants, spotted hyena, kobs, rhino, zebra, waterbucks, eland, giant forest hog, redbuck, warthog, duicker, bush buck among others.

The UWEC has also plant species ranging from cynometra, wurbagei Ugandensis, Spathodia nilotica, cordia millennia, pyalana africanus, obutunguru grasses among others.

The geese and pelicans are located at the wetland area in UWEC that provides a conducive habitat for them.

For the birds move throughout the center since they are flyers.

The wetland has Algarve, fern, mosses, water lilly /cabbages since they are water based plants.

The lion, buffalo and leopard are found in a relatively grassland area of UWEC to allow a natural setting for the fauna while enhancing visitors satisfaction.

The Nile monitor lizard, crocodiles and the fish aquarium are found near the lake.

The chimpanzees were transferred from cages to a man- made island to allow easy movement for the primates and this was done in 1998. This was built with assistance from the World Bank and the European community.

Domestic pig and wild pig are in place to enable tourists to know their similarities and differences hence being a true education center.

A donkeys which offer donkey ridings at UWEC. They offer rides to excursionists mainly children.

3.1.4 Outdoor recreational activities at UWEC

The Uganda Wildlife Education Center has many recreational activities which are water based and land based.
Land based activities include animal feeding, donkey riding, nature walking, photography, nature study, bird watching, primate viewing, animal feeding, scenery, picnicking, long stay volunteer and water based activities include swimming.

### 3.2 Study design

The research design that was employed was a case study in which both qualitative and quantitative methods were used. The researcher used a case study because it is a method of investigation in which self report data collection from samples of predetermined interest could be done.

Data was collected with the aid of questionnaires, interview guides and observation.

### 3.3 Sampling and sample size

The first category population sampled consisted of Uganda Wildlife Authority officials, Department of antiquities under the Ministry of Tourism, wildlife and antiquities. The second category comprised of NUDIPU officials, disabled people and able-bodied people. All the respondents were chosen on the basis of their knowledge as far as PWDs are concerned. The estimated population contained approximately to 50 respondents.

#### Table 1: Distribution of respondents

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Number selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>UWEC official</td>
<td>1</td>
</tr>
<tr>
<td>Department of Antiquities Official (MTWA)</td>
<td>1</td>
</tr>
<tr>
<td>NUDIPU Officials</td>
<td>6</td>
</tr>
<tr>
<td>Disabled Persons</td>
<td>6</td>
</tr>
<tr>
<td>Able-bodieded people</td>
<td>16</td>
</tr>
<tr>
<td>Tourists</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>50</strong></td>
</tr>
</tbody>
</table>
3.4 Sampling technique

Purposive and random sampling were employed where by officials from NUPIDU were purposely selected and interviewed because of knowledge they have in as far PWDs are concerned, the same method was used at UWEC since they are well versed with what kind of tourists that visit UWEC and the kind of facilities that they use. Random sampling was applied to the tourists and the able-bodied persons to get their views on the subject.

3.5 Data collection

According to Jennings (2001) there is a need for relationship between the study topic and the methodology chosen. In addition, researcher has to consider the nature of setting being studied and the possible limitations of the study.

3.5.1 Tools used

Basically four tools were used for data collection. These include interview schedules, observation, questionnaires and documentary study.

3.5.2 Interview schedule

This is the most convenient method that involves face to face interaction between the researcher and different respondents. This method was used so as to collect information easily from the relevant persons as compared to other methods. The information gathered by this method focused mostly on developing facilities for special needs tourists. This method was more useful since it aided the researcher to seek for more clarification of the information pertaining the study.

3.5.3 Observation

This method involved the use of naked eyes to make sense of the various phenomena. It is none verbal and involves seeing, and listening. The researcher was physically present to observe the different phenomena. When using this method, information concerning the research was to observe activities taking place at the destination, the facilities available for special needs tourists and their level of quality. Observation was used in combination with photography so as to provide accurate information. Under observation the
researcher also used recording which involves writing and sketching of information got from the field. This method enabled the researcher to note down important points that could be forgotten after visiting the field where research was conducted.

### 3.5.4 Questionnaire

A questionnaire is a set of questions used to gather information in a survey (Microsoft Encarta English dictionary, 2008). This was the major instrument to use for data collection during my study. The questions were both open and closed ended and were self-administered. The set of questions were clear, focused, and detailed addressed to the respective respondents. It also gave the respondents an assurance and confidentiality of the information given.

### 3.5.5 Document review

It involved the use of library and other organizational records, tourism reports, books, journals and brochures. From these sources the information regarding developing facilities for special needs tourists at a destination were easily attained. These therefore supported the data obtained by other data collection methods.

