A Study on Online Queries and Success Ratio in Experience Andaman, Port Blair

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ABSTRACT: In the past few decades, the tourism sector has emerged as a significant economic activity in island nations, particularly in tropical regions. Andaman and Nicobar (A&N) Island is one of picturesque geographical creation in the Bay of Bengal, India, in tropical region and is an emerging tourist destination. An analysis based on primary survey from the people who plan for the trip and posted query to know information about the tour packages and the other services provided by the company. The major factors that determined the choice of the tourists that visited the islands is the beauty of the island, so if they want to know any information about the island and tour the online query makes that easier to clarify the doubts through the expert of the company. Recent initiatives by the Andaman administration they promote eco-tourism that gives care to sustainably development of the tourism infrastructure of the islands to harness the potential of eco-friendly tourism in this picturesque tourist haven. The study mainly focuses on the success ration of the queries posted in the company website to study the online query and success ratio of the query. The number of respondents were 50 and the questionnaire method is used for data collection through telephone interview.

KEY WORDS: Tourism, Queries, Success Ratio

1.1 INTRODUCTION
Travel agency which provides travel information through online mode by own website are known as online travel agency. As more and more people have the access the internet now a days, so it also good for the peoples who wants to plan a trip. The Experience Andaman Tours And Travels Private Limited working with the help of web based management system. or follow online business method. In the view of online system of management the study on online query the main purpose of study to find out convenient way for a customer to book hotels, ferry tickets, book tour packages and hire two wheelers for tour purposes. The objective of the study is to find out the success ratio of the customer who posted a queries in the company website and confirm and book the package. In this project, We will make an easier task for the customer for searching places for booking tour packages, flight or ferry’s. In the present online system a customer has to approach various agencies to find details of places and to book tickets. This often requires a lot of time and effort. We provide approach skills to critically examine how a tourist visits and its ability to operate in an appropriate way when dealing with the consequences of tourism, locally, regionally, and nationally including visitor security and ecological influences. It is tedious for a customer to plan a particular journey and have it executed properly.
This website-based tourism is developed to provide best travelling services to the customers and travel agents, the online query system makes an easy task for the customer to know what they want to know; they simply posted query in the website and also send emails about the query. This system provide a search platform for where a tourist can find their tour places according to their choices. This system also helps to promote responsible and interesting tourism so that people can enjoy their holidays at their favourable places. This system also helps to develop tourism with different cultures so that they enrich the tourism experience and build pride. We develop this system to create and promote forms of tourism that provide healthy interaction opportunities for tourists and locals and increase better understanding of different cultures, customs, lifestyles, traditional knowledge and believes. This system also provide a better way to connect with various events. This system also gives tours related information like which places are tourist attractions, cities, and provinces. Tourist can easily get the response from the coordinators.

1.2 OBJECTIVE OF THE STUDY
An online query is a request for data or information from the company website or database. The request for query is response by the expert of the company and provide the information they wanted to know.
Following are the objective of the study:
- To study the online queries and success ratio of the query
- To study the responsive behavior of the respondent
- Clarify the doubts of the respondents.
- Provide the information they needed.
- To convince the respondent to come through our company
- To study the success ratio of the queries they posted
- Describe the packages details to the respondent
- This study helps the company to predict the investment in future services.
- This study helps the company to classify the customer in various category of package
1.3 SCOPE OF QUERY
This study helps to find out the queries posted in the website and company coordinators give response for those queries and that make a overview of the customer who are interested for plan a trip. If we know about the person who posted the queries than that will easy for the coordinators to consult with the person who posted the query, if we don’t know about the person we cannot give a proper suggestion also. However, every customer have their different needs and want from the package, so query system helps the customer to reach easily to coordinators and make the changes. This online system provides better opportunity to convince the customer with the attractive services.

1.5 LIMITATIONS OF THE STUDY
- Since the duration of project is short; there may be chance of same information left.
- All the information for doing the project is collected from the peoples who posted the queries in company website.
- Responses to the questionnaire as per respondent understanding, which may differ from respondent to respondent.
- Due to size limitations the sample size of 50 survey only could be collected which is small in size.
- The analysis and conclusion used is as per my knowledge of the concern subject.
- Because of network connectivity respondents may not have answered properly which may not hold true in such cases they should have got lot of time to answer.
- The period for the research was not enough to conduct the study in depth.
- Since a convenient method is adopted, sample may not be representing all types of customers.

