A Study on Problems Faced by Tourists While Travelling Abroad With Respects to South Gujarat

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Abstract: this paper explores the problems faced by tourists/ travelers while travelling abroad. The survey method used was a questionnaire, which the respondents completed themselves. A statistical package for the social sciences (SPSS) program was used to examine and analyze the findings. The Mann-Whitney U Test is used to identify the problems, because it gives the most accurate estimates of significance. This is the most suited technique because all the data are not normally distributed. The problems for travelling were during both pre- travelling and ongoing travelling. The main problems during ongoing travelling were: cleanliness of toilets, unclear rooms, uncomfortable rooms, noisy neighbors, staff and customers services of hotels/restaurants, losing boarding pass, losing luggage, mosquito bites, staff not respecting customers' "do not disturb" sign and no free Wi-Fi, muscle aches, pains and vomiting. Meanwhile, at pre-travelling the travelers were worried about quality of services and language difficulties, reliability and price/cost.

Keyword: tourists, travelers, travelling, abroad, problems, tourism

I.   INTRODUCTION

"Tourism is a collection of activities, services and industries which deliver a travel experience comprising transportation, accommodation, eating and drinking establishments, retail shops, entertainment businesses and other hospitality services provided for individuals or groups traveling away from home"(UNWTO)[25].

What is tourism? Tourism is defined and understood as the activity of travel and tourism. It is basically a set of travelers' interconnected activities while traveling to a place. And, therefore, tourism as an industry means and covers similar things but from an economic and financial point of view. The tourism industry encompasses all companies that provide products and services designed by tourists at different stages of travel and tourism. Tourism is a very large, vibrant and dynamic and development oriented industry. Tourism is an industry of all business activities that serves travelers when they visit different destinations, such as travel, travel or travel.

Tourism is, in fact, a very widespread industry comprising various sectors or sub-industries that produce and provide a variety of similar and diverse products and services that generate tourism demand and actually make travel and tourism work possible.

II.   LITERATURE REVIEWS

Pavan kumar (2018), conducted study on problems faced by tourists/ travelers while travelling in India. It aims to find out the reasons for the slowdown in tourist arrivals in comparison with other countries even after various government initiatives. To examine about the various problems faced by tourists/ travelers while travelling different destinations across the India. 96 samples are used to find result. The conclusion of this study was, three clusters of hurdles have emerged by which travelers/tourists are greatly influenced, and these are convenience hurdles, perceived sentimental hurdles and regional hurdles.

Madhavi chockalingam, a. Auroubindo ganesh (2010), conducted study problems encountered by tourists. It aims to identify the problems intensity faced by tourists.150 samples are used to find result. The conclusion of this research was that the severity of the problem, gender, age, nationality, education, profession, income, geographical location, family size and frequency of tour made. Females, Elders and business people are considered to be perfectionists and hence they express great problems due to corruption, pollution, heavy rush, beggars. It appears that the major problems are the deviations from the arrangements made for their accommodation, visitation, transportation and unexpected expenses.

Indian institute of tourism and travel management (2011), conducted study a study of problems and challenges faced by medical tourists visiting India. Objective this study was to identify the important concerns of medical tourists visiting India Vis-à- vis various service providers in value chain. To identify barriers to service, to identify barriers to the medical tourism industry and to make recommendations to alleviate medical concerns tourists. To identify research issues for further research. The conclusion of this study was like tourism, medical tourism is not one thing. It offers many variants to different segments that come from diverse socio-economic backgrounds, arrive from different geo-political regions; and demand a range of products. The general assumption is that outbound medical tourism is

increasing in USA/ UK / Canada and other Western countries and many medical tourists are coming to some developing countries like India, Thailand, Jordan and Singapore for medical procedures that are cost effective. The dynamics of medical tourism, however, is much more intriguing than this simplistic picture.

Marcin Popell (2016), Tourism Market, Disability and Inequality: Conducted a Study on Problems and Solutions. One of the aims of this study is to present the situation of people with disabilities, who are often socially disadvantaged and the findings of this study are discriminated against is that people with disabilities have special needs to participate in their travel and do not travel. There is a lot, but on the other hand they have the same motivation to travel. That is why this still unbelievable field of tourism for people with disabilities is an ongoing trend and many initiatives are being taken in this direction. These actions are intended to reduce the barriers that arise between individuals with special needs and their full participation in tourism activity.

