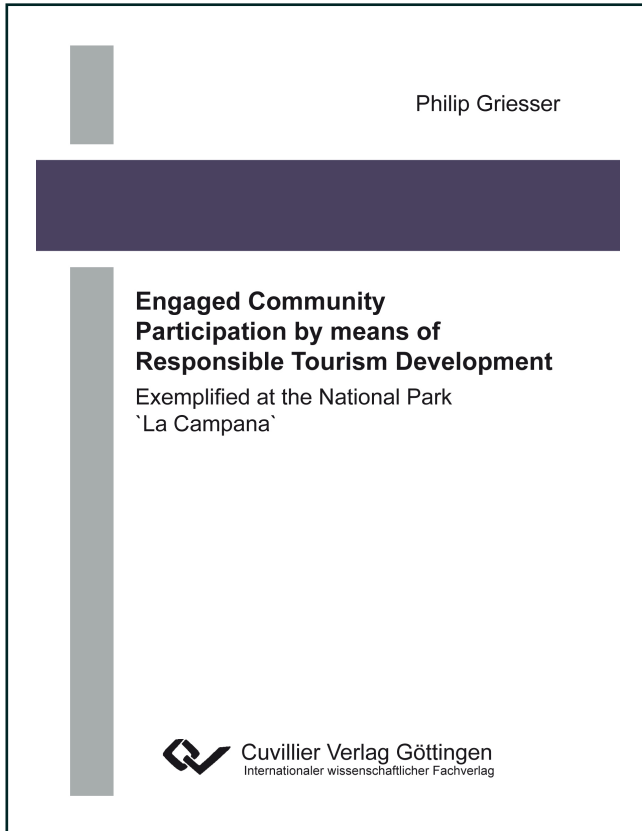




Philip Griesser (Autor)

**Engaged Community Participation by means of
Responsible Tourism Development**

Exemplified at the National Park `La Campana`



<https://cuvillier.de/de/shop/publications/6453>

Copyright:

Cuvillier Verlag, Inhaberin Annette Jentzsch-Cuvillier, Nonnenstieg 8, 37075 Göttingen,
Germany

Telefon: +49 (0)551 54724-0, E-Mail: info@cuvillier.de, Website: <https://cuvillier.de>



Table of contents

List of figures	V
List of tables	VI
List of abbreviations	VIII
Summary of the Dissertation	IX
1 Introduction	1
1.1 Background to the study	1
1.2 Aim and research objectives.....	2
1.3 Relevance to application.....	3
1.4 Contribution to knowledge.....	3
1.5 Course of the examination	4
2 Review of Chile´s National Park Administration system with focus on the concerned case study – the National Park La Campana	6
2.1 Introduction	6
2.2 Visitor pattern.....	10
2.3 Legislative framework	13
2.4 Financial parameters.....	16
2.5 Evaluation of an exemplifying National Park	18
2.6 National Park La Campana: situation analysis (facts and figures)	19
2.6.1 Introduction	19
2.6.2 Specific travel motives pattern	22
2.6.3 Visitor pattern.....	23
2.6.4 Tourism-related socio-economic employment indicators in the community of Olmué	26
2.6.5 Basic infrastructural condition	27
2.6.6 Sector specific conditions	28
2.6.6.1 Sector Granizo	28
2.6.6.2 Sector Cajon Grande.....	29
2.6.6.3 Sector Palmas de Ocoa.....	30
2.6.7 Activity infrastructure.....	31
2.6.8 Ecosystem analysis.....	32
2.6.8.1 Geographical condition	32
2.6.8.2 Flora and fauna.....	33
2.6.9 Cultural attractions	34
3 State of research for Responsible Tourism development and community engagement .	36
3.1 Principles of Responsible Tourism	36
3.2 Analysis of the key issues.....	39
3.2.1 Economic issues	39
3.2.1.1 Budgetary situation	39
3.2.1.2 Innovation dialogue with concessioners	39