### 3.6 Data analysis

After collecting the qualitative and quantitative data obtained from the study. It was grouped manually into themes that were related to the objectives of the study, ideas, opinions and recommendations by individuals, summarized in a tabular form and figures comparisons of the objectives and ideas which lead to the finds and interpretation of findings for the study. Data were edited by checking for grammatical and spelling errors and correcting them.

Answers that were given in the questionnaires and interview schedules were classified into meaningful categories and coded. This enabled the researcher to bring out essential pattern from the data that aided organized presentation.
Various responses from tourists and relevant respondents from the study area both primary and secondary data were compared. The responses were grouped into qualitative and quantitative data for easy analysis.

3.7 Ethical consideration

The management at UWEC was notified of the study and its objectives. Their support was sought. There was consent by conducting in depth interviews. Explanations were given, objectives and purpose of the study and information obtained from the respondents was treated with utmost confidentiality. The researcher organized or set up appointments to keep time. The researcher reported the procedure and findings accurately. In this case the researcher exaggerates information. The researcher informed the respondents about the study, interest and the consequences for the respondents to make their decisions on whether to participate or not to participate on the study.
CHAPTER FOUR

RESULTS AND INTERPRETATION

4.1 Introduction

This chapter presents the findings of the study. These findings were presented in line with the objectives of the study which were; to identify facilities needed by special needs tourists and how they can be developed at UWEC, to identify factors hindering the provision of these facilities to special needs persons at UWEC and to examine problems faced by special needs persons in accessing tourism activities at UWEC.

4.2 Does UWEC receive disabled tourist?

This study has revealed that UWEC receives disabled tourists. However, compared to the able-bodied tourists, UWEC receives only 1% of disabled tourists annually.

4.3 What tourist activities do they participate in?

In UWEC, the majority disabled tourists participate in only two kinds of tourism activities and these are primate viewing. The reason for non-participation in other activities such as nature walks, forest walks is because these activities do not favor them to the fact that they are so demanding in terms of energy, especially on the side of the physically disabled tourists (wheel chair bound tourists).

4.4 Summary of information from the disabled persons.

Most of the disabled respondents interviewed were the blind and physically disabled (Figure 4.1).
Figure 4.1: Nature of disability of respondents

Figure 4.1 above indicates that 23% of the respondents were blind while 77% were physically disabled. The physically disabled persons included the wheel chair bound and those who were using clutches.

Figure 4.2: Involvement of disabled persons in tourism activities.
Figure 4.2 shows that 46.2% of the disabled respondents have never participated in any tourism activity while 53.8% have participated in tourism. The above pie chart also indicates that a good number of disabled persons have participated in tourism. However, those that did not participate in tourism gave various reasons. Most tourism destinations are too far away and not easily accessible to them, lack of financial support to facilitate their movements, others did not have information on which destination would easily cater for their disability needs and others simply hadn’t thought about participating in tourism.

![Bar Graph](image)

**Figure 4.3: Participation of disabled persons in tourism.**

The bar graph above shows that the greatest number of the disabled respondents rarely participated in any tourism activity and 1% of the respondents have never participated in any such activity.

### 4.2 Facilities for visitors with special needs

One of the objectives of the study was to identify facilities that disabled tourists need in order for them enjoy tourism activities. The study has revealed that the facilities ranged from accommodation, transportation and to more complicated facilities. In terms of accommodation, disabled tourists need large and spacious rooms with wide doors that can accommodate and allow easy movement of wheel chairs for the wheel chair bound tourists. Space is also important for the blind such that they don’t bump themselves in
furniture while moving. They need specially designed bathrooms which they can easily access without any difficulty.

The bath tab should be low enough to allow blind or wheelchair bound tourists easily get in and out without much difficulty. The showers should be also low enough for crippled tourists to reach. Plate above shows the type of specially designed bath tab that is used by the special needs persons. It has a handle that the user can grab while getting into the bath tab. Next to the handle is the adjustable seat that the user can adjust accordingly before using. The bath tab is also low enough to enable both the blind and the wheelchair bound tourists to use without much assistance.

Wheelchairs are yet another important facility that is needed especially for the wheelchair bound tourists. This is for allowing easy movements around the tourist destinations. These wheelchairs are not used by the wheelchair bound tourists alone but the blind and lame can also use them at some point. Ramps. Ramps are simply inclined plains that are constructed in buildings to allow easy movement of wheel chairs. These ramps should be constructed hand in hand with rails. These facilities are used in such a way that the wheelchairs can easily be wheeled around without any problems. The blind also use these facilities in that since the ramps have rails, they grab onto the rails while walking on the ramp. The presence of such facilities at a tourism destination give the disabled tourists independence as there is less guiding needed by such tourists. The ramps above designed for special needs person for easy movement (Plate 1). This facility was taken from one of the accommodation facilities near UWEC.
Plate 1: Ramp for the disabled visitors at UWEC.