Christina m Angelo, Du, MFF, and TM (2017) studied the extent to which international travelers receive travel-related illness. The purpose of the study is to provide a current and more accurate estimate of the proportion of travelers receiving illness related to travel. 743 templates are used. The conclusion of this study was that the researcher found that the most comprehensive assessment was available on the proportion of international travelers developing travel-related illness. The data needed will be provided by additional cohort studies to more precisely determine the rate of illness among international travelers; travelers also suffered from diarrhea, gastrointestinal, ovarian, constipation.

Acog Committee Opinion (2009), conducted a study on air travel during pregnancy. One of the aims of this study is to determine the types of problems that pregnant women face when traveling by air. The conclusion of this study was that many women are facing problems such as low blood pressure, blood pressure, reduced aerobic capacity and low cabin moisture like extremity edema.

Corestange conducted a study on Maximiliano's Geoffrey Scull (2014), Exploring Fear of Travel. Study tourist-mindedly. One of the main aims of this research in

this study is based on the need to understand the phobias, or the extreme danger of travel, which often plagues some potential travelers. The conclusions of this chapter were variables such as occupation, education, age, gender or residence, with no direct relationship to travel fears. One of the primary conclusions we get is that business is not a catalyst for risk.

III. RESEARCH METHODOLOGY

a. *Problem Statement:* "A Study on Problems Faced by Tourists While Travelling Abroad With Respects to South Gujarat"

b. *Objective of the Study:*

Primary Objective: The aim of this research is to determine the challenges/problems faced by tourists while travelling abroad.

Secondary Objective: To find out the factors that affecting tourist while travelling abroad.

Descriptive study is used to study the situation. This study helps to describe the situation. A detail descriptive about present situation can be found out by the descriptive study. The Mann-Whitney U Test is used to identify the problems. The Mann–Whitney U test is the true nonparametric counterpart of the t-test and gives the most accurate estimates of significance. This is the most suited technique because all the data's are not normally distributed.

The study area has been designated as South Gujarat as the respondents of the area have more experience of travel and have the habit of traveling periodically. A questionnaire was prepared to collect primary data from the public. The respondents are those who went on tour in the last two years, the sample size was 103 as it was a favorable sample. This is the most convenient sampling technique because the respondents were the ones who volunteered to provide the data. This will definitely reduce the bias in their answers. The sample has more Males (56.3) than females (43.7) whereas. Most of the respondents are educated.

c. *Research Hypothesis:*

H_0: problems have a positive influence on tourist while they are travelling.

H_1: problems have a Negative influence on tourist while they are travelling.

IV. RESULT AND ANALYSIS

a. *Mann-Whitney U Test*

Airport related problems:

	Low Internet Connectivity	Long Security Lines	Need More Traveling Apps	No Extra Seats	Power For The Gadgets	Better Navigation and instructions	Toilets Need To Be Clean	Non availability of food stalls
Mann-Whitney U	1242.000	1271.000	1264.500	1272.000	1208.500	1217.000	1010.500	1134.000
Wilcoxon W	2953.000	2306.000	2975.500	2307.000	2919.500	2252.000	2045.500	2169.000
Z	-.450	-.240	-.278	-.230	-.672	-.619	-2.091	-1.226
Asymp. Sig. (2-tailed)	0.653	0.810	0.781	0.818	0.502	0.536	**0.037**	0.220

Mann-Whitney U Test of Airport related problems

H0= There is no significant association between Gender and problems.

H1=There is significant association between Gender and problems.

If the of significant value is less than 0.05 then null hypothesis i.e., H0 is rejected and H1 is accepted, similarly if significant value is more than 0.05 then null hypothesis i.e., H0 is accepted and H1 is rejected.

