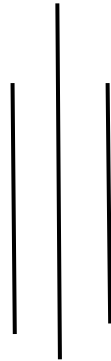
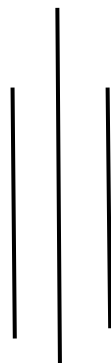


# ***STATE OF TOURISM SECURITY IN POKHARA VALLEY***



***The Thesis Submitted to Tribhuvan University, Faculty of  
Humanities and Social Sciences, Prithivi Narayan  
Campus, Department of Political Science,  
Pokhara, in fulfillment of the Requirement  
for the Degree of Master  
in Political Science***



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## LETTER OF RECOMMENDATION

I hereby certify that this dissertation: **State of Tourism in Pokhara Valley** is the work of, Arun Kumar Sharma, the student of Political Science of TU. Any contributors or sources have been either referenced in the prescribed manner or are listed in the acknowledgements together with the nature and the scope of their contribution. Under my supervision the dissertation has been prepared. I would like to recommend this dissertation to the research committee for the final evaluation.

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**APPROVAL SHEET**

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## ABSTRACT

**Background of Study** - Tourism pretends to be apolitical rather it does have the impact in political understanding. Being in the tourism industry, host as well as travelers are earning and learning at the same time. Travelers travel with their own cultural belief and dollars in their pocket, hosts serves them. This is the process followed in tourism. Host community is representing the whole nation and tries to protect the national image. Travelers never talk negative about the place visited unless they have physical as well as psychological threat. This research is based on primary requirement of proper security that tourism needed as basic for its development. That is why, being a scholar, researcher wanted to find out the relationship between security and tourism. To find the relationship between them focus was given to understand the two term individually. Before the research, the general observation of the global scenario have stroked like, why newly identified destination were the super successful and why older destination such as Nepal, especially Pokhara is not able to grow as potential as it is.

**Objective of the Study**- Understanding the background, its relationship with future became a goal, consequently leaded the researcher to find out the state of tourism security in Pokhara valley. It could be beneficial not only for now but for the future development too. For this reason, understanding the current situation, what needed to be developed were the prime focus of this research.

**Research Methodology** - To gather the necessary data, purposively entrepreneurs were identified as the respondent. As it is needed to identify the residents who were doing the business for long and essence can be recovered from them. Mean time tourists were selected randomly as they are here for the temporary stay. Tourist as respondent needed because hardly tourists travel to new place without knowing the security state of the destination. To find out the international perception tourist were the valuable key for the information needed. Rests of the other information were gathered from the observation of the scenario around the valley as well as informal discussion was also helpful for the overall information presented in this research.

**Major Findings** - Tourism industry of Pokhara valley was based on natural beauty, unique cultural diversity and adventurous activities. Lakes, caves, temples, museums, historical infrastructures and site scene places were the main tourist destination. Most of tourists were enjoying adventurous paragliding, ultra-light flight, jeep flyer and mountain trekking. Domestic and foreign investments have been increasing in the tourism which is promoting the tourism industry of Pokhara valley. Overall tourism of valley is headed towards the development but in slow motion. Overall security level was found standard but needed to review and has to do more improvement. Harassment, cheating, drugs abuse, rape, theft, robbery, Strike (Bandh), road & aviation accident and natural disaster were found as major security challenges of the valley. The security system of the valley was progressive but lacking the high tech policing, lacking of effective intelligence network, poor infrastructure as well as poor understanding of the tourism industry among the community in the periphery. Similarly unemployment, has created such scenario that people around cannot think of the national character and involving in such cheap act of crime.

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**Arun Kumar Sharma**  
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## LIST OF ABBRIBARTION

AEBE -	All Else Being Equal
AOR -	Area of Responsibility
APF-	Armed Police Force
ASI –	Assistant Sub Inspector
Bn –	Battalion
CA -	Constituent Assembly
CBP –	Customs and Border Protection
CCTV –	Closed- Circuit Television
CDO –	Chief District Officer
Coy –	Company
CPA –	Comprehensive Peace Agreement
CPN –	Communist Party of Nepal
DMT –	Disaster Management Team
DSC –	District Security Committee
FIR -	First Incident Report
FY-	Fiscal Year
G7 -	Group of Seven nations
GDP –	Gross Domestic Production
GSS -	Global Support Strategy
HDI -	Human Development Index
HIV/AIDS –	Human immunodeficiency virus / acquired immunodeficiency syndrome
HVAC -	Heating, Ventilation and Air Conditioning
INSEC –	Informal Service Sector Center
JCO –	Junior Commanding Officer
Lt. Col –	Lieutenant Colonel
MDGs-	Millennium Development Goals
MP –	Member of Parliament
NGO –	Non Government Organization
NID-	National Investigation Department

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NP / CP –	Nepal Police / Civil Police
NTB –	Nepal Tourism Board
PATA -	Pacific Asia Travel Association
PHAP-	Pashchimanchal Hotel Association Pokhara
Pt –	Platoon
PTA -	Pokhara Tourism Authority
RA –	Regional Administrator
REBAN -	Restaurants and Bar Association Nepal
RSC –	Regional Security Committee
SART –	Search and Rescue Team
SI –	Sub Inspector
SP –	Superintendent of Police
SPSS-	Statistical Package for the Social Sciences
TAAN-	Trekking Agencies Association of Nepal
TI -	Transparency International
TSA –	Transport Security Administration
UK -	United Kingdom
UNDP –	United Nations Development Program
UNWTO-	United Nations World Tourism Organization
USA –	United States of America
VDC-	Village Development Committee.

---

## CHAPTER ONE

### INTRODUCTION

#### 1.1 Background of the Study

Theobald (1994) suggested that "etymologically, the word tour is derived from the Latin, 'tornare' and the Greek, 'tornos', meaning 'a lathe or circle; the movement around a central point or axis'. This meaning changed in modern English to represent 'one's turn'. The suffix –ism is defined as 'an action or process; typical behavior or quality', while the suffix, –is denotes 'one that performs a given action'. When the word tour and the suffixes –ism and –ist are combined, they suggest the action of movement around a circle. One can argue that a circle represents a starting point, which ultimately returns back to its beginning. Therefore, like a circle, a tour represents a journey in that it is a round-trip, i.e., the act of leaving and then returning to the original starting point, and therefore, one who takes such a journey can be called a tourist."

Tourism Society of England (1976) defined that tourism is the temporary, short-term movement of people to destination outside the places where they normally live and work and their activities during the stay at each destination. It includes movements for all purposes. There has been an up-trend in tourism over the last few decades, especially in Europe, where international travel for short breaks is common. Tourists have a wide range of budgets and tastes, and a wide variety of resorts and hotels have developed to cater for them. For example, some people prefer simple beach vacations, while others want more specialized holidays, quieter resorts, family-oriented holidays or niche market-targeted destination hotels.

The tourism industry has become a highly visible and controversial component of the local economies and human landscapes within the region (Baker 1993). Tourism has an important role to play for many countries. Especially for the developing countries to increase employment, to improve infrastructure, to grow economy and to maintain environment (Fakhar, 2008, p. 17).

In 1936, the League of Nations defined a foreign tourist as "someone traveling abroad for at least twenty-four hours". Its successor, the United Nations, amended this definition in 1945, by including a maximum stay of six months. After the Second World War tourism is developed as the travel for recreational, leisure, family or business purposes, usually of a limited duration. The International Conference on Travel and Tourism Statistics convened by the United Nations World Tourism Organization (UNWTO) in Ottawa, Canada, in 1991 reviewed, updated, and expanded on the work of earlier international groups. The Ottawa Conference made some fundamental recommendations on definitions of tourism, travelers, and tourists. The United Nations Statistical Commission adopted the UNWTO's recommendations on tourism statistics on March 4, 1993 (Goeldner & Ritchie, 2012). The UNWTO has taken the concept of tourism beyond a stereotypical image of "holiday making." The officially accepted definition is: "Tourism comprises the activities of persons traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business, and other purposes" (Goeldner & Ritchie, 2012).

Tourism has become a popular global leisure activity. Tourism can be domestic or international, and international tourism has both incoming and outgoing implications on a country's balance of payments. Today, tourism is a major source of income for many countries, and affects the economy of both the source and host countries, in some cases it is of vital importance. The United Nations World Tourism Organization (UNWTO) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism. It is the leading international organization in the field of tourism, which promotes tourism as a driver of economic growth, inclusive development and environmental sustainability and offers leadership and support to the sector in advancing knowledge and tourism policies worldwide. It encourages the implementation of the Global Code of Ethics for Tourism to maximize the contribution of tourism to socio-economic development, while minimizing its possible negative impacts, and is committed to promoting tourism as an instrument in achieving the United Nations Millennium Development Goals (MDGs), geared towards reducing poverty and fostering sustainable development (MDG, 2011).

Regarding safety and security of tourist travelling world with UNWTO has taken initiation to develop ethics to be followed by both tourist and host. That is why, Resolution of the Ninth General Assembly of WTO (Buenos Aires) concerning in particular travel facilitation and the safety and security of tourists of 4 October 1991; the resolution speaks strictly about on article 1 which says;

*Safety and security are vital to providing quality in tourism. More than any other economic activity, the success or failure of a tourism destination depends on being able to provide a safe and secure environment for visitors. Nepal is not secure from internal threats – insurgency, poverty, education and health problem. More people lost their lives every day in Nepal due to malnutrition, poverty, disease and natural calamities and the conflicts than any other factor. And such conflicts are not interstates but intra- state with potential to weaken and story state institutions, political order and even national sovereignty (Rai, 2006).*

Pointing out the Nepal's sources of vulnerabilities, "what are the major threats that Nepal face today? Is Nepal's insecurity today more due to our military weakness, small size, land locked, a location which is sandwiched between two nuclear powers, or the open border with India which could be misused against either country, or due to poverty, economic deprivation, poor governance, exclusion of large proportion of the population from the basic needs of human life, or failure to meet the rising aspirations of the people?" (Mahat, 2004).

## **1.2 Statement of the Problem**

Security, one of the major component that guarantees a traveler to travel and enjoy their vacation, which benefits a local geography with economy and education. In this regards security cannot be avoided to foster the tourism. Being the major and influencing industry tourism depends on the state of security. This time, the communities are based on safety and security, arguably among the primary human motivations. How this relates to tourism is problematic, as tourists may be prevented from even entering these 'secure' sites to interact with the community (Beeton, 2006). In many cases government of Nepal had emphasized tourism and has given priority that is why focuses in its every policy to facilitate the industry. To attract the global community there are frequent celebration of festivals and events in Nepal. It is well



known that tourism in Pokhara has higher potentiality from the dimension of natural appeal that is why community around Pokhara were trying to change the overall culture to address tourism and get optimum benefit. In totality Pokhara valley is working aggressively to develop valley as a tourism hub of Nepal.

In mean time, due to the various reasons like political instability and lack of proper security management in the tourism industry, it is in critical stage and facing many complex challenges. To sustain tourism industry for ever we have to find out the security issues that tourism industry are facing in Pokhara in time so that we can cure them. That is why; researcher is willing to find the answers for bellow questions to satisfy the concern regarding the relationship between tourism and security.

- What is the present scenario of Tourism in Pokhara Valley?
- What are the Security Issues and Challenges of Tourism industry of Pokhara Valley?
- What are the ways to Achieve Sustainable Secure environment in Tourism Industry of Pokhara Valley?

### **1.3. Objectives of the Study**

The overall objective of the study is to find out the security challenges that are facing by tourism industry of Pokhara. The specific objectives of the study are;

- To explore the present scenario of tourism industry in Pokhara valley.
- To assess the existing security challenges of tourism industry in Pokhara valley.
- To recommend for the proper security management in Pokhara Valley.

## **1.4 Research Methodology**

### **1.4.1 Justification to the Research Site Selection**

Tourism is one of the highest potential industries in Nepal. Especially, Pokhara valley has become a renowned tourist hub with its natural beauty and typical diversity culture in Nepal and in the world. Due to political conflict, the security issue has become a global threat. The tourism security is a basic amenity to promote quality tourism in the world and as well as Pokhara valley.

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There have been lots of sociological researches done about tourism in Nepal and Pokhara but not even single research done about the tourism security from the perspective of political analysis. Researcher has selected the valley as an area of study to find out existing scenario of tourism, its problems and to recommend appropriate solutions with the lens of security. Regarding the topic; this is a virgin area of research so the researcher selected the site.

#### **1.4.2 Research Design**

It is designed to explain the research methods used to meet the stated objectives of the study. The methodology undertaken in relation to the research paradigm, sampling process and data collection and analysis techniques used to study the Tourism and Tourism Security. The study is conducted to analyze the condition of tourism and security challenges in Pokhara valley. Therefore, this research work is the descriptive design in nature. Likewise, it also designed under the exploratory since researcher has not found any other research of this type in Nepalese context.

#### **1. 4. 3 Sources and Nature of Data**

This research work has depended on Primary and Secondary sources of information. The published and unpublished documents, records and literature are used as secondary source. Collection of secondary data related to tourism safety and security were gathered from several books, articles, research paper, websites etc.

The overall research work has conducted through collection of primary data. Primary data was collected through direct questionnaires to the tourist from various nationalities and in depth interview was taken with tourism stakeholders. Beside interviews and questionnaire filled from respondent researcher has higher input of his observation on the reaction of the tourist in the research area. Therefore, the data and information are quantitative and qualitative in nature. The required facts collected through questionnaire are mentioned as the quantitative data while the qualitative data are collected through in-depth interview and observation tools of data collection method.

#### 1. 4. 4 Tools of Data Collection Procedures

To get insight on the issues emerged throughout the research researcher has implemented and tried to get unbiased result using various tools of data collection, such as questionnaires, interviews and observation.

- a) **Questionnaire Administration:** The primary data were collected through the self administered questionnaire to the respondents' at mutually convenience time. Structured questionnaires were self administered to the different people. The questionnaire was simple and understandable by all level of people, and was presented in lucid formats. The respondents were asked to give their frank opinion about the prevailing state of tourism security in Pokhara valley. Moreover, few additional questions have asked for probing. Based on the review of the literature, different options were included for the objective and comprehensive and structured questionnaire was developed which includes question related to tourist's and entrepreneur's perception on tourism security. Therefore, questionnaires were objective and subjective in nature. The sample questionnaire from is attached at the end of the report as Appendix.
- b) **In-depth Interview:** To collect the insightful information as well as practical experiences as the condition and promotion of the tourism security in Pokhara around one dozen in-depth interview were conducted with the key informants. In order to collect the views and perceptions concerned with the tourism security in Pokhara this tool were applied with those persons who has long professional experiences and working with tourism business as well as observed challenges with concerned tourism security in Pokhara.
- c) **Observation:** Observation is one of the major tools for primary data collection. Researcher had observed different spots and places concerned to the tourism security in Pokhara while he was in field work. During the

field study he had considered with tourism security and collected some required fact and information related with research problem.

#### **1.4.5 Description of the Samples**

Since this study is basically related to the "State of tourism security in Pokhara valley", so the tourism organizations, entrepreneurs, tourists, security forces and their units within the Pokhara Valley (within Sub- metropolitan, Lekhnath municipality including three more VDCs namely Pumdi Bhumdi, Sarankot and Batulechaur) was taken as a sample area for the study. There were two 5 stars and around 450 hotels and home stay having more than 5000 beds capacity, more than 250 restaurants (including Bar, Pub, Lounge, Club & Dohori), 20 paragliding companies, 111 travel agents, 75 trekking agents and 300 boats were in Fewa Lake. In addition to these, there were Tourist Police, Nepal Police (civil police), Armed Police Force (APF), Nepal Army and National Investigation Department (NID) for the security purpose as a tourism stakeholder inside Pokhara valley.

The researcher has selected 10 entrepreneurs, 15 firms and 101 visitors from various nationalities as a sample of the analysis. Pashchimanchal Hotel Association Pokhara (PHAP), Restaurants and Bar Association Nepal Pokhara (REBAN Pokhara), Trekking Agencies Association of Nepal Western Regional Chapter Pokhara (TAAN, Pokhara), Yeti Guest House, Hotel Mountain Kailash Resorts, The Fulbari Resorts, Shangrila Village, Hotel Silver Oaks Inn, Fishtail Hotel, Hotel Barahi, Hotel Lovely Mount, Madhusala Retro & Lounge Bar, Once Upon A Time Restaurant, 3 Sisters Adventure Trekking (P) Ltd, Mount Hawk Paragliding were selected. Tourists arrived in these hotels; travel agency and paragliding were the sample population of this research. The researcher has used convince and Judgmental sampling method.

The samples were collected as per the convenience for the study and some criteria for the samples are as follows:

- The sample firms were taken from Pokhara Valley.

- The sample firms were popular in Pokhara Valley.
- The sample firms had have a different status and scattered in Pokhara valley.

#### **1.4.6 Instrumentation**

Response Questionnaires were prepared as a source to collect the primary data for the study. Various books, published and unpublished articles, research papers and websites were used as a source of secondary data.

In order to measure the security perception of the tourists and tourism, a 17 items questionnaire were used including 8 item demographic information, which was adapted from Mthembu (2009) was used in the study. Mthembu (2009) developed the scale according to literature description of tourism security for his research. Mthembu has prepared a dissertation for University of Zululand. We made some minor modification on the scale due to purpose of our research and characteristics of the organization. The tourism security perception scale consists of 9 items. Following items were asked to the respondents:

Questions 9 prioritize the three different prospective tourism destination of Nepal.

Questions 10 measure the safe and secured tourist environment.

Questions 11 measures the perceived culprits for tourism crime.

Question 12 measures the key players responsible for tourism safety and security inside Pokhara valley.

Question 13 measures the ranking of different 10 variables vital to safety and security.

Questions 14 puts four most important factors contributing to decline of tourism safety & Security inside Pokhara valley.

Questions 15 gauge the most vulnerable entity of tourism industry.

Questions 16 rate the overall security environment of Pokhara.

Questions 17 take out five suggestions towards achieving tourism crime free and tourism safety and security assured environment.

Researcher asked these questions to understand the presence safety and security with some demographics items. The questionnaire is presented at Appendix. The study consists of data processing that comprise of categorization and tabulation of data. Relevant data obtained from sample were recorded in a spread sheet format using Microsoft Excel and SPSS. Excel and SPSS tools were used to process and extract the result from the available information.

Researcher made some interviews questions related to the topic and took interview of 10 stakeholders personally who were actively involved in the tourism industry of Pokhara valley. This is also presented in Appendix.

Question 1 why you have chosen this Work/ Profession?

Question 2 do you have any previous professional experience?

Question 3 what is the Aim of your organization?

Question 4 in your opinion, what is the future of tourism in Pokhara?

Question 5 Are you satisfied on the security provided to tourism by the Government?

Question 6 what are your expectations from government on tourism security?

Question 7 who do you think the culprits responsible for the insecurity in Pokhara?

Question 8 what measures you have established to strengthen the overall tourism security.

Question 9 Please tell us about FIVE strategies that you would recommend towards achieving tourism crime-free and tourism safety and security assured environment.

#### **1.4.7 Methods of Data Analysis**

Data obtained from various sources cannot be directly used in their original form. The raw data will not be useful if they are not presented in an understandable form. Analysis part is important part of study under which the data's are presented and analyzed in useful format. Under this part the data's

are analyzed to achieve the desired objective of the study. As we know that data's collected from different sources are need to be processed in a manner so that they were accurate and consistent with the intent plan. They need to be correctly and uniformly entered and tabulated. All the information acquired need to be properly used for finding the result of the study.

### Format of Research Methodology that applied in this research work

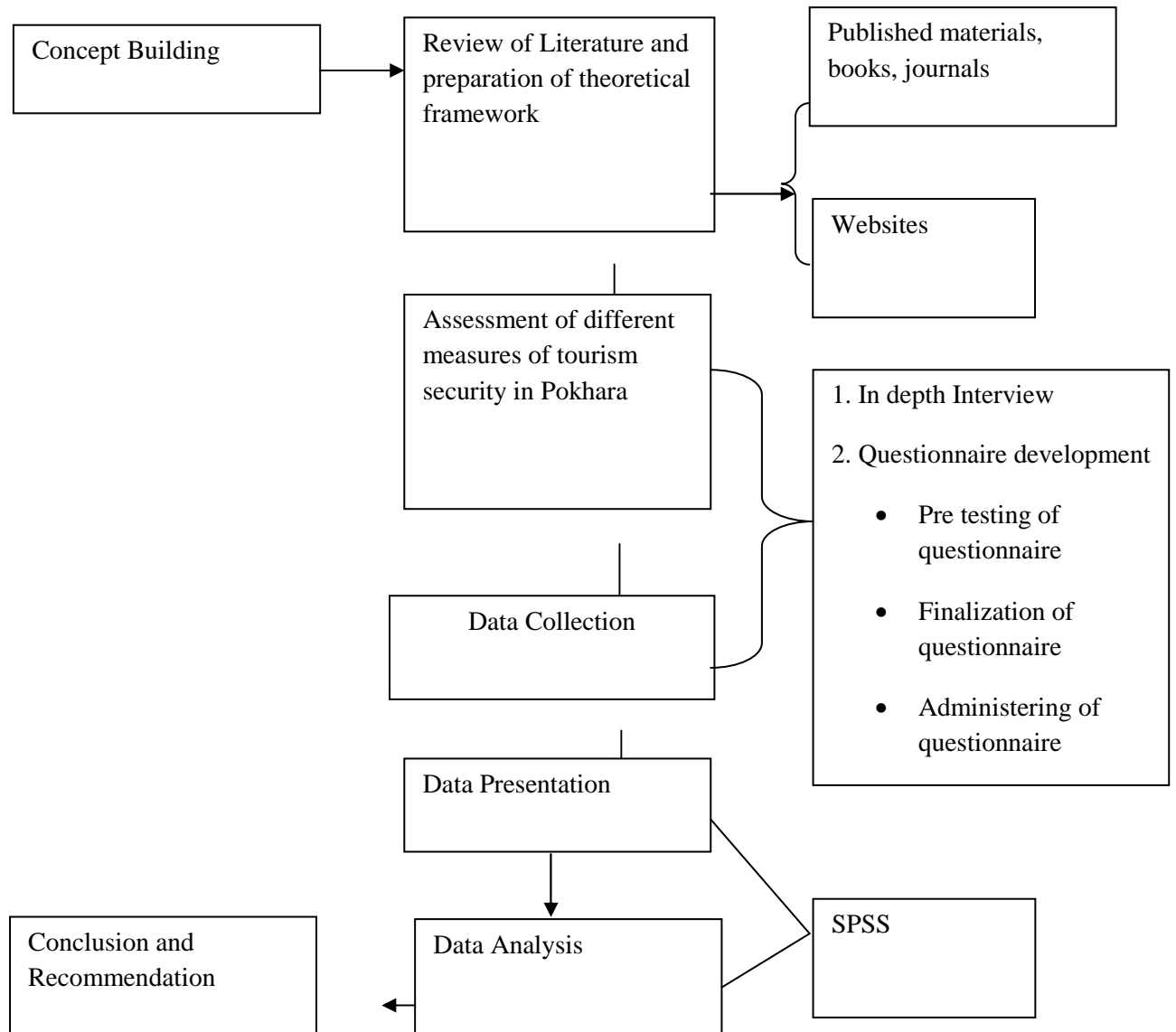


Figure 1.1: Research Methodology

## **1.5 Rationale of Study**

The purpose of topic selection is to know the reality of tourism in Pokhara and what security challenges it is facing. So the research can help to know the importance of tourism in Pokhara. Also why and how should to rearrange the security system to make Pokhara a travel destination.

The tourism industry is the backbone of the Nepalese economy. The Pokhara is one of the most popular tourist places of Nepal. The conflict of Nepal has not been settled and there is no stable political situation. This transitional situation of Nepal and improper security arrangement are posing a big security challenges in the tourism industry of Nepal. The research on security issues relating to tourism industry of Pokhara has not been done yet therefore this study will add a value for the promotion of the tourism industry and will be helpful to promote Nepal and Pokhara as a safe travel destination.

## **1.6. Limitations of the Study**

The study has been limited in Pokhara valley (Only Pokhara sub- metropolitan, Lekhnath municipality, Pumdi Bhumdi, Batulichaur & Sarankot VDC). Regarding the topic, “State of Tourism Security of Pokhara valley”, - security perspective covers lots of sub topics of security. But here, only physical and mental security of visitors will be studied. Such as free movement of legal tourists, security in hotels, restaurants & their visiting places and Emergency Communications, Crisis Management & Rescue Plan. Also security arrangement & management of tourism industry and security agencies will be studied.

Most often, tourists they never report security issues to local police which they faced while staying in Pokhara instead they report to their concern embassy or other institution rather than police unit. Furthermore if they are involving in illegal activities, they are totally unwilling to report these incidents to police. So these kinds of behaviors directly affect data collection and trends of security challenges in Pokhara results output of thesis may not be brought out correctly.



### **1.7. Expected Outcomes**

The study will contribute to promote the tourism industry by assessing the existing security situation in the city and with the recommendations for proper security management that are essential to the tourism industry of the city. The study will also contribute to identify the gaps in proper security management for the tourism industry.