2.1 INDUSTRY PROFILE
Tourism Industry in India is important for the country's economy and is growing rapidly. The World Travel and Tourism Council calculated that tourism generated ₹16.91 lakh crore (US$240 billion) or 9.2% of India's GDP in 2018 and supported 42.673 million jobs, 8.1% of its total employment. The sector is predicted to grow at an annual rate of 6.9% to ₹32.05 lakh crore (US$450 billion) by 2028 (9.9% of GDP). In October 2015, India's medical tourism sector was estimated to be worth US$3 billion, and it is projected to grow to US$7–8 billion by 2020. In 2014, 184,298 foreign patients traveled to India to seek medical treatment. Over 10 million foreign tourists arrived in India in 2017 compared to 8.89 million in 2016, representing a growth of 15.6%. Domestic tourist visits to all states and union territories numbered 1.03635 million in 2012, an increase of 16.5% from 2011. In 2014, Tamil Nadu, Maharashtra and Uttar Pradesh were the most popular states for tourists. Delhi, Mumbai, Chennai, Agra and Jaipur were the five most visited cities of India by foreign tourists during the year 2015. Worldwide, Delhi is ranked 28th by the number of foreign tourist arrivals, while Mumbai is ranked 30th, Chennai 43rd, Agra 45th, Jaipur 52nd and Kolkata 90th. The Travel and Tourism Competitiveness Report for the year 2017, ranked India 40th out of 136 countries overall. The report ranks the price competitiveness of India's tourism sector 10th out of 136 countries. It mentions that India has quite good air transport (ranked 32nd), particularly given the country's stage of development, and reasonable ground transport infrastructure (ranked 29th). The country also scores high on natural and cultural resources (ranked 9th). However, some other aspects of its tourism infrastructure remain somewhat underdeveloped.

The nation has very few hotel rooms per capita by international comparison and low ATM penetration. The World Tourism Organization reported that India's receipts from tourism during 2012 ranked 16th in the world, and 7th among Asian and Pacific countries.

The Ministry of Tourism designs national policies for the development and promotion of tourism. In the process, the Ministry consults and collaborates with other stakeholders in the sector including various central ministries/agencies, state governments, union territories and private sector representatives. Concerted efforts are being made to promote niche tourism products such as rural, cruise, medical and eco-tourism.

The Ministry of Tourism maintains the Incredible India campaign focused on promoting the tourism in India. Tourism is recognized as a powerful engine for economic growth and employment generation. The tourism sector is the largest service industry in the country, its importance lies in being an instrument for economic development and employment generation, particularly in the remote parts of the country. The contribution of tourism in the country’s GDP and total jobs was 5.92% and 9.24% during 2007-08. Total numbers of jobs in tourism sector in the country during 2007-08 were 49.8 million. Challenges in terms of either increasing the current growth in the tourism sector or even sustaining it during the 12th Plan period include creation of additional tourism infrastructure facilities such as hotels, roads, transport vehicles, way side amenities facilitation centers, etc. The other challenges may be shortage of trained manpower, guides, better connectivity from important source markets for India as well as between important tourist places in India, vis-a-vis facilitation, etc. To create awareness about the vast potential of tourism in economic development and employment generation, Ministry of Tourism made a presentation to the Prime Minister on 23rd June, 2011. In this presentation, various initiatives required to be taken for development of tourism during the 12th Plan were also discussed. The content of the presentation were also deliberated upon by various Sub-Groups of the Working Group on Tourism set up by the Planning Commission. After detailed discussion Working Group has recommended the following strategies for development of tourism during the 12th Plan.

Various Targets of the Study
As Tourism Sector is one of the major component of the service sector in India, its growth targets have to be linked with the targeted growth of service sector during the 12th Five Year Plan. For the projected growth of 9 to 9.5% of Indian economy during 12th Plan Period, tourism sector may have to match the projected growth of 12% Plan Period, tourism sector may have to match the projected growth of 12% for the services sector as against the current growth of 9%.

To realize this growth target, tourism sector may have to achieve the following:-
Increase India’s share of International Tourist arrivals to at least 1% by end of XII Plan- requiring annual growth of 12.38% during 2011 and 2016.

Provide adequate facilities for domestic tourism to sustain the growth of 12.16% (witnessed in recent years) during 12th Plan (2011-16) Implications of the targets.

Foreign Tourist Arrivals (FTAs): Number of FTAs and foreign tourist visits (FTV) in 2016 is estimated to be 11.4 million and 35.95 million respectively.

Domestic Tourism Number of Domestic Tourist Visit (DTVs) in 2016 is projected to be 1451.46 million.

Additional Foreign Exchange Earnings (FEE) from tourism: The Foreign Exchange Earnings from Tourism is likely to increase from Rs. 64889 crore in 2010 to be Rs. 134383 crore in 2016. Additional FEE Tourism during 2010-16 is estimated to be Rs. 69494 crore.

Employment Generations
Using the data on share of tourism in the total jobs in the country available from Tourism Satellite Accounts (TSA) for 2002-03 and estimated for years till 2007-08, the total number of jobs (direct and indirect) in the tourism sector in 2016 is likely to be 77.5 million as compared to 53 million as compared to 53 million in 2010. Therefore, an additional employment of 24.5 million (direct and indirect may be created during 2010 to 2016.

Initiatives to achieve the Target
To achieve various targets and address the challenges involved in the tourism sector during 12th Five Year Plan, following initiatives are proposed to be undertaken:

Skill Development
Enhancing the institutional infrastructure of hospitality education by
- Opening new institute of Hotel Management (IHM) and Food Crafts Institute (FCI)
- Augmenting the capacity of existing IHM/FCI
- Facilitating private sector investments

Hospitality Education To Be Broad To Cover
- Universities/colleges
- Polytechnics
- Industrial Training institutes
- Vocational Education at +2 level through CBSE and other State level Boards

Skill development through “Hunar Se Rozgar” through
- Educational/training institutions mentioned above
- Classified star category hotels
- Skill of existing service providers to be certified through a stringent process to enhance their employability
- New sector to be identified.
- E. g. registration workers of heritage bulking (Neemrana)

Infrastructure Development
- Identify major circuits/destinations – having potential to attract large number of visitors – for development in Missions Mode
- Develop tourism parks to be located in developed/underdeveloped/unexplored area of tourist interest.
- Identify clusters of village having unique craft, ethnic art from for development as Tourism Products.

