Chapter 1

Introduction

As the global tourism industry has grown and spread to more developing country destinations, crucial issues about assessing the impact of tourism at the national level concern how benefits are created and how they are distributed in the host developing country. The concepts of linkages and leakages provide one way for assessing whether tourism is having a positive or negative impact in terms of whether tourism expenditures generate income, employment and government revenues within the national economy or whether the expenditures are for imported goods, thus creating leakages via imports.

Sustainable development and bearing in mind the active advisory, yet overall mediating and catalytic nature of technical co-operation, this practical guide represents the First step towards acquiring the know-how necessary for sustainable tourism development. The focus here will be exclusively on sustainable concepts, in other words, Forms of development that guarantee both the preservation of natural resources and Economic value creation for local communities whereby participative decision-making and learning processes will be attuned to the culture and traditions of the people affected. With this awareness as a backdrop, we distinguish the two types of intervention specific to tourism.

Background of the study

Wondo genet is a resort Town in Ethiopia, located south of shashemene in sidama zone of the southern nations, nationalities and people region, with the latitude and longitude of 7°1'N 38°3'E (wikipeida.org). Based on figures from the central statistics agency of Ethiopia published in 2005, wondogenet has an estimated total population of 5.792.and also wondogenet is known for its tourist attraction sites like:-

Hot spring, natural forest and wildlife watching .the forest which was founded in 1977 with Swedish assistance

Recreational use of wild land area has increased gramaticaly in recent years.As aworld wide recreational area is one of the best econmic center of the world (megersa2007).

Hot spring is one of the recreational area that is natural feature resulting when ground water is heated by geothermal force,typicaly becoming diluted with cool surface water on the way many are in attractive location are scenic.In the world there are hot spring recreational area that found in many countries that are renowned for their hot spring,those countries are lceland,newzeland,chile and japan are mstly have hot spring recreational area.the term hot spring means different from diffrent pepole and it is agood idea to know just what manner of hot spring your bound for adestination,because it is may be somthing quite different from one expectaion(www.org/hotspring).

Hot spring is the term used more or less interchangeably for wild springs. Where the water emerged directly from the ground in to the actual catchments that can be used for bathing and developed spring which exploit the spring through constraction of man made artifacts such as
pool and bath house. Hotspring water is usually fairly safe from the steam point of carrying disease causeing organism but some are not (see below under stay heatly) and the surface water that cool scalding spring to usable temperature will be prone to the same bugs and pathogens as any other surface water (wiki travel.org/hot spring).

In africa there are many countries those are very known by very atttractive hot springs. Those are – Algeria, Egypt, Uganda, Zambia. Each of those countreis are getting more benefits from hot spring recreational area. In africa there is advanced global warming is the increase in the average temperature of the earth atmosphere and ocean that has been observed in recent decades. The significant opinion on climate change is that much of the recent change may be attributed to human activities. So in Africa there is more attractive hot springs created because of climate change (wikipedia.org).

Ethiopia is one of the most beautiful countries in the world with oldest civilaization and unique geographical features is situated in the horn of africa. So Ethiopia is the home of hot springs that is produced by emergency of geothermal heated ground water from the earth’s crust. There are hot springs that are more attractive for tourist, becuse the great raft valley passing throug the country and there is the short distance from the crust of the earth to actual grand, making many hot springs available for example Awasa, Arbaminch, Dalole those hot springs rae the main turist attraction center of ethiopia (www.etho.net).

In Awasa there is a hot spring that found in wondogenet. Wondogenet is a resort town town in ethiopia located south east of sasemena in the sidsama zone the SNNP in his town thir is hot spring near to wondogen et forest. it happen because of earth quake of 1983 was among the most significant in ethiopia in 20th century (megersa 2008).

Recreation is an activity of leisure, leisure being discretionary time. The need to sometimes for recreation seems to be an essential element of human biology and psychology. Recreational activates are often done for enjoyment, amusement, or pleasure and considered to be fun (Thomas S. Yukic).

Recreational resource represent a complex of physical, biological and informational element and physical agents which are used for recovery and development of physical and spiritual power of person, his working abilities and health. Particularly those human made and natural recreational resource possess a recreational and tourist potential, but the degree of its usage varies and depend on recreational demand and also specialization of the region.

Recently recreational resource has been reconsidered in the view of their possible use for productive leisure sanitary. Characterization of recreational resource of the basic land scope and climate zone allows evaluating that zone in comparison to each other (riches of these resources) that promotes revealing of the most effective directions of development of the result network of our country.

There are a number of recreational resources important for tourist accommodation area and also important for a country economy development. Some types of recreational resource are:

- Human
- Physical
- Financial
From these recreational resources are hot spring is one of recreational resource. It is aspiring that is produced by the emergency of geothermal heated ground water from earth’s crust. There is no universally accepted definition of a hot spring because, one can find the phrase hot spring defines as:–

Any geothermal spring

A hot spring with water temperature above its surrounding, so related definition is recreational site that used for bathing and swimming (www.hotspring).

Source of hot spring

The water issuing from hot spring is heated by geothermal heat, i.e., heat from the earth’s mantle. In general, the temperature of rock within the earth increases with depth. The rate of temperature increase with depth is known as the geothermal gradient (water word glossary –hot spring).

Flow rate

Hosting range in flow rate from the tiniest “seep “to veritable river of hot water .sometimes there is enough pressure that the water shoot up ward in a geyser, or fountain (wordsmith definition of hot spring).

Wondo Genet is one of the most well known nature based recreational site n Ethiopia .the main attraction of the site include the hot spring water for bathing and swimming; the forested landscape, streams, birds and other wildlife in the surroundings. The attractive quality of the site for many of the user its nature based resources. The natural ecosystem of the area can be described as wetland which can be categorized under fresh water or geothermal spring or streams and creeks category according to RAMSAK (1971) classifications of wetland types.

Over the past decades, considerable conversion of the natural ecosystem into other land uses mainly to agriculture, settlement and plantation has occurred; and recurrent occurrences of fire and illegal overexploitation of timber has been going on in the sub-catchment, where the recreation site is part of the area suffered by the impacts. The value of the site in terms of its recreation service to society and how this service is being affected by the prevailing land use practices in the surrounding is not known. The primary objective of this study was to estimate the recreation use value of the site, and connected to it, the main site quality attributes for visitor attraction is identified and the possible impact of the native forest disappearance in the sub-catchment to the wetland ecosystem service is highlighted based on findings of other studies.

Some Definitions of Wondo Genet

- Wondo Genet is a green and lush area, inhabited with lots of Grivet Monkeys, Columbus Monkeys and many species of birds.
- Wondo Genet is a resort in Ethiopia, lying southeast of Shashemene.
- Wondo Genet is a town about 15 km from Shashemene.
- Wondo Genet is a popular hat spring resort set on top of a hill, surrounded with a thick forest.
• Wondo Genet is a hot spring resort set in forested hills.

**Location:**- Wondo Genet is situated at 236km south of Addis Ababa and 13km south west of Shashemene town, on the escarpment of Ethiopia rift valley in the southern nation nationalities and people region. The research is conducted at Wondo Genet hot spring.

**Climate:**- the rain of Wondo Genet is characterized by a bimodal distribution with the main rainy season between July and October, which account for 50 percent of total and a short rainy season between March and May. The mean annual rainfall is 1247mm and the mean monthly temperature is 19.5°C with monthly maximum and minimum temperature of 26 and 12.4°C respectively.

**Fauna:**- among the many fauna at Wondo Genet sub catchment it will show 118 birds species, out those 3 are inter african migrant and 6 continental migrant species could be observed from the part of the sub cachments (Sim 1979).

The management of recreational resource in Wondo Genet is not more developed the reason why the research going to do. Because of lack of management in the area there are conspicuous problems affecting the wetland ecosystem at the study area which may have detrimental impact on the quality and quantity of water related services include:

• Deforestation of the sub-watershed for cultivation and settlement including on steep uphill slopes of the springs and the associated use of chemical compounds such as fertilizer and pesticide.

• stream sides are becoming devoid of vegetation and cultivation extending up to stream bank slopes;

• Uncontrolled livestock grazing, where livestock directly graze at the water source swamps in the forest, and along the water courses.

• recurrent fire on the uphill slope of the water sources and streams in the sub-catchment and,

• Uncontrolled waste disposal.

So the local government as well as the federal government must be prepared good environmental conservation police

**1.1 problem of the study**

The study was assessed the recreational resource management practices on Wondo Genet hot spring.

In the resent turism literatures resercher has introduse conceptes and relevant modale about turism distnation comitativense (Rhamas and Long 2000). Most of these study have focus on how efectively and efficentlly distination compitatives can be improved to respond to scalating mkarkate compitation . along with this improvement of compitition in recrational area , the use of wild land area has incresed very fastly . so recrational use have became human desterbance and degradation to the natural wild land area (Megersa 2007). Thire for thire
management should strive to maintain natural appearance. This helps to improve tourist satisfaction safety and resources to protect very well.

Even more large number of visitors and their bade is the resulting disturbance of natural appearance of hot spring and dissatisfaction of tourists. This also threat future tourism activities on the recreational area (Lucas 1979). To solve such problems, world tourism organizations take at Riodegeno, Brazil 1992. It out came where adapting tourism policy and planning in order to have sustainable tourism practice. Since nation which have nature based tourism adopt policy and planning. In Ethiopia having the idea and the practice of sustainable tourism is new phenomena (Tefera 2007). Most of nature based tourism destination have lack of tourism planning and management practice.

In Wondo Genet hot spring recreational resource use is increase from year to year. Along with negative environmental, social and cultural impacts are observing and increasing. To reduce negative impact the authorities of the area must be used different management tactics and techniques. This is very necessary in order to have sustainable tourism (Tadule 2006).

Today the contribution of tourism to the country's economy is becoming very important. Most countries opened their doors to tourists, and tourist business institutions. Though these all will not be realized without proper preservation and conservation of recreational resource management practices. This research is to determine the trends and related issues to recreational resource management practices in Wondogenet hot spring. Specifically, it attempts to answer the following questions:-

1. What is the current condition of the hot spring on the basis of recreational resource management?
2. What is the present program and future plans of the recreational site?
3. What are the problems and challenges facing within the site?
4. How the local government manage the recreational resources?
5. What types of staffing problems affect the management practices of the site?
6. How to determine financial problems of the site?
7. What types of environmental problems influence the development of the site?
8. In what way does the government distribute the fixed asset of the site?
9. What types of seasonal strategy within the recreational resource?
10. How to determine the visitor's behaviour, future plan and programs that are used to identify the quality of management practices?
Theoretical and conceptual framework

The theoretical and conceptual frameworks at this study were provided essential and conceptual definitions of the variables and analyze the interrelation between different variable. It was give brief explanation on important element of the study.