### **1.8. Organization of the Thesis**

This study has been divided into five chapters:

The introduction chapter includes background of study, statement of problem, objectives, Research methodology, rational of study, limitations of study, expected outcome and organization of study. The second chapter has dealt with literatures review and theoretical framework. The third chapter has dealt with tourism and security challenges in Pokhara valley. Likewise the fourth chapter has dealt with respondents' perception in security challenges. At last, fifth chapter has concluded the thesis with conclusion where could be seen summary, major achievement, findings and recommendations.

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## *CHAPTER TWO*

# **REVIEW OF LITERATURE AND THEORETICAL FRAMEWORK**

### **2.1. Literature Review**

The purpose of this review is to provide the theoretical base for the understanding of the research problems. Further it aims to review the critical and the current knowledge including the substantive findings and critical ideas as well as theoretical and methodological contribution to the particular topic. This research is an outcome of the review of the different research papers, articles and books published by various scholars and researchers.

#### **2.1.1. Tourism**

Pizam and Mansfeld (2006) peace, safety, and security are the primary conditions for successful tourism development. United Nation World Tourism Organization's annual report had published which has focused on the growth is higher with its ratio 5 percent in 2013 to 1.087 billion people travelled worldwide which has resulted 1.4 trillion of export earnings in the same year (UNWTO, 2014). Likewise, Popescu (2011) for many countries, tourism is considered as having a great economic importance, with quite a large share in the country's GDP. Hence, the number of foreign tourists is highly important. But worldwide, the threats and dangers are more frequent, and consequently tourists are becoming more aware of the necessity of a safe destination. Foreign tourists are educated in the spirit of touristic safety, and when choosing a particular destination, this aspect is of utmost importance. The image of the country or any touristic destination depends on the quality of the touristic products, which include not only the natural and cultural patrimony or the economic environment, but also the social and political climate, state order and citizens' safety. A country with a good image for safe tourism can use it as a competitive advantage and attract different segments of the international tourism market. The paper presents

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some of the safety issues in tourism, focusing on the main aspects of tourism safety in Romania, based on the travel and tourism competitiveness index, with special focus on the third pillar – Safety and Security and the results of an on-line survey with managers and employees in tourism activities.

Fakhar (2008) travelling has become an excellent remedy for the stress and anxiety demanded by our modern day life schedules. People prefer change when they get holidays so that they can relax their minds and spend some quality memorable time. Therefore, Tourism has become a popular global leisure activity and is the most dynamic and current growing industry of the world. Tourism activity and tourists are important because it is the most effective mean of exploring other countries, its people and their culture whereas the tourists help in building the bridges between nations through love, mutual understanding and knowledge, thus bringing different cultures together (p. 34). Likewise, WHO (2009) estimated that there are around half a million people on board aircraft at any given time. There have also been changes in lifestyle, for example some retirement-age people sustain year round tourism. This is facilitated by internet sales of tourist services. Some sites have now started to offer dynamic packaging, in which an inclusive price is quoted for a tailor-made package requested by the customer upon impulse. The developments in technology and transport infrastructure, such as jumbo jets, low-cost airlines and more accessible airport shave made many types of tourism more affordable.

World Tourism Organization (1987) sustainable tourism is envisaged as leading to management of all resources in such a way that economic, social and aesthetic needs can be fulfilled while maintaining cultural integrity, essential ecological processes, biological diversity and life support systems. Sustainable development implies "meeting the needs of the present without compromising the ability of future generations to meet their own needs. Sustainable tourism can be seen as having regard to ecological and socio-cultural carrying capacities and includes involving the community of the destination in tourism development planning. It also involves integrating tourism to match current economic and growth policies so as to mitigate some of the negative economic and social impacts of 'mass tourism'. Likewise, Murphy (1985) advocates the use of an 'ecological approach', to consider both 'plants' and 'people' when implementing the sustainable tourism development

process. This is in contrast to the 'boosterism' and 'economic' approaches to tourism planning, neither of which considers the detrimental ecological or sociological impacts of tourism development to a destination.

Butler (1980) questions the exposition of the term 'sustainable' in the context of tourism, citing its ambiguity and stating that "the emerging sustainable development philosophy of the 1990s can be viewed as an extension of the broader realization that a preoccupation with economic growth without regard to its social and environmental consequences is self-defeating in the long term." Thus 'sustainable tourism development' is seldom considered as an autonomous function of economic regeneration as separate from general economic growth.

Popescu (2011) local economic effects of tourism are determined by the share of tourism spending in the local economy as well as the amount of the resulting other economic activities. In greening the tourism sector, therefore, increasing the involvement of local communities, especially the poor, in the tourism value chain can contribute to the development of local economy and poverty reduction. (p. 414). Likewise, Hunziker and Krapf (1941) defined tourism as people who travel the sum of the phenomena and relationships arising from the travel and stay of non-residents, insofar as they do not lead to permanent residence and are not connected with any earning activity. Whereas, Tourism Society of England (1976) defined Tourism as the temporary, short-term movement of people to destination outside the places where they normally live and work and their activities during the stay at each destination. It includes movements for all purposes. The International Association of Scientific Experts (1981) defined tourism in terms of particular activities selected by choice and undertaken outside the home.

### **2.1.2 Forms of Tourism**

The UNWTO has taken the concept of tourism beyond a stereotypical image of "holiday making." The officially accepted definition is: "Tourism comprises the activities of persons traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business, and other purposes." The term usual environment is intended to exclude trips within the area of usual residence,

frequent and regular trips between the domicile and the workplace, and other community trips of a routine character (Goeldner & Ritchie 2012).

1. International tourism

- a. Inbound tourism: Visits to a country by nonresidents

- b. Outbound tourism: Visits by residents of a country to another country

2. Internal tourism: Visits by residents and nonresidents of the country of reference

3. Domestic tourism: Visits by residents of a country to their own country

4. National tourism: Internal tourism plus outbound tourism (the resident tourism market for travel agents, airlines, and other suppliers)

### **2.1.3. Tourism in the World**

Tourism can be recognized as long as people have travelled; the narrative of Marco Polo in the 13th century; the "grand tour" of the British aristocracy to Europe in the 18th century; and the journeys of David Livingstone through Africa in the 19th century are all examples of early tourism. Thomas Cook is popularly regarded as the founder of inclusive tours with his use of a chartered train in 1841 to transport tourists from Lough borough to Leicester. Before the 1950s, tourism in Europe was mainly a domestic activity with some international travel between countries, mainly within continental Europe. In the period of recovery following World War II, a combination of circumstances provided an impetus to international travel. Among the important contributing factors were the growing number of people in employment, the increase in real disposable incomes and available leisure time, and changing social attitudes towards leisure and work. These factors combined to stimulate the latent demand for foreign travel and holidays. The emergence of specialist tour operators, who organized inclusive holidays by purchasing transport, accommodation, and related services and selling these at a single price, brought foreign holidays within the price-range of a new and growing group of consumers. The "package" or "inclusive" tour democratized travel in Europe; foreign holidays were no longer the preserve of the affluent and socially elite classes.

### **2.1.4 History of Tourism**

Tourism has a long history since human civilization. In eastern civilization it was found to be the issue of national security. Tourists were regarded as a covert spy of

another nation. The concept was described in legendary holy Hindu literature like Ramayana, Mahabharata, Gaeta, and Chanakya Niti. Below literature will describe about the different variety of tourism.

a) **Grand Tour:** Modern tourism can be traced to what was known as the Grand Tour, which was a traditional trip of Europe (especially Germany and Italy) undertaken by mainly upper-class European young men of means, mainly from Western and Northern European countries. The custom flourished from about 1660 until the advent of large-scale rail transit in the 1840s, and was associated with a standard itinerary. The New York Times (2013) three hundred years ago, wealthy young Englishmen began taking a post-Oxbridge trek through France and Italy in search of art, culture and the roots of Western civilization. With nearly unlimited funds, aristocratic connections and months (or years) to roam, they commissioned paintings, perfected their language skills and mingled with the upper crust of the Continent. Landau (2007) the primary value of the Grand Tour, it was believed, laid in the exposure both to the cultural legacy of classical antiquity and the Renaissance, and to the aristocratic and fashionably polite society of the European continent. The Grand Tour became a real status symbol for upper classes' students, in the 18th and 19th centuries.

b) **Leisure Travel:** Leisure travel was associated with the Industrial Revolution in the United Kingdom, the first European country to promote leisure time to the increasing industrial population. Initially, this applied to the owners of the machinery of production, the economic oligarchy, the factory owners and the traders. These comprised the new middle class. Cox & Kings was the first official travel company to be formed in 1758.

c) **Cruise Shipping:** Cruising is a niche form of tourism, a feature of which is that it typically touches more than one country but it typically does not touch any country. It is a popular form of water tourism. Leisure cruise ships were introduced by the Peninsular & Oriental Steam Navigation Company (P&O) in 1844, sailing from Southampton to destinations such as Gibraltar, Malta and Athens. In 1891, German businessman Albert Ballin sailed the ship Augusta Victoria from Hamburg into the Mediterranean Sea. In 1900, one of the first purpose-built cruise ship was Prinzessin Victoria Luise, built in Hamburg.

d) **Winter Tourism:** St. Moritz, Switzerland became the cradle of the developing winter tourism in the 1860s; hotel manager Johannes Badrutt invited some summer guests from England to return in the winter to see the snowy landscape, thereby inaugurating a popular trend. It was, however, only in the 1970s when winter tourism took over the lead from summer tourism in many of the Swiss ski resorts. Even in winter, up to one third of all guests (depending on the location) consist of non-skiers.

e) **Mass Tourism:** Mass tourism developed with improvements in technology, which allowed the transport of large numbers of people in a short space of time to places of leisure interest, so that greater numbers of people could begin to enjoy the benefits of leisure time.

### 2.1.5. Recent Developments in Tourism

Tourism has an important role to play for many countries and regions especially the developing countries like providing employment chances, to improve infrastructure and superstructure, to grow economy and to maintain environment.

a) **Sustainable Tourism:** "Sustainable tourism is envisaged as leading to management of all resources in such a way that economic, social and aesthetic needs can be fulfilled while maintaining cultural integrity, essential ecological processes, biological diversity and life support systems." World Tourism Organization World Commission on Environment and Development (1987) sustainable development implies meeting the needs of the present without compromising the ability of future generations to meet their own needs.

b) **Ecotourism:** Ecotourism, also known as ecological tourism, is responsible travel to fragile, pristine, and usually protected areas that strives to be low impact and (often) small scale. It helps educate the traveler; provides funds for conservation; directly benefits the economic development and political empowerment of local communities; and fosters respect for different cultures and for human rights.

c) **Pro poor Tourism:** Pro-poor tourism, which seeks to help the poorest people in developing countries, has been receiving increasing attention by those involved in development; the issue has been addressed through small-scale projects in

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local communities and through attempts by Ministries of Tourism to attract large numbers of tourists. Research by the Overseas Development Institute suggests that neither is the best way to encourage tourists' money to reach the poorest as only 25% or less (far less in some cases) ever reaches the poor; successful examples of money reaching the poor include mountain-climbing in Tanzania and cultural tourism in Luang Prabang, Laos.

**d) Recession Tourism:** Landau (2007) recession tourism is a travel trend, which evolved by way of the world economic crisis. Identified by, recession tourism is defined by low-cost, high-value experiences taking place of once-popular generic retreats. Various recession tourism hotspots have seen business boom during the recession thanks to comparatively low costs of living and a slow world job market suggesting travelers are elongating trips where their money travels further.

**e) Medical Tourism:** When there is a significant price difference between countries for a given medical procedure, particularly in Southeast Asia, India, Eastern Europe and where there are different regulatory regimes, in relation to particular medical procedures (e.g. dentistry), traveling to take advantage of the price or regulatory differences is often referred to as "medical tourism".

**f) Educational Tourism:** Educational tourism developed, because of the growing popularity of teaching and learning of knowledge and the enhancing of technical competency outside of the classroom environment. In educational tourism, the main focus of the tour or leisure activity includes visiting another country to learn about the culture Study Tours, or to work and apply skills learned inside the classroom in a different environment, such as in the International Practicum Training Program.

**g) Creative Tourism:** Creative tourism has existed as a form of cultural tourism, since the early beginnings of tourism itself. Its European roots date back to the time of the Grand Tour, which saw the sons of aristocratic families traveling for the purpose of mostly interactive, educational experiences. Raymond and Richards (1994) define creative tourism as tourism related to the active participation of travelers in the culture of the host community, through interactive workshops and informal learning experiences. Meanwhile, the concept of creative tourism has been



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picked up by high-profile organizations such as UNESCO, who through the Creative Cities Network, have endorsed creative tourism as an engaged, authentic experience that promotes an active understanding of the specific cultural features of a place.

**h) Experiential Tourism (Experiential Travel):** Experiential Travel (or "immersion travel") is one of the major market trends in the modern tourism industry. It is an approach to travelling which focuses on experiencing a country, city or particular place by connecting to its history, people and culture. The term "Experiential Travel" is already mentioned in publications from 1985 - however it was discovered as a meaningful market trend much later.

**i) Dark Tourism:** Lennon and Foley (2000) defines dark tourism as this type of tourism involves visits to "dark" sites, such as battlegrounds, scenes of horrific crimes or acts of genocide, for example: concentration camps. Dark tourism remains a small niche market, driven by varied motivations, such as mourning, remembrance, education, macabre curiosity or even entertainment. Its early origins are rooted in fairgrounds and medieval fairs.

**j) Doom Tourism:** Shapiro (2007) and later explored in The New York Times, this type of tourism is believed to be on the rise. Also known as "Tourism of Doom," or "Last Chance Tourism" this emerging trend involves traveling to places that are environmentally or otherwise threatened (such as the ice caps of Mount Kilimanjaro, the melting glaciers of Patagonia, or the coral of the Great Barrier Reef) before it is too late.

**k) Space Tourism:** There has been a limited amount of orbital space tourism, with only the Russian Space Agency providing transport to date. A 2010 report into space tourism anticipated that it could become a billion dollar market by 2030.

**l) Sports Tourism:** Since the late 1980s, sports tourism has become increasingly popular. Events such as rugby, Olympics, Commonwealth games, Asian Games and football World Cups have enabled specialist travel companies to gain official ticket allocation and then sell them in packages that include flights, hotels and excursions. The focus on sport and spreading knowledge on the subject, especially more so recently, lead to the increase in the sport tourism. Most notably, the

international event such as the Olympics caused a shift in focus in the audience who now realize the variety of sports that exist in the world.

**m) Business Tourism:** Business tourism or business travel is a more limited and focused subject of regular tourism. During business tourism (traveling), individuals are still working and being paid, but they are doing so away from both their workplace and home. Some definitions of tourism tend to exclude business travel. However, the World Tourism Organization (WTO) defines tourists as people "traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes".

#### **2.1.6. The Beginning of Tourism in Nepal**

King Prithvinarayan Shah unified the scattered principalities into bigger Nepal in 1767 A.D. (1825 B.S.), thus, giving a new dimension to travel and tourism in the country's perspective. In the history of tourism development of Nepal, the visit of Captain Kirk Patric Mission in 1792 to Nepal also seems important. Although Kirk Patrick had come to Nepal as a military official to collect facts about Nepal, his book about Nepal "An Account of the Kingdom of Nepal" helped to introduce Nepal to outsiders (Shrestha & Shrestha, 2012). He further said, Since then Nepal is in turmoil of its unification as well as sense of communism and close border has prevented people to visit Nepal for other purposes. Many of the visitors are from the then East India Company who were of officials willing to study resources of Nepal as well as hunting of the wildlife in the low land Tarai. After the advent of democracy in 1950, Nepal started to develop the different aspects of her social, economic and political life. Since that time, the door of Nepal has remained open to foreigners with the desire to visit Nepal in order to develop the tourist industry in the country. The role of mountain tourism is very significant in the overall tourism sector. In fact, tourism in Nepal began with mountain tourism (Shrestha & Shrestha, 2012).

The tourism industry is growing very rapidly and Nepal has tremendous potential for tourism development because of its unique natural and cultural heritage. In this context, this tourism policy has been formulated with the aims of: increasing national productivity and income; increasing foreign currency earnings; creating employment opportunities; improving regional imbalances and projecting the image of Nepal more

assertively in the international arena; through the development and diversification of the travel and tourism industries. Tourism was a major source of foreign exchange earnings. Especially since Mount Everest (Sagarmatha in Nepali) was first climbed by Sir Edmund Hillary and Tensing Sherpa in 1953, the Himalayas have attracted foreigners to Nepal. Mountaineering and hiking were of considerable interest as were rafting, canoeing, and hang gliding. Tourism was facilitated with the opening of airways to Kathmandu and other parts of the country and the easing of travel restrictions.

In the 1950s, there was a shortage of hotels. Beginning in the 1960s, the government encouraged the building of hotels and other tourist facilities through loans. According to government statistics, between 1985 and 1988 the number of hotel rooms increased from under 22,000 to more than 27,000. Prior to the trade impasse with India beginning in March 1989, tourism had grown by more than 10 percent per year for most of the 1980s. Between 1985 and 1988, the number of tourists increased from approximately 181,000 to about 266,000. More than 80 percent of the tourists arrived in the country by air (Ministry of Tourism and Civil Aviation, 2009). Likewise, Tourism is the largest industry in Nepal; the largest source of foreign exchange and revenue. Possessing 8 of the 10 highest mountains in the world, Nepal is a hotspot destination for mountaineers, rock climbers and people seeking adventures. The Hindu and Buddhist heritage of Nepal and its cold weather are also strong attractions (Shrestha & Shrestha, 2012).

In 1998, Baral, Indra Kala done academic studies in The prospect of Eco tourism in the Begnas and Rupa lake watershed area in Nepal, by from the department of sociology has given the insight that tourism with ecological sustainability can foster the living standard and social identity to its better level. Similarly, from department of Humanities (Economics), *Krishna Kumari Pahari*, (1999) has done studies on tourism industry and its role in employment generation has identified the economic dimension and its contribution. Likewise, Sharma, Ramji, (2005), sociologically, tourism implies on interaction between two groups, the host and the visitors, and an encounter between two cultures given that all tourist do not visit places alone but they travel with their own beliefs, values, behavioral modes what may be termed as “cultural baggage”. Socio-cultural behavior is guided by the influences that tourism has on its

economic dimension that is why maintaining equilibrium between economic and non economic issued need to be addressed for sustainability of culture and business itself. On the one hand tourism is acknowledged as an economic savior while on the other, it is characterized as an agent of socio cultural and environmental degradation.

### **2.1.7. Classification of Tourism Industry**

The new tourism policy 1995 has classified tourism industries in to the following categories: Classified hotels industry, Resort, Trade agencies, Rafting, Classified restaurants and bar, Adventurous recreational tourism, Business (Skating, Gliding, Cable car-complex, hot air blowing gulf course, polo, horse riding), Tourism related human resources development institutes/training centers.

## **2.2. Security**

The word “Security” has covered a board area of global security and national security. The researcher reviewed the tourism security and focused on physical and psychological security of tourism industry of Pokhara valley.

### **2.2.1. Human Security**

The concept of human security was emerged after the end of the Cold War which is based on idea that people should be able to take care of themselves: all people should have the equal opportunity to meet their most essential needs and to earn their own living. People should have freedom for their future and development of their personnel, community and country. Human security is not defensive or offensive Concept to whom security means territorial or military security. Instead, human security is an integrative concept which is surrounded in a notion of unity among people. It cannot be brought about through force, with armies standing against armies. It can happen only if we agree that development must involve all people. Human Security focuses primarily on protecting people while promoting peace and assuring sustainable continuous development. It emphasizes aiding individuals by using a people-centered approach for resolving inequalities that affect security highlights to achieve peace and stability in today’s interdependent world, preventing and mitigating the impact of internal violent conflicts are not sufficient. Also important are upholding human rights, pursuing inclusive and equitable development and respecting human dignity and diversity. Equally decisive is to develop the capability of

individuals and communities to make informed choices and to act on their own behalf (Ogata, 2001).

Seventy years ago, Albert Einstein summed up the discovery of atomic energy with characteristic simplicity: "Everything changed." He went on to predict: "We shall require a substantially new manner of thinking if mankind is to survive." Although nuclear explosions devastated Nagasaki and Hiroshima, humankind has survived its first critical test of preventing worldwide nuclear devastation. But five decades later, we need another deep move in thinking from nuclear security to human security. The concept of security has for too long been interpreted narrowly: as security of territory from external aggression, or as protection of national interests in foreign policy or as global security from the threat of a nuclear holocaust. It has been related more to nation-states than to people. Likewise, According to Commission on Human Security (2003) in its final report "Human Security Now" defines human security as to protect the vital core of all human lives in ways that enhance human freedoms and human fulfillment. Human security means protecting fundamental freedoms that are the essence of life. It means protecting people from critical (severe) and pervasive (widespread) threats and situations. It means using processes that build on people's strengths and aspirations. It means creating political, social, environmental, economic, military and cultural systems that together give people the building blocks of survival, livelihood and dignity.

### **2.2.2. Components of Human Security**

At the global level, human security means an exclusive greater stress on security of people and security through sustainable human development. Most of the states are responding to the threat of global poverty travelling across international borders in the form of drugs, HN/AIDS, climate change, illegal migration and terrorism. (UNDP Report, 1994) the components of human security can be too long, but most important can be considered in seven main categories:

- a) **Economic Security:** Economic security requires an assured basic income for individuals, usually from productive and remunerative work or, as a last resort, from a publicly financed safety net. In this sense, only about a quarter of the world's people are presently economically secure. While the economic security

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problem may be more serious in developing countries, concern also arises in developed countries as well. Unemployment problems constitute an important factor underlying political tensions and ethnic violence.

**b) Food Security:** Food security requires that all people at all times have both physical and economic access to basic food. According to the United Nations, the overall availability of food is not a problem; rather the problem often is the poor distribution of food and a lack of purchasing power.

**c) Health Security:** Health Security aims to guarantee a minimum protection from diseases and unhealthy lifestyles. In developing countries, the major causes of death traditionally were infectious and parasitic diseases, whereas in industrialized countries, the major killers were diseases of the circulatory system.

**d) Environmental Security:** Environmental security aims to protect people from the short- and long-term ravages of nature, man-made threats in nature, and deterioration of the natural environment. Lack of access to clean water resources is one of the greatest environmental threats and air pollution. Global warming, caused by the emission of greenhouse gases, is another environmental security issue.

**e) Personal Security:** Personal security aims to protect people from physical violence, whether from the state or external states, from violent individuals and sub-state actors, from domestic abuse, or from predatory adults. For many people, the greatest source of anxiety is crime, particularly violent crime.

**f) Community Security:** Community security aims to protect people from the loss of traditional relationships and values and from sectarian and ethnic violence. Traditional communities, particularly minority ethnic groups are often threatened.

**g) Political Security:** Political security is concerned with whether people live in a society that honors their basic human rights. Human rights violations are most frequent during periods of political unrest. Along with repressing individuals and groups, governments may try to exercise control over ideas and information.

In an ideal world, each of the UNDP's seven categories of threats would receive adequate global attention and resources. Yet attempts to implement this human security agenda have led to the emergence of two major schools of thought on how to best practice human security — "Freedom from Fear" and "Freedom from Want". While the UNDP (1994) report originally argued that human security requires attention to both freedom from fear and freedom from want, divisions have gradually emerged over the proper scope of that protection (e.g. over what threats individuals should be protected from) and over the appropriate mechanisms for responding to these threats. Freedom from Fear: This school seeks to limit the practice of Human Security to protecting individuals from violent conflicts while recognizing that these violent threats are strongly associated with poverty, lack of state capacity and other forms of inequities. This approach argues that limiting the focus to violence is a realistic and manageable approach towards Human Security. Emergency assistance, conflict prevention and resolution, peace-building are the main concerns of this approach (Oscar, A, Gómez & Ges, Gasper, 2013).

### **2.2.3. Security Challenges of 21<sup>st</sup> Century.**

A more secure world: Our shared responsibility (2004) Report of the High-level Panel on Threats, Challenges and Change United Nations has mentioned that “to save succeeding generations from the scourge of war” - to ensure that the horrors of the World Wars were never repeated. We know all too well that the biggest security threats we face now are from non-State actors as well as States, and to human security as well as State security. The preoccupation of the United Nations founders was with State security but the human security is the most sensitive subject now.

