
**THE IMPACTS OF TOURISM INFRASTRUCTURE ON THE DEVELOPMENT
OF A TOURIST DESTINATION, A CASE STUDY OF MT ELGON AREA**

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DECLARATION

I KIBET DANIEL do declare the information given in this research proposal is my original work submitted to Busitema University to the department of tourism and travel management that no one else has ever submitted it to any institution of higher learning.

SIGNATURE.....

DATE.....

APPROVAL

I certify that this research proposal satisfies the partial fulfillment of the award of Diploma in Tourism and Travel Management of Busitema University, Faculty of Management Sciences.

Supervisor; MR.EMOJONG RONALD

Signature.....

Date.....

DEDICATION

I dedicate this research proposal to my parents to fellow students of tourism and hospitality, my parents, Brothers, Sisters, friends and all my advisors for all their support and helpful information, guidance offered to me during my research study

May God greatly reward you

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May God bless you all.

ABSTRACT

The main purpose of the study was to find out the impact of infrastructural on the development of the tourist destination in mt elgon national park. The specific objectives of the study were to find out the effects transport systems in the development of the tourist destination, the effects of accommodation and hotel facilities in the development of the tourist destination, and the effects of information system in the development of the tourist destination in Mt Elgon national park. The study used disconfirmation theory. The target population was 65 employees and guests who were selected from the national park in tourism department. The study adopted Stratified random sampling technique. Open and closed ended questionnaires were used to collect date from the respondents. The beneficiary of study will be the policy makers in the tourism industry, other researcher and national park stakeholders. The study findings indicated that transport systems in the development, accommodation and hotel facilities and information system in the development of the tourist destination in Mt Elgon national park. The conclusions of the study were as follows; mt elgon national had not implemented development of transport system which limited tourist transportation. Quality accommodation and hotel facilities to accommodate tourist at the national park and the good network system to market the national park and also help in reservation. The recommendation of the study was as follows; national park should implement quality transport system, accommodation and network system. This will ensure tourist accesses, acquiring information about the national park.

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CHAPTER ONE

1.0 Introduction

This chapter will look at the back ground of the study, problem statement, purpose of the study, objective of the study, research question, scope of the study (content scope, geographical scope, and time scope), significance of the study and conceptual frame work.

1.1 Background of the study

This study is based on the impacts of infrastructure on the development of a tourist destination considering that developed infrastructure boosts tourism development by rising the attractiveness and competitiveness of a destination, tourist usually expect facilities in their chosen destination to be comparable to what they enjoy at home, therefore good infrastructure in a destination pulls demand for its products (khadaroo0 2015)

A destination is a geographical area consisting of all the service and infrastructure necessary for the stay of a specific tourist. Destinations are therefore an important part of a tourism product (DiPietro 2015)

In this study and research, the destination we are looking is a tourist destination

Tourist destination, are places that have constructing amalgam of tourist products and services whose consumption is under the brand name of the destination. The destination is well defined geographically and exhibit several core provisions (Caroline 2017)

In Malaysia, popular destination includes Kuala lumpur, George Town, resorts world Genting, perhentian, gunungmulu national park and bako national park. Malaysia tourism industry contributes the highest revenue after oil and gas industry. In order to further develop the tourism industry, the government has spent billions ringgit to develop tourism infrastructure and facilities for tourism.

Most of tourist destinations in Malaysia, particularly in the urban areas, have good tourism infrastructure due to the government's commitment to improve the tourism industry, according to The Saigon Times, Malaysia is one of the ASEAN countries with the capability to provide sufficient tourist infrastructure while Vietnam is still lagging behind. The government has always taken seriously the need to provide adequate tourism infrastructure. As an example, in the country's development plan, especially in the Seventh Malaysia Plan (7th MP) to Tenth Malaysia Plan (10th MP) a large sum of money was allocated to fund the development of tourism infrastructure in Malaysia.

In the tourism sector in Malaysia, the discussion on the maintenance of tourism infrastructure, specifically in the context of urban tourism, is very limited. Previous studies only discussed in the context of user's satisfaction on the available infrastructure. However, according to reports from various media and articles, there are many challenges and issues regarding the maintenance of tourism infrastructure such as financial burden, damage that disrupts the functionality of infrastructure and the infrastructure are not being used optimally.

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