1.3 Objective of the study

Objectives of the study can be categorized into two.

- general objective
- specific objectives

General objectives
- To assessed the recreational area management practice of wondogenet hot spring and identify the major problems these affect tourism development
• To evaluate the socio-economic conditions of the local community in relation to the
management of recreational resource

Specific objective
• To identify negative impact of recreational use on the environment
• To investigate management practice of hot spring and propose the better way of
management practice
• To evaluate visitor experience and satisfaction
• To provide an overview and strategic analysis of the international tourism industry
• To provide guideline on the identification, integration and management of critical success
factor to insure destination competitiveness and sustainable growth
• To assess the benefit of tourist attraction and facilities to local people and communities
• To identify the problem of tourist attraction place and facilities in the area

1.4 Hypothesis
The researcher was using null hypothesis to undertake the research on the topic listed.

To identify research problems, there was used some procedure and technique to collect or identify
some source of information that may be answer for the research question or problem of the study.

When the researcher study this research on assessment of recreational resource area there
was used some method of data collection from the whole community of that area by using
sample survey to identify people from the community those are responsible for research question
and there was use some published and unpublished material that related to the problem of the
research.

• The current condition of the hot spring and its facilities are poor
• The problem faced in Wondo Genet hot spring related to financial funds
• The government is not much more supportive in developing the site
• Community awareness and budget are not sufficient
• There is no sufficient management practices within the site
• There is no fixed financial funds

1.5 Significance of the study

The study significance and potential contribution of these study can be discussed from both
theoretical and practical stand point. Basically the study contribute to a theoretical enhancement of
the current level of knowledge in the existing literature on tourism destination competitiveness. These will be achieved by an extensive development of destination. In terms of its practice contribution the findings of the study were used to make specific strategic recommendations on how to improve the management practice of the destination. Some significance of the study are:-

- To identify management problem within the site
- To improve the knowledge of the researcher
- To justify the community living condition with in tourism
- Create understanding of the potentials of recreational areas for the sustainable natural resource management.
- Create understanding of impacts of professionalization on the management of the organization and development of recreational resource.

1.6 Scope and limitation of the study

1.6.1 Scope of the study

The scope of this study includes the performance assessment of management practices in Wondo Genet recreational resource area and identification of tourist behavior according to the tourism destination or site by using direct observation, primary data and secondary sources. Such as brochures, book, published and unpublished material will be used to gather information.

Despite well planned research process, the researcher may be encountered by a number of constraints during his field work to reaching the successful research accomplishment.

First the geographical location and climate condition of the studied area is found in the rift valley and some mountainous, it's hard to interview the house holders. Due to the absence of accessible transportation and communication facility, it is difficult for the researcher to carry out and finish his interview plans and built close rapport with community members promptly over a short period of time.

In addition to this the study was focused on the assessment of recreational resource management, staffing, Wondo Genet hot spring related to the benefit of the community and financial management.

1.6.2 Limitation of the study

This study was limited to the problems met by the researchers on the assessment of management practice on administration of Wondo Genet hot spring tourist attraction and facilities in Wondo Genet hot spring. So the study has its own limitation such as:-

- lack of dependable work
- finance problems, time constraints are some of the expected problems that the researcher expects in carrying out this research.
• Lack of voluntary respondents
• Shortage of time
• Lack of available data about the area

1.7 Definition of key terms

There are some key terms those have their own definition or discrepancies like:-

• **Management** :- is the method to administer all activities in one tourist site
• **Recreation** :- is termed as activities through which leisure may be experienced and enjoyed
• **Hot spring** :- is a water that created by geothermal force
• **Tourist facilities** :- is a product and service those make uniqueness for the site
• **Sustainable management** :- is management of any activity in proper way
• **Destination management** :- control recreational resource area
• **Tourist facilities** :- are supporting product which work in tourism industry as a catalysts
• **Amenities** :- These are the wide range of services and facilities which support the visitors
• **Accessibility** : is that destination should be accessible to a large population base via road, air passenger services, and rail or cruise ships.
• **Image** : A unique character or image is crucial in attracting visitors to the destination.
• **Human Resources** :- is used to investigate all tourism activities within one country

1.8 General organization and coverage of study

The research has classified in to five (5) chapters,

Chapter 1:- deals with the problem and its background it has introduction about tourism resource in Ethiopia and eco tourism potentials, background of wondo genet hot spring, it deals with the statements of problem, significance of the study, scope and limitation of the study, lastly deals with the general organization and coverage’s of study.

Chapter 2:- is contains review of related literature, related reading, and related study gathered from different books, research papers, in different angles at last justification of study will be included.
Chapter 3: contains methodology, research design, determination of sample size, sampling design and technique, description about the subject chosen and the research instrument and data gathering process and statistical treatment also will be included in this part.

Chapter 4: is contains the summary of the result analysis and interpretation of the assessments recreational resource management practices.

Chapter five: contains summary, conclusion and recommendation on the question of the study

Chapter 2

2. Review of related literature

2.1 Related readings

In June 1998, on behalf of the Australian and New Zealand Environment and Conservation Council (ANZECC) Group of Agencies, the Department of Natural Resources and Environment (Victoria) appointed a consortium headed by Earthliness to conduct a best practice and benchmarking evaluation of park and cultural site interpretation and education services. The project is part of the ANZECC Benchmarking and Best Practice program - an initiative of the National Parks and Protected Area Management Working Group to establish best practice standards and models for park and protected area management. The terms of reference for the evaluation focused on organizational processes - that is, what constitutes best practice in organizing and managing the delivery of effective park interpretation and education?

Recreation Use Value of Wondo Genet Wetland Ecosystem – Ethiopia

Nature-based recreation is one of the many ecosystem services that benefit humans. Ecosystem services are defined as, “the conditions and processes through which natural ecosystems, and the species that make them up, sustain and fulfill human life” (Daily, 1993). The Millennium Ecosystem Assessment (MA) identified four types of ecosystem services namely: provisioning services such as food and water; regulating services like regulation of floods, drought, land degradation, and disease; supporting services such as soil formation and nutrient cycling; and cultural services that include recreational, spiritual, religious, and other nonmaterial benefits (MA, 2005).

Ecosystems - the complex system of plant, animal, fungal, and micro-organism communities and their associated non-living environment interacting as an ecological unit (MA, 2005)- undertake physical, chemical and biological actions derived by energy flow that gives rise to the functioning of the ecosystem and provision of its services (Daily, 1993). Ecosystem services are, therefore, provided as a “by-product of the functioning of ecosystem”, where the resource
bases of an ecosystem i.e. its structure or composition is the bases for its functioning (Dasgupta, et al 2000 p. 342).

Observed ecosystem functions are conceptualized as ecosystem goods and services when human values are implied in them (De Groot et al., 2002). Therefore, according to De Groot et al. (2002), the concept of ecosystem goods and services is inherently “anthropocentric” i.e. human beings as valuing agents enable the translation of basic ecological structures and processes into value-laden entities. Human survival depends on the provision of these nature’s services. They are also bases for economic development. They fulfill basic human needs by themselves directly such as food, water supply, and also used as means of production and ingredients in the production process of various items that fulfill human wants (Daily, 1993). However, as humans use of ecosystem goods and services become continually increasing over time, it is resulting in depreciation and causing irreversible change to the environment at any of the spatial scales considered (Daily, 2000). This is true in the case of Ethiopia where demand for agricultural land use, wood fuel production, and commercial land use activities like timber extraction, cash crop production, and mining is causing habitat destruction and loss of species of the natural ecosystem (UNESCO, 2004)

It is argued, “Although there are many causes of tropical deforestation and forest degradation, an important cause appears to be an undervaluation of forests by markets and governments” (Kramer et al, 1995, P.VII). Many services provided by forests such as biodiversity conservation, recreation, watershed protection, purification of water, support to local people livelihood are not traded in markets, hence these values to society are often ignored in evaluating the alternative uses of the resources base, and in computing conventional GDP (MA, 2005; Kramer et al, 1995; Belcher, 2005).

This has particular relevance to Ethiopian forest management context. The contribution of forest sector to GDP of Ethiopia is considered to be low, for example in 1986 and 1987 it was estimated to be 1.9% (Million, 2001A). The author further stated citing EARO (1998) that “If direct consumption of commodities such as fuel wood and charcoal and the indirect contributions of forests to watershed management and soil conservation as well as that of forest products utilized in other manufacturing and construction activities are considered in the calculation, the contribution of forestry to the total GDP and agricultural GDP will be much higher amounting to about 10% and more” (Million, 2001A, p.2).

Complementary to the above statement, Girma (1998) indicated that 75-90% of Ethiopia’s rural population requirement for traditional medicine, especially medicinal plants for their primary health care, is derived from forests and woodland. Honey production, bee wax, foodstuff, fodder production and other cultural benefits derived from forest and woodland is enormous (Girma, 1998; Million, 2001; Gemeda-Dalle et al 2005). Biomass fuel covers 95% of the total energy supply of the country out of which 77% being derived from woody biomass (Alemneh, 2003). Watershed protection, biodiversity conservation and recreation services of forest ecosystem are additions to those estimated benefits.

As a reflection of the poor recognition of the role that ecosystem services play to society, forest resource management in Ethiopia is characterized by insufficient funding to the sector. Only a fraction of the revenue that the sector generates are allocated back to forest management effort (Million, 2001B), consequently protected area management in Ethiopia is “chronically underfunded” (IRIN, 2002). A report from Forestry Outlook Studies in Africa (FOSA) stated that “In Ethiopia] present forest management fails to achieve the protection and conservation objective of the State” (Million, 2001B p. 15). Although, in recent years encouraging steps has
been taken at the national level such as formulating forest policy and decentralizing forest administration to the regional States, at the practical level this brought little change to the ongoing alarming forest destruction (Million, 2001B).

Among the reasons that may contribute to the discrepancy between the level of ecosystem service enjoyed by people and the low value/attention attributed to them is primarily because these ecosystem services are not traded in the market and their economic value not readily known. This under-valuation could lead to inefficient allocation of the resource stock, its depreciation unaccounted and uncompensated for those affected, ultimately resulting in loss of welfare to forest-dependent communities and to society at large (Mogaka et al, 2001).