Specially designed vans that accommodate wheelchairs. These vans are largely enough and accommodate the wheelchairs while the user is seated on it. Unfortunately, Uganda has only one such vans and its owned by an NGO. Optional instruments such as binoculars to assist the partially blind while viewing animals and birds. Other facilities include walking canes and special lanes for the blind. Other facilities that are needed are in form of human power and include: specially trained guides who have the knowledge and skills of handling special needs tourists. Sign language interpreters to communicate with the deaf tourists, manpower to help the wheel bound tourists by pushing/wheeling them around.

They need also special love and care while at the tourism destination so that they enjoy themselves and not feel like a burden. Facilities such as user friendly swimming pools that are not so deep but can be used by both the blind, lame and the crippled are some of the facilities that were suggested by disabled people as some of the facilities that they need. Transportation facilities to move from their areas of origin to their destination areas and back are also needed by disabled tourists if they are to reach their tourism destination and enjoy themselves. Other facilities include accessible dining rooms, restaurants as well as public areas and information centers that have facilities such as brails to cater for the blind at the destination areas.
4.2.1 How these facilities can be developed

Concerning this, various respondents had many varying suggestions on how these facilities can be developed and they include the following:

Train tour guide especially in the area of disability so that they are well versed on how to handle tourists with various disabilities. This training also encompasses training sign language interpreters so that a destination area has well equipped manpower facility that is ready to handle any tourist with any form of disability.

Another way in which the above facilities can be developed is by putting up disability tourism facility centers at the tourism destinations where by tourists can easily access them. These facilities can also be best developed right at the planning stage of the tourism destination where by facilities for disabled tourists are also planned for, where they need to be placed identified then later on during construction they are also included.

Related to the above is that such facilities can be developed by first taking into account the various kinds of disabilities that people have and what types of facilities they call for before any progress is made on making them available for the tourists. They can also be developed right at construction stage of any accommodation facility where by facilities such as wide and spacious rooms, bathrooms for the disabled, ramps and rails as well as other public areas. This is very helpful and inclusive of the disabled persons.

These facilities can be developed through innovation and creativity where by destination owners can find ways of placing these facilities in areas where they dint exist before. Others can be easily bought and stored until they are needed such include: wheelchairs, walking canes and vans. Furthermore, they can be developed by investing facilities that are utilized by disabled people this can be done by encouraging investors to venture in such areas. Also there is need to consult the persons with disabilities on how these facilities can be developed.

4.2.2 Were any of these facilities available for special needs tourists?

A survey was carried out to find out if the above mentioned facilities were available and 75% of the respondents stated that in the destinations they had visited, there were no
facilities to cater for the disabled tourists while only 25% of the respondents said that there some facilities available for them.

4.3 Factors hindering the provision of these facilities to disabled tourists

A survey was carried out to identify factors hindering the provision of facilities that disabled persons use and the researcher found out the following. Seventy percent of the respondents stated that ignorance was a major factor hindering the provision of facilities to disabled tourists. This ignorance is in terms of the fact that the greatest number of tourism service providers is not aware of the disability market and it’s potential. This was confirmed by the project coordinator of human rights NUDIPU who was quoted as below:

“There is great ignorance amongst the manager of tourist facilities, about the needs of disabled tourists and they simply don’t even know what these needs are and so they cannot even provide these facilities at the tourism destinations”.

According to a staff member of Riki Tours and Travel, the perception of disabled people getting involved in tourism is a laughable matter and hence such facilities cannot be put in place. Asked whether disabled persons should get involved in tourism, this was her reply:

“Oh my God, let’s be realistic young lady, do you think that someone is ready to invest their money in something that is not profitable? First of all, these people are illiterate, unemployed and therefore poor. They are not going to participate in any tourism activity”.

It is therefore notable that such ignorance from such crucial people in tourism hinders greatly the provision of such facilities. Ignorance of facilities to put up also hinder the provision of these facilities in that, there is un awareness on what facilities to provide, since this is a relatively new phenomenon in Uganda. The assistant project coordinator for human right and advocacy NUDIPU however attributed factors hindering the provision of these facilities to negative attitudes from people. She said that:

“Some people view disabled people as sub humans and hence incapable of participating in any tourism activity”.
According to the information officer NUDIPU, ignorance plays a major role in hindering the provision of these facilities in that:

“Facilities can be made accessible even with minimal resources, however, the negative attitudes towards disabled people are hindrance and hence they are not viewed as potential customers. Disabled people end up being left out in tourism because these facilities are not available”.