Marketing, Branding & Promotions
- Developing new markets – CIS, ASEAN, Middle East and African countries
- Opening new representative offices overseas for wider reach
- Developing and promoting new tourist products
- Golf, Polo, Wellness & medical, MICE, Caravan, Cruise, Adventure and Wildlife Tourism

Convergence
As tourism is a multi- sectoral activity, active convergence in the resources of various sectors involved in promotion of tourism at central and state level is necessary for achieving the optimum results. For achieving the best results in convergence, following measure will be required.

Involvement of States/UTs in Tourism Development
- Active involvement of states pre-requisite for integrated tourism development through convergence.
- Doing efforts to increase states awareness of potential of tourism in economic development and employment generations.
- States to identify infrastructure gaps for tourism destination and ensure intervention at CM level- making it a political agenda
- States should promote sustainable, safe and honorarium tourism.

Visa Policy of India
India requires citizens of most countries to hold a valid passport and apply for a travel visa at their local Indian embassy or consulate, before their visit. Travelers can apply directly by mail or in person, or through their local travel services company. India has recently implemented an online method for citizens of 40 countries to apply for an e-Tourist Visa. Nationals of Bhutan, Maldives and Nepal do not require a travel visa to enter India. Citizens of Afghanistan, Argentina, Bangladesh, DPR Korea, Jamaica, Maldives, Mauritius, Mongolia, Nepal, South Africa and Uruguay are not required to pay a fee when obtaining an Indian visa.
A Protected Area Permit (PAP) is required to enter the states of Nagaland and Sikkim and some parts of the states of Arunachal Pradesh, Himachal Pradesh, Jammu and Kashmir, Manipur, Mizoram, Rajasthan and Uttaranchal. A Restricted Area Permit (RAP) is required to enter the Andaman and Nicobar Islands and parts of Sikkim. Special permits are needed to visit the Lakshadweep islands.

**E-Tourist Visa**

As a measure to boost tourism, the Indian Government implemented a new visa policy in November 2014, allowing tourists and business visitors to obtain a “visa on arrival” at sixteen designated international airports, by acquiring an Electronic Travel Authorization (ETA) online before arrival, without having to visit an Indian consulate or visa centre. In April 2015, the "visa on arrival" scheme was renamed "e-Tourist Visa" (or “e-TV”) to avoid confusion.

The e-Tourist Visa facility requires a tourist to apply online on a secure Government of India website, at least four to thirty days before the date of travel. If approved, the visitor must print and carry the approved visa with their travel documents. The visa allows holders of an ETA to enter and stay anywhere in India for a period of thirty days; an ETA can be obtained twice in a single calendar year.

**Tourism Industry in the Andaman and Nicobar Islands**

Tourism in Andaman and Nicobar Islands relates to tourism in union territory of India, Andaman and Nicobar Islands. The Andamans is an archipelago of over 570 tropical islands, of which only 36 are inhabited. Radhanagar beach at Havelock Island was bestowed with the title of ‘Asia’s Best Beach’ in 2004 by the TIME magazine. It is also listed as world’s 7th most spectacular beach on Time magazine list. Tourism is a major industry in Andaman. Bulk of the revenue earned by the government of Andaman and Nicobar is through the tourism industry. In 2008 total 136,426 tourists visited Andaman and Nicobar.

Growing sectors in tourism and potential area of investment are water sports and adventure tourism including trekking, island camping, snorkeling and scuba diving. Sea aquarium, water theme park, wave surfing, marina yacht, convention centre, health resorts, sanctuaries, national park, inter-island cruise liner.

**Natural resource**

Andaman and Nicobar has approximately 86 percent of forest area of its total land. The forests constitute an integral wing of the natural resource of Andaman and Nicobar and it houses 96 Sanctuaries and 9 National Parks. The primary sanctuaries that form a part of the natural resources of Andaman and Nicobar islands are Narcondum Hornbill Sanctuary, which protects hornbills; Mahatma Gandhi Marine National Park, which features a large variety of aquatic creatures; Nicobar Pigeon Sanctuary; South Sentinel Island Sanctuary, offering giant robber crabs; and North Reef Sanctuary, which is principally dedicated to the nurturing of a variety of water birds.

**Major Attractions**

Following are the major tourist attractions in Andaman and Nicobar islands.

**NETAJI SUBASH CHANDRA BOSE ISLAND (ROSS ISLAND)**

Ross Island was the seat of British administration.

**VIPER ISLAND**

Viper Island is near Port Blair, the capital of the Andaman and Nicobar Islands was the site of the jail where the British used to imprison convicts and political prisoners. It has the ruins of a gallows atop a hillock. The jail was abandoned when the Cellular Jail was constructed in 1906.
RADHANAGAR BEACH

Radhanagar Beach is a beautiful pristine clean beach located on the western coast of Havelock Island. It was voted the best beach in Asia by TIME in 2004. Also known as infinite beach and is now one of the top 100 beaches in the world.