Within this broad natural resource valuation problem, this study addressed a specific case of ecosystem service for recreation at Wondo Genet sub-catchment in Ethiopia. The recreation site is primarily nature-based but developed to suite for visitors use. The study site is better described as a wetland ecosystem since permanent water availability characterizes the area and hot spring water is the attractive quality of the site in providing the recreation service (see photo 1 & 4 below). Though, there is no precise definition to what constitutes a wetland, because of their diverse nature and difficulties in defining their boundaries (Turner et al, 2000), the RAMSAR Convention definition, widely accepted internationally, defined wetland as: “areas of marsh, fen, peat land or water, whether natural or artificial, permanent or temporary, with water that is static or flowing, fresh, brackish or salt, including areas of marine water, the depth of which at low tide does not exceed six meters” (Ramsar, Iran, 1971). According to the RAMSAR definition and its classification of wetland, the study site can be grouped in to the categories of Freshwater Springs, Geothermal Springs or Permanent Streams and Creeks wetland category.

Ethiopian Wildlife Conservation Authority Sustainable Development of the Protected Areas System of Ethiopia (SDPASE) Project

The Government of Ethiopia, through its commitment to the Global Environment Facility and the Convention on Biological Diversity seeks to examine the financial status of the national protected areas (PA) system and to explore the economic benefits of PAS in qualitative and quantitative terms.

The funding needs for the implementation of the national system of protected areas in Ethiopia are estimated to be between ETB64 and 82 million per annum over the next 5 years. This contrasts with the present budget of ETB16 million per annum, which is estimated to meet only 20 to 25% of actual needs. The amount of revenue earned in 2008/2009 amounted to ETB13 million, although the contribution to the federal government consisted of only ETB4 million with the remainder going to regional governments. With transfer of responsibility for the protected areas system to the federal government in 2009/10, all revenue from protected areas managed by EWCA will go to the federal government.

Donor funding has played a role in the development and management of the protected areas and amounts to an average of US$750,000 to 900,000 per annum. This amounts to US$0.2 to 0.24 per hectare. This figure is considered low in comparison with the investment needs of the Ethiopian PA system. Past donor funding has often been allocated to specific projects and donor-driven priorities and has not necessarily been directed to the development of the protected areas system as a whole in Ethiopia. With the most important protected areas now under federal control, there is the opportunity to develop a clearly agreed national strategy for conservation areas, which should form the basis for better targeting of donor funds to national priorities.
The estimated cost of maintaining a basic level of management in EWCA managed protected areas amounts to ETB 64.4 million. This mainly includes resource protection and showing a general presence in protected areas. With additional investments in basic tourism infrastructure, the annual costs of managing the protected areas estate amount to a minimum of ETB 81.5 million. Therefore, the immediate funding gap is estimated between ETB 48 million to ETB 65 million per annum. Most protected areas are increasingly being encroached and settled, which accelerates land use change and unsustainable resource use (e.g.: overgrazing and deforestation). The cost of reducing human induced pressure on protected areas is estimated to be in average about ETB 125,000 per household, residing in national parks. These costs are not included in the funding gap as they need to be calculated on a case-by-case basis.

To address the funding gap it is proposed to explore opportunities to increase revenue by introducing market based fees and charges. In addition, funding sources have been identified through the establishment of a trust fund and enhanced donor commitment to conservation activities. A further key mechanism will be the reduction of costs to Government by engaging in partnerships with NGOs and the private sector for the management of part of the protected area system. This appears to be well advanced with several NGO partners having expressed an interest.

The study analyses the economic value of EWCA managed protected areas, based on two case studies as well as on a national PA system’s level. Protected areas provide direct benefits from tourism and job creation. In 2008/09 EWCA realised about US$ 19,000 from entrance fees to national parks. Apart from direct benefits from tourism, employment and entrance fees, the main value of protected areas is found in the environmental services they provide. They are an integral part of the sustainable development of the Ethiopian economy and form the basis for the various benefits and their respective values. A number of environmental services have been valued, such as hydrological services (valued at US$432 million), electric power generation (valued at US$28 million), medicinal plants (valued at US$13 million), carbon sequestration (valued at US$938 million or US$19 million per annum) and the value of biodiversity (estimated to be US$ 3.75 to 112 million per annum).

The results clearly show that the economic value of protected areas is of immense benefit to the sustainable development of the Ethiopian economy and plays a significant role in the fight against poverty. Indirect benefits, such as water provision for domestic consumption and irrigated agriculture, electricity production, carbon sequestration and the conservation of biodiversity far exceed the direct benefits derived by local communities in protected areas and direct user fees (e.g. from tourism). However, the costs of management have to be shouldered by EWCA, which is not in a position to manage its mandate effectively under current funding levels.

Hence, it is argued that any additional investment into the Ethiopian wildlife protected areas system is an economically sound investment, ensuring the continuous flow of ecosystem services for sustainable development and poverty reduction. Considering the nature of protected areas, often as centrepieces of wetland areas and water catchments, effective management and adequate funding of protected areas is a direct investment into sustained growth of downstream economies and the national economy at large.

In order to achieve a fully functional PA system, the following actions are recommended to be explored:

- Secure government funding
• Develop a revenue retention scheme
• Develop a donor programme strategy
• Investigate the suitability of a trust fund
• Reduce barriers to effective PA management
• Support local communities and foster local employment
• Explore cost sharing opportunities
• Develop "green marketing" strategy
• Explore possibilities for payments for environmental services

2.2 Related literature

Tourism attraction are a large component of any country tourism industry and have a significant impact on the environment, including waste generation, resource use and impact on natural habitats. Today there has been very limited development in environmental best practice in the attraction sector (Failte 2007, p113). Tourism attraction can play a key role in the development of sustainable tourism, however to do this it is essential that they are sustainably managed in order to sustain quality tourism product for future generations.

Sustainable tourism is managed under the principal of the triple bottom line, environmental, social, economic, in order to minimize impact from tourism areas. The publication of tourism and environment (2007), from tourist attraction is Wondo genet hot spring is one of the most attractive nature based recreational site in Ethiopia but there is no more facilities in the area. So recreational resource area management practice which generally seen as an indirect and light handed management approach. It designed to persuade visitor to adopt behavior that are compatible with recreation management objective. Researcher suggests that visitors tend to view this approach very favorable (Mc Cool and Lime 1989).

Founds on this management practice of the amount and type used that are wild area recives. Its use controverter and generally considered to be a management practice of wondo genet hot spring, because it runs counter to the basic objectives of provided public access to wilderness and related area (Behan 1974).

Evaluating management practice

Information and education: - recreational area management practice which generally seen as an indirect and light handed management approach. It designed to persuade visitor to adopt behavior that are compatible with recreation management objective. Research suggests that, visitor tends to view this approach very favorably (Mc Cool and Lime 1989).
Use rationing and allocation: focused on this management practice of limiting the amount and type used that wild land area receives. It use controverter and is generally considered to be a management practice of the site. (Behan 1975).

Rules and regulation: commonly used recreation management practice (Lucas, 1982, 1983) research indicates that visitors are often unwary of rule and regulation (Ross and Moeller).

Site design management: used to harden recreation area against recreation impact and managed the use mode of them (Doucette and Kimball).

Alternative management practice

Supply of recreation opportunity to accommodate more use is on e method, demand for recreation limited through restriction other opportunities reducing social and environmental impact of existing use through or by modifying the type and character of use or by dispersing or concentrating user compatibility resource through incentive maintained or developing facilities to accommodate use more directly. Direct management practice emphasize on regulation of behavior, individual choice restricted high degree of control. Indirect management practice emphasize on influencing the behavior of visitor, individual retain free of choice control less complete are variation in use possible (Girma, Tefera and Megersa 2007).

Introduction of Green Globe 21 Destination Program to Establish the Portland Destination Management Group

The Destination Management Program is an innovative approach to sustainable tourism development within a specific area (tourism destination), linking tourism and non-tourism enterprises, national and local government, non-governmental organizations, and neighboring communities in coordinated effort to introduce sustainable development in the parish of Portland. The process is tourism driven and invites all stakeholders to participate.

As a result, Portland repositioned itself in the tourism marketplace as a “green” destination committed to sustainable development. This is consistent with how the Jamaica Tourist Board markets Portland/Port Antonio in the international marketplace.

This process will be used as a model for future development in other resort areas and was managed and monitored by an appointed Destination Management Group selected from both the private and public sector. The Destination Management Group included the following members (WTO).

Public Sector

• The Ministry of Industry and Tourism.
• Tourism Product Development Company (TPDCo)
• Portland Parish Council – Local Government
• Social Development Commission (SDC) – Government, Community liaison
• Urban Development Corporation – Government
• Office of the Prime Minister – Cabinet Office, Minister of Development

**Private Sector**

• The Jamaica Hotel and Tourist Association (JHTA)
• Portland Parish Development Committee (PPDC)
• Portland Environmental Protection Association (PEPA) – Local NGO
• Portland Chamber of Commerce – Private sector

**Tourism Destination Management Planning Framework**

An effective way to address many challenges facing Australia’s tourism industry is a coordinated effort from all stakeholders. In this context, Destination Management Planning has emerged as an excellent mechanism for improved cooperation and collaboration with local industry, and for strengthening partnerships with regional economic development agencies/boards and education and training providers.

The *baste* practice destination management planning framework outlines a strategic and integrated approach to tourism planning and provides the tourism organization with the tools to produce sustainable and competitive tourism in a destination.

The potential benefits for destinations, communities, business operators and tourism agencies that can be achieved through effective Destination Management Planning include:

- improved destination competitiveness:
  - Increased destination appeal resulting in increased visitation and yield.
  - Competitive advantages.
  - Ongoing investment in tourism.

- increased visitor satisfaction:
  - Delivering on the brand promise.
  - Increased repeat visitation.
  - Enhanced destination reputation.

- economic, social and environmental sustainability:
  - Increase in tourism's contribution to destination's economy.
  - Community support for tourism development.
  - Controlling tourism's environmental impacts.
  - Long term industry viability.

- effective partnerships:
  - Avoiding duplication of resources.
  - Bringing a focus to developing the full visitor experience from arrival through to departure.
Increasing the profile of tourism in regional destinations.

Minimizing any conflicts that may arise between tourism and other sectors (http://www.cedro.org/ingles_funcion_internacional.asp)

- continuous improvement:
  - Early awareness of emerging trends.
  - Development of innovation and new technology.
  - Constant refreshing of destination brand (www.ret.gov.au › ... › Tourism Industry Development).