Table 4.1 shows the views of different categories of respondents about what factors they thought hinder the provision of these facilities. These respondents included disabled, the tourists and the abled bodied persons.

Table 4.1: Factors that hinder provision of facilities for the disabled persons

<table>
<thead>
<tr>
<th>Hindrance factor</th>
<th>Frequency</th>
<th>% response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ignorance</td>
<td>4</td>
<td>30.8</td>
</tr>
<tr>
<td>Ignorance, capital and information</td>
<td>1</td>
<td>7.69</td>
</tr>
<tr>
<td>Information and ignorance</td>
<td>5</td>
<td>38.5</td>
</tr>
<tr>
<td>Capital</td>
<td>1</td>
<td>7.69</td>
</tr>
<tr>
<td>Information</td>
<td>2</td>
<td>15.4</td>
</tr>
</tbody>
</table>

The table above indicates that ignorance about the disability market is the major factor that is hindering the provision of the facilities needed by disabled tourists as indicated by the respondents. Other hindrances include lack of financial capital for developing these facilities, information on what facilities to develop as well as skilled manpower to design these facilities.
Table 4.2: Factors that hinder provision of facilities for disabled tourists mentioned by able-bodied respondents

<table>
<thead>
<tr>
<th>Factor</th>
<th>Frequency</th>
<th>% response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ignorance</td>
<td>6</td>
<td>60.0</td>
</tr>
<tr>
<td>Ignorance and capital</td>
<td>2</td>
<td>20.0</td>
</tr>
<tr>
<td>Ignorance and others</td>
<td>1</td>
<td>10.0</td>
</tr>
<tr>
<td>Capital</td>
<td>1</td>
<td>10.0</td>
</tr>
</tbody>
</table>

The above table indicates that 60% of the respondents agreed that ignorance about the disability market as major problem hindering the provision of the facilities to disabled tourists.

Table 4.3: Factors that hinder provision of facilities for disabled tourists mentioned by tourists

<table>
<thead>
<tr>
<th>Factors</th>
<th>Frequency</th>
<th>% response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ignorance</td>
<td>4</td>
<td>40.0</td>
</tr>
<tr>
<td>Ignorance and lack of money</td>
<td>2</td>
<td>20.0</td>
</tr>
<tr>
<td>Ignorance, lack of money and non-participation</td>
<td>1</td>
<td>10.0</td>
</tr>
<tr>
<td>Ignorance and lack of money</td>
<td>1</td>
<td>10.0</td>
</tr>
<tr>
<td>Lack of money</td>
<td>1</td>
<td>10.0</td>
</tr>
<tr>
<td>Non-participation</td>
<td>1</td>
<td>10.0</td>
</tr>
</tbody>
</table>

Above table shows that 40% of the tourists said that ignorance of the disability market as the major factor hindering the provision of disability facilities. From the above three tables most respondents attributed the hindrance of provision of facilities to ignorance of the disability market as well as the general ignorance of the service providers. Another factor that is a hindrance to provision of these facilities to the disabled tourists is capital in terms of finances. Most respondents were of the view that Uganda as a whole has not yet reached the stage of availing such facilities in tourism destination areas.

According to the warden in charge of tourism at UWEC, there are limited finances to provide such facilities given the fact that management usually has more pressing issues
that need immediate financial attention. According to the tour operators interviewed, their annual budgets cannot stretch to accommodate the provision of such facilities as acquiring the special vans needed by the disabled tourists (those that accommodate wheelchair).

69% of the respondents attributed the factors hindering the provision of these facilities to lack of information on what facilities to develop and where they should be developed. This is especially compounded by the negative attitudes harbored towards disabled people. Another hindrance to provision of these facilities is lack of government intervention. This matters in as far as planning is concerned. The officials interviewed at NUDIPU headquarters asserted that, there is whole Ministry of planning, however, when facilities are being constructed, the disabled are not put into consideration, even when the constitution states clearly that all public buildings should be made accessible to all.

Related to the above is lack of policy implementation by the government of Uganda. As far as this is concerned, the project assistant for human rights and advocacy, NUDIPU said that:

“There is a policy that states that all public buildings should be made accessible to all however, what is lacking are implementers to make sure that such policies are taken from the papers and implemented”.

This was confirmed by the Information Officer of NUDIPU, who stated that:

“We had a guest who was wheel chair bound taking up accommodation in one of these high class hotels, however it took four people to carry him in and out of his room because the door was too narrow for the wheelchair”.

Lack of skilled manpower as far as construction and planning is concerned. This is due to the fact that those who plan for ramps make them so steep that they end up causing accidents to both disabled and able-bodied.