Accommodation related problems:

	Mann-Whitney U	Wilcoxon W	Z	**Asymp. Sig. (2-tailed)**
Unclear Rooms	990.000	2025.000	-2.369	0.**018**
Rude Staff	1169.000	2204.000	-0.961	0.336
Uncomfortable Rooms	1029.500	2064.500	-1.980	**0.048**
Noisy neighbors	1013.500	2048.500	-2.028	**0.043**
No hot water	1237.500	2272.500	-0.476	0.634
Small beds	1253.500	2288.500	-0.361	0.718
Hotel Rules	1087.000	2111.000	-1.550	0.121
No free Wi Fi	1288.000	2323.000	-0.120	0.905
This doesn't match with the website brochure	1203.500	2914.500	-0.703	0.482
Unexpected fees	1234.500	2945.500	-0.497	0.619
Faulty electronics	1277.500	2988.500	-0.193	0.847
Staff not respecting a "Do not disturb sign"	1291.500	3002.500	-0.093	0.926
Not allowing pets"	1164.000	2199.000	-0.962	0.336
Lack of complimentary supplies	1210.000	2245.000	-0.660	0.509

Mann-Whitney U Test of Accommodation related problems

H0= There is no significant association between Gender and problems.

H1=There is significant association between Gender and problems.

If the of significant value is less than 0.05 then null hypothesis i.e., H0 is rejected and H1 is accepted, similarly if significant value is more than 0.05 then null hypothesis i.e., H0 is accepted and H1 is rejected.

Restaurant/Food related problems:

	The restaurant menu	Unique selling point	Restaurant management	Staff and customer service	Menu price	Not having recommendations	Being unprepared dishes
Mann-Whitney U	1240.000	1280.000	1099.500	1057.500	1161.000	1210.000	1234.500
Wilcoxon W	2275.000	2315.000	2134.500	2092.500	2872.000	2921.000	2269.500
Z	-.479	-.173	-1.440	-1.760	-1.034	-.663	-.498
Asymp. Sig. (2-tailed)	0.632	0.863	0.150	0.078	0.301	0.507	0.618

Mann-Whitney U Test of Restaurant/Food related problems.

H0= There is no significant association between Gender and problems.

H1=There is significant association between Gender and problems.

If the of significant value is less than 0.05 then null hypothesis i.e., H0 is rejected and H1 is accepted, similarly if significant value is more than 0.05 then null hypothesis i.e., H0 is accepted and H1 is rejected.

Health related problems:

	Cold	Mosquito Bites	Muscle Aches and Pains	Vomiting	The flu	Altitude Sickness	Motion Sickness	Sunburn
Mann-Whitney U	1.128E3	1297.000	1097.000	1.072E3	1.263E3	1149.000	1187.000	1.034E3
Wilcoxon W	2.162E3	3008.000	2808.000	2.107E3	2.298E3	2184.000	2222.000	2.068E3
Z	-1.242	-.057	-1.468	-1.647	-.295	-1.132	-.857	-1.871
Asymp. Sig. (2-tailed)	0.214	0.954	0.142	0.100	0.768	0.258	0.392	0.061

**Mann-Whitney U Test of Health related problems.**

H0= There is no significant association between Gender and problems.

H1=There is significant association between Gender and problems.

If the of significant value is less than 0.05 then null hypothesis i.e., H0 is rejected and H1 is accepted, similarly if significant value is more than 0.05 then null hypothesis i.e., H0 is accepted and H1 is rejected.

Losing related problems:

	Losing passport	Losing Documents	Losing boarding pass	Losing luggage	Losing credit or debit Card	Losing Wallets and Purse	Losing Money
Mann-Whitney U	1280.500	1243.500	1299.500	1297.000	1257.000	1287.500	1187.500
Wilcoxon W	2991.500	2954.500	2334.500	3008.000	2292.000	2998.500	2898.500
Z	-.236	-.519	-.039	-.060	-.355	-.141	-.932
Asymp. Sig. (2-tailed)	0.813	0.604	0.969	0.952	0.723	0.888	0.351

Mann-Whitney U Test of Losing related problems.

H0= There is no significant association between Gender and problems.

H1=There is significant association between Gender and problems.