Defining a Tourism Destination

A local tourism destination is a physical space in which a tourist spends at least one overnight. It includes tourism products such as support services and attractions and tourist resources within one day’s return travel time. It has physical and administrative boundaries defining its management, images and perception defining its market competitiveness. Local destinations incorporate various stakeholders often including a host community, and can nest and network to form larger destinations.

- Destinations could be on any scale, from a whole country (e.g. Australia), a region (such as the Spanish Costas’) or island (e.g. Bali), to a village, town or city, or a self-contained centre (Center Park or Disneyland).
- This document is intended to be useful to destination managers within this range of scales: that said the Optimum level for destination management in most countries is below the national level.

The Basic Elements of the Tourist Destination

- Destinations contain a number of basic elements which attract the visitor to the destination and which satisfy their needs on arrival. These basic elements can be broken down into attractions. Quality of these elements will be influential in the visitor’s decisions to make their trip.

Destination appeal and experiences offered are shaped by:

- Attractions Public and
- Private
- Amenities
- Accessibility Human
- Resources
- Image and
- Character
- Price

Attractions

These are often the focus of visitor attention and may provide the initial motivation for the tourist to visit the destination. These can be categorized as natural (e.g. beaches, mountains, parks, weather), built (e.g. iconic buildings such as the Eiffel tower, heritage monuments, religious buildings, conference and sports facilities), or cultural (e.g. museums, theatres, art galleries, cultural events). They could be in the public realm such as a nature park, cultural or historical sites or could be community attractions and services such as culture, heritage or
lifestyle. Other, less tangible factors, such as uniqueness and emotional or experiential triggers are also attracting tourists to destinations.

**Amenities:** These are the wide range of services and facilities which support the visitors’ stay and include

- basic infrastructure such as utilities, public transport, and roads as well as direct services for the visitor such as accommodation, visitor information, recreations facilities, guides, operators and catering and shopping facilities.

**Accessibility:** - The destination should be accessible to a large population base via road, air passenger services, and rail or cruise ships. Visitors should also be able to travel with relative ease within the destination. Visa requirements, ports of entry, and specific entry conditions should be considered as part of the accessibility of the destination.

**Image:** A unique character or image is crucial in attracting visitors to the destination. It is not sufficient to have a good range of attractions and amenities if potential visitors are not aware of this. Various means can be used to promote the destinations image (e.g. marketing and branding, travel media, marketing). The image of the destination includes uniqueness, sights, scenes, environmental quality, safety, service levels, and the friendliness of people.

**Human Resources:**-Tourism is labor intensive and interaction with local communities is an important aspect of the tourism experience. A well-trained tourism workforce and citizens who are equipped and aware of the benefits and responsibilities associated with tourism growth are indispensable elements of tourism destination delivery and need to be managed in accordance with the destination strategy.

**The Destination Management Organization (DMO)**

Destination management calls for a coalition of many organizations and interests working towards a common goal. The Destination Management Organization’s role should be to lead and coordinate activities under a coherent strategy. They do not control the activities of their partners but bring together resources and expertise and a degree of independence and objectivity to lead the way forward. It follows that DMOs must develop a high level of skill in developing and managing partnerships. Though DMOs have typically undertaken marketing activities, their remit is becoming far broader, to become a strategic leader in destination development.

**Tourism Victoria, Australia:** Goals of a destination management organization

Tourism Victoria is the State Government authority responsible for developing and marketing Victoria as a premium tourist destination for Australian and international travelers. Tourism Victoria is a statutory authority within the Department of Innovation, Industry, and Regional Development. Tourism Victoria’s mission, in partnership with the industry, is to “Maximize employment and the long-term economic benefits of tourism to Victoria by developing and marketing the State as a Competitive tourist destination”. To achieve this mission, the Board of Tourism Victoria has set the organization four broad goals:

- **Marketing Goal.** To increase visitor numbers, length of stay and visitor expenditure by positioning Victoria as a distinct and competitive tourist destination.
Leadership Goal. To take a leadership role in the tourism industry, encourage professional standards and the development of cooperative arrangements which maximize industry effectiveness.

Developments in Tourism Destination Management

The essential difference from an economic point of view, between areas of demand (tourists) and supply (destinations) continues. It will always lead to a permanent but fluctuating flow of consumers to and from the destination areas. In tourism, as opposed to nearly all other economic goods and services, it is not the goods and services, but the consumers who are ‘distributed’. Without trivializing the role and the importance of the tourist as a consumer, it is clear that the position of the destination areas is becoming more and more important. One of the causes of this is the changing role of operators in tourism in a world which is becoming increasingly transparent. Transparency is increasing as a consequence of the development of information technology.

The role of a Tourism Destination Manager

The commercial position of tour operators in the areas of origin (tourism markets) is under pressure from an increasingly empowered position of the suppliers of tourism products and services at the destination. It is expected that a shift of power will take place from the tour operators in the market areas towards the operators of tourism products and services at the destination areas. This shifting balance of power requires knowledge and expertise, which is closely interwoven with the destination areas themselves. This Master in Tourism Destination Management is designed to contribute to this, focusing on practice, perspectives and policies of tourism management at destinations (http://twitter.com/tourismmaste).

Issues in Tourism Management, Planning and Organization

Based on the existing materials, as well as consultation and discussion with a wide range of stakeholders, including the government agencies in charge and private sector representatives, the major issues for tourism development in greater Phnom Penh include:

- Natural Environments
- Tourism Infrastructure and Services
- Socio-cultural and Economic Environments
- Organizations Structure and Capacities Visitor Satisfaction

Product Development and Management

New attractions such as art galleries, painting and local handicraft exhibits should be developed. Existing attractions need maintenance, restoration and interpretation. The physical environment and tourist facility services in the city and areas of attractions should be improved.

Establish a policy on duty-free shopping that will promote good shopping facilities, services and a range of merchandise, offer an attraction to tourists and generate economic benefits to the country.
2.3. Related studies

A Proposed Management Plan for Ethiopia’s National Park

Nech Sar National Park is in Africa’s Great Rift Valley, 500 miles southwest of Addis Ababa, Ethiopia. Its unusual core feature is a land bridge between Lake Chamo and Lake Abaya, with the Guge Mountains and Sidamo Hills as backdrops. Nech SAR National Park’s greatest asset is its diverse combination of ground-water forest, savanna acacia forest, open savanna, escarpment walls, highland acacia forest, hot springs and lakeshores. Nech sar ecosystems provide habitats for the world’s largest population of the endemic Swayne’s hartebeest and an unusually large population of crocodiles found within just 514 square kilometers. For centuries this area was uninhabited. The park was gazette in 1962, and the scant management provided sufficed until the last twenty years when Ethiopia’s population exploded, propelling new communities to settle within Nech Sar National Park.

The ensuing results of deforestation, grazing cattle, human habitation and overfishing in the park have caused severe stresses and degradation of park ecosystems, leaving the sustainability of Nech Sar National Park’s resources in question. In February 2005 the government, wishing to protect its few remaining wilderness areas but consumed with humanitarian and political priorities, took an innovative step to protect Nech Sar National Park. It contracted park management over to African Parks Foundation, a private conservation nonprofit assisting struggling African nations. Despite a desperate need to establish baseline species inventories, African Parks Foundation’s first managerial challenges have been dealing with the consequences of the government’s decree that all who have recently established residence in the Park must leave. In reaction, Refugees International has claimed such resettlement is unjust. Currently priority is being given to addressing and ameliorating such concerns.

As the population around Nech Sar National Park and nearby Arba Minch increases, so do the pressures to graze cattle, fish and collect wood in the park. In the face of this challenge, the Ethiopian government and African Parks Foundation are working together with the local communities to ensure the preservation of this park – a valuable asset for Ethiopia and global biodiversity. Many Ethiopian national parks seem to be beyond repair, but Nech SAR National
Park is still salvageable in the opinions of African Parks Foundation and this author. As Nech Sar National Park is one of the few protected areas still viable in Ethiopia's Rift Valley, there is a heightened urgency to create an effective management plan. In December 2005 students in “Forest Ecology and People: Principles and Practices” (Columbia University’s CERC course ENVB N0329 taught by Professor Robin Sears) were required to write a management plan for a “favorite forest.” This author’s choice of the forests and habitats of Nech Sar National Park stems from a visit to this and other Ethiopian national parks in September 2005, a seven-year association with a private management model in Kenya’s Mara Conservancy, and twenty years of travel in Africa. This proposed Management Plan is written for those interested in the ecology, affected by the demands of increasing human populations, and for those focusing on the role of private management of protected areas in countries overwhelmed by poverty, droughts, illiteracy and disease. (www.alisonjonesphoto.com)

LONG TERM CONCEPT PLANS

Effective long-range plans for Nech Sar National Park can only be undertaken after its current species are inventoried and research determines limits and conditions for sustainability of species deemed appropriate for the habitats of Nech Sar National Park. It is recommended that long-term concept plans use the same parameters that have proved successful for Kenya’s Mara Conservancy and have thus guided the formation of this management plan. The following issues must be factored into all management decisions:-

• Value and fragility of the park’s natural resources
• Community sensitivities to an increased presence of foreign tourists
• Ongoing tourism appeal and what conditions could change tourist appeal
• Local support systems available for increase in numbers of tourists
• Other local or regional cultural or natural sites of interest that could be connected to tourists’ visits to the park
• Possible pressures and disruption caused by changes in surrounding land use
• Possible destructive intrusions of the park’s wildlife outside the park
• Need for a positive relationship between Africa Parks Foundation and the government
• A safe infrastructure for tourists’ viewing
• Rules to protect tourists from wildlife
• Rules to protect flora and fauna from tourists’ footprint and behaviors
• Elements that can enhance all tourists’ enjoyment

STRUCTURE OF PROPOSED MANAGEMENT PLAN
This management plan is built upon the tourism revenue is the key to saving wildlife and ecosystems if it also improves the welfare of local people. The plan is presented in four sections in order to address all resources of Nech Sar National Park and its communities.