Another factor was attributed to the general lack of interest to cater for the disabled because they are so difficult to handle and so the only way of not interacting with them is making sure that these facilities are not available for them. Only 10% of the tourists
suggested that the reason as to why there is a hindrance in the provision of these facilities is because the disabled people don’t participate in tourism and hence there is no need of providing them. Another factor was that these facilities are costly and not a priority to accommodation owners this therefore makes them unavailable. According to the assistant front office manager Victoria hotel, accommodation facility owners in most tourism destination don’t even have much to offer these people. A survey was carried out to find out if tourism destination owners are doing their best to include disabled people in tourism and this is what was found out.

60% of the respondents were of the view that tourist destination owners and tour operators are not doing their best to ensure that disabled people are included in tourism.

The respondents who said that their destination owners and operators were not doing their best to ensure that disabled persons are involved in tourism gave reasons which included the following:

- They do not see those facilities in place.
- They provide facilities for only the majority and not the minority.
- Ignorance from tour operators coupled with their negative attitudes towards disabled people are making it difficult to provide these facilities.
- Disabled people do not have facilities to cater for them and this is an indication that not much is being done about it.

4.4 Problems faced by disabled tourists in accessing tourism activities

It was found out that the problems that disabled face in accessing tourism activities were as a result of a combination of the nature of their disabilities and other factors which include the following:

Information was not easily available on what destinations they can visit and the available information is not put in language that can be understood for instance when an advert is placed on the television about packaged offered by a given tour company or a destination, problems come in when the deaf and the blind are not catered for in the nature of this information.
(a) Inaccessibility issues usually occurs due to less of communication between the disabled tourists and the stakeholders. Less communication makes stakeholders and service providers fails to understand disabled tourist’s requirements in the tourism destination.

(b) Limited financial support was a problem in that, due to the lack of facilities to cater for them, disabled people who choose to participate in tourism are forced to move with their aides to take care of them. This becomes very costly to venture into and hence making tourism activities accessible.

(c) Lack of facilities in terms of transport to the destination and those that will cater for their needs at destination. According to the warden in charge of tourism UWEC, there is nothing special that is provided for disabled tourists, given the fact that those hoping to participate in tourism are expected to come with their own vehicles or hire them. It is therefore notable that disabled tourists who reach there when un aware of this end up finding difficulty in accessing any of the activities.

Disabled people faced many problems such as the access symbols are insufficient and have no proper information about accessible accommodation. To begin with, there is lack of accessible accommodation. This is because the accommodations which come with standard accessibility are almost non-existent. Disabled people interviewed concerning this matter had the following responses presented in Table 4.4.

<table>
<thead>
<tr>
<th>Problems</th>
<th>Frequency</th>
<th>% response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of information</td>
<td>2</td>
<td>15.3</td>
</tr>
<tr>
<td>Information, finances and facilities</td>
<td>1</td>
<td>7.69</td>
</tr>
<tr>
<td>Finances</td>
<td>3</td>
<td>23.0</td>
</tr>
<tr>
<td>Facilities</td>
<td>7</td>
<td>53.8</td>
</tr>
</tbody>
</table>

About 54% of the respondents felt that lack of facilities to cater for their needs was contributing to problems in accessing tourism activities. Such facilities they need include:
lifts, accommodation for the disabled, transportation facilities, wheelchairs, ramps on buildings, tour vans for the disabled tourists, guide for the blind, sign language interpreters, white canes for the blind, brails for the blind as well as special love. Tourists and the non-disabled people also had their views concerning the problems disabled tourists face in accessing tourism activities (Table 4.5).

Lack of facilities to cater for their needs was contributing to problems in accessing tourism activities. Such facilities they need include: lifts, accommodation for the disabled, transportation facilities, wheelchairs, ramps on buildings, tour vans for the disabled tourists, guide for the blind, sign language interpreters, white canes for the blind, brails for the blind as well as special love.

Table 4.5: Problems disabled tourists face in accessing tourism activities as observed by tourists

<table>
<thead>
<tr>
<th>Problems</th>
<th>Frequency</th>
<th>% response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information and lack of facilities</td>
<td>4</td>
<td>40.0</td>
</tr>
<tr>
<td>Information, lack of facilities and finances</td>
<td>1</td>
<td>10.0</td>
</tr>
<tr>
<td>Lack of facilities</td>
<td>3</td>
<td>30.0</td>
</tr>
<tr>
<td>Lack of facilities and finances</td>
<td>2</td>
<td>20.0</td>
</tr>
</tbody>
</table>

The biggest percentage of the tourists observed that lack of facilities was a major that disabled tourists faced in accessing tourism activities, while 30% of them said that it was as result of a combination of both the lack of information and facilities (Table 4.6).