### **2.2.4. Security Situation of Nepal**

Bhatt (2008) Nepal was formally declared a Federal Republic by the first meeting of the Constituent Assembly (CA) Wednesday night on 28<sup>th</sup> May 2008. The declaration has ended the 240-year rule of the Shah Dynasty. The Shah Kings had been reigned the country since King Prithvi Narayan Shah conquered the Kathmandu Valley in 1748. The dynasty crumbled the other day, transforming its 12<sup>th</sup> king Gyanendra to an ordinary citizen. The CA has also given the former king 15 days to vacate the Narayanhity Royal Palace. When the proposal for the republic was tabled at the first meeting of the CA, an overwhelming 560 CA members supported the proposal while

only four votes went against it. In the 601-member CA, 26 members are yet to be nominated whereas two MPs were prevented from voting on legal grounds. With the fall of the Shah dynasty through a bloodless political movement, the base of feudalism has crumbled. No king will stage coups to overthrow elected governments as in 1960 and 2005. The historic declaration of 28<sup>th</sup> May has ushered in an era of political stability. Indeed, this is an era of democracy, and only people-elected representatives have the right to govern. By birth, no institution and individual can possess the right to rule. He or she must get popular votes to exercise such rights. Contrary to this, the kings were exercising the rights simply because they were born kings. The first CA meeting that began after paying a two-minute tribute to the martyrs has indeed fulfilled the dreams of all martyrs and the people. The Nepali people were raising voices for the Constituent Assembly right after the change of 1951, but it could not be realized due to the conspiracies of the kings. When the demand for the CA was getting weakened, the Maoists waged an armed insurgency with republic as their major demand in 1996. The seed of republic was truly sowed in the 12-point between the CPN (Maoists) and the then mainstream seven-party alliance brokered in New Delhi. The very agreement resulted in the success of the April Movement of 2006, restoration of the parliament, drafting of the interim constitution, formation of the interim parliament and the present historic CA. The political parties have taken very cautious steps to materialize the dream of a republic. Now when the people are celebrating the people's victory, all the political parties should be committed to forging a consensus was said by Prime Minister Girija Prasad Koirala in his historic address to the historic meeting of the CA so that epochal changes, including the consolidation of democracy and human rights, in Nepal are possible to lead Nepal to a peaceful, prosperous status.

Due to above considerable changes in the political system the security situation is to be improved progressively comparing to the recent periods where violence was reported in September 2007 (explosions on crowded places – many people injured) and still beginning of April 2008 – before elections the explosions were reported. Before proclamation of the Republic end of May 2008 and during related festivities the public was celebrating on the streets of Kathmandu especially around the king's palace where the police had to establish order. Some people were injured but no larger extent of violence took place due to strong police forces and the “celebrating



character” of the demonstrations in support of the newborn Republic of Nepal. The process of changes and complete political stabilization is thus ending and times of parliamentary democracy with president are beginning. On the other hand the concern about the economical situation and its consequences to the social stability is remaining. Nevertheless this is confirmed by shortage of fuel, gas and other essential supplies which is lasting for months and causing long rows of cars, motorbikes and people on the streets. The situation in June got even worse and the police had to establish order on some overcrowded pump stations (Bhatt, 2008).

In recent developments, the political parties of Nepal agreed on forming an interim government under the leadership of Chief Justice Khil Raj Regmi in order to hold Constituent Assembly elections by 19 November 2013 to end the political deadlock. The second election for the constituent assembly was held successfully and Sushil Koirala was appointed the new prime minister. In 2013, Nepal ranked the 157th place on the Human Development Index (HDI) and despite several challenges Nepal has been making steady progress and the Government of Nepal have made commitment to help the nation to graduate from the least developed country by 2022.

Nepal, a developing country in the Asia Pacific region, is a very good illustration of such vulnerability, entangled in a tripartite complex involving conflict, tourism, and peace. Nepal’s traditional culture and generally unspoiled natural environment are key attractions for diverse tourist market segments such as holiday-making luxury tourists, pilgrims, adventure lovers, and special interest tourists from all over the world (Bhatt, 2008). Since opening the country to outsiders in 1950, Nepal has acquired a unique identity as a popular tourist destination and the number of tourists coming into the country has constantly increased. However, the decade-long armed conflict termed a “People’s War”, waged by the Communist Party of Nepal (Maoist) with the aim of transforming the socio-economic and political structures of Nepal, became a turning point that shattered the tourist destination image of Nepal. The conflict resulted in not only the breakdown of peace and harmony in the country but also in the loss of 15,000 Nepalese lives. In addition, some 200,000 people were internally displaced (INSEC, 2007).

Nepal's conflict was due to complex and interwoven causes and a high degree of frustration amongst the majority of its people. It was assessed by one school of thought as 'pathological and dysfunctional' and by another as a 'functional means for social change. The latter view accepts that conflict is a constructive social process which helps to establish group boundaries, develops a sense of self-identify, encourages community building, and contributes to progressive economic and social change. (Upreti, 2002, P: 44). Likewise, Pyakuryal and Ghimire (2010) affirm this positive aspect of conflict and state that it is a necessary condition for change in social relations and hence is useful. In line with this appraisal, some positive consequences of Nepal's armed conflict in regards to the socio-economic aspects of tourism can be identified. Likewise, That conflict is not always destructive and may be useful has been supported in the case of Nepal with the strengthening of workers' rights in the tourism sector, positive publicity about Nepal's natural, cultural attractions and enhancement of domestic tourism (Sharma & Upadhyaya, 2011). Even though both national and international media covered Nepal's crises during violent conflict periods and presented insurgency stories, some international media like BBC, CNN, Deutsche Welle, Associated Press, etc. went beyond just the coverage of political instability and violence and helped publicize Nepal's beautiful landscapes, mountain topography, geography, vegetation, climate, deep valleys, and people belonging to varied ethnicities, traditional cultures, and traditional lifestyles. Moreover, a number of internet blogs helped to create a positive image of and trust in Nepal among tourists who were willing to visit Nepal. Thus media in many ways supported the private sector of the tourism industry in promoting tourism to Nepal. It contributed to the relatively fast growth in tourist arrivals after the comprehensive peace agreement in November 2006 (Upreti & Sharma, 2010).

### **2.2.5. The Security Perception of Nepal**

The security perception of Nepal has shown some significant deviation from typical traditional military based threats to more diverse threats emanating from a range of non-traditional, non-military components after the democratic transitions in the 1990. The democratic transition generated enormous political consciousness and social awareness among the Nepalese people. People have become more attentive to their rights and to issues that relate to their day to day lives as Freedom of speech, the right

to organize and the flourishing of the media have all played a significant role in empowering the general public. The failure of successive governments to address problems like political instability, to maintain law and order, providing government service, social discrimination, disparities in development, the lacks of inclusiveness, and the inefficient governing system have generated enormous problems helped unsatisfied group, terrorist and criminal groups to consolidate and expand their strength and activities. This caused conflict over in many areas, which led the country to a state of chaos, instability and violence (Pyakuryal & Ghimire, 2010).

During the Maoist insurgency, more than 13,000 people lost their lives, tens of thousands were injured and an even larger number of people were displaced from their homes, precipitating an internal refugee crisis. The election of Constituent Assembly in April 2008 declared Federal Democratic Republic of Nepal. Even the government formed after the CA election is under extreme pressure to free its people from the clutches of violence and to secure their basic needs, such as sufficient food, shelter, education, health care, human rights, political stability and security.

Some of the threat to human security are increasing number of armed groups; massive corruption, poverty, increasing culture of violence, crime, and disregard for law and order, and criminalization of politics; controversial citizenship issue; underdeveloped civil-military relation; regional, ethnic and class differences, social discrimination, insecurity of marginalized groups; brain drain of population; centrifugal force gaining ground; rising violence leading to internal displacement of people; and, over population.

Internal security policy 2069 was issued by Ministry of Home Affairs (MOHA) of Nepal to identify areas of internal security of Nepal and ways to protect them. Internal Security Policy of Nepal (2069) has identified 14 areas of internal security:

- Human rights and fundamental rights
- Security of state and citizens
- Security of vital installation and persons, heritage site and institutions
- Natural resources, water resources and environment
- Development in science and technology
- Lines of communication
- Reform in Economic sector and sustainable development

- 
- Reform in security apparatus
  - Regular follow of important service
  - Promotion of regional and international aid
  - Justice , good governance and transparency
  - Natural and human-made disasters
  - Health issues (HIV/AIDS)
  - Brain drain

Clear and detail planning , lack of commitment of Political parties and government and long transitional phase are the challenges of human security in Nepal , but none of the governments have listened to them and taken a decision towards addressing the issue.

The week implementation of policies and program is a great challenge. In many cases, the implementation phase often overlooks the concerns and needs of intended beneficiaries, particularly due to involvement and the participation of different stakeholders in the process of planning. The governments were not accountable and answerable to the people and were not followed the rule of law and internationally acclaimed democratic and transparent practices to secure citizens (Pyakuryal & Ghimire, 2010).

The ten years long armed conflict and the ongoing political violence in different part has taken a heavy toll on the economy and the people. The total security expenditures have significantly increased in order to meet the nation defense and security. Economic indicators since many years for Nepal also do not give an encouraging picture: investment has fallen, trade deficits have largely increased. This has created a number of challenges in meeting targets for poverty reduction, employment and reduction in hunger. Obviously, there are some constraints to meeting those targets as well (Pyakuryal & Ghimire, 2010). After the signing of the Comprehensive Peace Agreement (CPA), impunity has been pervasive in Nepal. Lack of transitional justice and the culture of pervasive impunity ensuring justice to conflict victims and punishment to perpetrators is a key challenge to the state in a post-conflict context. The people accused of being involved in serious human rights violations have not been punished and the orders of the Supreme Court have not been honored by

bringing the culprits to justice. In recent years there has been an increasing trend of case withdrawals on the basis that they were of a “political nature”.

### **2.2.6. Tourism Security**

European Travel Commission (2005) society changes continuously, and trends - whether economic, social or lifestyle - subsequently impact on tourism, as tourism is an integral part of our society. It is important for the tourism sector to assess these changes at an early stage. Existing policies regarding products and services, marketing and investments, all demand appropriate adjustments or adaptations when preferences and behavior develop differently from the way they have done in the past. In the past, supply has always dictated demand, whereas today the reverse is true. Increasing saturation of the market and more self-assertive consumers, with more free disposable income and leisure time, determine the profitability of suppliers in the tourism sector. Competition is becoming more volatile. Although some trends are supply-funded, it is also important to forecast trends in demand, as these trends form the basis for determining the time and money required to make the relevant adjustments.

Safety and security have always been indispensable condition for travel and tourism. But it is an incontestable fact that safety and security issues gained a much bigger importance in the last two decades in tourism. Changes in the World during the last two decades were enormous. Due terrorist acts, local wars, natural disasters, epidemics and pandemics, that we were witnesses to, security has significantly decreased. The travel and tourism industry could not avoid the negative impacts and consequences of these events. Moreover some of these events manifested the vulnerability of tourism both on global and regional levels. Therefore this fact necessitates the research and study of the relationship between security issues and tourism, including the creation of a new, up to date definition of the notion “security and safety in tourism”. Studying problems of safety and security became vital for the tourism industry (Kôvári & Zimányi 2010). Likewise, according to Matthews (1986) the massive growth of the tourism industry, including the involvement of governments, and the perceived negative impacts on tourism in developing countries, has helped in bringing about an increase in activities related to tourism policy analysis especially in the late 1980s and early 1990s. Within the work of tourism public policy

there are extremely significant aspects of tourism that need to be analysed and better understood. This should happen whether it is at local, regional, national or global scale.

According to Hall (2000) the variety of local and regional tourism policy is highlighted by the recent attempts to produce conceptual categorizations of the roles, planning approaches and geographic scales of tourism policy. In this regard, Hall (2000) further identified eight functional roles played by tourism policy: coordination, planning, legislation, entrepreneurial support, stimulation, promotion, social tourism and public interest protection of these different roles. Bruce (1997) development may attract crime to an area. Development plans which do not address issues of safety and security may in themselves make an area relatively 'criminal friendly' such as development plans if not properly conceived may even contribute to what seems to be an increased propensity of some of the people living in that area to become involved in criminal activity. Likewise, UNWTO (1996) has set up a guide of Practical measures for Destinations. Security and safety has become a complex multidimensional notion with a wide range of components belonging to it: political security, public safety, health and sanitation, personal data safety, legal protection of tourists, consumer protection, safety in communication, disaster protection, environmental security, getting authentic information, quality assurance of services etc. Security has undergone a significant change: from a more or less passive factor it is now an active element of tourism, an imperative to act in order to protect tourists and their belongings as well as all the achievements of the industry.

As cited in Magi (2001) one of the existing, overriding and persistent perspectives on tourism in the world is the recognition that crime safety and security is an important player in the success or failure of the tourism industry. Likewise, the security environments are probably the most unpredictable factor in the tourist industry. It has the potential to inflict major damage on the industry, as, Richter and Waugh (1986) explain: "a few terrorists can have a decisive and crippling impact on travel patterns and economies of particular locales". After the American raids on Libya in 1986 it was estimated a number of Americans changed their plans for foreign travel. The relationship between terrorism and tourism is so strong that Richter and Waugh (1986) refer to them as "logical companions." In Egypt the attack of tourists by local

terrorists in the 1990s has had negative effects on the growth of the tourism industry. Likewise, it has been argued that to encounter any economic growth and social development, communities must ensure that opportunities for the occurrence of some categories of crime, must be limited or discouraged (Bruce, 1997). In other words crime control and related prevention strategies must therefore be underpinned by complimentary social and economic policies (Bruce, 1997). The establishment of tourism related policies and principles that are geared to combat tourism crime, is the best situation any country that seeks to promote tourism can aspire to. European Travel Commission (2005) acts of terrorism, regional wars, pollution and other crises have unfortunately become facts of daily life, and influence the need to feel safe and secure. In tourism, this results in an increased need for safety and security, and in tourists avoiding destinations that are perceived as unsafe..

Popescu (2011) this means that safety in tourism must be ensured at multiple levels at the same time: on the one hand, at national level, by the police which must enforce the law and by other public bodies ensuring public safety, and on the other hand, at the local level: the managers of hotels and other premises must be well aware of the importance of having the proper equipment for guaranteeing their guests the security, the proper procedures to react or prevent some accidents or crises, and not least, a well trained personnel, having the skills and knowledge to react in a crisis situation. Likewise, according to U.S. Department of Commerce (2010) the government is responsible for safeguarding the country from security threats while efficiently processing all persons seeking to travel to the United States. The Federal government strives to provide all qualified visa applicants with an experience that promotes a positive image of the United States without compromising security. To achieve this, the Department of State has increased staffing, expanded facilities, improved efficiency, extended visa interviewing hours at our busiest posts, adopted streamlined application processes for many leisure and business travelers who previously qualified for visas, and is implementing a Global Support Strategy (GSS).<sup>45</sup> GSS frees up consular staff time and facilities for interviews by shifting non-adjudication services out of our visa waiting rooms. In high-volume locations such as Mexico and Brazil, GSS provides off-site biometric (fingerprint and photograph) collection, freeing up window space for interviews at our embassies and consulates. In lower-volume locations, GSS provides consistent support services, including management and

reporting tools that can be accessed by consular sections and in Washington, which allows embassies and consulates to better manage interview appointments and backlogs. By May 2012, 59 percent of the world will be covered by Global Support Strategy (GSS).

The Federal officers who secure our nation's borders while facilitating the movement of legitimate travel and trade through our ports of entry have a unique opportunity to create a positive first impression of the United States, while maintaining the highest standards of security. The government is working to improve the arrival experience for passengers traveling to the United States through training, processing. Through the introduction of risk-based security programs and policies, and by leveraging the latest technologies and intelligence, the Federal government can focus its efforts on those passengers who are unknown or who are higher risk, thereby enhancing the travel experience for known and trusted travelers. Passenger processing involves many layers, both seen and unseen, and the Federal government has developed partnerships with local airport authorities, airlines, and the private sector to continuously assess and resolve challenges in aviation security operations. One way to streamline passenger processing and reduce wait times is to process expeditiously low-risk travelers, which frees resources to focus on remaining travelers. For example, the TSA's new expedited screening initiative, TSA Pre allows TSA to focus more attention on travelers about whom we know less, while providing expedited screening, and perhaps a better travel experience, for those travelers about whom we know more. In order to prevent potential terrorists from exploiting the system, TSA will always incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening. Another example of a risk-based security program is CBP's Global Entry program, an effort through which qualified travelers provide more information to enroll, thereby allowing CBP officers to focus resources on screening other passengers (TSA, 2011).

### **2.2.7. Types of Security Incidents in Tourism**

Pizam and Mansfeld (2006) describes in their research paper entitled *Towards a Theory of Tourism Security* that the first and perhaps the most fundamental concept to be discussed under this group is the type of security incident that affects tourism. This concept's centrality stems from its substantial influence on its potential impact



on tourism. So far, the literature dealing with these interrelations identified four major types of security incidents that triggered some form of negative impact on the host communities, the tourism industry, and the tourists themselves. The four possible generators of a given security situation that might harmfully impinge on the tourism system are: crime-related incidents, terrorism, war, and civil/political unrest.

- |                                 |               |
|---------------------------------|---------------|
| ■ Larceny (Breaking & entering) | ■ Murder      |
| ■ Theft                         | ■ Piracy      |
| ■ Robbery                       | ■ Kidnapping. |
| ■ Rape                          |               |

These crime-related incidents may take place in various scenarios, such as crimes committed by local residents against tourists; crimes committed by tourists against local residents; crimes committed by tourists against other tourists; and organized crime against tourism enterprises.

Terrorism can take the form of:

- Domestic terrorism;
- International terrorism; and
- Cross-border terrorism.

The relationship between tourism and terrorism can be manifested in three possible scenarios:-

- Terrorism that is aimed at civil targets yet sometimes victimizes tourists as well.
- Terrorism that is directed at economic targets that are functionally related to tourism.
- Terrorism that targets tourism and/or tourists since both are regarded as “soft targets” with relatively high-impact media coverage.

Wars, either full-scale or limited to a given region, have also had major impacts on tourist demand, both for the involved countries as well as on global tourist flows. The outbreak of wars, unlike terror activities, tends to have a negative tourism impact on larger areas and for a longer period of time. Historically, the types of wars that have been found to have an impact on tourism are:

- Cross-border wars;

- Trans-border wars;
- Wars of attrition; and
- Civil wars.

Business Promotion & Tourism, (2002) illustrates on emergency communication and crisis management plan. Tourism industry stakeholders have identified the following man-made crises as those most likely to cause a significant loss of revenue, visitors or reputation to the tourism industry in the Western Cape:

**a) Personal Harm to Tourists:** Including continued and sustained muggings and theft of tourist property, attacks at tourist spots or on trains and buses, hijackings, murder, rape, robberies, hostage and kidnapping.

**b) Acts of Terror:** Including hostage taking, urban terror, renewed bombing campaign / bomb threats, hijacking by political religious groups, assassination.

**c) Major Transport Disasters:** Including boat or passenger ship sea disaster e.g. Robben Island. tour coach accidents, freak accidents e.g. cable car derailing, major aircraft disaster, train disaster e.g. Blue Train.

**d) Political Instability:** One of the major superstructures of the tourism is Political environment which has to create the favorable situation or environment to international visitors so a nation could get maximum intended benefit but, riot, strikes or other instability backed up by political interest could directly harm tourism and force travelers not to enter to the geography. Other disasters identified which were not prioritized to the same extent, but which nevertheless need to be addressed in planning the Tourism Safety Management Plan includes;

Civil and/or political unrest can be in the form of: Coup, Violent demonstrations; Uprising; and Riots. The above incidents have caused major declines in tourism demand in various parts of the world. Whether it is a coup d'état in Fiji, violent demonstrations against the Group of Seven nations (G7) in several different venues, the uprising of the Palestinians in the West Bank and Gaza, or riots in the Chiapas region of Mexico, such incidents paralyzed or severely impacted the local tourism industry as a result of trip cancellation behavior and a shift of bookings to safer

alternative destinations. *Tourism, Security and Safety: From Theory to Practice* Frequency of Security Incidents. Empirical evidence so far shows that the higher the frequency of such incidents and the more media coverage they obtain, the greater the negative impact on tourist demand. A high frequency of security incidents causes changes in tourists' booking and cancellation behavior, selective spatial behavior in the affected destination, and other tourism demand characteristics. The frequency of security incidents is usually measured by the following variables:

- Number of security incidents in a given period of time; and
- Scaled frequency pattern within a given period of time.

Overseas Security Advisory Council (OSAC) has posted "The Crime and Safety report (2013)" published by United States Department of State Bureau of Diplomatic Security stated various security challenges and precautions measures to be mentioned for the US citizens during their travel to Nepal are: Solo trekking can be dangerous, and the lack of available immediate assistance has contributed to injuries and deaths, while also making one more vulnerable to criminals. In separate incidents in 2010, two American women on popular trails were attacked and seriously injured while trekking alone. An American female trekker also went missing while trekking alone. Extensive search efforts have not been successful in tracing her whereabouts. In June 2012, a female European hiker was apparently murdered during a six-day hike in the Himalayas. The safest option for trekkers is to join an organized group and/or use a reputable trekking company that provides an experienced guide and porters who communicate in both Nepali and English. Criminal activity remains high. Overall reported crime has decreased over the past year, although cases of reported burglaries in the Kathmandu Valley have increased. Minor street crime such as pick-pocketing and bag snatching occasionally occur in popular tourist and in trekking areas such as Chitwan, Pokhara, the Annapurna region and the Thamel area of Kathmandu. Small groups of young men have robbed trekkers, even on popular trails. The Department of State lifted its Travel Warning for Nepal in November 2011 because the concerns of traveler safety expressed in the prior Travel Warning had decreased. Harassment against female travelers occasionally occurs. In several reported incidents, tourists have had their belongings stolen from their rooms while they slept. There has been an increase in the number of fraudulent schemes perpetrated against tourists. These schemes involve requesting the traveler's assistance in establishing shipping routes, or

business contacts with the United States or other countries, involving jewelry, antiquities, or carpets, promising huge returns. Expatriates are potential targets due to their perceived wealth. Armed criminal groups are reported to engage in murder, kidnapping, extortion, abuse, and threats of violence, although reports of such activity decreased during 2012. The majority of these organizations operate in rural areas, particularly in the Terai border region with India. Though on the surface they may proclaim a political cause, most of these groups are comprised mainly of opportunistic criminal elements. Competing factions in the Terai have clashed with the Maoists, hill-origin Nepalese, police, and each other. These clashes instigated numerous strikes, demonstrations, and Indo-Nepal border road closures. While these groups have attempted to extort locally-employed staff, no Americans or U.S. Embassy facilities have been targeted directly.

### **2.2.8. Severity of Security Incidents**

The evidence so far shows that the impact of security incidents on tourism, tourists, and hosts is directly correlated with the severity of the incidents. Although it is difficult to objectively define the levels of severity of security incidents, we propose the following variables that can be used as measurement scales:

- Extent of overall damage to tourism properties caused by security incidents;
- Extent of damage to private sector tourism properties caused by security incidents;
- Extent of damage to public sector tourism properties caused by security incidents and extent of damage to life caused by security incidents.

Jesus (2012) security is of utmost importance and effort depends directly on the concatenated all businesses, law enforcement, but especially each person serving in any role, this conglomeration of the tourism industry.

Nepal is a country of spectacular beauty and is recognized as a top trekking destination in the world. However, travelers to Nepal should also keep in mind the dangers associated with their treks. Landslides, altitude sickness, and occasional thefts or extortion do happen. Every year, the Embassy also helps facilitate helicopter rescues of Americans in need. Always remember to register with the Embassy to help speed along emergency assistance (US Embassy Nepal, 2013). Understanding the geographical dimension of security incidents is of great importance when handling security related tourism crises. Host governments and the tourism industry will do

their utmost to ensure that the impacts of security incidents will be confined to the location where the security incident actually took place, and will not spill over to other locations. Mapping the relationship between the location where the security incident occurred and the tourist destination may result in three main situations. The first is when the security location and the tourist destination overlap. The second is when there is a geographical proximity between these two locations. The third situation is when those two locations are far apart. It is assumed that the closer the two locations, the more severe would be the impact of the security incident on the tourism industry. However, this statement sometimes tends to oversimplify the relationship between location and severity of impact on the tourism industry. For example, in some cases, terrorist attacks in major city centers such as Madrid, London, or Paris only marginally affected tourists' demand to these cities and only for a short period of time.

Security and safety has become a complex multidimensional notion with a wide range of components belonging to it: political security, public safety, health and sanitation, personal data safety, legal protection of tourists, consumer protection, safety in communication, disaster protection, environmental security, getting authentic information, quality assurance of services etc (Kôvári & Zimányi, 2010). Likewise, Tourists are easy targets for crimes because they aren't aware of the local situations and dangerous areas, which make harder for them to get prepared to respond easily. Tourists are generally aware of the fact that they are easy targets for crimes. This is because the tourists usually carry a lot of cash, don't consider language and dress code and visit unusual places. One of the factors that help and is very important in these cases is the existence of port and logistics communities strengthened, and that based on them, it is easier to create mechanisms of collaboration and rapid response to security forces, and regular training to help workers in the industry know how to react to any eventuality, (Jesus, 2012).

All else being equal (AEBE), security incidents occurring more frequently will have a more intense, widespread, and lengthy effect on tourism demand than those occurring less frequently. This is mainly due to high media coverage of these frequent incidents. Frequent and severe security incidents (i.e., loss of life and property) have a more

detrimental impact on tourism demand to affected destinations than do less frequent and severe incidents (Pizam & Mansfeld, 2007).