3.2.1.3 Economic return to local communities.....	40
3.2.1.4 Corporate Social Responsibility.....	40
3.2.2 Environmental issues.....	41
3.2.2.1 Environmental degradation (natural habitat)	41
3.2.2.2 Managing tourism environmental impacts.....	41
3.2.3 Social issues	42
3.2.3.1 Interpretation and exploitation of culture	42
3.2.3.2 Interaction between hosts (local community) and guests (tourists)	43
3.2.3.3 Training opportunities and potentially transferable skills	43
3.3 Best Practice Review (potentially transferable skills).....	44
3.3.1 Introduction	44
3.3.2 National Park Berchtesgaden	45
3.3.2.1 General conditions	45
3.3.2.2 Research projects.....	46
3.3.2.3 Present project status	49
3.3.2.4 Final consideration and outlook.....	50
3.3.2.5 Issues.....	51
3.3.2.5.1 Introduction.....	51
3.3.2.5.2 Economic issues.....	53
3.3.2.5.3 Environmental issues	53
3.3.2.5.4 Social issues.....	54
3.3.3 UNESCO World Heritage Swiss Tectonic Sardona.....	55
3.3.3.1 General conditions	55
3.3.3.2 Geotourism	56
3.3.3.3 Requirements for protection and management	58
3.3.3.4 Visitor centre and interpretation.....	59
3.3.3.5 Final consideration and outlook.....	61
3.3.3.6 Issues.....	63
3.4 Deriving hypotheses from the issues and best practice analysis	65
4 Theoretical bases for identification and evaluation of relevant determinants.....	66
4.1 Definitional differentiation.....	66
4.2 Behavioural decision theories.....	70
4.2.1 Theory of the cognitive dissonance	70
4.2.2 Attitude theory	72
4.3 Sustainability theories and model.....	73
4.3.1 Micro-economic theory	73
4.3.2 Combining theory and model.....	76
4.3.2.1 Tourism resilience theory	76
4.3.2.2 Dynamic model of sustainability	77



5 Methodology	80
5.1 Introduction	80
5.1.1 Research objectives.....	80
5.1.2 Research questions	81
5.1.3 Research strategy	81
5.2 Primary data.....	81
5.3 Secondary data (analysis and evaluation of data)	83
5.4 Community survey.....	84
5.4.1 Introduction	84
5.4.2 Survey type	85
5.4.3 Suitability of questions	86
5.5 Visitor survey	86
5.5.1 Introduction	86
5.5.2 Survey type	87
5.5.3 Suitability of questions	88
5.6 Expert interviews	88
5.6.1 Introduction	88
5.6.2 Survey type	89
5.7 Discussion groups	89
5.7.1 Introduction	89
5.7.2 Objectives	90
5.7.3 Results and action plans.....	90
5.8 Representativeness of the cohorts	90
5.8.1 Introduction	90
5.8.2 Cohorts.....	91
5.9 Analysis of the data	92
5.7.1 Introduction	92
5.7.2 Descriptive analyses	92
5.7.3 Regression analyses (Logit Models).....	92
6 Empirical investigation: visitor and community- related procedures and processes	97
6.1 Results of the univariate analysis of the visitor survey.....	97
6.1.1 Visitor pattern.....	97
6.1.2 Key performance indicators.....	99
6.1.3 Financial parameters.....	101
6.1.4 National Park insight interpretation.....	104
6.1.4.1 National Park infrastructure improvements	104
6.1.4.2 Level of satisfaction	105
6.1.5 Conservation efforts.....	107
6.1.5.1 Self-engagement	107



6.1.4.2 Degree of information	109
6.2 Results of the bivariate analysis of the cross tabulations of the tourist survey	112
6.2.1 Personal engagement.....	112
6.2.2 Willingness to benefit the community	115
6.2.3 Enhancement of the local economy	119
6.3 Results of the regression analyses of the tourist survey	121
6.3.1 Personal engagement.....	122
6.3.2 Willingness to benefit the community	124
6.3.3 Enhancement of the local economy	127
6.4 Results of the univariate analysis of the results of the community survey.....	129
6.4.1 Community pattern.....	129
6.4.2 Attitude towards the National Park	133
6.4.3 Benefits through the National Park.....	133
6.4.4 Degree of knowledge	135
6.4.5 Relation towards visitors.....	139
6.4.6 Personal engagement in conservation efforts.....	140
6.5 Results of the bivariate analysis of the cross tabulations of the community survey	142
6.5.1 Recipient of financial benefits	142
6.5.2 Positive attitude towards the National Park.....	146
6.5.3 National Park as an employment source	150
6.6 Results of the regression analyses of the community members survey	154
6.6.1 Recipient of financial benefits.....	155
6.6.2 Positive attitude towards the National Park.....	157
6.6.3 National Park as an employment source.....	159
7 Discussion of the results and outlook.....	162
7.1 Answering of the research question.....	162
7.2 Limitations	185
7.3 Implications.....	190
8 Final consideration	200
Bibliography.....	XI
Appendix	XXIV
Scientific Background	XXXIV