CELLULAR JAIL

The Cellular Jail, also known as Kala Pani (Black Water), was a colonial prison. The prison was used by the British especially to exile political prisoners to the remote archipelago. Many notable dissidents such as Batukeshwar Dutt and Veer Savarkar, among others, were imprisoned here during the struggle for India's independence. Today, the complex serves as a national memorial monument.

SWARAJ DWEEP (HAVELOCK ISLAND)

Havelock Island, with an area of 113.93 km², is the largest of the islands that comprise Ritchie's Archipelago, a chain of islands to the east of Great Andaman in the Andaman Islands.

2.2 COMPANY PROFILE
EXPERIENCE ANDAMAN TOURS PVT. LTD.

Experience Andamans Tours Private Limited was registered at Registrar of Companies Chennai on 30 April, 2015 and is categorised as Company limited by Shares and an Non-govt company. Experience Andamans Tours Private Limited's Corporate Identification Number (CIN) is U63090AN2015PTC000255 and Registration Number is 000255. Experience Andamans Tours Private Limited registered address on file is Dairy Farm, Port Blair, Andaman Islands Andaman Islands AN 744103. Experience Andamans Tours Private Limited currently having 2 Active Directors / Partners: Awez Khan, Azhar Khan, and there are no other Active Directors / Partners in the company except these 2 officials.

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<tr>
<th>Company Name</th>
<th>EXPERIENCE ANDAMANS TOURS PRIVATE LIMITED</th>
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TOUR PACKAGES DETAILS

Havelock Honeymoon Escape with Jolly Bouy Island - 4 Nights 5 Days
4 Nights and 5 Days - Honeymoon Escape

- Chidiatapu Sunset
- Havelock Island Radhanagar Beach
- Elephant Beach + Snorkeling
- Jolly Bouy Island
- Wandoor Beach
- Candle Light Dinner
- Decorated Beds
- Beach Resorts
- Flowers and Cakes
- More than wanted leisure time
- Cruise to Havelock - Deluxe Class

Untamed Jungle - 7 Nights 8 Days - Andaman Honeymoon at Baratang Island
7 Nights and 8 Days - Untamed Jungle - Baratang Island

- Carbyn's Cove Beach
- Chidiatapu Sunset
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Candle Light Dinner
- Decorated Beds
- Beach Resorts
- Flowers and Cakes
- Baratang Island - Limestone Caves
- Mud Volcano
- Neil Island and its exotic beaches
- Local City Sightseeing

Honeymoon Extravaganza - 7 Nights 8 Days - With Havelock, Ross and North, Neil and Port Blair Island
7 Nights and 8 Days - Honeymoon Extravaganza

- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Elephant Beach + Snorkeling
- Ross Island and North Bay Island
- Candle Light Dinner
- Decorated Beds
- Beach Resorts
- Flowers and Cakes
- Neil Island and its Exotic Beaches
- City Tour attractions

Luxury Andaman Honeymoon Trip - 5 Nights 6 Days - With Best Andaman Resorts, Scuba Diving and Sea Walk

5 Nights and 6 Days - Ultimate Luxury
- Carbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Chidiatapu Sunset
- Havelock Island Radhanagar Beach
- Candle Light Dinner
- Decorated Beds
- Beach Resorts
- Flowers and Cakes
- Sea Walk
- Scuba Diving
- Cruise to Havelock - Royal Class
SCUBA DIVING IN ANDAMAN ISLANDS

Famous Dive sites in Andaman Islands:
LIGHT HOUSE: 6 -20 meters, ALL LEVELS: A sloped reef about 30 minutes away from the dive shop, the coral tends to be better in the shallows with lots of Fusiliers, Lionfish, octopus and if divers are lucky a big gang of Humpback Parrotfish. This site is a great place to do night dives; we see lots of macro life as well as very small Lionfish, sleeping Parrotfish in their bubbles and of course lobsters.

THE WALL : 10 - 30 meters, ALL LEVELS: A small wall 50 meters long that drops in to the shipping channel near the jetty on Havelock, this is the best local site and is visited by a very large Napoleon Wrasse called Pierre, who, s very friendly to divers. The top of the wall is very colorful with purple, red and yellow soft corals, alone the wall has many beautiful fans with Puffer Fish and Lionfish peering out at you and Nudibranchs trying to race around the wall. We see many octopuses and Scorpion Fish here and even Anglerfish are seen tucked into holes. On the sandy parts Kulhs Rays are spotted with or without their tails.

DIXON'S PINNACLE : 18 - 30 meters, ADVANCED: Three large pinnacles are surrounded with excitement from all the active feeding frenzy from the pelagics, Barracuda, Giant Trevally, Giant Groupers, Tuna and Mackerel. Beautiful Big Barrel Sponges perch on the edges of the larger pinnacle that is covered with Glass Fish that make it hard at times to look out at the schools of Batfish floating in the currents and then suddenly a shadow appears from the deep, it’s a Manta Ray cruising by to take a look at the commotion. There are many colors here with lots of juvenile Emperor Angelfish and shy Red-Toothed Triggerfish looking for holes to hide from the glares from the Napoleon Wrasse circling the reef.