*"Security challenges up in west"* article published in the Himalayan times on 26 March 2014; describe the security situation of western region focusing Pokhara. According to the article Pokhara is witnessing increasing security challenge for want of police postings in proportion to the population density. Owing to disproportional ratio between police and citizens, a constable has to provide security to 457 citizens (1:457) in the region. As many as 10,783 police personnel have been stationed in the western region, DIGP Bam Bahadur Bhandari said, adding, "In foreign countries, the ratio between police and citizens is 1:200 in urban areas and 1:300 in rural areas." DIGP Bam Bahadur Bhandari also stated that, of the 16 districts, Kaski has the highest number of criminal cases. Up to mid-March this year, 858 and 646 cases were filed in Kaski and Rupandehi respectively. Among the hilly districts, Syangja and Tanahun have the highest number of criminal cases. Cases related to women and children have increased as victims are aware about the need to report cases to the police. While cases related to murder, human trafficking, and robbery have gone down; drug smuggling cases are rising, and so has hooliganism and extortion. Besides these, criminal activities across the porous border and use of small arms pose a threat to security in the region, police said.

Bhattarai, Rajan and Wagle, Geja, (2010), security is needed for all the human beings to live and grow. It is needed for the state to survive and develop. Insecurity emanates from vulnerabilities and the vulnerabilities are derived from both external and internal factors. Nepal's vulnerabilities and its weakening position today do not come from external factors. Although some external roles could not be denied, Nepal today is facing more internally grown threats. Human Security in Nepal: Concepts, Issues and Challenges book edited by .Upreti BR, Bhattarai R, Wagle GS, in 2013 is the collective outcome of the efforts of several people. Different writers have delivered their opinion on different aspects of human security in Nepal. This book attempts to address some of the questions on human security like whose security, how and by whom and generate debate and discussion on the increasingly changing security dynamics of Nepal. The book has investigated and analyzed the situation of 'human security' in Nepal by addressing the issues of poverty, social protection, food, health, migration, climate change, environment and politics, with a view to determining the key components of human security in Nepal.

- a) **Security Measures in Hotels:** Hotel Association of India (2008) has published an article focusing on different best safety measures practiced in Hotels.

**External Access Control**

- Limiting access points
- Perimeter security system
- Road barriers
- Shrubs & vines
- Patrolling
- Material Access Control
- Guest baggage check

**People Access Control**

- Walk in Gates
- Guest Profiling
- Employee Verification
- Visitors Management System

**Other Security Control**

- Room Key Scanners
- Snifex
- Trash Management
- Hotel supplies check

**Crisis Management Plan:** Hotels must have crisis management plans and staff must be trained by mock drills in evacuation to help people in terror situation. Hotels need to build a strong in-house system to prevent or deal with crisis; trained and motivated staffs to respond to emergencies. There should be nodal point and a designed person for information dissemination and to respond all the inquiries during crisis.

**Liaison with Local Administration:** The nodal officer responsible for crisis management in hotels must coordinate closely with local administration and police authorities for urgent deployment of rapid action force. Hotel should liaise closely with local police authorities and in coordination with them, arrange for adequate and visible police presence in the vicinity of the hotel.

- b) **Airport Security:** It is important to consider boundary measures such as fencing, walls, or other physical barriers, electronic boundaries (e.g., sensor lines, alarms), and natural barriers (e.g., bodies of water) in the planning and design process. However, when considering whether any natural barrier is an appropriate boundary, the airport operator should take into account the findings of the risk and vulnerability assessments prepared for the airport and whether the natural barrier should be complemented with other types of boundary protection. Again, special attention should be given to areas where significant bodies of water are used as public recreational or fishing areas near the airport boundary. Access points for personnel and vehicles through the boundary lines, such as gates, doors, guard stations, and electronically controlled or monitored portals, should also be considered. There are

additional security measures which should be part of the design that enhance these boundaries and access points such as clear zones on both sides of fences, security lighting, locks, CCTV monitoring systems, and signage (TSA, 2011). The choice of an appropriate security boundary design is not only affected by the cost of equipment, installation, and maintenance, but also by the more important aspects of effectiveness and functionality. Certainly the highest consideration in an effective boundary measure is its ability to prevent unauthorized penetration. Thus, any access points through an intended portal of a boundary line should not only be able to prevent access, but differentiate between an authorized and an unauthorized user (TSA, 2011).

**c) Chemical and Biological Agents:** When considering overall layout, it is prudent to take some precautions to prevent attacks against civil aviation by non-conventional means, such as the use of radiological, chemical and biological agents. The possibilities for such attacks include the use of chemical or biological agents to attack persons in an aircraft in flight, as well as in public areas of airports, or persons in areas controlled for security purposes.

### **2.2.9. Status of Tourist Police in Nepal**

According to the unpublished document from Tourist police sub unit Pokhara Pardi researcher had collected following literature about tourist police, role and related information. To overcome the possible threats and to provide security to tourist visiting Nepal Government of Nepal has formed the tourist police cell in major cities such as Kathmandu, Lumbini, and Pokhara. Looking at the development of Tourist Police, at its time of inception seven posts were created under the Ministry of Culture, Tourism and Civil Aviation for tourist police, Following the Visit Nepal Year 1998, there was a rise in the number of tourists coming into the country, hence, the need and importance of an institution to guarantee security to them was largely felt. In this regard, organizations related to tourism sector initiated a positive step in setting up and developing the Tourist Police by offering substantial physical contribution which also nudged the government to take initiation in this line. Supported by Nepal Tourism Board, organization related to tourism and Nepal Police, in addition from other financial and physical support the member of police personnel working in Tourist Police for the past three decades have been increased. The Tourist Police now have their offices open 24 hours. This particular rescheduling has evidently increased the sense of security among foreign tourists. Government of Nepal, with the aim of developing a resourceful Tourist Police over the time, on the recommendation of the



proposal presented by the Police Reforms Recommendation Taskforce, created additional thirty-one posts for tourist police that included six Sub-Inspectors, six Assistant Sub-Inspectors, seven head constables and twelve constables on 2062/7/22 (Feb 2006). They have also given the added responsibility to overcome the various irregularities that exist in travel and trekking businesses. There is also an aim to set up sub-branches (beats) at various locations within the valley such as airport, Basantapur, Lazimpat, Thamel, Patan, Swayambhu, Bhaktapur, Boudha and one in Pokhara also. Tourist Police has played a very vital role in preventing harassment and misbehavior, control and discourage criminal activities against tourists. Since its inception, the Tourist Police has taken initiation to provide security, facilities and render appropriate services whenever needed. The Tourist Police discharges its duties at the Tribhuvan International Airport Thamel Basantapur, and Pasupati ,the main Tourist areas in Kathmandu. Tourist Police also available out of valley in Kaski District, Pokhara and Rupandehi District Belahiya (Bhairahawa). Keeping in coordination with the Municipality, Tourism Board and Tourist associated organizations, the Tourist Police prepare brochure for the tourists. Necessary arrangement is made in the event of Nepal Bandh (strikes) and vehicle strikes, which cause inconvenience for the tourist to commute. Tourist Police assist the tourists to seek counseling with the concerned Embassies. Now Tourist Police has 38 personnel under the command of Police Inspector. Tourist Police always get close with travel agencies, hotel, airline, bus, and taxi to give away anything that information needed by tourists. Tourist Police unit would be strengthened and stability and harmonious environment would be fully utilized to increase country's image as friendly destination tourists.

### **Functions and Responsibilities of Tourist Police**

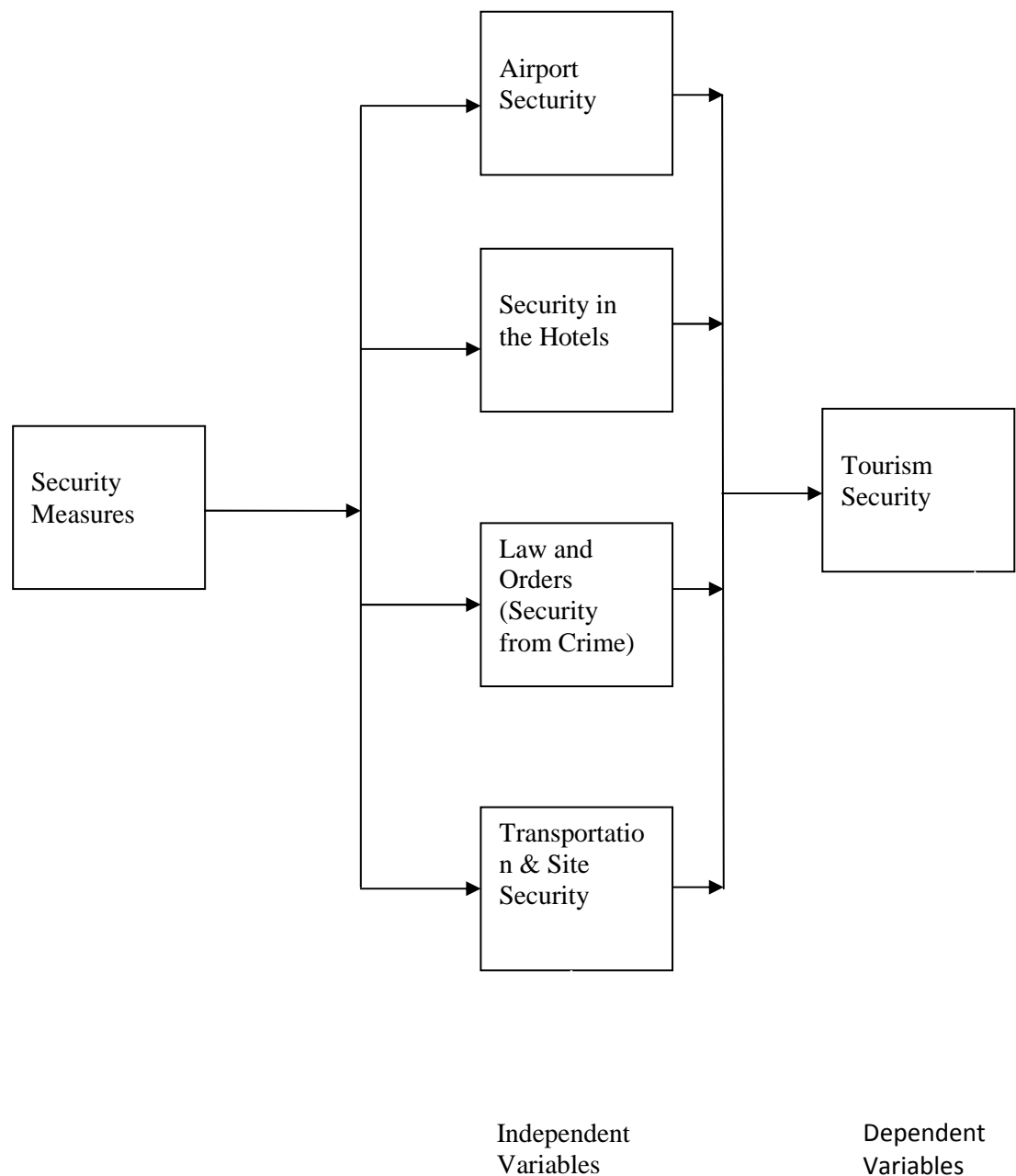
- To provide information on travel and security.
- To ensure a hassle free tour by keeping, hawkers, beggars and street children away from tourist.
- To assist tourists whenever need arises.
- To register Tourists' complaints and to provide police report in case of theft or loss of items.
- To maintain safety environment mainly in tourist areas.
- To inspect Hotel, Tour, Trekking & rafting agencies for safety of tourists.
- To control unlicensed tourist guides.
- To forward tourist related criminal cases for legal procedure to District Police and notify it to their concerned embassy.

- To provide tourism related information.

Even though it is completely out of the topic regarding the tourism security in Pokhara valley, researcher has taken the matter as supplementary documents and taken as a literature review as they all advocates the security issues to the human being. Being the only research on the tourism security issues all related stakeholders as well as academicians can be benefited with this research.

### 2.3. Theoretical Framework

Figure 2.3.1: Theoretical Framework



### 2.3.1. Measurement of Variables

**Dependent Variables:** Tourism security depends upon different variables. The magnitude of other entities determines the gravity of tourism security. Independent variables are influential to dependent variable. Single change in one variable can change the overall result on security. So all the variables need to be minutely understood and analyzed. Thus the “Tourism Security” falls under dependent variable.

**Independent Variable:** A variable is called independent variable if it is not influenced by any other variable under study. Independent variable influences the dependent variable. Any change (Positive or Negative) in independent variable leads to change (Increase or Decrease) in dependent variables. Independent variables are influential to dependent variable. Independent variables are the base of the research. Following are the independent variables for Tourism Security.

#### I. Airport Security

It is important to consider boundary measures such as fencing, walls, or other physical barriers, electronic boundaries (e.g., sensor lines, alarms), and natural barriers (e.g., bodies of water) in the planning and design process. However, when considering whether any natural barrier is an appropriate boundary, the airport operator should take into account the findings of the risk and vulnerability assessments prepared for the airport and whether the natural barrier should be complemented with other types of boundary protection.

Access points for personnel and vehicles through the boundary lines, such as gates, doors, guard stations, and electronically controlled or monitored portals, should also be considered. There are additional security measures which should be part of the design that enhance these boundaries and access points such as clear zones on both sides of fences, security lighting, locks, CCTV monitoring systems, and signage.

#### II. Security in Hotels

Popescu (2011) this means that safety in tourism must be ensured at multiple levels at the same time: on the one hand, at national level, by the police which

must enforce the law and by other public bodies ensuring public safety, and on the other hand, at the local level: the managers of hotels and other premises must be well aware of the importance of having the proper equipment for guaranteeing their guests the security, the proper procedures to react or prevent some accidents or crises, and not least, a well trained personnel, having the skills and knowledge to react in a crisis situation.

### **III. Law and Orders (Security from Crime)**

Personal security aims to protect people from physical violence, whether from the state or external states, from violent individuals and sub-state actors, from domestic abuse, or from predatory adults. For many people, the greatest source of anxiety is crime, particularly violent crime.

### **IV. Transportation & Security on Site**

It deals with how secure the facility of transportation and the visiting places. Decentralization of police service on sites, reliable personnel on transportation vehicles are the major indicator of transportation security and security on site.

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## *CHAPTER THREE*

# **TOURISM AND SECURITY IN POKHARA VALLEY**

### **3.1. Tourism in Pokhara Valley**

The city is located approximately 200 km west of the country's capital, Kathmandu. It serves as the headquarters of Kaski District, Gandaki Zone and the Western Development Region. Pokhara is the most popular tourist destination in Nepal. Three out of the ten highest mountains in the world — Dhaulagiri, Annapurna I and Manaslu — are within 30 miles (linear distance) of the city, so that the northern skyline of the city offers a very close view of the Himalayas. Due to its proximity to the Annapurna mountain range, the city is also a base for trekkers undertaking the Annapurna Circuit through the ACAP region of the Annapurna ranges in the Himalayas as well as is the gate way to the hidden kingdom Lomanthang, adventurous Dhaulagiri trek, and hub for the Kaligandaki rafting.

After the annexation of Tibet by China leading to the Indo-China war in 1962, the old trading route to India from Tibet through Pokhara became defunct. Today only few caravans from Mustang arrive in Bagar. In recent decades, Pokhara has become a major tourist destination in the world, it is even known as tourism capital of Nepal. In South Asia mainly for adventure tourism and the base for the famous Annapurna Circuit trek. Thus, a major contribution to the local economy comes from the tourism and hospitality industry. A lot of tourists visit Pokhara every year. Tourism industry is one of major source of income for local people and the city. Approximately 450 accommodation providers are actively involving in Pokhara valley which includes formal hotel establishment as well as home stay facilities which has capacity of 5000 beds per night.

Nepal undoubtedly deserves its identity for an ideal mountain tourist destination as it has successfully conducted the mixture of myriad tourism activities like soft walking mountain sightseeing, trekking, mountaineering, community based tourism,

rural/village home-stay tourism, eco tourism, adventure-sports tourism etc. Amidst various prime tourist locations of Nepal, Pokhara in central Nepal is cosmically blessed and naturally gifted. Consequently, it has become one of the world's most attractive tourist destinations with the perfect blending of the unparalleled prettiness of the nature and mystery of culture. From touristic perspective, Pokhara with the area of 123 sq km certainly remains full unlimited natural attractions, cultural beauties, and biological diversities ultimately have become a proud-worthy spot of Nepal. The spectacular views of scenic Annapurna Himalaya range, the shortest distance of snow capped mountains (Mt. Fishtail on just 28 km away), the harmony of exotic mountains, eye catching lakes and the mystical form of Machhapuchhre mountain reflected into Fewa Lake, are the praise worthy features of Pokhara that have made to fascinate thousands of tourists, especially from abroad.

Situated at an altitude of 820m, Pokhara possesses climatic varieties, contrast vegetations, various scenic Lakes, attractive George of Seti River and ranges of snow-capped mountains. A number of authors, interpreters, critics (Adhikari & Seddon 2004; Bezruchka & Lyons 2011; Bhadgaonle 2006; Khatiwada 2004; Kshetry 2012; Rai 1993; Tripathi 2008; Tripathi & Singh 1996; Fort 2010; Paudel & Kazunori 2000; Herzog 1952) have highlighted about numerous attributes of Pokhara ranging from trekking and travel to histogenesis and geomorphologic dimensions along with other social and functional characters. Pokhara Valley and its surroundings are not only equipped with unique natural phenomena like nine lakes (e.g. Begnastal, Nyureni, Gainde, Khashte, Rupa, Maldi, Dipang and Fewalake) and world's three highest mountains (Annapurna-8091m, Dhaulagiri-8167m, Manaslu-8164m, ) but also various extraordinary and unlimited cosmic vibration like mild temperature (ranging from 2 degree Celsius in the winter to 35 degree in summer), the highest precipitation in Nepal (rainfall with 5600 mm/year or 222 inches/year), Seti-Gandaki river-system, strange caves (e.g. Gupteshwar Mahadev cave, Mahendra cave, etc.) and amazing falls (e.g. Devis fall) along with thrilling deep Seti George with more than 500m underground flow.

The huge socio-cultural diversity is another inevitable mysterious attraction of tourism in Pokhara. The overall population of Pokhara has been emerged out of numerous ethnic groups, a number of classes and creeds along with hetero-lingual,

who follow different cultures, celebrate distinct festivals, perform a number of rites and rituals and ultimately reflect the collective traditional lifestyles. These ethnic communities have their rich demographic, cultural and religious features which are institutionalized through the spiritual institutions of faith centers like Buddhist monasteries and Hindu temples.

The physiographic uniqueness of Pokhara is not only limited with the motive of how attract tourists, it rather explores opportunities for policy makers and planners to take necessary precautions and preventive measures from the possible natural disaster analyzing related risks and their effects (UNDP, 2008). Pokhara is not untouched from the Nepal's stormy transition. It is obvious that this Himalayan kingdom has been passed through massive structural changes like the transition of monarchy to democratic republic, high public expectation to high frustration, armed insurgency to relative peace (negative peace), close and narrow circle of stakeholders to multiple stakeholders with diverse and often contradict positions and expectations. The constitution, the President and the government all are in transition. Further political makers are largely failed to manage political transition. However, all these transformations are not only weakness of its own. They are not only undertaking the myriad of challenges, but also providing great opportunities. Therefore, national concern is laying on addressing these challenges and grasping some possible opportunities. Coming out from the domain of these challenges and succeeding in these areas at national level will obviously affect the tourist destination of Pokhara in both ways, directly and indirectly.

The remarkable growth of tourism both at international and national levels and its induced potential positive benefits in economic, socio-cultural and environmental domains have created growing attention and look at tourism with a passion for peace. Tourism as a force for peace has been a popular positive message relayed by the academicians, consultants and industry in recent years (Upadhayaya, 2011; Upreti, 2013).

### **3.1.1. History of Tourism in Pokhara Valley**

Since, first Japanese traveler Ekai Kawaguchi wrote fascinating words regarding Pokhara this valley in his book *Three Years in Tibet* in 1909, then it became the

hotspot for the explorers to tourist of this time. Initially, Pokhara was explored as a transit point for mountaineers around 1950 and 1960. It was explored by a few thousand tourists in 1962. The first historic ascend of Mt. Annapurna I (8091m) on 3 June, 1950 by a French national Maurice Herzog and a team of mountaineers was the historic pioneer step in exposing Pokhara as mountainous tourist destination in the World. The starting of the first commercial trekking tourism operation by British Colonel Jimmy Roberts in association with globally pioneer package tourism inventor, Thomas Cook (United Kingdom) in 1966 remained another early milestone for the exposition of Pokhara and its surrounding areas from the perspective of tourism. Pokhara has also remained a favorite destination for Western Hippies during 1960s and 70s. These hippies, in other words are the adventure-seekers, who were the first explorers and to some extent risk takers to visit around the new places of Annapurna region. Their contribution is still remembered that they popularized those places through photography. The professional tourism development in Pokhara was started at the end of the 1970. In fact, there are series of chronological historical trends and activities which have brought Pokhara to the present stage of wide popularity.

Historically, Pokhara was place of Brahmin, Chhetri, Thakuri and Dalit but in the 18<sup>th</sup> and 20<sup>th</sup> century was a trade route between the India and China. Christop von Furer-Haimendorf (1978) exploring the historical trans-Himalayan trading dimensions has highlighted that Pokhara was a trade route between India and Tibet. The Newar people from Bhaktapur and Bandipur moved to Pokhara for the trading in the 18<sup>th</sup> century and established businesses in the old town of Pokhara. The establishment of the British Recruitment Camp in the 20<sup>th</sup> century further enhanced the accumulation of the Gurung and Magar community. Chhetri (1990) examining the adaptation process of Tibetan Refugees in Pokhara, highlighted that 4 of the 12 Tibetan refugee camps (Jampaling, Paljorling, Tashi Ling, and Tashi Palkhel) were installed in Pokhara to accommodate the massive flow of refugees coming from Tibet in 1950s and 60s. Between 1959, about 3 hundred thousand Tibetan exiles came to Nepal and some of them were staying in Pokhara. They built Buddhist monasteries and began to establish their culture, which now has become the attraction of Pokhara, especially in Tibetan Refugee Camps. In a study of Frechette (2002) shows that since



1989 every year about 2,500 Tibetans illegally enter Nepal and they used Pokhara as transit to India.

The establishment of tourism information centre in 1961 and the formulation of the sketch of the physical development plan became milestones in course of the development of tourism in Pokhara. Completion of the Siddhartha Highway in 1968 had connected Pokhara with outer world and as a consequence flows of tourists started to increase gradually in Pokhara. NTB (2007) Pokhara has passed through a number of interventions for its development from the perspective of tourism. Nepal's first and the only tourism master plan 1972 which had mentioned the importance of tourism, highlighted about the traditional designs, materials and height limits of buildings in Pokhara and recommended about its strategic position with the regional concept. Tourism was looked as potential sector for the socio-economic development of Pokhara from the very beginning. Pacific Asia Travel Association (PATA) Development Authority was one of the pioneer international organizations which had recommended developing Pokhara as the first and foremost Himalayan adventure destination. In 1988, it emphasized for the development of Fewa Lake side area. The PATA's intervention was also concerned for protecting the natural setting and conservation of old architect and heritage of building in Pokhara. Such significance were reflected in its technical report entitled "Pokhara Historic Resources Study and Proposal for a Conservation District Pokhara" produced in 1990. In 1993, Asia Development Bank was involved in building some infrastructure related development work. Because of the concentration of tourism in the surrounding areas of Phewa Lake, the lakeside area was developed and emerged as the center of Pokhara. Until Panchayat era, the tourists have to invest 20 US\$ a day and they had to show the receipt of the exchange of money to extend visa and stay furthermore in Pokhara.

The past of Pokhara is also associated with some renowned personalities who were true guides for the identification and exposition of exotic natural cultural beauties of Pokhara and gradually positioning it as a favorable tourist destination. Amidst these legendary fellows, the names of Ekai Kawaguchi (1899), Maurice Herzog (1950), Tony Hagen (1955), Colonel Jimmy Roberts (1957), M.S. Kohli (1961), several Western Hippies (1960s and 70s), Dr.Harka Gurung (1970s and 80s), Jhalak Thapa (1980), Dr.Chandra Gurung (1990) are amendable (NTB 2011).

The names of Ekai Kawaguchi in 1899 and Tony Hagen in 1950 are well known from international perspective who had heartily appreciated about the eye catching natural beauties of Pokhara during their personal trips.