1. Environmental objectives:
   • Maintaining current biodiversity, and restoring former species if appropriate habitats can be available
     • Assuring sustainable habitats for current populations of Swayne’s hartebeest and other wildlife
     • Controlling invasive plants
     • Regenerating flora consumed by cattle in the ground water forest
     • Disseminating information on NSNP’s species and resource management

2. Economic objectives:
   • Finding revenue streams to support park management expenses and improvement of local communities

3. Community-based objectives:
   • Compensating local people for previous dependence on park resources
   • Involving local people in management
   • Sharing tourism revenue with local communities to enhance their lifestyles
   • Educating local people on the value of NSNP as a national global resource

4. Access/utilization objectives:
   • Instituting infrastructure and regulations to protect the park
   • Improving visiting experiences and dissemination of information on conservation of the park’s flora and fauna (Alison M. Jones at 140 Thompson Street, New York, New York 10012 www.alisonjonesphoto.com)

Administrative system in tourism

It is not always easy to distinguish exactly between purely administrative and distinction management task, indeed it is very easy to find out many managers who combine that their management task have been taken over pays an even increasing administrative work load (and administrators who, like wise are sometimes left to make important management discussion).

The wide spread use of personal computer has served to blur the distinction between the two functions ever more it is not uncommon now days for a leisure and tourism facility manager to have a personal computer on the office desk to process management information with the help of sophisticated word processing, data bases, spreadsheet and desktop publishing packages.
another reasons for lack of clarity between administrator and management function is the great involvement of administrators in the day to day management of leisure and tourism facilities.

2.4 justification of the present study

The researcher believed the use of related reading, related literature and related studies has significance for the research work. These includes:-

- It gives the researchers direction how to deal with the problem and better way to overcome the problems
- It is used as evidence and reference material for the study
- Proved reliable and valid information which is stepping point to analyze the problem as well as interpret the result?
- Provide deep and extra information in analyzing the relation between problems and cases
- It increase the research thinking horizon and knowledge on related case and problems

If the study new to that area, it has range of benefits like it provide information for tourist, employees of government organization and improve the image of the country etc. The researchers believed it was served as benchmark for other studies and provide them various information regarding to trends and issues in recreational resource management.
Chapter 3
Methodology

3.1 Research design

This research design which the researcher is used in this study is descriptive method. Gathering and recording data on current situation and then analyzing and interpretation system was used in this research design. The design is applicable in identifying the problem on the study area.

Relevant secondary data about recreational resource management, and natural condition of hot spring core areas are used to analyzed.

The primary data was collected through different methods. The qualitative methods involved on the group discussions and interviews with park employers and local communities and participant observations.

3.2 determination of the sample size

To determine the sample size the researcher was used some techniques, like by using sample formula the researcher will be collects some information from the people of the community.

For example the researcher was proposed or identify 300 people to select for interview and standard value 0.35 of one percent of probability with 0.3 sample earer 0.01 and largest possible proportion is 0.02

\[
SS = \frac{300(0.35) + (0.01)(1 - 0.3)}{300(0.01) + (0.35)(0.02)(1 - 0.3)}
\]
3.4 The subject

The subject of the study is the respondents of the questionnaires such as the hosting managers and others employees of the site, house holders of local community those living inside and around the recreational area premises are the subject of the researchers. The researcher was used purposive sampling is from different section. The subject is a group of people that selected from the population by using sample survey to collect information about the area by using formal interview.

3.5 The Research instrument

The researcher collected data by administering questionnaire, interview and direct observation. The researcher is used to collecting primary data both closed ended and open-ended question. Open-ended questionnaire give the chance to express the idea of respondents and close ended-question provide alternative question to choose response from a given alternative questionnaire that the researcher was prepared respondent, house hold and manager and local communities and tourists if it's available.

- Direct observation this is used in order to see and identify the different environmental impact, activities performed by visitors, service provided by the hot spring authority and measure taken to reduce the negative impacts.
- Formal interview is used to gather information related to management practice of the hot spring recreational area of Wondo Genet, the satisfaction of the visitor and local people.
- Questionnaires are used to gather information about the

3.6 Data gathering procedure and data processing method

Data gathering procedure

In this study the researcher was used different methods for the purpose of data collection. First the researcher contacts the head of recreational resource office and varies respondents
from stake holder’s state above and local communities. After checking their willingness the researchers administered the interview and questioners according to the proposed time schedule. And also aprocedures are used to identify the type of data whter it is primary or secondary data

Primary data include:-

- Direct interview of the local community or staff within or outside the resource or hot spring
- Questionnaire is administering for the staff and customer based on sample survey.

Secondary data include:-

- The secondary data include deferent news paper; books, magazines some published and unpublished materials are used to gate information for the study.

3.7 statistical S\treatment

In this study the researcher is used statistical tools in the interpretation of data and testing of null hypothesis by taking the total number of respondents from each group of respondents has calculated by the percentage ratio of different views and attitudes. even insignificant and minority responses are given spaces, collecting all data from the group analyzed it using tables and interpreted its result accordingly the frequency accounts, weighted arithmetic mean and analysis of variance (ANOVA) the tools which the researcher is determined the average of respondents in his study
Chapter 4

Introduction

Wondo Genet (also transliterated Wendo Genet) is a resort town in Ethiopia. Located southeast of Shashemene in the Sidama Zone of the Southern Nations, Nationalities and Peoples' Region, with a latitude and longitude of 7°1′N 38°35′E 7.017°N 38.583°E and an elevation of 1723 meters. It is connected to Shashemene by way of Wendo Wosha, by an unimproved road; the last three kilometers from Wendo Wosha are in especially poor condition.

Based on figures from the Central Statistical Agency of Ethiopia published in 2005, Wondo Genet has an estimated total population of 5,792 consisting of 2,857 men and 2,935 women. The 1994 census reported this town had a total population of 3,197 of whom 1,582 were males and 1,615 were females. It is one of two settlements in awasa woreda.

The Wendo Genet earthquake of 1983 was among the most significant in Ethiopia in the 20th century. Its magnitude has not been determined, but was severe enough that the frightened inhabitants gathered at the Ethiopia Orthodox Church below the hotel to sing and pray the whole day and the whole night. A later disaster was a complex of forest fires which erupted in 17 places in southern Ethiopia on 10 February 2000 including the vicinity of the College.

Over the past decades, considerable conversion of the natural ecosystem into other land uses mainly to agriculture, settlement and plantation has occurred; and recurrent occurrences of fire and illegal overexploitation of timber has been going on in the sub-catchment, where the recreation site is part of the area suffered by the impacts. The value of the site in terms of its recreation service to society and how this service is being affected by the prevailing land use practices in the surrounding is not known. The primary objective of this study was to estimate the recreation use value of the site, and connected to it, the main site quality attributes for visitor attraction is identified and the possible impact of the native forest disappearance in the sub-catchment to the wetland ecosystem service is highlighted based on findings of other studies.
The primary recreation attraction of the site is its water based services and its natural landscape with its birds and other wildlife contents. Over 35 of the total respondents had their main interest in bathing, swimming and in the landscape scenery for making their visit to the site. Other site attributes mountain trekking, bird or other wild animals watching, photographing, cafeteria, bar and bed room services are preferred lesser in their order. The impact of the above mentioned native vegetation conversion practices in the sub-catchment to the wetland ecosystem of the site can be for the most part negative according to inferences from other studies.

Wondogenet is one of the most well known nature based recreational site in Ethiopia. the main attraction of the site include-the hot spring water for bathing and swimming; the forested landscape, streams, birds and other wildlife in the surroundings. The attractive quality of the site for many of the user its nature based resources. The natural ecosystem of the area can be described as wetland which can be categorized under fresh water or geothermal spring or streams and creeks category according to RAMSAK (1971) classifications of wetland types.

Some Definitions of wondo genet

Wondo Genet is a green and lush area, inhabited with lots of Grivet Monkeys, Columbus Monkeys and many species of birds.

Wondo Genet is a resort in Ethiopia, lying southeast of Shashemene.

Wondo Genet is a town about 15 km from Shashemane.

Wondo Genet is a popular hot spring resort set on top of a hill, surrounded with a thick forest.

Wondo Genet is a hot spring resort set in forested hills.

Climate:-

The rain of wondo genet is characterized by a bimodal distribution with the main rainy season between July and October, which account for 50% of total and a short rainy season between March and May. The mean annual rainfall is 1247mm and the mean monthly temperature is 19.5°C with monthly maximum and minimum temperature of 26 and 12.4°C respectively.

Fauna:-

Nearly 140 species of butterfly have been identified within a 400 m radius of sawmill at the College. To put these numbers into perspective, that is two and a half times the number of butterflies found in Great Britain, or one third of the total species count for Europe. There are approximately 3500 species of butterfly on the African continent, most inhabiting the West African forest zone. Kenya boasts an impressive total of 870 species. So the 137 species of Wondo Genet equate to a fifth of the total number for Kenya. Among the many fauna at wondogenet sub catchment it will show 118 birds species, out those 3 are inter African migrant and 6 continental migrant species could be observed from the part of the sub catchments (Sim 1979).
Population:-

Based on figures from the central statical agency of Ethiopia published in 2005, Wondo Genet has an estimated total population of 5,792 consisting of 2,857 men and 2,935 women. The 1994 census reported this town had a total population of 3,197 of whom 1,582 were males and 1,615 were females. It is one of two settlements in Awasa woreda (CSAE).

Generally the ultimate goal of this study is to find out the best solution for the problems mentioned so as to administer and develop the wondo genet hot spring in suitable manner. Here an assessment on wondo genet hot spring management practices is the focal point of the study.

This chapter is concerned with presentation and analysis of data based on the data which gathered through interviews and questionnaires.

4.1. Personal information and age – sex composition of the respondents

A, sex composition

Source-primary data
Pie chart 1:- distribution of respondents by sex

As indicated the above pie chart out of 35 respondents 20 are male that is 80% of them while the remaining respondents are female those are 10 from 35 of the total respondents.

4.1.2 Age composition

Source-primary data

Pie chart 2:- Age group of respondents

As indicated in the table above the respondents are different in their age groups. Among the whole respondents the highest age composition is 25-35 and the lowest of age group are 46 up to 55. As we seen from the table the largest segment of respondents are categorized in the age groups of 25 up to 35 which tends to 70%out of the total respondents.20%of the respondents are in the group of 36 up to 45 and 10% of the respondents are under the age category of 46 up to 55.
### 4.1.3 Position

<table>
<thead>
<tr>
<th>Statement</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Question</td>
</tr>
<tr>
<td>3</td>
<td>position</td>
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</tbody>
</table>

Source: primary data
Table 3:- Distribution of respondents by their position

As the above table show out of 35 respondents or from 100% of respondents 5% is manager of the site, 5% are vice president, 20% are employees, 30% are student and 40% of respondents are house holders. That means the house holders are more respondents’ for the research questions.