JOHNNY, S GORGE: 20 -30 meters, ADVANCED: Just 3 minutes from Minerva ledge also visited by dolphin is the famous Johnny,s gorge, divers fight to dive here, it’s not a big reef but most diver don’t notice the beautiful colored coral because they are surrounded by a kaleidoscope of swirling Barracuda, giant friendly Grouper, Unicorn Fish and Snappers, not to forget one of the few place to see shark on a regular basis and groups of Eagle Rays often drop in to add to the experience.

MV MARS : 1 -15 meters, ALL LEVELS: This small wooden local cargo ship went down during a storm 2006, it sits upright and has become a new home to many fish which inhabited the nearby reef ten meters away. It a short dive around the wreck, then on to the reef and finish back at the wreck, visibility tends to be not so good but great when it appears through the gloom.

NEIL,S COVE, 12 -18 meters, ALL LEVELS: This site is a extension of another very similar dive site called the aquarium, both gentle slope out to sea with the reef running from a beautiful cove almost Elephant Beach, mainly hard coral and hosts a large array of fish, Stingrays are often spotted in the sand as well as big schools of Blue Stripped Snappers.

ITH, HEAVEN: 6 -12 meters, ALL LEVELS: Just 300 meters off Number Seven Beach is a small coral patch that is a great place to see many anemones with several different Damselfish including the famous Nemo (Clown Fish). Also Ornate Ghost Pipefish have been spotted around the mooring line and keep looking out on to the sand so as not to miss the passing stingrays. On rare occasions its possible a Dugong might even pass on his way to graze in his garden.

Snorkelling in Andaman Islands
Snorkeling is the process of swimming on or through a entire body of water while outfitted with a designed tube known as a snorkel, and generally swim fins. Utilizing this equipment permits the snorkeler to notice underwater attractions for extended time periods with comparatively small effort. It is a well-known fun activity, especially at tropical resort and scuba diving places. Snorkeling is also used by scuba divers when on the surface area and rescue teams may snorkel as part of a water-based search. A snorkel is a tube around 30 cm long and with an on the inside diameter of between 1.5 and 2.5 centimeters, generally L or J-shaped and fixed with a mouth piece at the lower end, and designed of rubber or plastic. It is applied for breathing air from over the water surface area when the wearer's mouth area and nose are submerged. The snorkel generally has a part of rubber that connects the snorkel to the outside of the strap of the diving mask since pushing the snorkel between mask-strap and the head can cause the mask to leak.

**Andaman Dolphin Glass Boat Ride**

![Andaman Dolphin Glass Boat Ride](image)

**About the Activities**
Uncover the beauty of the underwater kingdom lying beneath the Andaman Sea, without getting your toes wet. We provide a luxurious window into the mesmerizing world of corals and marine life of Port Blair, from within the comfort & safety of our international quality speedboat. So come glide with us over the Andaman Sea, explore, and get enchanted. Trip begins after you arrive at Andaman water sports complex where you board this high-speed Glass bottom boat to experience the thrilling journey of Andaman Islands. Board the glass boat and enjoy the ride for 60 minutes before returning back to the Andaman water sports complex. Explore the underwater reef without getting wet.

**Trekking in Andaman Islands**

![Guided Trekking Tours](image)

**Trekking Locations in the Andaman Islands**
The Andaman and Nicobar Islands are blessed with the magnanimous presence of many marvelous hillocks which are perfectly good for trekking. Trekking is one of the most sought-after adventure sport in the Andaman and Nicobar islands. It is also called as 'backpacking' or 'bushwalking' or 'stramping'. Best Time to Trek in Andaman and Nicobar Islands is from the month of November to the month of April. The peak season to visit this place is December and January.

**MOUNT HARRIET - SOUTH ANDAMAN – MADHUBAN**
The rocky stretch of terrain that extends from the magniloquent hammock known as Mount Harriet to Madhuban. This sprawling plot of land is covered in Captivating woodlands which house a variety of wild creatures and exotic plant species. Start from Mount Harriet to Madhuban by trekking through the jungle approximately covering 16 Kms. Exotic endemic birds, butterflies are interesting sights of this wilderness trek.

**CHIDIA TAPU - SOUTH ANDAMAN - KALA PAHAD**

For adventure lovers ChidiaTapu has a little more to offer. A trekking trail, which passes through forest and beautiful coastline to reach the Kala Pahad (Black Mountain). The trail starts at the shore of ChidiyaTapu beach and moves up passing through dense forest. It’s advisable to take a guide or travel in groups to reach the Kala Pahad. Upon reaching Kala Pahad, an elongated black cliff at the edge of ChidiaTapu with an open sea scape is an amazing site, which most travelers visiting these islands miss.

**HAVELOCK - SOUTH ANDAMAN - ELEPHANT BEACH**

Trek through wilderness of Havelock and find your ways to the mangroves. Pass through mangrove mesh to reach the Elephant beach. Beautiful coast line and cool breeze accompanies you during your journey. Approximate time - 45 minutes. Here is one location where you can know more about this trip along with pictures.

**BARATANG - MIDDLE ANDAMAN - LIMESTONE CAVES**

The journey to the cave after passing through mangrove forest is a lifetime experience for some. Pass through walkways made by cutting through dense forest and large stones. Approximate Time: 15 - 20 minutes. Here is one location where you can know more about this trip along with pictures.
DIGLIPUR ISLAND - NORTH ANDAMAN - RAMAN (ALFRED) CAVES AND SADDLE PEAK

Mystical caves & majestic interconnections: A connected and separated chain of 22 caves, they are amongst the least explored and understood places, yet indeed they are among the most beautiful places on earth.