### 3.1.2. A Chronological List of Major Tourism Development Trends/Events in Past in Pokhara Valley

Table 3.1: List of major tourism development

S.N	Date	Activities/Events
1	1889	Arrival, exploration and appreciation of Pokhara by Japanese Buddhist monk Ekai Kawaguchi in course of his visit to Tibet. Kawaguchi appreciates the enchanting beauty of Pokhara in his book titled 'Three years in Tibet'
2	1950	First ascend of Mt. Annapurna I by Maurice Herzong in 1950. Global media coverage and publicity of Pokhara and Nepal as a beautiful mountainous tourism destination.
3	1950	Dr. Tony Hagen, the Swiss Geographer visited Pokhara in 1950, appreciated it as an extraordinary place in his book entitled 'Nepal: The Himalayan Kingdom'
4	1952	Construction of Sunauli-Pokhara highway
5	1961	Establishment of tourist information center
6	1960s and 70s	Starting of Hippi era with their arrivals in Pokhara and Annapurna region via Pokhara
7	1966	The first commercial trekking tourism started by Colonel Jimmy Roberts
8	1974	Formulation of the sketch of the physical development plan of Pokhara
9	1976	Construction of Prithivi highway to connect Pokhara with Kathmandu
10	1980	Popularization of Pokhara as for the gateway to Royal Trek starting from Kalikasthan ridge in Begnas Lake area. Prince Charles of Wales was the pioneer to popularize it

11	1980 onward	Name and fame of Pokhara as the gateway for various other popular treks like round Annapurna Circuit trek, Annapurna Sanctuary trek, Ghankruk-Ghorepani, Mardi Himal trek, Jomsom-Muktinath, Nar-Phoo, Dhaulagiri round and Dolpa treks.
12	1992	Up-scaling of the popularity of Pokhara with the opening of the restricted area of upper Mustang trek
13	1986	Starting of Annapurna Conservation Area Project in the areas north of Pokhara under the integrated conservation and development program and position of Pokhara as an entry and exist point
14	2007 onwards	Added positioning and popularity of Pokhara with the organization of mega event Visit Pokhara Year 2007 as an entry and exist point to newly explored trekking routes like Machhapucchhre Model trek, Millennium trek, Mardi Himal trek, etc.
15	Present	Pokhara as destination not only to view but also to get involved in a number of annual scheduled events/activities like rice planting festival, New Year Festival, Street festival, international paragliding championship, winter trekking camp, triathlon championship, etc.

Adopted: *Upreti, Bishnu Raj, Upadhyaya, Pranil Kumar, Sapkota, Tikaram (2013)*.

### 3.1.3. Tourism Destinations in Pokhara

Pokhara offers unique attractions that combine modern characteristics as reflected in the places like Chipledhunga, New Road and Mahendrapul; historical richness reflected in cluster of various famous temples (e.g. Barahi temple, Bindhyabasini, Bhadrakali, Sitaldevi, Gita Mandir, Bhimsen temple, etc); panoramic views (specially from the Sarangkot, the World Peace Pagoda, etc.); museums as knowledge centre of nature, culture and people (e.g. International Mountain museum, Pokhara Regional museum, Ethnographic museum, Gurkha museum and Annapurna Natural History museum).

The fast pace of urbanization of Pokhara has attracted expansion of the tourist services, manufacturing industries, agriculture sectors, supplies industries and the

remittances from migrants abroad (NTB 2011). Pokhara offers tourists a number of activities with joyful events which are based on nature, culture, tradition, heritage, ceremony, adventure, and sports. Today, it is the main entry and exit points for trekking to Annapurna Conservation Area, Mt. Annapurna Base Camp, Mt. Machhapuchhre Base Camp, and post-trekking resting and relaxation point. It is also an extra ordinary destination for all sorts of tourists. Many hills and villages can be easily accessed and enjoyed while visiting and staying in Pokhara. The names of such famous peaks and spots are Sarangkot, Kaskikot, Naudanda, Dhikurpokhari, Kahun Hill, Kalikasthan, Sundari danda, Armala kot, Hemja, Austrian camp, Dhampus-Astham, Mattikhan hill, Nirmal Pokhari, Bharat Pokhari, Kristi, etc. These hills along with other destination like Sirubari, Gahlegaun, Bhujung, Tanahusar, Damauli, Nuwakot, etc. are superb village tourism destinations lie on the periphery of Pokhara which can be explored as the important parts of Pokhara to know and experience people and their culture (Tripathi, 2008).

A number of short trail trekking is available in surrounding areas of Pokhara. Such short trekking are Royal trek (1720m), Ridgeline trek (Bharatpokhari Kristi) (1114m), Millennium trek (1279m) Mardi Himal trek (4110m), and Machhapuchhre model trek (3682m). Furthermore, there are a number of other major trekking routes like Annapurna Sanctuary (4200m), Jomsom-Muktinath (3800m), Ghorepani-Poonhill (3120m), Siklis (1989m), Upper Mustang (3950m), Nyagi (3210m), Manang area (3450m), Manaslu circuit (5100m), Dhaulagiri circuit (5710m), Dolpa (5115m), and Dhorpatan (3940m) where tourists can spend one to four weeks duration of time in lodges, camping and home-stays. The diversities of these activities offer a perfect ground for all kinds of visitors, tourists and researchers to explore the very Pokhara in detail and its surrounding exotic parts.

#### **3.1.4. Strategic Position of Pokhara from the Perspective of Tourism**

Pokhara holds a strategic position due to its central location in the map of Nepal. This location of Pokhara with some specific infrastructures related facilities (airport, road network, all kinds of vehicle service, hotels, motels, restaurants, power supply, drainage system, sewage system, etc) have offered it with soaring scope to position it as a hub for the departure to various touristically attractive national parks, hunting reserve, wildlife reserves, etc. in western, mid-western and far western development

regions of Nepal. Pokhara is not only geographically located in central part of Nepal but also popular as the headquarter of the Western development region from the perspective of the national planning scheme to divide the entire nation into a total of five development regions. Pokhara is looked upon the central location for three important tourism triangles. Pokhara-kathmandu-Chitwan is considered as golden triangle, Pokhara-Chitwan-Lumbini is considered as silver triangle and Pokhara-Manang-Mustang is looked upon as adventure triangle from the prospect of tourism by keeping Pokhara as an important bridge for all these tourism triangles (NTB 2011).

### **3.1.5. The Prospect of Tourism in Pokhara Valley**

With full of unlimited natural attractions, cultural beauties, biological diversities, scenic Lakes, attractive George of Seti River and ranges of snow capped mountains; Pokhara offers tremendous potential for the planned development of tourism in future. Pokhara is undeniably a tourist destination with competitive and comparative advantages. Such advantages are supported and favored by unspoiled nature and age old culture which are limited not only in greater Pokhara valley but also beyond it in surrounding peri-urban and rural areas. This is why Pokhara is also acclaimed as a hanging paradise on the earth (Shakya, 2012). The unique mountain ranges (e.g. Annapurna south, Fishtail, Lamjung, Gangapurna, Dhaulagiri, Lamjung and Manaslu, etc.) distinctive Seti river, magnificent Fewa Lake, surrounding pristine environment coincided with multi-ethnic composition (e.g. Brahmin, Chhetri, Gurung, Magar, Newar, Thakali, Kami, Gaine, etc.) of the local people and wide range and standards of existing tourists services are suitably enough for varied categories of tourism like 'pleasure tourism', 'adventure sports tourism', 'eco-tourism', 'ethical tourism', 'green tourism', 'community based village tourism', 'MICE tourism', 'responsible tourism', 'environmental tourism' and other 'special interest tourism'.

A well balance of quantitative and qualitative aspects largely matter here in developing and managing these varied categories of tourism. In quantitative aspect, there should be an envision to focus on multiplying numbers of visitors; extending the average length of the stay of tourists and their per day expenses. It could then contribute for increasing local employment and income generations.

For qualitative growth and expansion of tourism, there is need to concentrate on improvements the infrastructures, upgrading of existing amenities, improving occupational skills and hospitality services of service providers, and improving surface and air accessibility from and to Pokhara to tourist generating destinations. Furthermore, linking tourism with rural areas, strengthening local supply linkage, generating cordial relationship between tourism and non tourism sectors, and enhancing absorptive capacity are other extremely important prerequisites for the qualitative development of tourism in Pokhara. Similarly, promoting domestic tourism is the pressing need for the sustainability of tourism (Kunwar, 2010; Paudyal, 2012). In many rich countries, domestic tourism is the prime base for the sustainability of tourism and contributing more than the international tourists. The lack of prioritization of domestic tourism both from policy and practices are bottleneck to strengthen the peace potential of tourism on sustainable basis. The tourism Act 1978 does not value domestic visitors under the category of the definition of tourists. Nepal in general and Pokhara in particular must learn from such successful examples of the value of domestic tourists from around the world and also from some earlier experience of its own in past. Moreover, it is essential to make tourism sector and tourism enterprises to be more inclusive, participatory, gender-friendly, environmentally sensitive, and responsive to local community (culturally sensitive). Quality of hospitality service is a precondition and the tourism entrepreneurs must realize this.

Exploration and promotion of historical and archeological places (for example the archeological site and palace of Lomanthang of Mustang), pristine natural sites, traditional festivals, dresses, and cultural heritages are equally important not only for quantitative but also qualitative development of tourism in future. Similarly, effective marketing and publicity of Pokhara and its surrounding rural areas in package plans are equally important. For this, there should be the mobilization of big international media, Nepali diplomatic missions operating in different countries, well wishers of Nepal from foreign countries and ex-travelers to Nepal. Furthermore, the invitation to celebrities from different countries, use of international forums such as global submits, organization of familiarization trips of media writers, travel writers for low cost publicity can be additional effective strategies which can supports for better marketing and promotion of Pokhara in future.

Balancing qualitative and quantitative aspects in coordinated industry wide action are not that easy but not also impossible. However, the openness, frequent communications, flexibility and trust building with each others in bilateral and multilateral basis among the key tourism actors are the precondition for it. For both quantitative and qualitative tourism, a conducive environment can be made through the provision of suitable policy, facilitating regulatory provisions, responsive institutional arrangements, appropriate and skilled human resource provision (e.g. trained guides, hospitality service providers, etc.) and application of ethical behavior in working environment. For institutional arrangements, a rethink on much debated and discussed issue of establishing Pokhara Tourism Authority (PTA) and reaching on a concrete conclusion is yet due and important. (Paudyal, 2009; PTC, 2009). PTA was envisioned in the year 2009 as a highly authoritative single window permanent mechanism which could not only lead the development of tourism in proper coordination with all stakeholders on self sustainable approach but also supportive to diminish the centralized pattern of policy and practice of the development of tourism of Pokhara from Kathmandu as practiced on the top down approach till date. The effective executions of existing rules and regulations as well as application of codes of conduct are must for the responsible, qualitative and sustainable management of tourism at destination level in Pokhara.

Furthermore, Pokhara needs to expand its tourism related events and activities with the concept of regional scope. It means it requires to cover the wide range of thematic and geographical areas (e.g. Mardi Himal, Lwangghalel, Ghandruk, Ghorepani, Manang, Jomsom, Muktinath, Upper Mustang, Dolpa, Nar Pho region, Sikles, and beyond like Dhorpatan Hunting reserve and number of national parks in Western and far western Nepal). Pokhara must be developed as gateway to all these places for tourist visit. Consequently, Pokhara needs to explore and develop more trekking routes (which are also historic, cultural, religious and trade routes in past) to connect these areas.

Finally, taking care on following elements could be additionally supportive and advantageous for the quantitative, qualitative, and responsible development of tourism that will in turn validate and support the brand of Pokhara as a hanging paradise on earth on long run. Priority to develop tourism in future by the balanced combination

of natural and cultural heritage. This can establish Pokhara a zone of high class destination:-

- Validating Pokhara as a special tourist zone for not only limiting to present issues but also by addressing all unforeseen challenges in future.
- Requirement of Proper planning, investors, commitment for which a tourism master plan is urgent.
- Need of a step forward to move beyond mass tourism.
- Need of well defined responsibility and authority.
- Multiplier use of capacity (carrying capacity) no seasonality (all round tourism).
- Facilitating role of state to maintain minimum standard.
- Increased capacity building for trained human resources and entrepreneurs for the up-scaling of their knowledge and skills  
Prioritization to Voluntarism and philanthropic tourism.
- Building a state of art facilitated international airport and linking Pokhara with Kathmandu and Indian boarder points like Sunauli and Birgunj with double lane highways.

It is undeniable that tourism in Pokhara will not free from challenges in materializing its balanced quantitative and qualitative tourism development. With quantitative growth target, the inter-sector (networks of hotels, trekking agencies, tours and travels including bus and taxi operators, restaurants and bars, air sports, trade unions) mistrusts, sporadic conflicts and tensions may affect negatively all of them in future. Hence, the joint initiatives are must there to generate mutual understanding, boosting concerted actions, lessening conflict, increasing, cooperation among each other, creating win-win situation to all of them and there by supporting to build peace. Therefore, if the different sectors of tourism and business in Pokhara want to get benefits from tourism, they must work together; develop trust, mutual respect and complementarities



Pokhara is one of the best and cheapest tourist destinations in the world. Enchanting Himalayan range, Lakes and Natural environment are the major attraction of the Pokhara. As the Nation is heading towards peace process and constitution building Pokhara is gaining its popularity too. In addition, Pokhara has been developing as a hub for the tourism. At the same time the security issues are gaining popularity due to the increasing number of tourist and the service provider. Tourism, one of the crucial businesses that local residents have adapted for the economic growth and prosperity of their self. While thinking of economic growth there might be loophole created in overall management of the industry. In this regards government, resident and tourist all have to coordinate with each other for the better safety.

Security is a state of mind. One can feel secured at the same time another feels unsecured. It depends up on their social background, economic background and their profession. The government is responsible to provide both categories of security to the tourist and the people living in the country.

### **3.2. Major Security Challenges of Pokhara Valley**

- a) Accident: On 3rd October 2013 a two-seater ultra-light aircraft crashed in the Shanti Stupa area in Pokhara Valley of Kaski district, killing pilot and a Chinese tourist. It was slightly raining when the incident took place. Avia Club Nepal had started ultra light flight since 1997 AD. Ultra-light is popular among tourists for sightseeing the Pokhara Valley and the Annapurna mountain range. It was raining lightly and clouds had covered the sky when the misfortune took place. Stephen was considered the first and the most experienced pilot in Nepal (The Himalaya Times, 2013 -10-3). Korean pilot dies in paragliding accident in Pokhara, on; A Korean national lost his life in a paragliding accident in Sarangkot, near Pokhara, of Kaski on Saturday afternoon. Police identified the deceased as Young Min Han (43). He was on his solo flight. The parasail dropped from the sky to the ground at around 3:30 pm today in Sarangkot VDC-2, police said. It is not clear yet whether the Korean pilot had taken permission from the Civil Aviation Authority of Nepal (CAAN) for the flight. This is the first fatal accident in nearly 18-year-long paragliding history in Nepal. As many as 19 parasails operate in Sarangkot. (The Himalayan Times, 07 Dec. 2013).

**b) Torture / Cheating:** 10 April 2006, evening police indiscriminately beat up a Japanese tourist and tourism entrepreneur here in the scenic city of Pokhara. Japanese tourist Toksang was beaten whilst returning to his hotel after curfew had been relaxed in the city. He was shivering with fear of further violence from police. Meanwhile, protesting against the brutality of security personnel, foreign tourists on Monday evening took out a candle light procession at Lakeside, Pokhara. Issuing separate press statements, various human rights organizations and Hotel Association of Nepal denounced the beating. Meanwhile, foreign tourists coming to Nepal are staging a peaceful protest rally in the tourist hub of Thamel at 4:00 pm Tuesday afternoon to show their solidarity with the Nepalis' struggle for democracy and human rights, according to a press release issued here Monday (The Kathmandu Post, 11 April 2006)

The researcher found some tourists were displeased in Pokhara due to a few taxi drivers' behavior. They told that taxi drivers did not use meters and bargained the rate. Tourists were compelled to pay their Taxi fair in IC or Dollar instead of Nepali rupee though they were bargained to pay their fair in Nepali Rupee. Such type of cheating behavior pays negative image to the visitor against the tourism of Pokhara valley.

**c) Strike (Bandh):** Activists of the 33-party alliance, who have called a transport strike across the nation, are not even sparing the tourist vehicles despite their assurances to the tourist entrepreneurs earlier that they would not attack tourists. Last night two tourist vehicles were set ablaze in Kaski's Lekhnath, accusing the drivers of defying the bandh. The vehicles were parked on the premises of the Begnas Youth Club to receive the tourists who were staying at Begnas Lake Resort. In another incident on Tuesday, an unidentified group attacked two vehicles bearing Indian registration and carrying Indian tourists with petrol bombs in Tahanun's Ghasikuwa while they were heading to Pokhara from Gorkha. Two Indians were injured in the attack while their vehicles were damaged. All this has Nepal National Tourism Entrepreneurs' Organization concerned. NNTEO western regional chairperson fears that

attacks on tourists will have a negative impact on the tourism industry in the country. “Due to the recent incidents of violence hotels and lodges have seen cancellation of the earlier bookings According to Nepal Tourism Board member Tikaram Sapkota, every year about three lakhs foreign tourists, and as many domestic tourists, come to visit the Lake City, including those on way to the Annapurna trekking route. As per the data, of the total tourists who visit Pokhara around 60 per cent go further for trekking (The Himalayan Times, 14 Nov. 2013).

**d) Robbery:** Three unidentified men shot at Yeti Development Bank employee Bhagawan Baral and robbed him of Rs 3.143 million when he was on the way to the bank to deposit the amount after withdrawing it from Mega Saving and Credit Cooperatives at New Road, Pokhara at 4:00 pm today. Baral is being treated at Manipal Hospital, Pokhara. Baral, who has received a bullet in the head is said to be in critical condition. The cooperative deposits a certain amount at the bank every evening and withdraws it every morning. Baral had arrived at Megha Cooperatives to take the money, along with a security guard. The robbers opened fire on him while he was on the way after withdrawing the money from the cooperative to deposit in the bank. “The miscreants shot Baral while he was climbing down the stairs of the cooperative. Police have recovered two bullet shrapnels from the incident site. The robbers had pushed security guard Govinda Thapa Magar “I just had a knife. They thrashed me and shot Bhagawan Baral before looting the cash,” Thapa Magar said (Himalayan Times, 29 April 2014).

**e) Natural Disaster:** Three workers have been killed and one has gone missing as landslide buried a restaurant named Typical Restaurant located at the banks of Phewa Lake of Pokhara. The deceased have been identified as Prakash Magar, 28, of Okaldhunga, Mohan Magar, 18, of Sindhuli, Ram Magar, 22, of Sindhuli. They were found buried in the debris of the restaurant. Bhuwan Magar, 22, of Rammechap district is still missing. The restaurant and lodge situated at the banks of Phewa Lake in Pumdibhumdi-1 of Anadu was buried in the landslide triggered by incessant rainfall last night. There were a total of

five employees working in the restaurant. (Setopati, 25 Aug. 2014). World Peace Stupa, a famous tourist centre in Pokhara is in risk due to landslide that occurred very close to it. World Peace Stupa Conservation Committee has put a ban on visiting the stupa as the area poses danger. Secretary of the committee Uttamman Bajracharya said that tourists have been stopped to visit the stupa as pressure in the land could result in further landslide which could pose risk to both to the stupa and the visitors. Landslide occurred in the land near the stupa following incessant rainfall on Sunday night. A Japanese monk who has been living in the stupa said that it is essential to take immediate steps to save the stupa from landslide. The construction of the stupa began in the early nineties and was completed in 1999. The stupa with the height of 115 feet spreads in 344 diameters. It was built by the joint efforts of Nepal, Japan, Sri Lanka, Thailand and Burma. (Setopati, 26 Aug. 2014).

Transport strikes, Nepal bandh, paragliding accident, crash and accident of ultra- light aircraft, torture and cheating, robbery and theft, possession of drugs and small arms, illegal activities from visitors, locals and entrepreneurs along with natural disaster were the major security challenges of Pokhara valley which could badly impact the tourism of Pokhara valley.

### **3.3. Prevailing Security Measures in Pokhara Valley**

Pokhara being a paradise and natural heritage, so many organizations are serving for the development and promotion of the tourism. Trekking Agencies, Restaurant business, hotel business, Air sports agencies, other adventurous activities business, Rafting agencies and many more other tourism business which are one of the main source of income of government of Nepal. Instead there are several security problems arising with and in the business.

- Lack of coordination between tourism industries and the security organizations.
- Lack of providing pre information of their security to the tourists while residing at hotel.
- Providing the tourists in illegal activities like prostitution, drugs activities etc for the term of making good money.
- Cheating tourists by charging more money
- Loss of belongings of tourist from their residing hotel's room.

**a. Security Surveillances in Pokhara Valley**

All four security agencies (including NID, Nepal Police, APF & Nepal Army) has their own intelligence cell. Intelligence cell deploys their personnel in covert or in civil dress to collect the various information regarding to the security. All the units of security agencies have their Area of Responsibility (AOR) and units are responsible for the security in their AOR:

**Surveillance from CCTV Cameras**

On 04 May 2011 CCTV monitoring room was established at Tourist Information Center of Ward Police Station Baidam. From where all 14 CCTV cameras are monitoring which are installed at the main street of Lakeside (Sahid Chowk to Khahare Chowk). The places of installed CCTV cameras are as below.

Shahid Chowk	Ward Police Station Baidam
Ambot	Gaurighat
Ratna Mandir Gate	Barahi Chowk
Boomerang Restaurant Gate	Hotel Mountain Top
Fish Section	Halan Chowk
Hotel Peace Plaza	Khahare Chowk
Dikopatan	Jaharebar

**b. Solar Street Lights:** Solar streets light was installed recently on the main street of Lakeside and New Road which are the main tourists destination and business or banking area of Pokhara.

**c. Toll Free Number:** Nepal Police or Civil Police – 100 & APF – 1114.

**d. General Police Activities in Pokhara Valley**

- **Picket Duty:** Tourist Police and various units of Nepal Police deploy police personnel at the main tourist site and other important places of Pokhara valley.
- **Foot Patrol:** Nepal police & Armed Police Force (APF) lunch the foot police patrol for area domination of Pokhara valley.
- **Vehicle Patrol:** Nepal Police and Armed Police Force (APF) mobilize the vehicle mobile patrol for the immediate response the incident or crime in Pokhara valley.
- **Surprise Check Point:** Nepal police and APF some time lunch the surprise check point to prevent people from road accident and criminal activities.

- **Police Raid:** Some time Nepal police and APF launch the raid operation to the houses, hotels, agencies etc. whenever they acquire information about the illegal activities phenomenon or believed that there is hiding illegal possessions.

Nepal police is playing major and crucial role in maintaining law and order and Armed Police Force is playing role to maintain peace and security inside Pokhara Valley. Nepal police and APF both frequently deploy their troops for roaming, patrolling and Immediate Response Team around Pokhara valley. Furthermore police had established various check points on highways and sites. Nowadays police has been conducting different Raid and search operation in order to prevent the illegal activity. But tourism entrepreneurs said that such types of raid were paying negative impact for the tourism industry.

### **3.4. Security Agencies Direct and Indirect Responsible for Pokhara Valley**

Nepal is divided into 5 regional administrations, 14 zonal administrations and 75 districts administrations. Zone administrations are inactive now days. All four government security agencies (Nepal Police, Armed Police Force, Nepalese Army and National Investigation Department) are deployed to maintain peace and security inside Pokhara valley and all over the Kaski District. National Investigation Department, which provides curtail security information to other security agencies. Their personnel are always deployed in civil dress and collect information from variety of sources and disseminates to the government. Nepal Police plays major role for security and law enforcement. Nepal Police has established various service centers to provide police service which we will discuss on our upcoming pages. It has its separate Tourist Police Department. The department mainly concentrates on safety and security of the tourist and criminal activities. Another security agency of Nepal Government is Armed Police Force (APF); it is a police organization having military status. The basic focus of APF is in Security. APF mobilizes its troops on emergencies. Furthermore APF is specialized on Disaster Management, search & rescue, rescue from hostage captivity, VIP and vital installations security, to Guard the revenue, custom and industrial security and to guard the border of Nepal. It has established APF Phewa Lake Rescue Tower for the rescue purpose in Phewa Lake. Nepal Army has its own mandate on

defense. Beside that Nepal Army plays major role on mega disaster management, Urban Search and Rescue etc.