4.1.4 Educational background of the respondents

Source-primary data

Pie chart 4:- Educational background

As the above pie show from the total respondents 30% of the respondents are under the degree program. 25% are diploma, 10% are certificate and 5% are P.H degree all are the main respondents for the research quotations.
4.2 The main boy of the research

The major objectives of this study is assessing the management practices in wondo genet hot spring and evaluate the quality of strategy that imposed by tourism organization and also factor affecting the recreational resource management practices. This section of the data analysis is deals with the answer given by respondents of the questionnaires.

### 4.2.1 Tourism potential for one country

<table>
<thead>
<tr>
<th>Statement</th>
<th>respondents</th>
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<tbody>
<tr>
<td></td>
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</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td></td>
</tr>
<tr>
<td>response</td>
<td>frequency</td>
</tr>
<tr>
<td>Yes</td>
<td>35</td>
</tr>
<tr>
<td>No</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>35</td>
</tr>
</tbody>
</table>

Source-primary data

Table 5:- Responses about tourism potential for one country
As the table indicated the all respondents are give the response for the questions is" yes". This implies all respondents (100%) have more knowledge about recreational resource or tourism that is the key potential for one country development.

### 4.2.2 Tourist arrival to wondo genet hot spring

<table>
<thead>
<tr>
<th>Statement</th>
<th>Respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Question</td>
<td>Response</td>
</tr>
<tr>
<td>6 Is there tourist arrival to wondo genet hot spring</td>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>35</td>
</tr>
</tbody>
</table>

Source:-primary data

Table 6:- is the response of respondent about tourist arrival to the wondo genet hot spring

As the table indicated from the total 35 respondents, 100% says there is tourist arrival to wondogent hot spring. That means the site is the best attractive place for the tourists.
4.2.3 Group of people come in to the site

Source-primary data

Pie chart 7:- Group of peoples comes to the site

As we show from the table above from the total percent of respondent 75% says local visitors are come to the site frequently than foreign visitors and 25% of the respondent says foreign visitors come in to the wondo genet hot spring recreational site that means Ethiopian people are visit the hot spring more than foreign visitors.
### 4.2.4 Accommodation facilities of the site

<table>
<thead>
<tr>
<th>No</th>
<th>Question</th>
<th>response</th>
<th>Frequency</th>
<th>percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>How do you express about the accommodation facilities of the site?</td>
<td>Good</td>
<td>35</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bad</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Very bad</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>total</td>
<td>35</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: primary data

Table 7: Accommodation facilities of the site as the above table implies about the accommodation facilities of the site, so from the total respondents’ all are replay the answer good. That means the facilities of the site is better for the visitors those come in to the site.
4.2.5 The site strategic design for future recreational improvement

<table>
<thead>
<tr>
<th>Statement</th>
<th>Respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Question</td>
<td></td>
</tr>
<tr>
<td>Is there any strategic design for future</td>
<td></td>
</tr>
<tr>
<td>recreational improvement?</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>35</td>
</tr>
<tr>
<td>No</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>35</td>
</tr>
</tbody>
</table>

Source: primary data

Table 8: Strategic design for future recreational improvement

As we can see from the table all (100%) respondent say “yes “there is a strategic plan that the organization use for future recreational improvements but there is not more effective strategies at present time. So at the future the recreational site authorities may have more qualified strategy for increase tourism potential to the site.
### 4.2.6 The ways of strategy improvement

<table>
<thead>
<tr>
<th>No</th>
<th>Question</th>
<th>Alternatives</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>If the answer is yes, in what way the strategy can be improved</td>
<td>By determining the problems of the sit and by improving the weak part of the hot spring</td>
<td>20</td>
<td>60%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>By identifying new strategic pollicises</td>
<td>15</td>
<td>40%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>by</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td>35</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: Primary data

**Table 9:** In what way the strategy can improve
The above question was asked the respondent to suggest about the ways of strata that the site can use to improve all facilities that the best need for all consumer of the site. So 60% of respondent reflect the answers that by determining the problem of the site and improving the weak part of hot spring we can improved many ways to develop the strategy of the site and the remaining part of the respondent says by identifying new strategic policy we can emphasise better ways of strategy.

### 4.2.7 Benefits of recreational area for the community

<table>
<thead>
<tr>
<th>Statement</th>
<th>Respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Question</td>
<td>Alternative</td>
</tr>
<tr>
<td>11</td>
<td>What do you think about the benefits of the recreational area for the community</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>35</td>
</tr>
</tbody>
</table>

Source-primary data

Table 10: The Benefits of the recreational area for the community

According to the above table all respondents of the questions suggest their own ideas about the benefits of the recreational area to the community. That means 100% of the respondent says recreational area is beneficial of the local communities.
4.2.8 Types of community get from the recreation

Source-primary data

Pie chart 11:- types of benefits the community get from the recreation

As the above table show about the types of benefit that the community get from the recreational resource all respondent are reflect the answer for the question asked, from the total respondent 15 %says the community can get benefit from the recreational resource. That means tourism is the best one-to develop social benefits, 60 % of the respondents are says the communities are get economical benefit from the recreational resource and 25% of respondent from the whole respondents implies the community are obtained political benefits’ from the site. At all the recreational site of wondogenet hot spring is the potential for the community in three dimensions.
### 4.2.9 Professionals in the tourist site

<table>
<thead>
<tr>
<th>No</th>
<th>Question</th>
<th>Alternative</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>. Please express your idea about professionalism in the tourist site</td>
<td>less</td>
<td>35</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>High</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>total</td>
<td>35</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: primary data

Table 12: Please express your idea about professionalism in the tourist site

According to the table above, from the total respondents of the research, all say there is less professionalism in the site, those have not more knowledge about tourists and how to control, how to guide tourists. Professionalism is the main thing to facilitate all activities in any type of organization, however, the site manager should be improved their weakness depend on the feedback of the user by creating some format fill by the users to get the level of satisfaction.
### 4.2.10 Quality of organized administration practices

<table>
<thead>
<tr>
<th>Statement</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No</strong></td>
<td><strong>Question</strong></td>
</tr>
<tr>
<td>14</td>
<td>Is there well organized administration practices</td>
</tr>
<tr>
<td>NO</td>
<td>35</td>
</tr>
<tr>
<td>Total</td>
<td>35</td>
</tr>
</tbody>
</table>

Source: primary data

**Table 13: is there well-organized administration practices**

As we seen from the table 15 all respondents are fill the answer to there is no well-organized administration practices in the recreational site. So because of lack of proper management practices in site there good facilities development of the site. Administration practice is one of the key roles to develop any organizational activities, so the site authorized must be improve their strategy to develop administration quality with in the area.
4.2.11 current situation of the site

<table>
<thead>
<tr>
<th>No</th>
<th>Statement</th>
<th>Alternative</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>In what way you describe the current situation of the hot spring</td>
<td>It is on the way of development</td>
<td>20</td>
<td>70%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>It is on restriction level</td>
<td>15</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total</td>
<td>35</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source-primary data

Table 14:- current situation of the wondogenet hot spring

According to the above table from the total number of the respondent 70% of the respondent’s replies the site is on the way of development. That means by using it own resource improve its service user for time to time in this case the site is becomes best one tourist attraction and 30% of the respondent reflect their own sudation about the current situation of the site, those says
the site is affected somewhat by the organizational administration practices. By this case the site is on the restriction level.

4.2.12. Activities that served within the recreational site

According to the respondent response the main activities that served in the site for all recreational users so the site is defined as areas of significant natural, environmental, or aesthetic interest to visitors, as well as facilities whose primary purpose is to exhibit and interpret natural habitat to visitors, including wildlife, aquariums, and botanical gardens. Therefore the site has

- Swimming
- Bathing
- Natural green land beauty
- Mountain tracking
- Bird watching

All of those are activities that served within the recreation by improving their quality to satisfy all customers coming in to the site.

4.2.13 The local administration as well as Federal administration does call the site

As the respondent response the local as well as the federal government are call to the site to improve all facilities to the site by establishing good strategic plan and policy that used top control the site as a tourist attraction area.

In addition to this the local administration can improve the site facilities by creating awareness to the people of the community about the important of tourism attraction for all activities of the country in social, economical and political dimensions. So by this case the local as well as the federal administration can call the site.

4.2.14 The main activities of visitor (experience) at Wondo Genet hot spring site

According to the respondent of the research answer to the question that the visitors are practices some activities within the recreational like:-

Swimming and bathing is the 1st ranked visitor experience account 51% natural green land scope beauty was ranked 2nd with 27% have the picture of the area ranked 3rd with 10% and other % are covered by bird watching and other experience such as to meet people and site seeing, see culture of the local peoples.

<table>
<thead>
<tr>
<th>Visitors experience(activities)</th>
<th>frequency</th>
<th>rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swimming and bathing</td>
<td>51%</td>
<td>1</td>
</tr>
<tr>
<td>Natural green land scope</td>
<td>27%</td>
<td>2</td>
</tr>
<tr>
<td>Take picture</td>
<td>10%</td>
<td>3</td>
</tr>
</tbody>
</table>
4.2.15 Problems within the site

<table>
<thead>
<tr>
<th>Statement</th>
<th>Respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>NO 19: Is there any problem within the recreational site and local people?</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>35</td>
</tr>
<tr>
<td>total</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>35</td>
</tr>
</tbody>
</table>

Source-primary data

Table 16 problems within the site

As the table indicated above all respondent of the research are answers “Yes” that means within the recreational site and local people there is a problems. Most local peoples want to fertilize the land for agricultural purpose around the site. By this case the environment of that area becomes degraded, as the result the site also become endanger.

4.2 16 types of problems that are seen around the site

According to the respondent there are problems within the site. Those problems are:-
The problem of specified swimming pool:- there is no more favourable swimming pools that not complete all facilities that necessary for the consumers.

Service facilities: - in the site there is no well performed accommodation services and others also not sufficient for the local community and other users.

Health facilities:-within the site are no any healthy facilities when one problem is happened

Relation to planning: - The foregoing discussion of population, and of the natural and human factors which contribute, favorably and unfavorably, to the recreational appeal of a place or of a region, suggests elements that demand their due consideration in the formulation of plans for selection of areas for outdoor recreation and for their development for such use. In this country we are subject to none of the artificial barriers and hindrances to free movement which handicap or prevent it in many parts of the world. Movement for recreation or any other purpose is conditioned almost wholly on available leisure and economic status. Probably nowhere else in the world are so many people and so large a percentage of the population in a position to avail themselves of opportunities to seek distant playgrounds. The ability to enjoy them at moderate cost, whether through availability of publicly provided facilities such as those of national and state parks and forests, or through those provided by private enterprise, tends to lengthen travel range for those of more limited means. This fact possesses great weight with respect to the necessity of providing areas, well distributed throughout regions of greatest outdoor-recreational appeal, in public ownership, and of placing on them facilities for vacation enjoyment that will involve the minimum drain on limited vacation funds. That is a responsibility properly to be expected of public agencies the group of agencies with whose fields. Those are in the side of recreational site that the site has not increased for the local community.