Table 4.6: Problems disabled tourists face in accessing tourism activities as observed by the able-bodied persons

<table>
<thead>
<tr>
<th>Problems</th>
<th>Frequency</th>
<th>% response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information, finances and remoteness</td>
<td>3</td>
<td>30.0</td>
</tr>
<tr>
<td>Information and remoteness</td>
<td>3</td>
<td>30.0</td>
</tr>
<tr>
<td>Information and others</td>
<td>2</td>
<td>20.0</td>
</tr>
<tr>
<td>Remoteness and finances</td>
<td>1</td>
<td>10.0</td>
</tr>
<tr>
<td>Remoteness</td>
<td>1</td>
<td>10.0</td>
</tr>
</tbody>
</table>
Thirty percent of the respondents attributed the problems faced by disabled tourists in accessing the tourism activities to lack of information and remoteness of most tourism destination. The above tables summarize the problems disabled tourists encounter in accessing tourism activities. Other problems faced include the nature of disabilities that various disabled people have. This is due to fact that some disabilities do not favor participation in some activities. 70% of the respondents interviewed in UWEC conquered with this. A tour guide was quoted as saying that:

“The major problem that these people encounter in accessing tourism activities is the nature of their disability for instance how can a person on wheel chair take up a forest walk? Or a blind go for bird watching?

Remoteness of majority of tourism destinations was given in terms of the distances of the destinations in relation to places where disabled persons originate from. For instance a disabled person travelling to UWEC from far areas by themselves experience a lot of discomfort.
CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions

The following conclusions can be drawn from this study based on the specific objectives stated in Chapter One. The objectives are re-stated below to guide the conclusions.

Objective (i): To identify factors hindering the provision of facilities for special needs persons at UWEC

The following are concluded:

i. The research identified the factors hindering the provision of facilities for special needs persons at UWEC; the study identified various factors such as ignorance, limited finances to provide such facilities, lack of information on what facilities to develop, lack of policy implementation by the government of Uganda, lack of skilled manpower as far as construction and planning is concerned coupled by lack of interest to cater for the disabled. The research analysis indicates that ignorance among the service providers is the major factor

Objective (ii): To examine problems faced by special needs persons in accessing tourism activities at UWEC.

The following are concluded:

i. This research took an effort to examine problems faced by special needs persons in accessing tourism activities at UWEC. The main problem disabled tourists face in accessing tourism activities is lack of well packed information on where they should go as well as lack of facilities to cater for them as stated in chapter four.

ii. The study identified other problems faced by disabled tourists in accessing the tourism activities include lack of information and remoteness of most tourism destination, the nature of disabilities that various disabled people have. This is due to fact that some disabilities do not favor participation in some activities.
iii. The research also identified that lack of facilities to cater for their needs was contributing to problems in accessing tourism activities. Such facilities they need include: lifts, accommodation for the disabled, transportation facilities, wheelchairs, ramps on buildings, tour vans for the disabled tourists, guide for the blind, sign language interpreters, white canes for the blind, brails for the blind as well as special love. It was suggested that these facilities can be best developed right at the planning stage of the tourism destination where by facilities for disabled tourists are also planned for, where they need to be placed identified then later on during construction they are also included.

5.2 **Recommendations**

Two types of recommendations have been made from this study. The first set of recommendations is aimed at improving facilities at UWEC to cater for disabled persons. The second set of recommendations is meant to guide future research on facilities at UWEC.

5.2.1 **Recommendations for provision of facilities for disabled persons**

1. Ministry of Tourism Wildlife and Antiquities should sensitize service providers that disabled people participate in tourism too and therefore packages for them should be developed as well as facilities for them made available.
2. Disabled people should be involved in decision making as far as tourism and accessibility is concerned in order to come up with what is needed to cater for their disability needs.
3. Development plans should be made so that destinations include disability facilities in all tourism destinations so that they are made accessible to all. Furthermore, since UWA advertise concessions aimed at providing different services at different tourism destinations, plans should be made so that one of the most crucial services they provide is facilities for disabled tourists.
4. The government needs to make sure the policies that are put in place concerning making all public buildings accessible should be implemented. The policies should not stop on papers only they should be implemented to make sense. The government should intervene by coming up with laws making it compulsory for every
accommodation facility in every tourism destination to avail facilities like ramps, rails, rifts for stared buildings, brails and wheelchairs for the disabled tourist.

5. All the stakeholders are required to work together to find out the solutions and allow all types of people to visit the tourism destinations without any discrimination. Generally, the new concept requires co-operation and support from various parties so that the implementation process goes on well. Since the concept of accessibility in tourism sector in Uganda is still in infant stage, therefore continuous seminars, conferences, exhibitions and others need to be carried out to educate the society about this concept.