District Administration Office is a vital government body having all responsibility of peace and security maintenance inside the district. It deploys all the agencies to cope their goal on security and law enforcement. District Security Committee Kaski is the supreme body in district which is responsible for security in Pokhara valley and Kaski district. It has the following members:

- |  |                    |
|--|--------------------|
| 1. Chief District Officer (CDO)                          | – president        |
| 2. Lt. Colonel of Nepal Army                             | – member           |
| 3. Superintendent of Armed Police Force (SP)             | – member           |
| 4. Superintendent of Nepal police (SP)                   | – member           |
| 5. Superintendent of Nepal Investigation Department (SP) | – member           |
| 6. Assistant Chief District Officer                      | – member secretary |

The above mentioned member of District Security Committee belongs to the following offices respectively:

1. District administration office Kaski, Sahidchowk, Pokhara
2. Nepal Army (NA) Naya Gorakhnath Battalion, Fulbari, Pokhara
3. Armed Police Force (APF) Kalika Battalion, Malepatan, Pokhara
4. District Police office Kaski, Gairapatan, Pokhara
5. National Investigation Department Kaski, Sahidchowk, Pokhara
6. District administration office Kaski, Sahidchowk, Pokhara

District Security Committee gathers all the district security in-charges and makes security related decisions. Each district has “District security committee” which is authorized and responsible for security of the district. District security committee of Kaski district is the main body which is responsible for the security of Kaski district and Pokhara valley. Committee can apply the new security plan and also able to amend the plan inside the district and Pokhara valley. Pokhara valley is district Headquarters of Kaski as well as regional headquarters of western region. Beside the District Security Committee there is “Western Regional Security Committee” also in functioning here. Committee directs and monitors 3 zones (Gandaki, Lumbini and Dhawalagiri) and 16 districts inside the western region. Which are Kaski, Syangja, Tanahun, Gorkha, Lumjung and Manang of Gandaki zone, Nawalparasi, Rupandehi,

Kapilbastu, Argakhachi, Gulmi and Palpa of Lumbini zone and Parbat, Baglung, Myagdi and Mustang of Dhawalagiri zone. Regional administrator of western Regional Office, equivalent to the secretary of government of Nepal, is leading the “Western Regional Security Committee” where Major General of Nepal Army (NA) Western Regional Division, DIG of Armed Police Force (APF) Muktinath Brigade, DIG of Nepal Police (NP) Western Regional office and Regional Director of National Investigation Department (NID) Western Regional Office are members. In case of the emergency valley, district, zonal and regional level’s resources could be used in Pokhara valley immediately.

### **3.4.1. Units of Security Forces Responsible for the Security of Pokhara Valley and Tourist Sites:**

- a) **Tourist Police in Pokhara Valley:** Tourist police unit Damside covers additional nine districts namely Tanahun, Syangja, Gorkha, Manang, Lamjung, Parbat, Baglung, Mygdi, Mustang including Kaski. Tourist police Unit Damside accumulates report from above mentioned district as a focal unit, which is solely responsible for safety and security of the tourist in its area of responsibility too. As the policy of development of tourism business in Nepal, Pokhara being one of the major tourists paradise either for adventure tourism, co tourism, sport tourism or any other entertaining tourism .It is developing and spreading so rapidly that Nepal government The Ministry of Culture, Tourism and Civil Aviation, Nepal police and the Tourist business organizations to help foreign tourists in Nepal to overcome the various difficulties and hassles that they could face here. Looking at the development of Tourist Police, at its time of inception a special unit of Nepal Police, Tourist police sub-unit, Pokhara was established on 2064/04/10 B.S. in the premises of Nepal Tourism Board Regional Office, Pardi -16 Dam side, Pokhara. We have complaint counters at the Airport, Tourist bus Stand and Barahi Chowk, Lake Side. We are always attentive to deal with the problems of tourist and we are very sensitive in safety and security of tourist. Tourist Police assures a safe and pleasant stay to all the visitors in Nepal. The main function and responsibility of Tourist Police is to look after the welfare of tourist and to assure them a pleasant and a memorable stay in Nepal. Our function is to



advise and assist tourist in safety and security during traveling, trekking, rafting and hotel stay in any part of the Pokhara.

**b) Units of Nepal Police (Civil Police)**

Table 3.2: List of Units of Nepal Police (Civil Police)

Units of NP/ CP in Pokhara valley					
SN	Unit Name	Location of unit	Commander	Area Of Responsibility regarding tourist security	
1	Airport Security Unit	Airport	Inspector of Police	Internal security of airport	
2	Ward Police Office	Baidam	Inspector of Police	Lake side & Dam Side	
3	Ward Police Office	Bagar	Inspector of Police	Bindabashani Tample	
4	Ward Police Office	Rambazar	Inspector of Police	Ram Bazar Area	
5	Sarankot Police Post	Sarankot	JCO's( SI/ ASI)	Sarankot Area	
6	Chhorepatan Police Post	Chhorepatan	JCO's( SI/ ASI)	Davis Falls, Gupteshower Tample & Gupteshower Cave	
7	Batulechaur Police post	Batulechaur	JCO's( SI/ ASI)	Mahendra Cave	
8	District Traffic Police Office	Prithvichowak	Inspector of Police	Pokhara valley Kaski District	
9	Dadako Nak Police Station	Dadako Naak	Inspector of Police	Begnas Lake, Lekhnath Municipality & Kaski 1	
10	Baral Thar Police Post	Baral Thar, Gagangauda	JCO's SI/ ASI	Rupa Lake & Local area	
11	District Police Office	Gairapatan	Superintendent Of Police	Pokhara Valley & Kaski District	

Source: District Police Office Kaski – July, 2014.

### C) Units Armed Police Force (APF)

Table: 3.3 List of Units of Armed Police Force (APF)

Units of Armed Police Force in Pokhara				
SN	Unit Name	Location	Commander	Area Of Responsibility regarding tourist security
1	APF Fewa Lake Rescue Tower	Fewa Lake	JCO's( SI/ ASI)	Fewa Lake
2	APF DMT	Kalika Battalion	Inspector of APF	Pokhara Valley & western Region
3	APF Kalika Bn.	Malepatan	Superintendent Of Police	Pokhara Valley & Kaski District

Source: APF Kalika Bn. July, 2014.

- **APF in Rescue Operation**

Beside the normal duty APF has specialized personnel in disaster management, search and rescue. The Armed Police Force personnel rescued five tourists whose boat had capsized in the Fewa Lake due to strong winds in Pokhara on Thursday. Tourists from New Zealand and France were on the boat when the accident occurred at 5:00 pm. They have been identified as Lewisgrace, 50, Ybo Ina, 30, of New Zealand and Ato Ine, 26, Enbo Gile, 26 and Qun Gin, 25, of France. An APF team of seven personnel, including sub inspector Ramesh Bahadur Thapa, from the rescue tower on the banks of the Fewa Lake were involved in the rescue. (The Himalayan Times, 17 April 2014).

In Pokhara valley APF has a Brigade, officers training college, battalion and a specialized unit for Disaster Management Team (DMT) for search and rescue operation. This mobilizes as a Search and Rescue Team (SART) in disaster and rescue operation. Plus section (+13) in number of a rescue team commanding by a junior officer (JCOs) standby on day lights with motor boat and rescue equipments at Fewa Lake Rescue Tower. One platoon (Pt.) (around 46) of search and rescue team always standby at APF Kalika battalion, Malepatan.

#### d) Nepal Army

Table 3.4: List of Units of Nepal Army (NA)

Units of Nepalese Army				
SN	Unit Name	Location	Commander	Area Of Responsibility regarding tourist security
1	Ratnamandir post	Barahichowk	Major/Captain	Lakeside/ Fewa Lake
2	Kalibhanjan Engineering Battalion	Airport	Technical Lt. Colonel	Security of Pokhara airport
3	Naya Gorakhnath Bn	Phulbari	Lt. Colonel	Pokhara Valley, (Kaski District)

*Source: Naya Gorakhnath Bn. July, 2014.*

- **Airport Security**

Airport security is most important for the security agencies and nation too. Kalibhanjan battalion of Nepal Army and one platoon commanding by Inspector of Nepal police were in outer and inner security of Pokhara airport. Tourist police unit and APF were also deploying their personnel to coordinate in Pokhara airport.

Kalibhanjan Battalion of Nepal Army has provided a strong security in outer perimeter of Pokhara airport. Airport security unit of Nepal police was in access control. They were regularly seemed on duty to search and screen travelers and their baggage.

#### 3.4.2. Tourism Entrepreneur's Role in Security

Tourism Entrepreneur in Pokhara also maintaining some security measures from their side. They have hired private security guards to secure accommodation of tourist, and some security updates also available in their website and always maintain close relation with security agencies to maximize the security arrangements. Some of the security measures that currently prevailing in Pokhara for tourists securities are as follows:

**a) Private Security Guards**

Tourism entrepreneurs hire the professional security guards from security agencies. Hired security guard provides security to their property and surroundings. It has supported to minimize the crime around the tourist area. Guard Security, Rhino Security, Group 4 Security are the major security service provider of Pokhara valley. They recruit people among retired police and military. Some time they provide training to the young man and provide to the needed agencies.

**b) Records System**

Entrepreneurs also provide the security related information to the security agencies. They maintain the records of visitors in their places which are always helpful to the police. Tourism entrepreneurs are always keep in close touch with security agencies and asked assist from them in case of worse security situation in their surroundings

In such a way tourism of Nepal and Pokhara has been facing many problems and challenges in the development of tourism industry. Being unsatisfied with the development and promotion strategy of the tourism industry government of Nepal felt the need of new tourism policy. And thus the tourism policy 2009 was made in 2009 A.D. (2065 B.S.). The tourism industry has many expectations from this new policy.

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## *CHAPTER FOUR*

# **RESPONDENTS PERCEPTION ON SECURITY CHALLENGES**

This chapter deals with summarization, tabulation, presentation, interpretation and analysis of gathered data. This chapter tries to find out the answer for research questions. Interpretation of the data is crucial task which converts data into information. Interpretation and analysis gives direction to the data and award meaning to the result. It is important to revisit the objectives of the research before entering to the analysis phase. It gives clear direction to the finding and analysis.

### **4.1 Present Scenario of Tourism Industry in Pokhara Valley**

In an attempt to discuss the first objective of the study it was found necessary to explore present scenario of tourism industry in Pokhara valley. Different interview questionnaire were prepared for entrepreneurs to explore the present scenario. Researcher interviewed ten tourism business entrepreneurs around Pokhara valley. In contrast to requesting respondents to tick among the options, they were requested to provide their subjective answer about the present scenario of tourism in study area.

It was quite difficult to extract the core information from vague and subjective description. On the other hand, such technique explored the new issues of tourism industry. Though the methodology was quite difficult for researcher it had provided sufficient and unique input to the research finding.

It must be remembered that the authorities and tour operators would at all times try to reflect a positive attitude about tourism industry, because they are in business and wants the tourism industry to succeed at all cost.

Tourism in Pokhara has rebounded since peace agreements were signed in 2006; however there are widespread negative implications in environmental, political, social

and economic spheres due to the shortage of responsible and sustainable tourism guidelines and practices of the multiple tourism actors. The local businesses have a responsibility towards the people they employ, the communities whose resource they use, and search a less harmful way in using local environmental resources to provide tourism product-services (Upadhyaya and Khatiwada, 2012). Adhikari and Ghimire (2003) state that uncontrolled tourism business is threatening environmental justice in Pokhara, and this seems to be a common hurdle associated with a long-lasting tourism industry. Such challenges are weakening the potential of tourism and its potential for social prosperity and peace.

Jagadishwor Upadhyaya, Chief Tax Officer of Pokhara said the tourist destination; Pokhara had emerged as a center of trade too. In these days, there had been a massive growth in entrepreneurship in Pokhara. There were over 48,000 entrepreneurs in the area. Pokhara was one of the highest tax paying cities in the country. Inland Revenue Office (IRO) Pokhara was just behind IRO Lalitpur out of the 21 IROs in the country with regard to contributing taxes to the Government. A total of Rs 1.33 billion was collected in tax revenue from IRO Pokhara in the last fiscal year 2070/071. The per capita income of the entire Kaski district had become one of the highest in the country due to increasing entrepreneurship mainly among the middle income group.

He further added apart from local investors, Pokhara had been increasingly attracting the interest of foreign investors. According to the department's records, a total of Rs 10.44 billion in foreign investment had been poured into 163 production plants there. The production units established by domestic and foreign investors provided direct employment to 22,742 persons.

Hari Sharma, president of the Pashchimanchal Hotel Association Pokhara (PHAP), said besides, a large number of medium sized industries along with hotels and restaurants were also operating here. The tourism sector there had an investment base of more than Rs 60 billion and employs 50,000 persons.

Narayan Prasad Shrestha, chief of the Technician Office and a district engineer, said 61 roads with a total length of 1,000 km were under construction throughout the district. In addition, construction of two cable cars connecting Shanti Stupa and Sarangkot were underway (Kantipur, 2014-01-23).

#### 4.1.1 Yearly Foreign Tourist Arrival in Pokhara

The researcher had collected the tourist related data from Pokhara tourism council. Pokhara Tourism council has stopped to maintain record of visitor since 2011 because it was found to be difficult to generate actual data of tourist arrival by air, bus and other sources of transportation.

Table 4.1: Yearly Foreign tourist arrival in Pokhara

Yearly	Yearly Foreign Tourist Visit in Pokhara	Yearly Increment (%)
2008	1,86,643	
2009	2,03,527	+ 9.046%
2010	2,30,799	+14.61%

Source: Tourism council Pokhara – July, 2014.

Table 4.1 shows the number of tourist arrival in Pokhara during three consecutive years. It includes all passengers who came to Pokhara. It does not describe about the means of transportation. There was 9.046 % increment in tourist arrival compared to 2008 and 2009. In 2010 it was increased by 14.61% compared to 2008. The graphs below will give a graphical picture which will give us a clear picture about data.

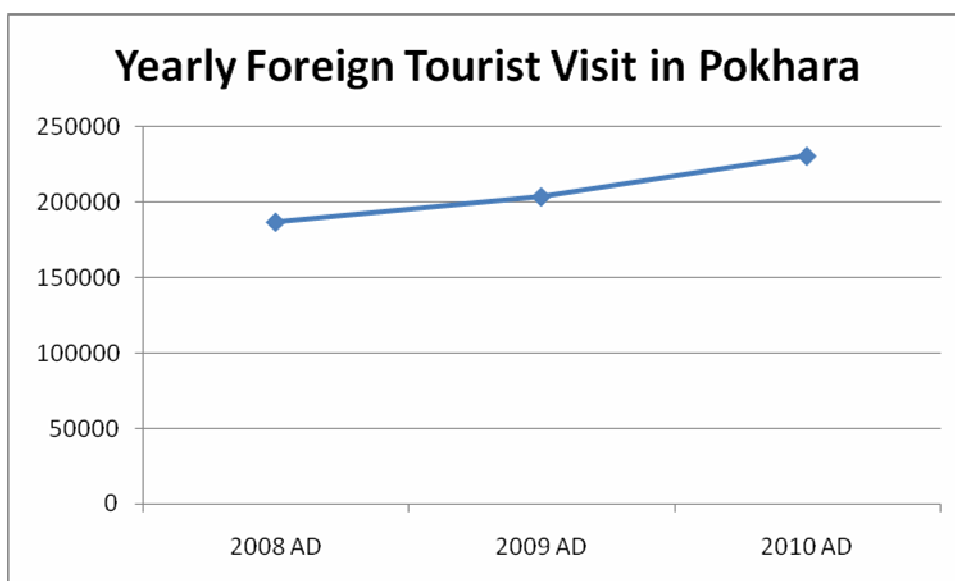


Figure 4.1: Yearly Foreign tourist arrival in Pokhara.

The above figure 4.1 compares of number of visitors arrived between 2008 and 2010. X axis shows the year and Y axis shows the number of visitors.

From the above figure we can see that the number of visitors had been increasing till 2010. At the beginning year number was 186643 which were increased in next year by 16800. There was sharp increment of 27000 visitors by the year 2010. The trend of foreign arrival had increasing trend throughout the three years.

### **Airport Record**

As there were no additional records for 2011, 2012 and 2013 of tourist arrival at Pokhara Tourism Council the researcher went to the Pokhara Aviation Office to collect information of the tourist arrival. The data shows the number of foreign tourist arrival by air.

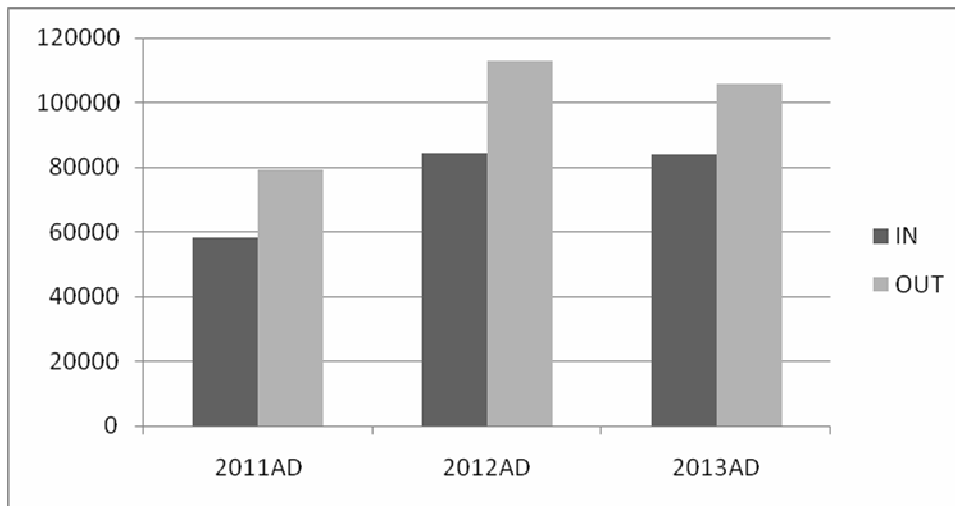
Table 4.2: Yearly Foreign Passenger Movement by Air in Pokhara

Yearly Foreign Passenger Movement by Air in Pokhara			
Year	IN	OUT	Total
2011	58173	79369	137542
2012	84423	112684	197107
2013	84112	105704	189816

*Source: Pokhara airport – July, 2014.*

The above table no 4.2 gives us an idea about the number of foreign tourist arrival and departure from Pokhara airport during last three years. Foreign passenger IN and OUT from Pokhara airport indicates that tourist used to come by road more than by air. It also indicates that when tourists come to Pokhara they prefer to stay some more days in, so that they choose airways while returning. The graphs below will give a graphical picture and ease to understand.





*Figure 4.2: Yearly Foreign Passenger Movement by Air in Pokhara*

The figure 4.2, above is the graphical representation of the above presented table. The blue describes the number of incoming passengers and the red denotes outgoing passengers from Pokhara airport.

There we can see an interesting fact that the numbers of outgoing passengers were higher than the incoming passengers. It is clear that the tourist prefers to come to Pokhara by several other means like tourist buses, Hired Taxi and by trekking. The diagram shows that the passenger turnover was high during 2012 AD as compared to other two years.

In addition, the number of income passenger for 2011 AD were 58173 where as the outgoing number were 79369. Similarly, the incoming passenger increased to 84423 and outgoing rose to 112684 in 2012 AD. Last year the incoming and outgoing passengers fall down to 84112 and 105704 respectively.

#### **4.1.2 In Depth Interview with Entrepreneurs**

In order to collect tourism and security related first hand information researcher had in depth interview and spent about two or three hours with ten different entrepreneurs from different firms, namely Hotels, Restaurant, Bar and Travel agencies. The summary of the discussion is presented below. It was quite difficult analyze the subjective data; researcher has presented the main issues raised during interview.

- Researcher had interviewed President of Western Regional Hotel Association, age of 49. He said Pokhara had very good future of tourism but it had been facing challenges from human induced expansion against the nature. He was not satisfied with the tourism security provided by the government. He further added national politics, government and unprofessional police were the culprits responsible for the tourism development of Pokhara. In addition, he said he had established provision of private security guards and street lights in Main Street of Lakeside. Additionally he stated good polices and security plan, use of high technology, professional policing, and reduced unemployment rate were the expectation of tourism industry from government side.
- During the discussion with president of Trekking Agencies Association Nepal Western Regional Chapter Pokhara (TAAN Pokhara) president said in his opinion tourism in Pokhara would bloom like a flower because naturally, culturally, historically, geographically Pokhara is gifted by god. It is a paradise in earth. He hadn't felt secured environment because of increasing number of robbery, thefts from the hotel bedroom and on the street etc. Moreover government had to deploy enough security personnel.

“To strengthen all over the tourism security in Nepal, government has to make a clear plan of action and implement correctly in every sector. Main crime of tourism industry in Nepal or Pokhara is corruption based commission so it has to be stopped immediately.” he added.

- The president of Restaurant and Bar Association Nepal, Pokhara (REBAN Pokhara) was not satisfied with the security service provided by the tourist police (Qualitatively and quantitatively). He emphasized on strictly implementing the rules and regulation of law and awareness program to local people as well as tourism entrepreneurs regarding various safety measures in tourism. He added that regularly inspecting weather business organizations are following the rules or not, recording the customers in hotel properly or not and do the tourists has visa or not, over staying etc. We should thing about value tourist than volume tourist.

- Owner of “Yeti Guest House” Pokhara Mr. Nilakantha Sharma, 75 said tourism had very good future in Pokhara but they had been facing challenges to save their nature and culture for what tourist visit the Pokhara. He was satisfied with the security provided by government. He was an academician and politician before this profession. He expected good tourism policies and, helpful local government and professional policing equipped with technology from government. He further added national policies, local government; unprofessional police with low technology, unemployment, mentality of locals and tourism industry were the culprits responsible for tourism safety and security.

Additionally he stated that need to revise of Tourism Policy, corruption free service, deployment of enough security force (Tourist Police, Nepal Police and APF) at evening and increase patrolling, 24 hours working CCTV, responsible individuals were the basic component of secured tourism industry.

- Executive director of “3 Sisters Adventure Trekking (P) Ltd” Ms. Lucky K Chhetri said government had to promote the ladies entrepreneurship and employees in tourism sector. She further added there should be a quality benchmarking for tourism firm. Proper tourism information system had to be established. Illegal tour operators and guides should be discouraged to carry out their task.
- General Manager of Fulbari Resorts Mr. Baibhav Tondon, 32 said that He said Pokhara had very good future of tourism but it had been facing challenges from human induced expansion against the nature. He was not satisfied with the tourism security provided by the government. “All the stakeholders should be professional for the better future of the tourism industry.” He added.
- Owner of “Hotel Silver Oaks Inn” Mr. Jitu Gurung, 35 said technology advancement and prompt response system were the best way for safety and security.
- Owner of “Madusala Restro Lounge and Bar” Mr. Searose Koirala, 37 said street boys, drunkard youths who came to visit Lakeside, and ladies working in clubs were the major problems of lakeside. Street boys even loot the tourist, they sometime hares the tourist. Drunkrd bar girls quarrel among themselves. Drug abuse had created

major problem in the security of lakeside. Early closing clubs, bars and restaurants had created negative image of security among the tourist. (Clubs had authority to open till 11 pm.)

- During the interview with owner of “Once upon a time” Restaurant Mr. Prakash Gurung, 41 said that what were the illegal and what punishment had to face in case of convicted must be displayed on monitor in hotels, restaurants, bars, clubs and streets etc. So the visitors, locals, employees and entrepreneurs will keep in mind not to commit illegal.
- Owner of “Mount Kailash Resorts” Mr. Naresh Bhattarai said that Pokhara offered a promising outlook in terms of economic benefit; it contained more potentiality after Kathmandu. He further added the entrepreneurs ought to consider those above mentioned facts for the betterment of the tourism industry of Pokhara. Furthermore, prompt responses to complaints, hassle free streets, immediate response system were the basic foundation of tourism development of Pokhara valley. Moreover, illegal tour operators and the guides were the main culprits responsible for the safety and security of Pokhara valley. Government had to ban the solo trekking to ensure safety and crime free tourism environment, compulsory registration of personal information and trekking detains to the respective embassies.

Foreigner tourist arrived in Pokhara, tax officer's interviewed and in depth interviewed with ten experienced tourism entrepreneurs; researcher had collected the data and information about the present scenario of tourism industry in Pokhara. Collected data had revealed that Pokhara valley had been developing as a tourist destination and have a good future. Pokhara had been increasingly attracting the interest of domestic investors as well as foreign investors. Tourism policy had to be revised to address the emerging security challenges and to provide clear solution of ambiguity. Political instability and strike were the major and cheating, theft, harassment; robbery and nightlife control were the challenges of tourism industry of Pokhara valley. Those were the speed controllers of development of tourism industry.

## 4.2 Sociology of the Tourist Respondents

Out of 130 questionnaires distributed to the tourist in Pokhara valley, only 101 were collected. 29 respondents did not reply to the questionnaire. The response rate was 77.69 %. 98 out of 101 responded revealed information regarding gender and profession while 3 didn't. Likewise 2 respondents didn't response to the Age. 5 respondents out of 101 didn't response to the level of education. 6 people didn't answer to marital status, which is highest among other variables. 4 respondents didn't reply to their Income Level, while the entire participants answered to the Nationality.

Table 4.3: Social Distribution among the Participants

<b>Gender</b>	Frequency	Percent	<b>Level of Education</b>	Frequency	Percent
Male	62	63	Primary Level	4	4
Female	36	37	Secondary Education	7	6.9
<b>Age</b>	Frequency	Percent	10+2	17	16.8
18-21	22	21.8	Bachelor	41	40.6
22-35	34	33.7	University Masters	27	26.7
36-55	33	32.7	Total	96	95
56 & over	10	9.9	Missing	5	5
Total	99	98	Grand Total	101	100
Missing	2	2	<b>Income Per Months</b>	Frequency	Percent
Grand Total	101	100	Less than \$ 2000	46	45.54
<b>Nationality</b>	Frequency	Percent	\$ 2001- 5000	30	29.7
Nepalese	26	25.7	\$ 5001- 10000	19	18.81
Indian	18	17.8	10001 & more	2	1.98
Chinese	14	13.9	Total	97	96.03
Others	43	42.6	Missing	4	3.6
Total	101	100	Grand Total	101	100
<b>Marital Status</b>	Frequency	Percent	<b>Type of Business</b>	Frequency	Percent
Single	48	47.5	Government	23	22.8
Married	46	45.5	Private Sector- owner	21	20.8
Total	95	94.1	Private sector-Employee	41	40.6
Missing	6	5.9	NGO	4	4
Grand Total	101	100	Other	9	8.9
			Total	98	97
			Missing	3	3
			Grand Total	101	100

Source: Field Study, July 2014.