If the of significant value is less than 0.05 then null hypothesis i.e., H0 is rejected and H1 is accepted, similarly if significant value is more than 0.05 then null hypothesis i.e., H0 is accepted and H1 is rejected.

b. Frequency:

Purpose of travelling:
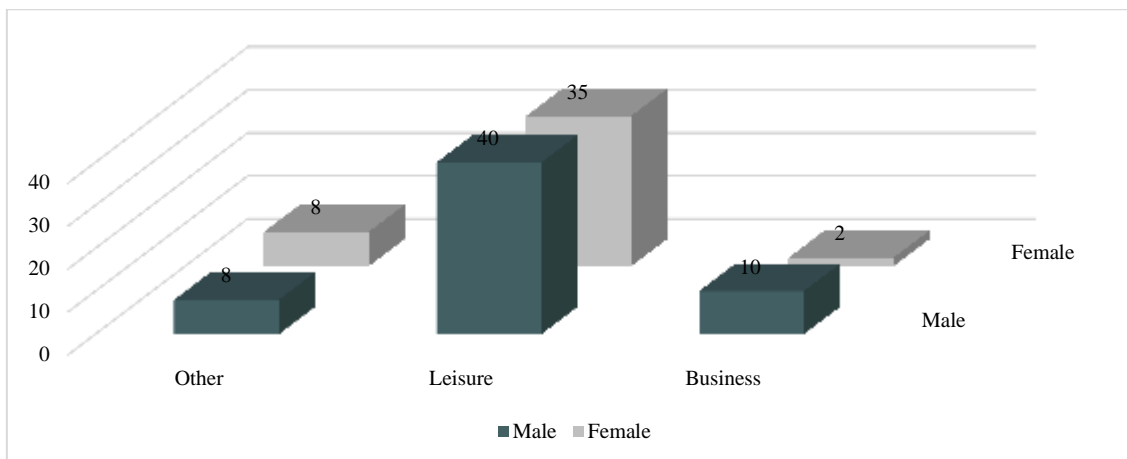
40% of the males are prefers to travels for Leisure propose and only 10% of male are travel for business. In case of female 35% of female prefers to travel for leisure and 2% are travel for business purposes.

**Frequency of problems faced by travelers while choosing their destinations:**
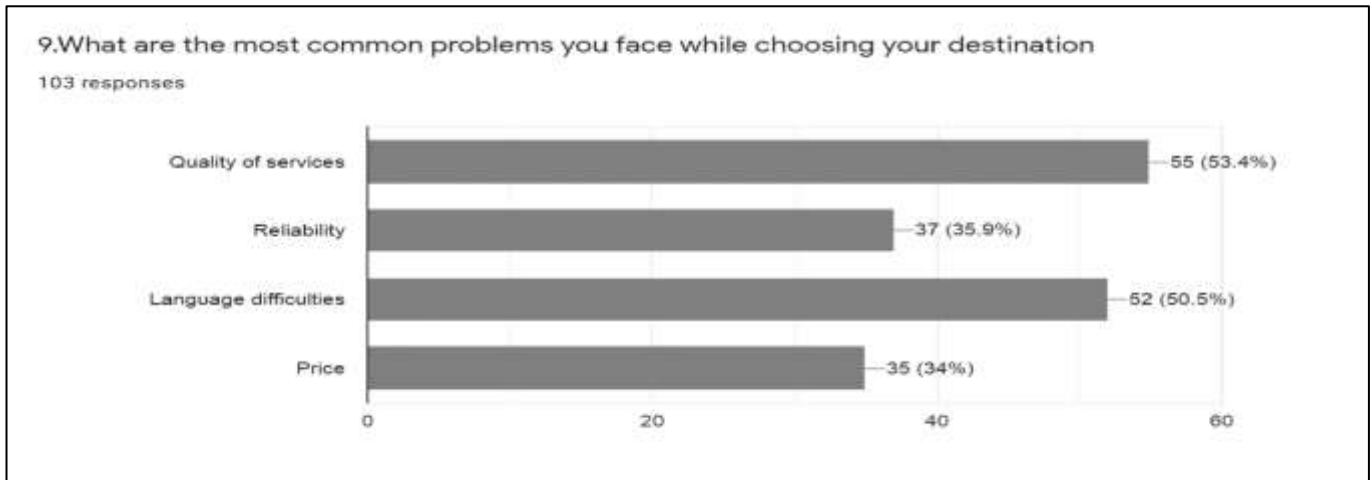
The above graph shows that out of 103 respondents most of the respondent are facing the problem of quality of services and languages difficulties at the time of choosing their destinations. Reliability and price are less affected as compare to quality of services and languages difficulties.