6. Higher institutions of learning such as Makerere University should introduce the topic of disability tourism in the Bachelors of Tourism course so that tourism managers taking up this course are taught how to handle disabled tourists and to introduce facilities needed for them in various destinations.

7. The government of Uganda should collaborate with disability organizations such as the National Council for the disabled and the National Union of disabled persons of Uganda so that ideas are exchanged on what facilities to develop, where and how and for what categories of disabled tourists.

8. Management review meeting need to be conducted regularly by inviting non-governmental organizations (NGOs) regarding disabilities to discuss any accessibility issues in the tourism destinations. Advertisements, road shows, campaigns need to be organized to educated the local people about the accessibility in tourism destinations and promote them. Disabled people will start fight for their rights in the tourism sector only if they were exposed to the right parties to speak out their problems.

5.2.2 Recommendations for future research

In the recommendations the need for improvement from the side of the center Park is necessary. It recommended that UWEC provide training for the tour guides in sign language interpretation, so that they can communicate well with those who have hearing impairment. Tour guides must be able to understand the needs and requirements of the disabled tourists. Sometimes, when many questions were asked to the disabled tourists,
they might get hurt or offended. Tour guide must be able to make the disabled tourists to feel the pleasure same like the non-disabled tourists. For example, the visually impaired tourists need a tour guide who can describe to them everything about the place such as the color, activities, textured, designs and others so that they do not feel neglected, audio description which involves narration services that attempt to describe what the sighted persons take for granted need to be provided at no extra charges to make the visually impaired tourists to feel appreciated. Usually, those little images can only be experienced through the whispering asides from a sighted companion, it was also recommended that the costs for accommodation facilities at tourism destinations as well as entrance fees to destinations such as UWEC should be reduced for disabled people so as to encourage them get more involved in tourism, and lastly, it is suggested that disabled people shouldn’t be separated and perceived as a different entity in the society because this will make inequality to prolong. Removal of barriers in the public recreation areas like UWEC will ensure the minority recognition which will leads to higher quality of life to all. The changes cannot be effected unless a thorough research is undertaken on the same subject matter, but emphasis should be more on investigating on making tourism accessible for all. Further research is also recommended on other factors that may contribute to the socio-economic impact of accessible tourism.
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APPENDIX 1

QUESTIONNAIRE FOR THE DISABLED PERSONS

This questionnaire is designed by the researcher to gather info on the topic developing facilities for special needs tourists which you are kindly requested to fill in the blank spaces and tick where appropriate to the best for your knowledge.

All information will be only for research purposes and will be treated with maximum confidentiality.

What is the nature of your disability?


1. Have you ever participated in any tourism activity?

Yes

No

2. If yes, were there any facilities to cater for your disability needs at the tourism destination you visited?

Yes

No

3. How would you rate these facilities?

Bad

Fair

Good

Very good

Excellent
4. How often do you participate in tourism?

Frequently
Rarely
Occasionally
Never

5. What facilities do you as a person with disability need to be put in place in order to make tourism enable?

........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

6. What advice would you give to tourist destination owners on how to develop facilities for disabled tourists?

........................................................................................................................................

7. What problems do you think hinder the provision of these facilities to the disabled persons in tourism destination?

Ignorance of the disability market
Capital to develop these facilities
Lack of information on what facilities to develop
Others (please specify)........................................................................................................

8. How do you think these problems can be solved in order to make tourism activities accessible to you?

........................................................................................................................................

Thank you very much for your help and cooperation. END
APPENDIX 2

NUDIPU OFFICIALS’ INTERVIEW GUIDE.

1. How long has this organization been in existence?
2. What position do you hold in the organization?
3. How long have you worked with this organization?
4. What categories of disabled persons does the organization advocate for?
5. Is tourism one of them?
6. What kind of facilities does this group of people use in their day to day lives?
7. Do you organize any tourism activities for this group of persons to enjoy themselves and have you personally participated in any tourism activity?
8. What kind of facilities do you think this group of persons need in a tourism destination in order for tourism, to be pleasurable activity for them?
9. Are such facilities provided available at the destination areas?
10. What problems do you think hinder the provision of such facilities?
11. Do you think that the tourism industry has left out the disabled persons? In what ways have been left out?
12. What problems are faced by disabled persons in accessing tourism activities?
13. How can such problems be solved?
APPENDIX 3

INTERVIEW SCHEDULE FOR TOP MANAGERS AND STAFF AT UWEC

1. Which position do you hold in this place and how long have you held it?
2. Does UWEC receive any disabled tourists?
3. What special facilities do you have in place to cater the disabled tourists who visit UWEC?
4. What criteria do you use to provide tourism facilities at UWEC?
5. What is the percentage of disabled tourists who visit UWEC as compared to the abled ones?
6. What problems do disabled people face in accessing tourism activities at UWEC?
7. How do you solve these problems?
8. What problems do you face in catering for this group of tourists?
9. What problems are hindering UWEC from providing these facilities to the people with disabilities?
10. What measures are you taking to make sure that disabled tourists enjoy their stay at UWEC and access all the tourism activities that they want to participate in?
APPENDIX 4

QUESTIONNAIRE FOR THE ABLE-BODIED PERSONS

This questionnaire is designed by the researcher to gather info on the topic developing facilities for special needs tourists which you are kindly requested to fill in the blank spaces and tick where appropriate to the best for your knowledge.