The respondents were asked to reveal their gender with a view of later establishing their participation in tourism activities in the study area. Table 4.3 describes in detail. The above table illustrates the number of male and female respondent. It shows that 61.4 % respondents were male and remaining 35.6 were female. We can say those

males were more outgoing person (Prefer travelling) in nature compared to women. Only 35.6% female were found to be outgoing. The Valid Percentage column in table calculates the average percentage including the missing number. The pie chart below describes this table in detail, Out of 101 respondent 63% were male whereas 37% were female. It is a commonly held fact that females are known to be less involved in the perpetration of criminal activities than males, yet at the same time females are largely the victims of various sort of criminal acts, than men. The respondents were asked to reveal their gender with a view of later establishing their participation in tourism activities in the study area.

Out of 101 respondent 2 respondents did not give their age. The respondents were asked to reveal their age with a view of later establishing their participation in tourism activities in the study area. Table above demonstrates the number of people in different age group spending their time in Pokhara valley during the research period. At a glance, we can see that majority of the people (33.7%) were among 22-35 years of age group. Secondly, 32.7% were from 36 to 55 years. Only 9.9% people above 55 years were found to be tourist in Pokhara. 21.8 % respondent aged between 18-21 years. It is interesting to note those matured age groups were major respondents. It is only because they are more accessible than the other group.

The respondents were asked to reveal their nationality with a view of later establishing their participation in tourism activities in the study area. The above table gives us an idea about the nationalities of the tourist. It was interesting to note that 25.7% tourists were found to be Nepalese in Pokhara Valley. As reflected in table, 13.9% found to be Chinese and 17.8% Indian. 42.6 % tourists were from western and foreign countries of the world excluding China and India. It is clear that Nepal should focus on attracting the Chinese and Indian foreigners along with Domestic tourist in order to promote the tourism. In contrast, it is clear that 74.3% of the tourists came to Nepal from foreign world including China and India. Increase in the number of foreign tourist could contribute to the increased security challenges. Here we must be worry a little more on the safety and security. Westerners were more conscious and serious in safety and security, especially American and European. So safety and security derives towards the quality tourism.

The respondents were asked to reveal their marital status with a view of later establishing their participation in tourism activities in the study area. Table 4.3 describes in detail. When the research was conducted, the respondents were asked to reveal their marital status with the view of establishing their participation level in tourism activities in the study area. The above table shows that 47.5% respondents were single, whereas 45.5 % were unmarried. It shows that the unmarried population has better freedom as compared with married. As a security analyst, complexity with tourism security increases with the marital status of the people. Out of 101 respondents 6 were not given their marital status.

The respondents were asked to reveal their level of education with a view of later establishing their participation in tourism activities in the study area. Out of 101 respondent 96 had been responded and 6 were not responding. Above presented table depicts the level of education of the tourist inside the Pokhara valley during the research period. It shows that tourists having Bachelor level have greater mobility as compared to other. It was 40.6 % whereas tourist having university masters was only 26.7%. In contrast, tourists having only primary, secondary and intermediate level of education were only 4%, 6.9% and 16.9% respectively. This had revealed that educated people were more interested to visit the Pokhara valley. So the educated people could be a resource to promote the nature and culture of Pokhara valley. They might have ability to share their experiences in the finest way, by verbal or by writing.

The respondents were asked to reveal their income per month with a view of later establishing their participation in tourism activities in the study area. Out of 101 respondent 97 were respondent and 4 respondent did not like to mention on it. As reflected on table, majority (45.54%) of the tourists indicated that they earn less than \$ 2000 per months. In contrast, there were only 1.98 % tourists earning more than \$ 10,000 per months. Understandably, income influences the level of participation on tourism activities. This suggests that income plays a major role in people's perceptions and choices regarding tourism related matters. In addition, 29.70% of tourists earned up to \$ 5000 and 18.81% earns up to \$ 10, 000 correspondingly. We could draw an interesting fact that people having high level of earning do not choose Nepal as a tourism destination. In this regard we need to compromise on the quality of security.

Table also reflected that the high earning people even there were very few in number it has a possibility to increase. “More rich more security”, denote that people needs more security when they are rich. Now a day, rich tourist who has more expense aptitude and academic tourist are defining as a quality tourist. So the secure environment and security granted the quality tourism.

The respondents were asked to reveal their business type with a view of later establishing their participation in tourism activities in the study area.

Respondent were reported to be working for different sectors. It was interesting to note that the significant number [97%] of the respondents interviewed were professionals. The next largest response [40.6%] came from those who were private sector employees. About 22.8 percent and 20.8 percent of the respondents were Government service holder and private sector owner correspondingly. Only 4% and 8.9% worked for NGO and other organization correspondingly. Table had indicated that people with private services as well as government services were choosing the Pokhara as tourist destination.

#### **4.4 Assessing Security Challenges of Tourism Industry in Pokhara Valley.**

In an attempt to discuss the second objective of the study it was found necessary to deal with different issues related with safety and security in tourism industry. Question no nine to seventeen deals with various security matters of the industry.

Security can't be generalized. The definition of the security defers from one to another people. With a view of addressing how respondents understand the notion of tourism and crime respondents were asked to respond to a series of questions relating to these matters. As shown in table below the respondents revealed their understanding and the make-up of tourism related crime, safety and security Respondents were requested to give more than one answer to the query.



### 4.3.1 Components of Safe and Secured Environment

Respondents were asked to choose the components of safe and secured environment in question no 10. The following results were found.

Table 4.4: Components of Safe and Secured Tourist Environment

Safe and Secured Tourist Environment	Responses	
	N	Percent
Protected travelling arrangements for tourist	54	17.90
Visible presence of police in most tourist areas	44	14.60
Transportation of tourist in hired motor cars	17	5.60
Transportation in or usage of public transport by tourist	22	7.30
Presence of police station in tourist areas	29	9.60
Visit to crowded public areas like supermarkets, lake, parks	20	6.60
Availability of tourist information centers	52	17.30
Providing a welcoming and friendly atmosphere to visits	63	20.90
Total	301	100.00

*Source: Field study – July, 2014.*

The above table shows that out of 101 questionnaire distributed only 96% answered to this particular question. Remaining 4% ignored it.

The table above shows different components of safe and secured tourist environment. The researcher had identified eight different components of safe and secured tourism environment during the review of literature. The respondents were requested to pick any there most important elements. The above table depicts the number and the percentage of each selected component.

At a glance we can see that 20.9% of respondent has picked “Providing a welcoming and friendly atmosphere to visits” as a key component of the safe and secured tourist environment. In addition, 17.9 % people say, protected travelling arrangements for tourists are the key component of the safe and secured tourism environment. Furthermore, 14.6% participant said visible presence of the police in most area will provide safe and secured tourism environment in Pokhara valley for tourism.

There is no doubt that all the eight components have their strong role in maintaining the peace and harmony in tourism industry. However, it was found that the transportation of tourist in hired motor care has minimal effect in maintaining the safe and secured tourist environment; it was preferred by only 5.6% respondent.

Furthermore, 17.30% said that there should be adequate tourist information centers, likewise 9.6 % claimed that presence of police station in tourist areas could shore up the attractive tourism environment.

We can say that Pokhreli people can boost up their tourism industry by providing welcoming and friendly environment. Tourist should feel free to stay here without any hesitation. In the absence of proper trainings to the human resources involved in tourism sector, quality services and maximum benefits as well as the expansion of services and facilities cannot be achieved.

It can be done by developing the awareness and development our attitude towards tourist. We have different prices for Nepalese and foreigner in same product or services, it should be avoided, and it shows our poor and greedy mentality. There should be standard pricing of services as well.

Essential services for foreign tourists should be made available on time; however, in the absence of adequate information and failure to establish a network amongst hotel, travel and tour operators within the country, tourists have to bear additional hassles. Furthermore, there is an inability to develop a network of reliable air services that enables tourists of various countries intending to come to Nepal to be able to come to Nepal directly.

There is an inability to identify tourist destinations, as an opportunity, the possibility of integrated and coordinated development of infrastructure in the identified regions; moreover, judicious sharing of benefits has also been found to be challenging.

It is also clear that friendly and safe environment for the tourist can't be achieved without involvement and active participation of the local people and the government. So we have to develop the sense of ownership and coordination should be materialized.

### 4.3.2 Culprits Responsible for Increasing Tourism Crime in Pokhara

Table 4.5: Culprits responsible for increasing tourism crime in Pokhara

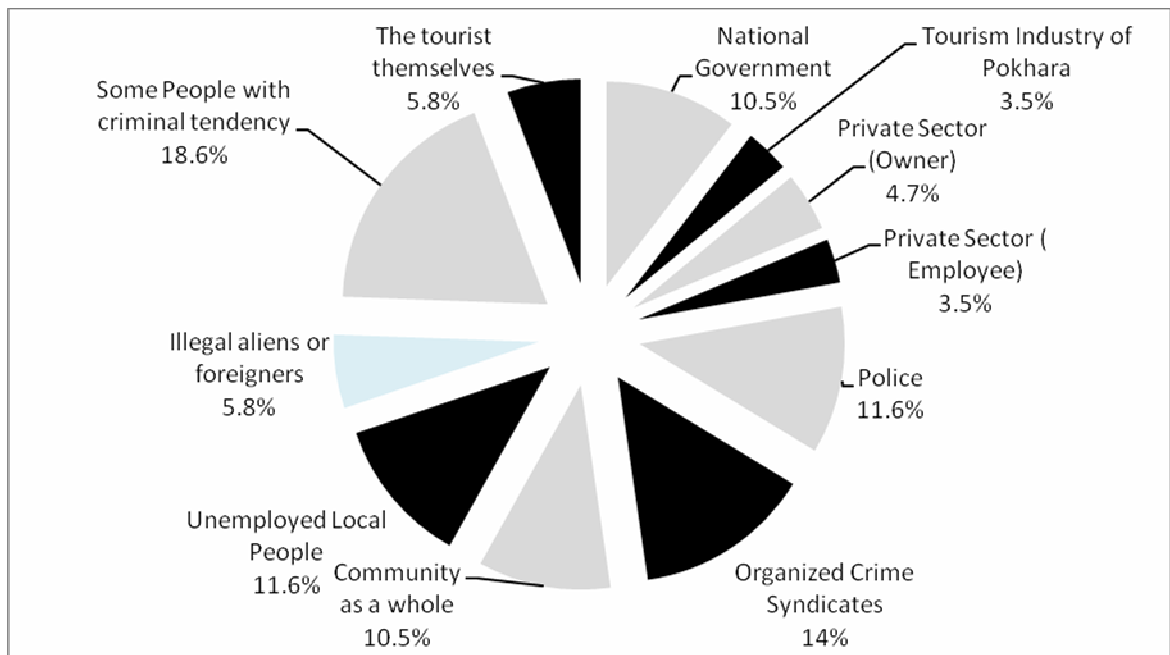
Responsible for increasing tourism crime	Responses	
	N	Percent
National Government	9	10.5
Tourism Industry of Pokhara	3	3.5
Private Sector (Owner)	4	4.7
Private Sector ( Employee)	3	3.5
Police	10	11.6
Organized Crime Syndicates	12	14.0
Community as a whole	9	10.5
Unemployed Local People	10	11.6
Illegal aliens or foreigners	5	5.8
Some People with criminal tendency	16	18.6
The tourist themselves	5	5.8
Total	86	100.0

Source: *Field study – July, 2014.*

The table above prioritizes the culprits responsible for the tourism crime in Pokhara Valley. The researcher had identified different eleven variables in order to prioritize as culprits. Out of 101 respondents only 86 respondents gave answer to this question. Remaining 15 respondents didn't share their view on this issue. The participants were requested to prioritize their perception on different variables and requested to give ranking (one to four) for presented variable.

The table above provides realistic data. If we look at the frequency of “people having criminal tendency” it was high among other variables, which is 18.6%. Similarly, organized crime syndicate fall in the second position in the perception of the respondent (14.0%) and Police and Unemployed Local people fall under third and fourth position correspondingly carrying 11.6% weight each. The data shows that Pokhareli tourism industry, private sector owner and employees had obtained low

marks during this research. It shows that the Industry, entrepreneur and the officials were less responsible to promote tourism crime.



*Figure 4.4: Culprits responsible for increasing tourism crime in Pokhara*

The pie chart above is the graphical presentation of the data presented on the table above. It shows that community should take actions to control the crime in Pokhara valley. Criminal tendency of the people can be reduced by the educational campaign and deployment of government securities around the area. It is not a night's task, it takes long time.

### 4.3.3 Key Players Responsible for Providing Tourism Safety and Security

Table 4.6: Key players responsible for providing tourism safety and security

providing tourism safety and security	Responses	
	N	Percent
Government	52	26.40
Tourism Industry	36	18.30
Private Sector ( Owner)	13	6.60
Private Sector ( Employee)	14	7.10
Police	39	19.80
General public or Citizens	26	13.20
Tourist themselves	17	8.60
Total	197	100.00

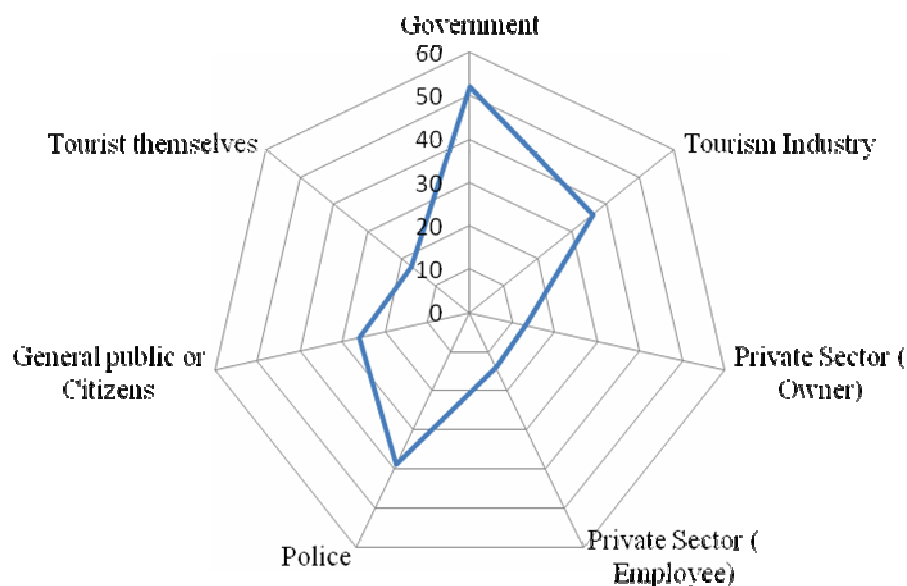
*Source: Field study: July, 2014.*

From the table above it can be seen that only 90 people responded to the question and remaining 11 just ignored it. The response rate for this question was 89.1% which is comparatively acceptable result in social science research. The table outlines the key player responsible for providing tourism safety and security in Pokhara. The researcher had identified eight different components responsible for tourism security. Respondents were requested to prioritize the element listed in questionnaire from one to four. Some of the respondent gave more than one response to this question. The table shows that total 197 responses were received from 90 respondents.

The finding was quite interesting and suggested that Government is highly responsible to provide secured tourism environment (26.4%).The reason for that is that they involve in everything that is taking place in a destination and they are aware that the other bodies know nothing about the tourism projects. On the other hand tourist themselves were little responsible to create safe and secured environment (8.6%). Noticeably, Police, Tourism Industry and General Public seem to be

responsible as a player to provide safe and secured tourism environment. They had scored 19.8%, 18.3% and 13.2% respectively. The possible reason for these responses was that tourism tour operators were intimately involved in management of tourism crime, safety and security. It should be understood that tourists are visitors and outsiders, and only respond on the basis of what they are being told about the responsibilities of tourism crime, safety and security.

In conclusion we can say Government should play major role and it should mobilize its entire organs to maintain the peace and security in the Pokhara Valley. Police only cannot cover all the area. So all the stakeholders i.e.: Industry, Private sector owner and employees, General Citizens and tourist themselves should play the role from their part to reate safe and crime free Pokhara.



*Figure 4.5: Key players responsible for providing tourism safety and security*

The radar chart above is the graphical presentation of the data presented on the table above. It shows that government is more responsible for security as compared to other stakeholders of the tourism.

#### 4.3.4 Factors that Contribute to the Decline or Failure of Tourism Safety and Security

Tourism depends on various factors in environment. Little change in one factor may affect positively or negatively in tourism. Tourism safety and security is the core component of the tourism as a whole. Safety and security is more sensitive component among other. The researcher had identified various factors that may contribute to the failure to the tourism safety and security during his literature review. These identified factors were further presented to respondent to give their rating.

Table 4.7: Factors to decline tourism safety and security

Decline tourism safety and security	Responses	
	N	Percent
Overcrowding in facilities	38	12.20
Uncontrolled Crime Situation	49	15.70
Uncontrolled unemployment	51	16.30
Poor publicity about tourism crime	33	10.60
Internationalization of tourism in local areas	5	1.60
Regional co-operation in tourism safety	5	1.60
Lack of good policing practice	50	16.00
Poor management of the facilities	38	12.20
Poor security in transport provision	43	13.80
Total	312	100.00

*Source: Field study – July, 2014.*

Above table gives an idea about the response rate to the questionnaire. It shows that 88 respondent out of 101 answered to this particular question. Whereas, 13 respondents didn't response. The response rate was 87.1%. The table reveals most important factors that contribute to the decline or failure of tourism safety and security in Pokhara's tourist sites. The researcher had identified nine different variables that may affect to the safety and security of Pokhara. Respondents were

asked for their rating on different variables. The table shows that total 312 responses were received from 88 respondents.

It was interesting to note that 16.30% respondent had selected uncontrolled unemployment as a major factor to decline tourism safety and security. Uncontrolled crime situation falls in third position with 15.7% weighting. Logically speaking those two variables has their interrelationship. Increase in unemployment leads to the increased number of criminal activity. We can put these two elements as one component.

In addition, lack of good policing practice came on second position. 16.0% people marked it as another variable responsible for decreasing tourism security in Pokhara. Amplifying the mobility of the police and establishment of police stations in various tourist destinations could solve that problem. Besides that, poor security in transportation, poor management of facilities, overcrowding in facilities came in fourth, fifth and sixth position with 13.8%, 12.2%, 12.2% correspondingly.

Most noticeable finding was that the globalization or internationalization of the tourism did not play significant role to decline safety and security of tourism industry in Pokhara valley. It had only nominal effect (1.60%). Furthermore, regional cooperation in tourism safety was believed to have inferior role in declining tourism safety and security.

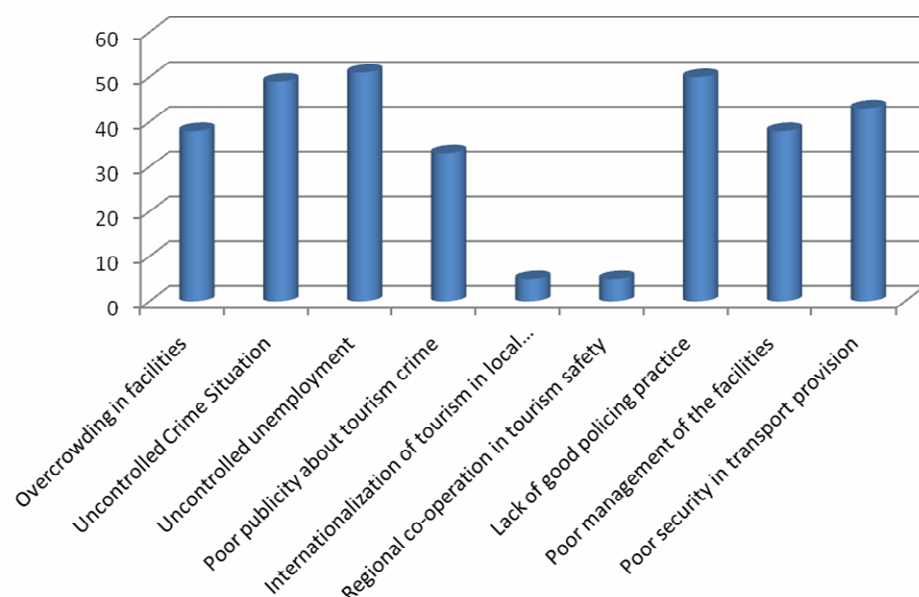


Figure 4.6: Factors to decline tourism safety and security



The figure provides graphical representation to the table above. The line inside the chart demonstrates the number of respondent to each variable.

#### 4.3.5 Vital issues for Improving the Tourism Crime Situation in Pokhara.

Researcher had discussed about culprits responsible for the tourism crime and safety, key players responsible for providing tourism safety and security, and factors to decline tourism safety and security in above pages.

Table 4.8: Vital for improving the tourism crime situation in Pokhara

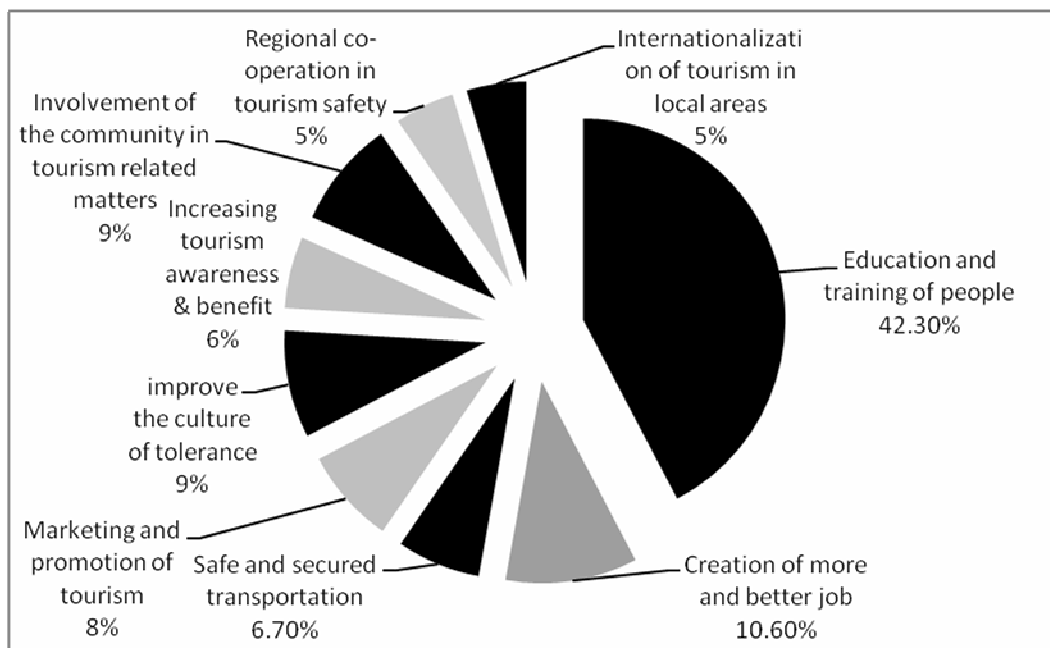
Vital for improving the tourism crime situation	Responses	
	N	Percent
Education and training of people	44	42.30
Creation of more and better job	11	10.60
Safe and secured transportation	7	6.70
Marketing and promotion of tourism	8	7.70
improve the culture of tolerance	9	8.70
Increasing tourism awareness & benefit	6	5.80
Involvement of the community in tourism related matters	9	8.70
Regional co-operation in tourism safety	5	4.80
Internationalization of tourism in local areas	5	4.80
Total	104	100.00

*Source: Field study – July, 2014.*

Above table gives an idea about the response rate to the questionnaire. It shows that 87 respondent out of 101 answered to this particular question. Whereas, 12 respondents didn't response. The response rate was 86.1%. Table above reveal the factors that were vital for improving the tourism crime in Pokhara. The researcher had identified nine different modules responsible for improving tourism security. Respondents were requested to give the ranking from one to nine. Some of the respondent gave more than one response to this question. The table shows that total 104 responses were received from 87 respondents.

The finding was quite interesting. 42.3% respondent revealed that “educating and training of the people” could improve the overall security scenario of Pokhara. Remaining eight modules were found to be inferior in front of it. All other module had gathered less than 13% holding. In addition, “creation of the new job” falls in second position with 10.6% support from respondent. “Safe and secured transportation, Marketing and promotion of tourism, improve the culture of tolerance, Increasing tourism awareness & benefit, Involvement of the community in tourism related matters, Regional co-operation in tourism safety, Internationalization of tourism in local areas were came in fourth to ninth position holding 6.70%, 7.70%, 8.70%, 5.80%, 8.70%, 4.80% & 4.80% respectively.