In the community side there are problems that affect the development of the site. those are:-

Pollution:-. Recreational values which have depreciated or failed to materialize as a result of water pollution are even more elusive to measurement. They are affected by bacterial pollution which renders water unfit for bathing and by solid or dissolved substances which cause obnoxious odors, tastes, and color, and produce unsightly conditions that make the water unattractive to the angler, swimmer, or summer cottage. Pollution has caused the decline of recreational use of some water and land areas, particularly in metropolitan districts. It has been more influential in limiting recreational development in such districts and in forcing public and private agencies to seek more distant locations for park and resort facilities.

Drainage: - The drainage of swamps and marshes has been one of the major causes of a seriously diminished supply of wild waterfowl. Those acres of marshlands, containing small lakes that supplied food, cover, and resting grounds for great flocks of ducks and geese, have been drained so that the land might be devoted to agricultural uses, often with disappointing results. In many cases the economic value of marshlands, as such, has proven to be greater than that of the land converted to agricultural uses.

Overgrazing: - Fires and Other Misuses of Land. Overgrazing has prohibited reproduction of plant life and allowed erosion to set in on some lands formerly valuable for recreational use. The clearing, for agricultural use, of lands better suited to timber production, the harvesting of timber crops without regard to reproduction, have left lands in many cases worthless for agriculture or industry and for a long time spoiled for recreation. Broadcast burning, such as is still practiced on millions of acres of grasslands and woodlands, is a prize example of destructive land practice. Many of these are tax delinquent lands and will again come into public ownership. Lumbering is a justifiable economic use of land, and, when properly done, yields gratifying
return on many millions of acres. Also, when properly managed, forest lands have in many cases real recreational values.

**Monopoly of Facilities:** As indicated at several points, the normal and proper functioning of society places heavy legitimate demands on our natural resources. We cannot expect, nor is it socially or economically desirable, to set aside every area that possesses recreational possibilities for recreational use alone, nor even always to encourage its use for that purpose in conjunction with other uses. There is, however, a very widespread employment of lands and waters in ways not of themselves improper or socially undesirable, but which prevents or limits recreational use of greater social value. Thus, the urge for private possession of frontage on ocean or Great Lakes waters, and on the waters of hundreds of lakes and rivers, and the frequently costly private developments which have been placed on them, have not only limited their usefulness in providing recreation but have made it extremely costly to recapture such properties in many situations where they would render a tremendous recreational service if publicly owned and developed for that purpose. As is natural, the most accessible recreational assets have been monopolized by a part of the people, to the exclusion of the remainder (Source-primary data).

**4.2.17 the present program and future pan of the site**

According to the respondents at the current time the site is programmed to have different tourism facilities, services development and the future it is planned to be the most important place for tourism activities to help the host community and the stock holders. In addition to this the site has present new strategy to implement the future resource allocation system and by improving previous weakness part of the staff according to each employment performance and by considering customer needs and want them will provide to reach their own objectives (interviewee).

**42.18 How the local government is managing the site**

According to the respondent the local government of is manage the recreational; site:-

- By creating awareness, to the local people about the importance of the recreational site in different dimensions. Like:-
  - Socially
  - Politically
  - Economically
- By opining opportunity for the stock holders to take training about the general guideline to improve their information and knowledge about how to control and how to create a new customer of the site.
By improve investing funds on tourism development, the local community as well as the federal government must be improving financial resource to the site.

- Maintaining the other sectors working on tourism activities in the area
- Preserving the site from different wastages
- Finally by controlling every activities of tourism in the destinations (interviewees).

### 4.2.19 Training practices in the site

According to the respondent answer to the question, there are some training practices within the site to improve the performance of the employees to improve quality service and conservation of the site. So the training is important for all employees of the site to know how the site could be improve the quality of service to undermine the satisfaction of the customers and how to create awareness to the customer about the site.

Training is an important activity undertaken to ensure employees at all levels have the necessary skills to carry out their roles effectively and to ensure the achievement of the organization’s objectives. Of fundamental importance is the identification of the value that training adds to the performance of the organization.

Specifically this relates to how the organization decides what training is needed by its staff, how the training is carried out, how the organization evaluates the effectiveness of its education and training activities and what processes are put in place to improve the delivery and effectiveness of education and training programs. But before any things the management of the organization wants to know:

- what training is required
- How training should be delivered.
- how the training improves the performance of the organization

Staff expects:

- targeted and job related training for now and the future to equip them to meet the expectations of the organization
- defined outcomes as a result of training
- Quality assurance of training materials and delivery techniques (interviewees).

### 4.2.20 the strategic plan of the site

According to the respondent reflection, there is strategic plan within the site but it is no more sufficient of the improvement of the site. So the authorized persons of the site are improving some tactic to encourage the strategic plan of the site. Like

a. **Site management**: - the site must be managed by using different methods and material. for example managed the site through some accommodation facilities and by removing some problems to keep visitor satisfactions
b. **By establishing regulation**: by improving some limitation the organization can control the site qualities.

c. **Discussions within staff to monitor their work**

### 4.2.21 Qualified of staff in the site

According to interviewees there is no more qualified staff in the site. Because there is no well professional persons about tourist recreational site, which means the employs of the staff are have not enough knowledge how to improve the recreational development (interviews).

### 4.2.22 cooperation of site with other sectors

According to the interviewees the site has cooperation from some sectors of the country. Cooperation one of the baste way to develop any activities and facilities of one organization. So the site has its own strategy to cooperate with other organization. Like: - cooperation with culture and tourism commission and other tourist sites and other tourist sit to share all things that important for recreational site development (interviewees).

### 4.2.23 the management way of the sector

According to the interviewees the site has some method of management but it is not sufficient to manage the site activities. Why there are no professional persons how to manage one tourist attraction. In addition to this the site is taken the management way by indenting the responsibilities of all department of the site and by creating hierarchical organizational structure (interviewees).

### 4.2.24 Do you recognize the site as tourist attraction by its own facilities

According to the respondent the site is can take itself by its own facilities, because the service of the site is no more that much qualified. For the purposes of this policy, an attraction is defined as;"Businesses, facilities or sites whose primary purpose is satisfying the needs of visitors from outside the immediate area for outdoor recreational, educational, scientific, environmental, natural, cultural, heritage/historical, or entertainment related activities, and where the sale of goods is of a secondary nature."(Visitors from outside the immediate area are defined as those travelling 80 km from their place of residence.) So the site is no more sufficient but its call as a tourist attraction (interviewees).

### 4.2.25 Security availability in the site

According to the respondent the site have security but it is no sufficient to control all activities in the site and other factors that affect the site those come to affect the site in order to get some benefits. In addition to this the general reflection of the respondent are the site must be cooperate from the local communities to keep itself from any disturbance and the management pare of the site should be improve important strategy for the future development of the site (interviewees)

### 4.2.26 banking service in the site

According to the interviewees the site have not banking service, Because of capacity to established bank for all customers of the site and the local community. Therefore the site must
be arranged all things sequentially form the day to day work up to the bank service get opportunity to establish. Banking service in the site is one of the problems that affect the development of financial effort of the site (interviewees).

4.2.27 Investment that proposed by the government

According to the interviews, the site has proposed investment from the government to develop over all activities of the site. As tourist site the government s give attention to help the site by improving financial resource and by supporting whatever the site need at the future time (interviewees).

4.2.28 Strategy for peak and off season

As interviewees reflection the site have a strategy for peak season and off season by considering the level of satisfaction of the customer to the service quality of the site. So the site the site have mission to established successful strategy that is important to identified the way how to improve their customer over look to the site.

At the off season the site is proposed to give discount for all service of the site and at the peak season also the site take strategy opposite to the offseason. That means the site is improving the cost all facilities according to the quality of service (interviewees).

4.2.29 in what way the site allocate funds

According to the interviewees the site management is allocate funds in some important ways. Like:-

- By creating good relation from all customers of the site.
- By creating good coordination from government part of tourism office.
- By creating some program for local communities to discuss how to get financial resource that is the key role in the development of one organization.

4.2.30 Organizational structure the site
According to the site manager the site has simple organizational structure that is important to identify the responsibility of all departments. Like:

a. **Manager**: is the person that have the right to control over all activities of the site

b. **Secretary**: is also have its own responsibilities in the site, that used to print newspaper, broachers about the site

c. **Human resource management department**: this department has responsibilities to manage the Hunan resource.

d. **Accommodation service department**: the responsibilities of this department is to manage all services of the site

e. **Security department**: this department has the right to control the site from the disturbance.
Summary, conclusion, recommendations

This chapter includes the summary, conclusion and recommendation of all chapters. The researcher in this chapter summarized all the point which is included in the previous four chapters. in the conclusion part the hypotheses acceptance is also included.

In the recommendation part the researcher also tried to recommend the some point which can be solution for the existing problems.

Summary

Wondo genet hot spring is one of the best tourist attraction from the it’s of attraction in Ethiopia, that have the wide range of benefit for the t region as well as the country enables to generate substantial income from the its attraction and facilities. Despite these is the endowment of the region is not exploiting and enjoying the economic benefits from the tourist attraction and it’s facilities’.

As it is discussed in the previous chapter, the statement of the problem includes questioner’s effectiveness of management practices in wondogenet hot spring, present and future plans and program, challenge problems that are affecting the management activities in the site, local community are not awareness and other stockholders involvement in the improvement the site management.

The researcher has chosen to use description research design to analysis the management practices the site and over all components of management as well as issues on variable stated under the study subject maters.

After a sample size is concerned the population in wondo genet is determined as a sample size for this study and random sampling design is employed for the population of the community in the research.

The research instruments used by investigator are questionnaires and interviews. The questionnaire and interviews used by the researcher for data gathering and to determine the aspect of site management of wondo genet.

Data gathering procedure made by the researcher for administering the research instrument is first, having found the questionnaires and after approved by advisor of my research in university of adama department o tourism development the questionnaires were administer by investigator in the last week of April to first of june.2011.and 100%of the respondent returned the questioner .after retrieve of the question the investigator tabulates and process data both manually and by machine. qualitative and quantitative data processing was determined to arrive the scientific analysis and interpretation of the result .categorization of the subject were stated and table is used to organize ,summarize and analyze the data on how the variable differ with each other.