All information will be only for research purposes and will be treated with maximum confidentiality.

1. Have you ever participated in any tourism activity?
   Yes
   No

2. How often do you participate in tourism activities?
   Frequently
   Occasionally
   Rarely
   Never
   Others (please specify) .................................................................

3. Do you think disabled persons should participate in tourism also?
   Yes
   No

4. Give reasons for your answer in the above

........................................................................................................
5. In your own opinion, do you think that tourism destination owners and tour operators are doing their best to involve disabled persons in tourism?

Yes

No

I don’t know

6. Give reasons for your answer in the above

..........................................................................................................................................................

7. What kind of facilities do you think should be put in place to enable disabled persons to enjoy tourism at a destination?

I. .....................................................................................................................................................................

II. .....................................................................................................................................................................

III. .....................................................................................................................................................................

IV. .....................................................................................................................................................................

8. What are some of the problems you think that are hindering the provision of such facilities to this group of tourists?

a) Ignorance about the disability market

b) Lack of financial capital to put up such facilities

c) Disabled don’t participate in tourism and hence no need to put up these facilities

9. What problems do disabled tourists face in an attempt to access tourism activities?

a) Lack of info about which destinations offer them good and well planned facilities to enable them enjoy tourism.

b) Disabled persons don’t have sufficient financial resources to enable them enjoy tourism.

c) Remoteness of most tourism destinations compiled with the individuals nature of disability
d) Others (specify please) ........................................................................................................

11. How do you think these problems can be solved?

...........................................................................................................................................

...........................................................................................................................................

THANK YOU SO MUCH FOR YOUR HELP AND COOPERATION
APPENDIX 5

INTERVIEW GUIDE FOR TOUR OPERATORS.

1. What is the name of this tour company?
2. Which position/role do you hold and play in the company?
3. What prompted you to form it?
4. What categories of people you deal with, are disabled among them?
   b) If not why?
5. Do you think that disabled persons have been left out as far as tourism is concerned?
   b) Give reason for your answer.
6. Have any disabled persons approached your company for assistance in as tourism is concerned?
7. As a tour operator/ what problems do you think are faced by disabled persons in accessing tourism activities and how can these problems be solved.
8. What factors do you think disabled persons need in order for them to enjoy tourism and how can they be developed?
9. What problems are hindering the provision of these facilities?

Thank you very much

END
APPENDIX 6

QUESTIONNAIRE TO TOURISRTS

Dear respondent,

This questionnaire is designed by the researcher to gather info on the topic developing facilities for special needs tourists which you are kindly requested to fill in the blank spaces. All information will be only for research purposes and will be treated with maximum confidentially and tick where appropriate to the best for your knowledge.

1. Do you agree that disabled people should participate in tourism activities (please tick the appropriate answer)
   a) Yes
   b) No
   c) I don’t know

2. How would you rate the facilities that you have used the tourism destination you visited
   a) Excellent
   b) Very good
   d) Good
   e) Poor
   a) Of these facilities, were there any availed for disabled tourists
   a) Yes
   b) No

3. If yes, what sort of facilities were they?
   .................................................................................................

   b) How would you rate these facilities?
   a) Excellent
   b) Very good
   c) Fairly good
   d) Good
4. In your opinion, what facilities do you think disabled people need at tourist destination in order to make their activities enjoyable?

........................................................................................................................................

b) How do you think these facilities can be developed at tourist destinations?

........................................................................................................................................

5. What problems do disabled face when accessing tourism activities?

a) Lack of information

b) No facilities to enable them move easily

c) Insufficient financial resources

d) Other (specify please)..........................................................................................

6. How do you think these problems can be solved?

7. What problems are hindering the provision of facilities to disabled people in tourism destination?

a) Ignorance about this market

b) Insufficient financial resources to facilitate the provision of these facilities

c) Disabled people don’t participate in tourism and hence no need for the provision of such facilities.

d) Others (please specify)..........................................................................................

8. How do you think such problems can be solved?

..............................................................................................................................

Thank you for your cooperation

End