List of figures

Figure 1: Course of the examination.....	5
Figure 2: Satellite Map of Chile (position of the NP's).....	9
Figure 3: NP visitors in Chile (2000-2010).....	10
Figure 4: NP visitors in Chile 2010	11
Figure 5: Monthly visitor evaluation 2010	12
Figure 6: International tourist arrivals 2009.....	21
Figure 7: NPLC visitors 2000-2010.....	24
Figure 8: NPLC monthly evaluation 2010	25
Figure 9: Visitor pattern 2010	26
Figure 10: National Park `La Campana`	27
Figure 11: Variables of geotourism research.....	57
Figure 12: Visitor Centre UNESCO World Heritage Swiss Tectonic Arena Sardona.....	61
Figure 13: Component model of attitude.....	72
Figure 14: Influencing factors for the decision for movement or objection in the case of dissatisfaction of the demander	75
Figure 15: A Dynamic Model of Sustainability: Phase Diagram for Environmentally Sustainable Tourism: Steady States and Optimal Paths.....	79
Figure 16: Visitor pattern, N = 200.....	97
Figure 17: Type of fellow travellers, N = 200	98
Figure 18: Visit frequency NPLC index, N = 200.....	99
Figure 19: Motivation categories, N = 200	100
Figure 20: Expenditure index, N = 200	101
Figure 21: Expenditure for local products, N = 135.....	103
Figure 22: Willingness to pay index, N = 200.....	104
Figure 23: Satisfaction index, N = 200.....	107
Figure 24: Planning phase, N = 200	110
Figure 25: Degree of Information index, N = 200	111
Figure 26: Monthly gross income index, N = 200.....	130
Figure 27: Household size index, N = 200.....	131
Figure 28: Place of residence index, N = 200	132
Figure 29: Financial benefits, N = 200	135
Figure 30: Activities CONAF, N = 200	137
Figure 31: Interpretation centre index, N = 200.....	141
Figure 32: Cycle of social equilibrium.....	170



List of tables

Table 1: Location and surface of National Parks in Chile.....	7
Table 2: Visitor pattern protected areas in Chile 2010	19
Table 3: Key tourism performance indicator	26
Table 4: Entrance division (2011)	28
Table 5: Trails in the sector `Granizo`	29
Table 6: Trails in the sector `Cajon Grande`	30
Table 7: Trails in the sector `Palmas de Ocoa`	31
Table 8: Listing of activities	32
Table 9: Hypotheses	65
Table 10: Stakeholder analysis.....	68
Table 11: Strengths and Weaknesses` analysis of community-based planning	69
Table 12: Resilience cycle.....	77
Table 13: Content of the differing surveys	84
Table 14: Independent variables	96
Table 15: Activities in the NP, N = 200	101
Table 16: Infrastructure improvements, N = 200.....	105
Table 17: Self-improvement, N = 51	108
Table 18: Personal engagement, N = 80	109
Table 19: Source of information, N = 200	110
Table 20a: Personal engagement.....	113
Table 20b: Personal engagement.....	114
Table 20c: Personal engagement.....	115
Table 21a: Willingness to benefit the community	116
Table 21b: Willingness to benefit the community	117
Table 21c: Willingness to benefit the community	118
Table 22a: Enhancement of the local economy	119
Table 22b: Enhancement of the local economy	120
Table 22c: Enhancement of the local economy	121
Table 23: Results of the Logit model: Personal engagement (no = 0) vs. personal engagement (yes = 1), N = 200	122
Table 24: Results of the Logit model: Willingness to benefit the community (no = 0) vs. willingness to benefit the community (yes = 1), N = 200	125
Table 25: Results of the Logit model: Enhancement of local economy (no = 0) vs. enhancement of local economy (yes = 1), N = 200.....	127
Table 26: Occupational status, N = 200.....	130
Table 27: Personal benefits, N = 60	133



Table 28: Work experience, N = 35	134
Table 29: Services and products, N = 91	134
Table 30: Activities, N = 200	136
Table 31: Positive aspects, N = 190	138
Table 32: Tourism description, N = 200	138
Table 33: Complaints, N = 60	139
Table 34a: Recipient of financial benefits	143
Table 34b: Recipient of financial benefits	144
Table 34c: Recipient of financial benefits	145
Table 34d: Recipient of financial benefits	146
Table 35a: Positive attitude towards the NP	147
Table 35b: Positive attitude towards the NP	148
Table 35c: Positive attitude towards the NP	149
Table 35d: Positive attitude towards the NP	150
Table 36a: NP as an employment opportunity	151
Table 36b: NP as an employment opportunity	152
Table 36c: NP as an employment opportunity	153
Table 36d: NP as an employment opportunity	154
Table 37: Results of the Logit model: Recipient of financial benefits (no = 0) vs. recipient of financial benefits (yes = 1), N = 200	155
Table 38: Results of the Logit model: Positive attitude towards the NP (no = 0) vs. positive attitude towards the NP (yes = 1), N = 200	158
Table 39: Results of the Logit model: NP as an employment source (no = 0) vs. NP as an employment source (yes = 1), N = 200	160