On the basis of the objective, the study digs out some facts and findings about effectiveness wondo genet hot spring management practice, the challenge problems in the management activities in the present and future plan and programs. Local community awareness and participation of other stockholder to management activities not yet determined.

As the study point out recreational and educational function of the hot spring are most important opportunities for the development of tourism in the area. Most important is palace were different people come from different place meet for the same purpose that makes its outstanding
universal human values, So that this site has great deals of social, economical and political significant.

In other hand due to the less emphasize federal government, lack of adequate funds for improve the poor management and administration of the site, lack of awareness programs, poor involvement of local community in the management activities, lack of adequate infrastructure and different facilities development and lack of skilled and more trained professionals on the sector of tourism development in the study area are the major challenge of management practices and development of tourism in the area. The study also proves the current tourism development in the area is not enough because of poor promotions and lack of adequate man power and lack of adequate funds and poor facility.

According to the researcher finding in management practices of wondo genet hot spring have environmental, social, economical and political significance, the local community will also benefit from tourism development in the area if tourism is developed in a well manner.

Finally the paper indicates the wondo genet hot spring management is not only one sector responsibilities, it is the responsibilities of the local community of the area.

Conclusion

Wondo Genet is known for its hot spring and is surrounded by primary Ethiopian forest. It is home to an arboretum and a College of Forestry which was founded in 1977 with Swedish assistance. Also located in this resort town is the Essential oil sub center, where spices, aromatic and medicinal plants are conserved and their qualities researched. Wondo Genet is connected to Shashamene by way of Wendo Wosha, by an unimproved road; the last three kilometers from Wendo Wosha are in especially poor condition.

In the hospitality industry wondogenet consist the tourist facilities such as accommodation, communication, transportation. But these tourist facilities are not more enough for tourists and local people with standard quality at the tourist transactions area. This study assesses the administration of the management practices in the tourist attractions and facilities in wondogenet hot spring. According to the assessment, the following are finding of the study.

Generally at the present hawasa culture and tourism bureau is not effectively managing the recreational resource of wodngenet and facilities because of a number of reasons. After analysis of the data which the research found through interviews the researchers arrive at that the hawsssa culture and tourism bureau is not effective in relation to site planning and development program for the development of the site management and strategy to improve the quality of the services.

The management of the site is not more sufficient to control all activities in the site for all customers of local people and foreign visitors. But at the future the site is planned to improve the strategy for the improvement of the facilities of the all accommodation and other services in the site.

This part is aimed to approve or disprove the hypothesis of the study as mentioned in chapter one. As starting point the researcher had used some point by assuming the nature of the problems stated in the first chapter so as to reach on the solutions for the raised problems. As the researcher mentioned at the hypothesis part, the management of the site and the facilities is improper management of the recreational resource and it facilities at the current condition.
In general wondo genet hot spring recreational resource has not more developed management strategy for the overall improvement of the site but after this research the site might be overcome on the problems of the management.

**Recommendations**

Based on the finding the following recommendation are foreword in order to improve the management practice development and method, and increase the economical, social, political and environmental benefits of tourist site in wondogent for the local people in particular and country in general.

- In order to develop tourism and management of the site, local government bodies should be seriously in changed in looking and supervise infinites site.
- In order to maximize the impact of local people education and awareness program should be provided to make them to participate in management activities of the site.
- To preserve the site from natural deserter the following effort should be made
- Study and research of tourist attraction resource should under taken by the professionals.
- In order to address the challenge or problem of management the following bodies dedicate possible effort

1. Government bodies should do the following
   - Develop variety of funding mechanism for the site to develop all facilities within the site
   - Making plan and policy awareness program about the use and importance of the site for tourism development
   - Improve the skill and knowledge of local people as well as the regional tourism sectors regarding the tourism and it’s important for enervating multi-possible benefits.
   - Prepare site planning development program for the attraction and facilities to distinguish from resident and other areas.

2. Local community
   - Conserving and preserve in order to their recreational resource for the future generation
   - Make contribution both financial and efforts for the development of the site facilities and management ways.
   - Avoid any challenge the site development like pollution or damage for long term sustainability of tourist recreational site.

3. Private sector should follow the following
   - Make financial assistance for the site
   - Utilize tourist recreational are for tourism development in the area
✓ Investigate in the area by using the opportunity of the site value and significant in order to get result and create job opportunity for the local people.

Appendix

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Introduction

I would like to express my sincere gratitude for sharing your valuable time by responding to this questionnaire. This is apart for degree program assessment towards the completion of the required B.A degree in tourism development. The senior researcher project is entitled as “Assessment of Recreational Resources Management Practices in Wondo Genet Hot Spring- an Evaluative Study”. The purpose of the questionnaire is completely to gather data for this research purpose only and the information will be kept confidential.

General guidelines

Please indicate your response by marking “√” for the questions with alternative choices and for the open ended question briefly write your response in the space provided. The success of this study depends up on your earnest and sincere response. Thank you for your laid co-operation

1. Sex................. male ☐ female ☐
2. Age............... 25-35 ☐ 36-46 ☐ 46-55 ☐
3. Position.......... 
4. Education.........secondary school ☐ certificate ☐ Diploma ☐ degree ☐ P.G degree ☐
5. Do you think tourism is the key potential for one country?
   Yes ☐ No ☐
6. What is the current tourism arrival status of Wondo Genet hot spring?

- Low  [ ]
- High  [ ]
- Very low  [ ]

7. If the answer is yes which groups of people come to the site?

- Local visitors  [ ]
- Foreign visitors  [ ]

8. How do you express about the accommodation facilities of the site?

- Good  [ ]
- Bad  [ ]
- Very bad  [ ]

9. Is there any strategic design for future recreational improvement?

- Yes  [ ]
- No  [ ]

10. If the answer is yes, in what way the strategy can be improved?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

11. What do you think about the benefits of the recreational area for the community?

- Beneficial  [ ]
- Not beneficial  [ ]

12. What is the benefit of the community from the recreation?

- Social  [ ]
- Economic  [ ]
- Political  [ ]

13. Please express your idea about professionalism in the tourist site?

- Less  [ ]
- High  [ ]

14. Is there well organized administration practices?

- Yes  [ ]
- No  [ ]

15. Is there any employment opportunity with in the site?

- Yes  [ ]
- NO  [ ]

16. If the previous answer is no please specify?

__________________________________________________________________________
17. In what way you describe the current situation of the hot spring?

   It is on the way of development  ☐

   It is on restriction level  ☐

18. What are the activities that served within the recreational site?

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

19. How the local administration as well as Federal administration does call the site?

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

20. Please express the accessibility to Wondo Genet hot spring.

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

21. What are the main activities of visitor (experience) at Wondo Genet hot spring site?

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

22. What do you think about the administration system of the site?

   Excellent ☐       Bad ☐

   Good ☐           Very bad ☐

23. Is there any problem within the recreational site and local people?
24. If the answer is yes what types of problems are seen, please specify?
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

INTERVIEWS FOR LOCAL COMMUNITY

Introduction

I would like to express my sincere gratitude for sharing your valuable time by responding to this questionnaire. This is apart for degree program assessment towards the completion of the required B.A. degree in tourism development. The senior researcher project is entitled as “Assessment of Recreational Resources Management Practices in Wondo Genet Hot Spring- an Evaluative Study”. The purpose of the questionnaire is completely to gather data for this research purpose only and the information will be kept confidential.

General guidelines

Please indicate your response by marking “√” for the questions with alternative choices and for the open ended question briefly write your response in the space provided. The success of this study depends up on your earnest and sincere response. Thank you for your laid cooperation

1. What is the present program and future plan of the site?
_________________________________________________________________
_________________________________________________________________

2. How the local governments are managing the site?
_________________________________________________________________
_________________________________________________________________

3. Are there good training practices within the site?
_________________________________________________________________
_________________________________________________________________

4. What is your suggestion about strategic plan of the site?
5. Do you think the staff is well qualified in the site?

_________________________________________________________________
_________________________________________________________________

6. Could you tell me the site has cooperation with other sectors?

_________________________________________________________________
_________________________________________________________________

7. What you suggest about the management way of the sector?

_________________________________________________________________
_________________________________________________________________

8. Do you recognize the site as tourist attraction by its own facilities?

_________________________________________________________________
_________________________________________________________________

9. Is there good transportation services?

_________________________________________________________________
_________________________________________________________________

10. Do you think that the site has good accommodation and food services?

_________________________________________________________________
_________________________________________________________________

11. Is there good security available within the site?

_________________________________________________________________
_________________________________________________________________

12. Is there banking services available in the site?

_________________________________________________________________
_________________________________________________________________

13. Is there any investment proposed by the government?

_________________________________________________________________
Introduction

I would like to express my sincere gratitude for sharing your valuable time by responding to this questionnaire. This is apart for degree program assessment towards the completion of the required B.A degree in tourism development. The senior researcher project is entitled as “Assessment of Recreational Resources Management Practices in Wondo Genet Hot Spring - an Evaluative Study”. The purpose of the questionnaire is completely to gather data for this research purpose only and the information will be kept confidential.

General guidelines

Please indicate your response by marking “√” for the questions with alternative choices and for the open ended question briefly write your response in the space provided. The success of this study depends up on your earnest and sincere response. Thank you for your laid co-operation

1. Gender

   Female

   Male
2. What is your marital status?
   Married  ☐ Single  ☐

3. What is your nationality?

4. Taking everything into account did you enjoy by Wondo Genet hot spring facilities?
   Excellent  ☐
   Good  ☐
   Bad  ☐

4. What means of transportation did you use to get to Wondo Genet recreation site for this trip?
   

5. In which recreational activities did you participate during your stay at Wondo Genet recreation site? Mark all activities that you took part during your stay at the site.
   In door bathing  ☐ swimming  ☐ Bird watching  ☐
   Mountain trekking  ☐ Camp fire  ☐ other wild animals watching  ☐
   Picture recording  ☐

9. How much is your expenditure for recreational activities that you took part or would like to take part during your stay at the site?

   Indoor bathing fees, ____________ Birr

   Swimming fees, ____________ Birr

10. How much is your typical total trip cost on average to Wondo Genet site for recreation in a single trip; including hotel services, if you used? ____________ Birr

11. What unique quality/qualities that you think Wondo Genet recreational site offers to you?

12. What makes you feel uncomfortable or unhappy during your recreation trip to Wondo Genet?
   List all  ___________________________________________________________