A range of lush ever green forest territory with 13 indigenous birds species, 36 indigenous species of insects, and 6 species of indigenous trees., This location is a rich bio-diverse nature paradise. Saddle peak is popular for trekking and has nature trails through the evergreen rain forest. Although only being 732 meters above sea level, it is the highest point on the islands. Kalpong is the only river of Andaman Islands which flows through it, and it has the very first hydroelectric project of the islands.
Cruise from Havelock Island, Port Blair and Neil Island - Tickets, Schedule and Pricing

Cruise from Port Blair, Havelock and Neil Island
One among the most preferred way to travel to different islands. Fast connectivity and more organised way of travelling provides customers a good experience. The cruises take almost 90 minutes to reach Havelock Island from Port Blair and vice versa. From Neil (another island in Andaman archipelago), the cruises take around 60 Minutes to reach Havelock Island. 3 different classes such as Premium, Deluxe and Royal exists in these cruises.

Makruzz
Starts at Rupees 975 Per Person

Coastal Cruise
Now runs under the banner of Makruzz
Green Ocean Cruise
Starts at Rupees 900 Per Person

SEA WALK IN ANDAMAN ISLANDS

Sea Walk
Andaman and Nicobar Islands are wonderful, relaxing and marvelous group of islands. If you have seen Goa, Chennai beaches & may be other Indian beaches across East or West of India, you have seen nothing yet! Andaman & Nicobar is aqua blue, navy-blue & green colored by way of its flora fauna (in such cases the sea life!). Adventure voyages, heated & sincere local people, crystal clear waters & most awesome sea food - these are just couple of amongst the many things that you come across at Andaman islands. You can combine this trip with any of our Andaman Honeymoon Packages or other Tour Packages to Andaman Islands.

Sea Walking in Andaman Islands
Sea walking is a quite new tourist attraction which is increasing in level of popularity. The Underwater Sea Walk is one of the most unique attractions that one must experience when visiting Andaman Islands. It is a true once in a life time experience for all the non divers out there. Enjoy a secure and exciting underwater walk on the sea bed (about 6-7m depth), and witness direct the magnificent marine life of Mauritius, the wonderful fauna, corals, and a wide range of fish, all in their natural home. Certified experienced guides will accompany you combined the course of the Underwater Sea Walk ensuring your maximum protection.

Locations
The first Sea Walk was set up at North Bay Island, we would say "We did quite a research to find this spot”, a natural aquarium with varied types of fishes along with an amazing sea bed. The coral reef selected is the best you can find at North Bay Island. A stationed paltoon(anchored boat) at North Bay gives a perfect experience to first timers. Trained staff makes everything possible, netted boundaries along the paltoon makes your experience amazing, safe and comfortable. Trained divers are always around to guide you inside the water.

The most recent Sea Walk has been launched at Elephant Beach, the reef here starts early and your ride here is fun and exciting. You will be taken on a boat to the start point of the site. You are then instructed how to walk on the sea bed and various signs are taught for easy communication inside water. Trained staff accompanies you during your walk.

SEA WALK AT NORTH BAY ISLAND, PORT BLAIR
To avail sea walk at North Bay Island, first you will have to purchase tickets for North Bay Island from Andaman Water Sports Complex. If you have contacted a travel operator then he can purchase tickets to North Bay island on your behalf. Once you reach North Bay island, for customers who have purchased the Sea Walk tickets in advance free pick up and drop from the shore to the stationed sea walk boat is provided.

EXPLORE ANDAMAN & NICOBAR ISLANDS FAMILY PACKAGES
Experience Andamans is the preferred tour operator for Celebrities and High End Customers who needs special assistance in the islands. We have been planning and executing trips for many Corporates, Government Employees, Retired Officers, Groups, Adventure Seekers, Lone Women Traveler, People with Disability and Couples on Visit to Andamans. **Explore the Andaman Islands in all different way.** Mentioned below are some of the best tour packages that travellers prefer during their visit to Andaman Islands. A plethora of amazing experiences kept on a platter for you to pick and choose the one that exactly suits your interest. We understand that one trip doesn’t fits everyone and for that reason we also recommend travellers to customize a package specifically to their liking. Experience Andamans customizes the most amazing experiences for travellers and we make it possible for everyone to get that amazing experience in Andaman. There is a reason why we are considered the best travel company in Andaman Islands and travellers just love us.