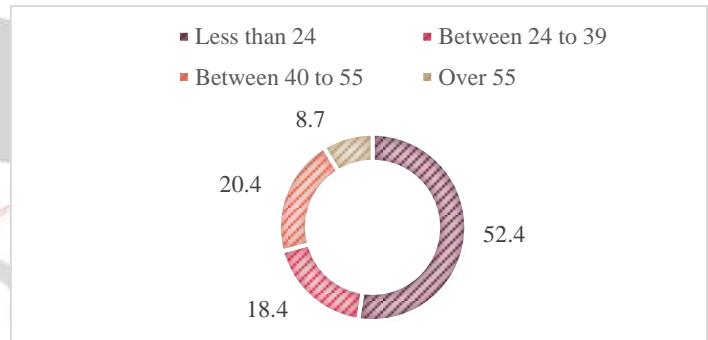*c. Demographic Profile of the study:*
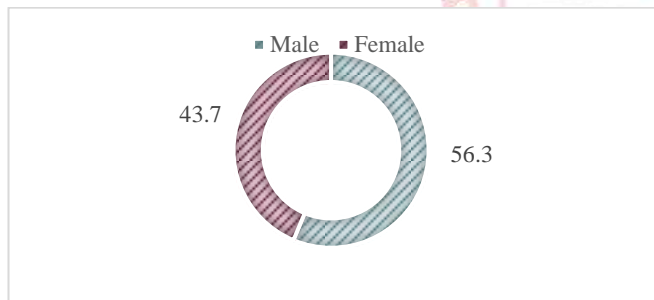
Gander

The above pie chart shows that 56.3% respondent are male and the rest are the female (43.7).
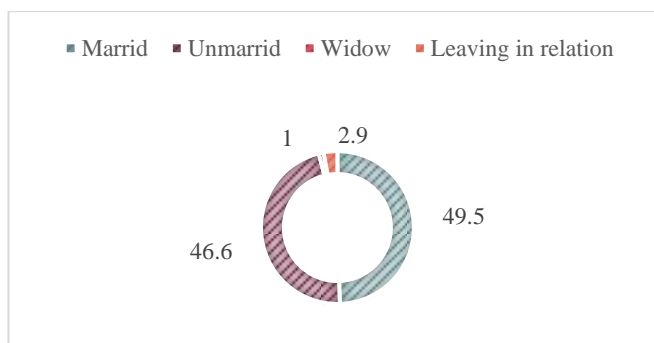
Marital status

The above pie chart is shows that the majority of respondents are married (49.5) and the 46.6% are unmarred. Only 2.9% are leaving in relation.1% is widow.

Age Groups

The pie chart is shows that the majority is between less than 24(52.4%),20.4% are from 40 to 55 age group,18.4% are from 24 to 39 age group, the lowest ratio is from over 55 age group that is 8.7%.

V.   MAJOR FINDINGS

- There is significant association between Gender and cleanness of toilets (0.037).
- Also peoples are facing problems like Unclear Rooms, Uncomfortable Rooms, and Noisy neighbors.
- Staff and customers services and sunburn is less affecting as compare to Unclear Rooms, Uncomfortable Rooms, and Noisy neighbors.
- The problems of Losing boarding pass, losing luggage, mosquito bites, staff not respecting "do not disturb sign" and no free Wi-Fi are strongly not affecting to the travelers.
- Muscle aches and pains (0.142) and vomiting (0.100) problems are also affecting but not like other health related problems.

VI.   CONCLUSION

It is a quite a difficult task to determine the different problems faced by travelers/ tourists while they travelling

to different destinations across different regions of the world. This is because every region has its own customs, traditions, culture which are then all different from each other. The purpose of the study was to understand the common problems faced by travelers from south Gujarat. Through this study, clusters of hurdles have emerged by which travelers/ tourists are greatly influenced, these are airport related problems, accommodation related problems, health related problems, losing problems. This study was confined only to responses of the respondents through the online questionnaire and took into consideration only able-bodied people, and not the people with disabilities. Nonetheless, the findings are still useful to students and researchers who are conducting research in this particular field by applying the same aspects in a wider and deeper sense. In examining the theme region wise to determine specific problems faced by travelers, researchers can use a wider range of variables in determining the problems. The problems experienced by tourists differ depending on numerous factors influencing their tour environment. The problems significantly based on the respondents' gender, age, education, etc.

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