Policy formulation and policy implementation are related areas of this study. The study of policy formation is regarded as being older than the study of policy implementation. In an attempt to find out if there are adequate policies guiding the management of tourism crime, safety and security matters, respondents were asked to show their perceptions on this matter.



*Figure 4.7: Vital for improving the tourism crime situation in Pokhara*

The chart provides graphical representation to the table above. The coverage inside the chart demonstrates the number of respondent to each variable.

### 4.3.6 Most Vulnerable to Tourism Security

Table 4.9: Most Vulnerable to the Tourism Security

Most Vulnerable to the Tourism Security	Frequency	Percent
Hotels	14	13.9
Restaurant & Bar	6	5.9
Visiting Site	24	23.8
Transportation Facilities	15	14.9
Road & Trekking Route	14	13.9
City Area	20	19.8
Total	93	92.1
Missing	8	7.9
Grand Total	101	100

*Source: Field study – July, 2014.*

The table shows the most vulnerable places in tourism. Researcher had identified nine different places that were supposed to be vulnerable. Respondent were requested to select one item in questionnaire. The table shows 93 respondents had responded to this question out of 101 questionnaires received.

“Visiting Sight” was found to be most vulnerable tourist destination. 23.8% people had selected visiting sight as most vulnerable. City area came in second position gathering 19.8%. Restaurant and Bars were found to be least vulnerable location. Transportation facilities and road & trekking routes and hotels fall in medium position with 14.9%, 13.9% and 13.9% respectively.

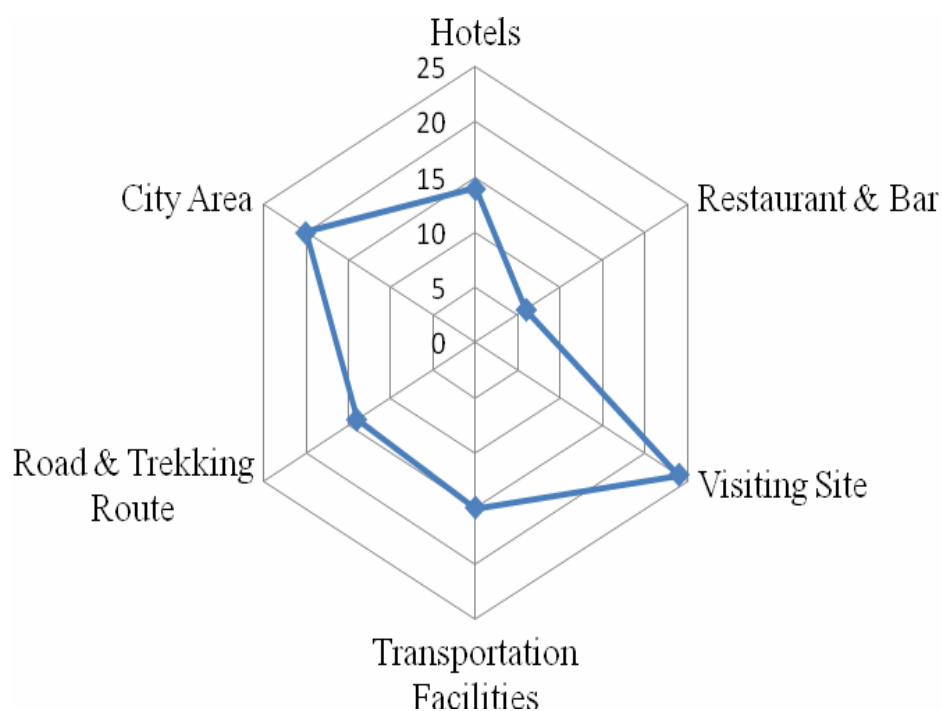


Figure 4.8: Most Vulnerable to the Tourism Security

Respondents were asked to rate the security situation of Pokhara valley. 94 out of 101 responded to this question.

#### 4.3.7 Overall Security Scenario

Table 4.10: Overall Security Environment

		Frequency	Percent
	High Standard	17	16.8
	Standard	41	40.6
	Average	28	27.7
	Normal	8	7.9
	Total	94	93.1
Missing		7	5.9
Grand Total		101	100

Source: Field study – July, 2014.

The above table describes the overall situation of Perceived as perceived by respondent. security situation of Pokhara were found to be satisfactory. 40.6% thought that overall security situation of Pokhara was up to standard. Whereas, 27.7% marked at “Average” and 16.8% at “high standard”. Few respondents perceived Normal i.e. 7.9%.

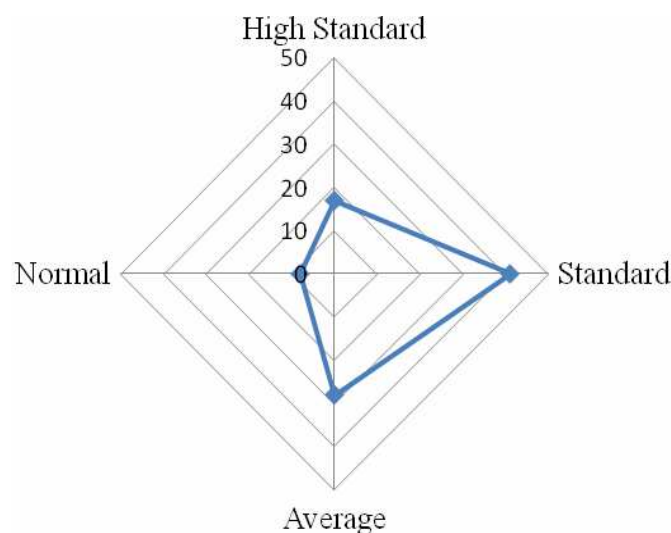


Figure 4.9: Overall Security Environment

The above presented radar chart describes the overall security situation in graphic model. The line inside the chart demonstrates the number of respondent to each variable.

#### 4.4 Complains reported by foreigners at Tourist Police Office Pokhara

Table 4.11: FIR Records at Tourist Police Office Pokhara (by Foreigners)

Complains	Fiscal Year 68/69	Fiscal Year 69/70	Fiscal Year 70/71
Lost Goods	76	85	64
Theft	46	128	58
Missing Person	5	-	5
Cheating	10	5	9
Road Accident	1	5	2
Other Accidents	5	6	15
Loot	7	8	0
Beating	5	0	0
Motorcycle Disputes	0	0	17

Source: Tourist police unit, Damside, Pokhara – July, 2014.

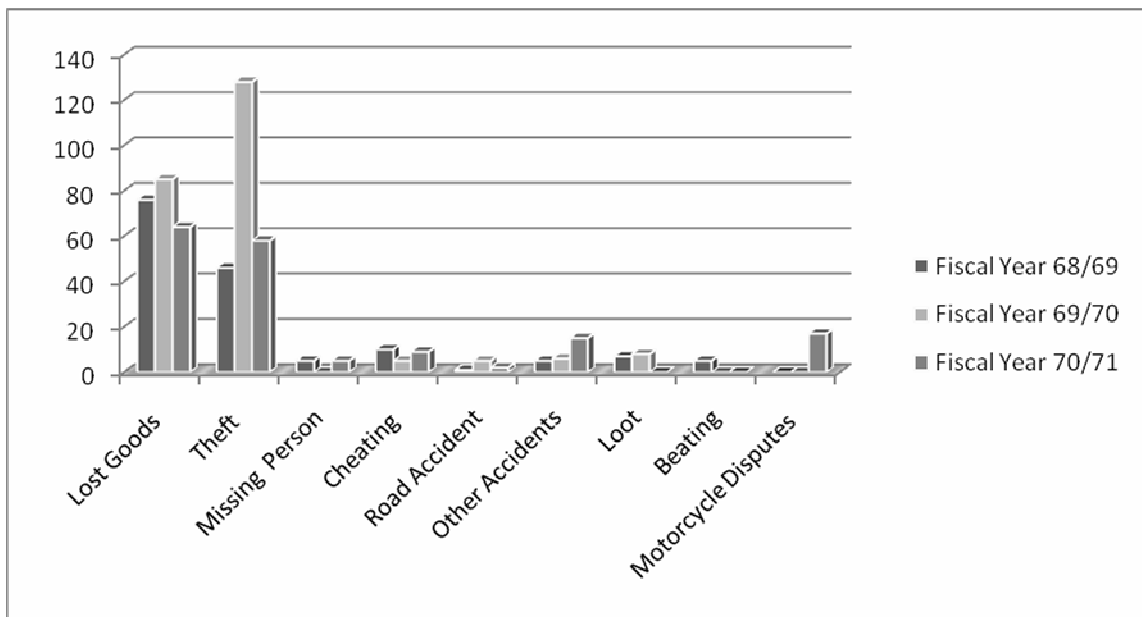


Figure 4.10: Complains Record at Tourist Police Office Pokhara (by Foreigners)

The bar chart figure shows the number of complains recorded in tourist police during three years. Three different color in the graph shows the three different years. The X axis shows various crimes i.e. lost goods, theft, missing, cheating, road accident, other accident, loot, beating and motorcycle disputes. Whereas, Y axis shows the frequency of the crimes.

First of all, we can see during fiscal year 2069/70 complain for theft and lost goods were very high as compared to the other years. In addition the case of lost goods and theft had comparatively high frequency among other issues of the crime. Complains for lost goods were 76, 85, 64 respectively for three different fiscal years. At the same time complains for theft was high with 46, 128, and 58 number.

Meanwhile, complains for missing person, cheating, road accident, loot, beating, motorcycle disputes, and other accident had low regularity. It was interesting to say that complains for theft had highest rate with 128 complains during FY 2067/70.

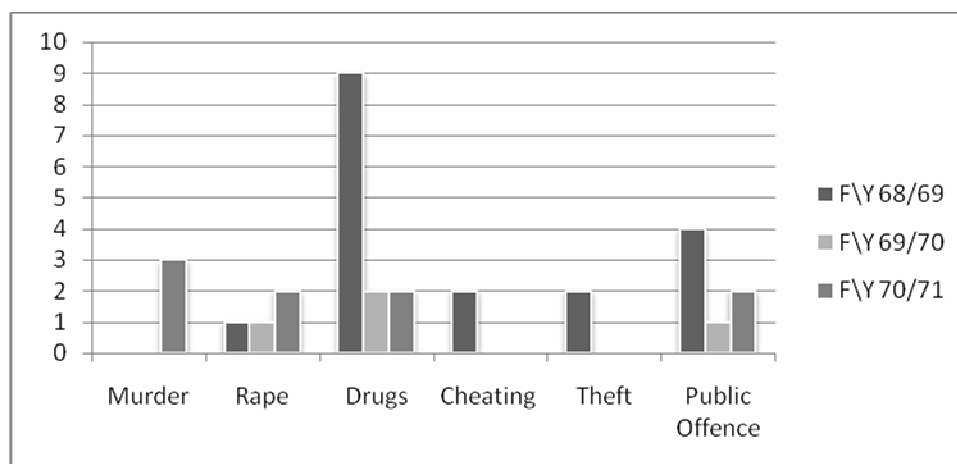
## 4.5 Number of Guilty Tourist

Table 4.12: Number of Guilty Tourist (District Police Office)

	F\Y 68/69	F\Y 69/70	F\Y 70/71
Murder	0	0	3
Rape	1	1	2
Drugs	9	2	2
Cheating	2	0	0
Theft	2	0	0
Public Offence	4	1	2

*Source: Tourist police unit Pokhara – July, 2014.*

Table no 4.12 shows the number of guilty tourist during consecutive fiscal year. It shows the different crime practiced by the foreign tourist namely Murder, rape, drug abuse, cheating, theft and public offence. Such cases were depicted in the following graphical map.



*Figure 4.11: Number of Guilty Tourist (District Police Office)*

The bar chart shows the number of guilty tourist in different crime. Three different colors show three different years. The X axis shows different types of crimes i.e. murder, rape, drugs abuse, cheating, theft, and public offence and Y axis shows the number of tourist involved.

Drugs, rape and other public offense happened in all three years. It shows the frequency of drug abuse were comparatively high in all three years. The most

noticeable data that the number of tourist involved in drug related crime was comparatively high during the fiscal year 2068/69 which was 9. Similarly two tourists were arrested for the same case during fiscal year 69/70 and 70/71 correspondingly. At the same time two tourist were arrested for cheating and thieving.

From the above figure we can see that there were 3 murder cases registered against foreign tourist throughout fiscal year 70/71. The fact shows that murder, Rape, Drug, and public offences were high in number during last fiscal year. The raio of criminal activitr were found to be very high. There is a clearly defined pattern to the graph, and this can be taken to mean that the number of crime registered against tourist were high during F\Y 68/69, it went down by F\Y 69/70 and it raised by last fiscal year.



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## *CHAPTER FIVE*

### **CONCLUSION**

#### **5.1 Summary**

This study carried out specially to assess the existing security challenges of tourism industry in Pokhara valley. The questionnaire for tourists, in-depth interview for entrepreneurs and field observations by researcher had been done to collect the primary data. Specially, the study applied opinion survey techniques to get the views and perspectives from respondents. Most often, tourists visited in Pokhara didn't report security issues to local police which they faced while staying in Pokhara instead they report to their concern embassy or other institutions rather than police unit. Furthermore the tourists who involved in illegal activities, they didn't report the crime related incidents to police.

A Japanese Buddhist monk Ekai Kawaguchi in course of his visit to Tibet in 1889 A.D. appreciated the enchanting beauty of Pokhara in his book titled 'Three years in Tibet' contributed the Valley to explore as a tourist destination. First ascend of Mt. Annapurna I by Maurice Herzong in 1950 with global media coverage publicized Pokhara as a beautiful mountainous tourism destination while Mount Everest (Sagarmatha in Nepali) was first climbed by Sir Edmund Hillary and Tensing Sherpa in 1953. Construction of airport, Sunauli-Pokhara highway in 1952 A.D and Prithvi highway in 1976 A.D. connected the valley to the other parts of the country as well as made access to the people from the world.

Tourists come to Pokhara valley to enjoy its natural beauty, unique cultural diversity and adventurous activities such as mountain trekking, paragliding, ultra light flight, jeep flyer etc. Domestic and foreign investments have been increasing in the tourism which is promoting the tourism industry of Pokhara valley. There were security units working effectively to monitor and take action against the crimes. However, theft, robbery, cheating and natural disaster were found the major security threats to the tourist in the valley.

In overall, individual business firms were putting high effort to provide secure environment for the travelers. Their individual inputs have been found the commendable, and appreciable. Besides that, community is quite concerned with the education and unemployment as these are the major reason for tourist to face problems and creating threat for the upcoming visitors, as it is boosting the travel exaggeration. Similarly, about 38 percent tourists visiting Pokhara valley were not feeling standard overall security of the valley. Even tourists in Pokhara found involved in crime.

## **5.2 Major Achievement from the research in nutshell**

The major factors which influence tourism safety were already discussed in chapter III and chapter IV. This in-depth analysis leads to certain findings which are mentioned below.

- There was 9.046 % increment in tourist arrival as compared to 2008 and 2009. In 2010 it was increased by 14.61% compared to 2008, it continues till 2013. Tourism sector of Western region including Pokhara valley had an investment base of more than Rs 60 billion and employs 50,000 persons.
- Pokhara had been increasingly attracting the interest of foreign investors. According to Inland Revenue Office Pokhara, total of Rs 10.44 billion in foreign investment had been poured into 163 production plants there. The production units established by domestic and foreign investors provided direct employment to 22,742 persons, which include tourism industry too.
- Natural Disaster, Strike, Road and Aviation Accident, Harassment, Torture, Cheating, Theft, Murder, Drug abuse, Rape, Robbery were found to be major security challenges of Pokhara valley.
- Lakeside, the most touristic location of Pokhara valley was under CCTV supervision which consists of 14 CCTV cameras being monitored by Tourist Information Center, Baidam.
- 11 Civil Police units, 3 APF units and 3 Nepal Army units were providing direct and high degree of security to the Pokhara valley.

- Tourism entrepreneurs in Pokhara were sensitive towards tourist security. Private Security Service Providers were hired and Database was maintained.
- 64.9 percent tourists were happy with welcoming environment provided by the host society.
- 57.8 percent tourist perceived that the government was mainly responsible to provide safety and security in Pokhara.
- National politics, Government and Unprofessional police were the culprits responsible for the tourism development of Pokhara. In addition to that, People having criminal tendency and organized syndicate were found to be another culprits responsible for the tourism safety and security of Pokhara. Criminal tendency of the people could be reduced by the educational campaign and deployment of government securities around the area.
- 50.6 percent of the respondents were advocating that Education and Awareness campaign could be a measure to control and improve security environment, rather than enforcement of laws.
- 23.8 percent respondents stressed that “Visiting Sites” were most vulnerable tourist destination and needed high alerted security system in comparison to other tourist destinations.
- According to data there were 3 murders, 4 rape, cheating 2, theft 2 and 13 drug abuse and 7 public offence cases by tourist were recorded through 2068 to 2070 B.S.
- Good polices and security plan, use of high technology, professional policing, and reduced unemployment rate were the expectations of the tourism industry from Government.

In conclusion, Pokhara valley is developing as a tourist destination and tourism hub. Domestic and foreign investment is increasing in tourism industry of valley. Security level was standard but still there were some security challenges such as, theft, robbery, cheating, strike and natural disaster. The security system of the valley is lacking the high tech policing, lacking of intelligence network, poor infrastructure as well as poor understanding of the tourism industry among the community in the

periphery. Similarly unemployment has created such scenario that people around cannot think of the national character and involving in such cheap act of crime.

### **5.3 Recommendations**

Tourism and security are vague issues. They need to be understood very thoroughly. So we need to solve every cluster associated with the security and tourism related issue. After the detail study and analysis the researcher had found different points to be considered. Following are the recommendations.

1. Proper and clear tourism plans, policies and guidelines should be developed with advance research and analysis for the benefit of all stakeholders. Such policies, guidelines and plans should be able to give direction and solution to the problems.
2. Tourist visit Pokhara for culture and nature. Development of multiple steroid building needs to be stopped. Eco friendly construction and Nation Building Code should be encouraged.
3. Government should promote quality tourism. It can be achieved by developing capacity, hospitality, and professionalism. Regular training & development program, tourism workshop, sensitization program need to be lunched timely. Proper control mechanism should be introduced by enhancing and enlightening the stakeholders.
4. Government should set up more street lights and close circuit cameras (CC Camera) by road side, at junctions and in public places.
5. There was a practice of syndicate in taxi service inside Pokhara valley. In order to avoid such system Meter Billing System in taxi transportation should be strictly followed and monitored by the government.
6. Digital display boards displaying the rules and regulations, information related to tourism safety and security should be established inside Restaurants, Bars, Hotels, and at junctions.
7. High – Tech policing and active intelligence network should be introduced and promoted. Additional numbers of tourist police stations need to be set up inside

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Pokhara valley especially on tourist destination. So the police can monitor and response quickly to the crime and emergency.

8. Illegal tour operators and solo trekkers were the major problem. For that, government should increase check points in trekking routs. Mobile and cross check points need to be established.
9. Government should plan for the better settlement of street children around Pokhara valley. NGOs, INGOs and government agency should be encouraged to manage these issues.
10. There should be no time ceiling to open the Bazaar and night life at Pokhara. Extra security provision needs to be developed to manage nighttime.
11. Government should lunch surprise inspection and search operation in order to find out whether entrepreneurs are operating their firm lawfully or not. It includes checking of Entry Record System, Tax Payment System, Legality, Service System and tourist's activity.
12. Tourism industry is also responsible itself for the overall security of tourism industry. Private security guards can pay high degree of security. So the industry should think about increment of professional Private Security Guards, CCTV, alternatives power source for their own security.

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## *APPENDIX -1*

### **QUESTIONNAIRE**

#### **STATE OF TOURISM SECURITY IN POKHARA VALLEY**

Dear sir/ Madam,

This research is undertaken in partial fulfillment of the requirement for MA degree. I solicit your valuable cooperation in completing this questionnaire to obtain information and data to assess the tourism security of Pokhara. Responses of individual respondents will remain anonymous and strictly confidential. Since the analysis will be based on aggregate information, it will not reflect any individual opinion. So, I kindly request you to provide the following information:

Thank you very much!!!

**Name of supervisor:**

Dr. Uma Nath Baral

Political Science Department

Prithivi Narayan Campus,

Tribhuvan University

**Very truly yours**

Arun Kumar Sharma

The question has two (2) parts. Part one consists of your personal information (demographics) and the next part deals with the tourism security related questionnaire. Before each part you will find instructions for answering the questions of that part. You are requested to answer all the questions carefully.

**(A). DEMOGRAPHIC CHARACTERISTICS**

Please make a tick [√] in the box provided next to the most appropriate response.

All information is treated confidentially.

1. Gender: Male [ ] Female [ ]
2. Age: 18-21 [ ] 36-55 [ ]  
22-35 [ ] 56 & Over [ ]
3. Nationality: Nepalese [ ] Indian [ ] Chinese [ ]  
Others [ ]
4. Marital status: Single [ ] Married [ ]

**5. Level of education:**

- Primary Education [Std 5] [ ] Secondary Education [Std 10] [ ]  
10+2 /Certificate [ ] Bachelor [ ]  
University Masters [ ]

**6. Your income per month:****For Foreigner**

- Less than \$ 2000 [ ] \$ 2001 - \$ 5000 [ ] \$5001- \$ 10000 \$ [ ]  
10001& more [ ]

**For Nepalese**

- Less than Rs. 20, 000 [ ] Rs. 20, 000 – Rs. 60, 000 [ ]  
Rs.60, 000 & more [ ]

**8. Type of Employer or Business:**

- Government [ ] Private Sector (Owner) [ ]  
Private Sector (Employee) [ ] NGO [ ] Other [Specify] [ ]

**(B). TOURISM, TOURISM CRIME & SECURITY**

(9). Rate the Following Cities in the light of prospective tourism destination of Nepal.

[1] for the most [2] for medium and [3] for the least.

- a. Kathmandu [   ]
- b. Pokhara [   ]
- c. Lumbini [   ]

(10) Which of the items or phrases listed below, describe a **safe and secure** tourist environment? (Any Three)

Protected travelling arrangements for tourists	
Visible presence of police in most tourist areas	
Transportation of tourists in hired motor cars	
Transportation in or usage of public transport by tourists	
Presence of police stations in tourist areas	
Visit to crowded public areas like supermarkets, lake, parks.	
Availability of tourist information centers	
Providing a welcoming and friendly atmosphere to visitors	

(11) Who do you think are the culprits responsible for increasing **tourism crime** in Pokhara?

[Very Important = 01; Important = 02; Less Important = 03], Unimportant = 04

National government		Community as a whole	
Tourism Industry of Pokhara		Unemployed local people	
Private Sector ( Owner)		Illegal aliens or foreigners	
Private Sector ( Employee)		Some people with criminal tendency	
Police		The tourist themselves	
Organized crime syndicates		Other [Specify]	

(12) Who do you think are the key players responsible for providing **tourism safety and security** in Pokhara? [Very Important = 01; Important = 02; Less Important = 03, Unimportant = 04]

Government		Police	
Tourism Industry		General Public or Citizens	
Private Sector ( Owner)		The Tourist themselves	
Private Sector (Employee)		Others	

(13) Rank in order of importance [01-10] those **Items of Tourism Crime, Safety and Securities** which you think are vital for improving the tourism crime situation in Pokhara.

Education and training of people	
Creation of more and better jobs	
Safe and secure transport facilities	
Marketing and promotion of tourism	
Improve the cultural of tolerance	
Increasing tourism awareness & benefits	
Involvement of the community in tourism related matters	
Regional co-operation in tourism safety	
Internationalization of tourism in local areas	
Other (specify):	

(14) Tick the **Four most important factors** that you think contribute to the **decline or**

**failure** of tourism safety and security in Pokhara's tourist sites.

Overcrowding in facilities		Lack of good policing practice	
Uncontrolled crime situation		Poor management of the facilities	
Uncontrolled unemployment		Poor security in transport provision	
Poor publicity about tourism crime		Other [Specify]	



(15) Which one of the following is much vulnerable to the tourism security?

- Hotels [ ]                      Restaurant and Bar [ ]                      Visiting Site [ ]  
Transportation facilities [ ]                      City Area [ ]

(16) What do you rate the overall security environment of Pokhara?

- High Standard [ ]      Standard [ ]      Average [ ]      Normal [ ]

(17) Write down and rank in order of preference about **FIVE suggestion** you would

recommend towards achieving a **tourism crime-free and tourism safety and security** assured environment.

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Thank you for your co-operation.

## *APPENDIX -2*

### **Check-list for the in-depth interview with Entrepreneurs**

1. Why you have chosen this Work/ Profession?
2. Do you have any previous professional experience?
3. What is the Aim of your organization?
4. In your opinion, what is the future of tourism in Pokhara?
5. Are you satisfied on the security provided to tourism by the Government?
6. What are your expectations from government on tourism security?
7. Who do you think the culprits responsible for the insecurity in Pokhara?
8. What measures you have established to strengthen the overall tourism security.
9. Please tell us about FIVE strategies that you would recommend towards achieving tourism crime-free and tourism safety and security assured environment.