3 Nights and 4 Days - Andaman Delight

- Carbyn Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Elephant beach Snorkeling Trip
- High Speed Catamaran to Havelock

4 Nights and 5 Days Easy Escape

- Carbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Glass bottom Boats
- Elephant Beach Private boat excursion + Snorkeling
- North Bay Island (Coral Island)
- Ross Island
- High Speed Catamaran to Havelock

5 NIGHTS AND 6 DAYS HAVELOCK NEIL ESCAPADE

- Carbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
Elephant Beach Snorkelling Excursion
Neil Island and its exotic beaches
More than wanted leisure time
High Speed Catamaran to Havelock and Neil

5 NIGHTS AND 6 DAYS - ANDAMAN ESCAPADE

- Carbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Elephant Beach + Boat Ride + Snorkeling
- Ross Island
- City Shopping
- North Bay Island
- High Speed Catamaran to Havelock

ANDAMAN TOUR - EXPLORE HAVELOCK ISLAND 4

6 NIGHT 7 DAYS PACKAGE - NEIL ESCAPADE ANDAMAN TOUR INCLUSIVE OF HAVELOCK ISLAND
VISIT 6 Nights and 7 Days - Neil Escapade
- City Tour and Museums
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
Elephant Beach Boat Ride and Snorkeling
Neil Island + Laxmanpur beach Sunset
Neil Island + Bharatpur beach
Anthropological and Fisheries Museums
High Speed Catamaran to Havelock

5 NIGHTS AND 6 DAYS - BARATANG SPECIAL

- Carbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Elephant Beach + Boat Ride + Snorkeling
- Baratang island
- Limestone Caves and Mud Volcano
- Ross Island and North Bay Island
- City Shopping
- High Speed Catamaran to Havelock

ANDAMAN TOUR PACKAGE- ANDAMAN SPECIAL- WITH HAVELock ISLAND, NIEL ISLAND AND ELEPHANT ISLAND.

5 Nights and 6 Days - Andaman Special
- Carbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Elephant Beach + Boat Ride + Snorkeling
- Neil Island
- Laxmanpur, Bharatpur and Sitapur Beaches
- High Speed Catamaran to Havelock
- Anthropological Museum
- Chatham Island Saw Mill
- Fisheries Museum
6 NIGHTS AND 7 DAYS - JOLLY GO NEIL AND HAVELOCK

- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Elephant Beach Snorkeling and Boat Excursion
- Neil Island + Laxmanpur beach Sunset
- Neil Island + Bharatpur beach
- Jolly Bouy Island + Boat Ride
- High Speed Catamaran to Havelock

ANDAMAN TOUR - HAVELock EXOTICA - 1 NIGHT PORT BLAIR - 3 NIGHTS HAVELock ISLAND - 1 NIGHT NEIL ISLAND

5 Nights and 6 Days - Havelock Exotica

TOUR OVERVIEW
- Havelock Island Radhanagar Beach
- Elephant Beach + Boat Ride + Snorkeling
- Neil Island
- Laxmanpur, Bharatpur and Sitapur Beaches
- High Speed Catamaran to Havelock

6 NIGHTS AND 7 DAYS - ANDAMAN ISLAND BACKPACKING TOUR

Signature Eco Tour By our Core Team Member

TOUR OVERVIEW
- Ross Island Light and Sound Show
- Havelock Island Radhanagar Beach
- Scuba Diving
- Sea Walking
- Elephant Beach and Snorkeling
- Neil Island and its exotic beaches
Ross Island
Baratang Lime Stone Caves
Ferry and Cruise Rides

7 NIGHTS AND 8 DAYS AMAZING ANDAMAN

- Carbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Elephant Beach + Boat Ride + Snorkeling
- Neil island attractions
- Baratang Island + Limestone caves
- Jolly Bouy island glass bottom Boat trip
- Ross Island
- Wandoor
- High Speed Catamaran to Havelock

TROPICAL ANDAMAN PACKAGE - WITH HAVELOCK, NEIL ALONG WITH ROSS AND NORTH BAY ISLAND

5 Nights and 6 Days - Tropical Andaman
- Carbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Elephant Beach + Boat Ride + Snorkeling
- Neil Island
- Laxmanpur, Bharatpur and Sitapur Beaches
- High Speed Catamaran to Havelock
- Ross Island
- North Bay Island

ANDAMAN TOUR - HAVELOCK NEIL EXOTICA FOR 7 NIGHTS AND 8 DAYS
7 Nights and 8 Days Havelock Neil Exotica
TOUR OVERVIEW
- Carbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island Radhanagar Beach
- Elephant Beach + Boat Ride + Snorkeling
- Neil island attractions
- Ross Island
- North Bay Island
- Local Sightseeing
- High Speed Catamaran to Havelock

ANDAMAN TOUR - BARATANG EXCURSION

- Corbyn's Cove Beach
- Cellular Jail Light and Sound Show
- Havelock Island – Radhanagar Beach
- Elephant Beach – Boat Ride + Snorkeling
- High Speed Catamaran to Havelock
- Baratang island
- Limestone Caves and Mud Volcano
- Anthropological Museum
- Chatham Island Saw Mill

GROUP TOUR PACKAGES TO ANDAMAN AND NICOBAR ISLAND

- Plan well in advance.
- Getting availability in 1 single hotel for everyone.
- Get your flight tickets booked in advance
- Select/Customize an itinerary that is not hectic for the group.
- Understand the practicality of this remote location.
- Get your cruise tickets booked in advance.
- Don’t make a mistake of doing things by yourself. You might end up in not getting the availability for most things. Take Suggestions!
- Plan your tour with someone who knows the turf.
- Getting the availability of Vehicles and boats for the group.
Now those who reach us for groups quote we firstly try to understand their requirements. In addition, we suggest and remove all that could make the travel for the group very hectic. Consider that you along with many more people will be taking a tour to Andaman. Now in Andaman, there is a limited availability for almost everything. Be it hotels, vehicles, ferry, restaurants and many more things. You are not coming to a city wherein all things are available in a click. Here in Andaman getting an availability is a very big question if you are planning very late for your trip then things might be difficult for you specially during peak season. You will certainly need a very good travel company to execute your trip flawlessly.

**CONCLUSION OF ITEMS IN PACKAGES**

List of Included and Not Included items for your package:

- Accommodation in rooms as given at respective hotels with breakfast on double sharing basis.
- The above rates are on per person basis.
- All sightseeing by personal AC Vehicle.
- Full day tour with all transfers including airport pick up and drop.
- All entry tickets, ferry tickets and permit charges.
- All Side Cruises to transfer from One Island to the Other.
- Breakfast at respective hotels.
- Candle Lit Dinner by the beach side in Havelock Island.
- Decorated Bed once in Havelock Island.
- Complimentary Photo Session For Our Deluxe Plus, Deluxe Delight, Luxury and Elite Customers in Port Blair.
- Cakes and Bouquet.
- Experience Andamans travel expert’s assistance in all the islands.
- Personal Tour Coordinators for one Point of Contact.
- Travel assistance by field executive at all the major entry exit points(Airport/Jetty/Jail/Water sports complex, Havelock/Neil etc).
- All dedicated vehicle charges (Scorpio, Xylo, Ertiga, Tavera, and Swift Desire) as per itinerary in AC and not at disposal.
- Transfer to Havelock Island/Neil Island in MAKRUZZ CRUISE/GREEN OCEAN/COASTAL CRUISE.
- Complimentary snorkeling for trips to Elephant beach in Havelock Island
- Complimentary trip to a nearby by location for sightseeing/dinner. Time duration 30 Minutes.
- In case of Baratang Island Trip a Personal AC Vehicle will be provided.
- Bottled Mineral Water on Daily Basis in Port Blair.
- Welcome Drink On Arrival at The Airport
- 1 Complimentary Sea Walking for Our Deluxe Delight, Luxury and Elite Customers
- Flower Bouquet for our Luxury and Elite Customers
- Packet of Wet Tissue for our Luxury and Elite Customers
- GST is included in this package.
- Vehicle not at disposal at any of the islands.
- Flight Fares are not included.
- Any personal expenses. Room service and special orders, Alcoholic and non alcoholic beverages
- Any extra excursions or sightseeing apart from the suggested tour itinerary.
- Camera Tickets are NOT INCLUDED in the mentioned cost of Sightseeing & Transfers.
- Other meals not mentioned laundry, telephone calls, and incidentals.

**3.2 RESEARCH METHODOLOGY**

Research refers to a search for knowledge. It is a systematic method of collecting and recording the facts in the form of numerical data relevant to the formulated problem and arriving at certain conclusion over the problem based on collected data thus formulation of the problem is the first and foremost step in the research process followed by the collection, recording, tabulation and analysis and drawing the conclusions. The problem formulation starts with defining the problem or number of problems in the functional area. To detect the functional area and locate the exact problem is most important part of any research as the whole research is based on the problem.

According to Clifford Woody research comprises defining and redefining problems, formulating hypothesis or suggested solution: collecting, organizing and evaluating data: making deductions and reaching conclusion: and at last carefully testing the conclusion to determine whether they fit the formulating hypothesis.

Research can be defined at “the manipulation of things, concepts or symbols for the purpose of generalizing to extend, correct or verify knowledge , whether that knowledge aids in construction of theory or in the practice of an art” In short, the search for knowledge through objective and systematic method of finding solutions to a problem in research.

**DEFINITION**

The term “Research” refer to a critical careful and exhaustive investigation or enquiry or experimentation or examination having as it aims the revision of accepted, conclusion in the light of newly discovered facts research is essentially or systematic enquiry of seeking facts through objectives variable method in order to discover the relationship among them.

According to Clifford words “research defining and redefining problems formulating hypothesis or suggested solution, collecting, organizing and evaluating data making deduction and reaching to determine whether they fit the formulating hypothesis”.

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IJRTI2305223 International Journal for Research Trends and Innovation (www.ijrt.org) 2257
Research can be defined as “the manipulation of things, concepts or symbols for the purpose of generalizing to extend, correct or verify knowledge, whether that knowledge aids in constructions of theory or in the practice of an art” in short, the search for knowledge through objective and systematic method of finding solution to a problem is search.

3.3 RESEARCH DESIGN

A research design is the arrangement of condition and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure. In these study descriptive types of research design has been used.

**Descriptive Research Design**

A descriptive research design is a scientific method, which involves observing and describing the behavior of a subject without influencing it in any way. According to (Creswell, 1994) the aim of descriptive research is to verify formulated prepositions that refer to the present situation in order to explain it; descriptive approach is quick and practical and this method allows a flexible approach, thus, when important new issues and questions arise during the study, further investigation may be conducted. Hence, the descriptive method is advantageous to the researcher due to its flexibility, giving the researcher greater options in selecting the instrument for data gathering.

### 3.4 DATA COLLECTION

**Introduction**

Data collection is the process of gathering and measuring information on targeted variables in an established system, which then enables one to answer relevant questions and evaluate outcomes. Its capture quality evidence that allows analysis to lead to the formulation of convincing and credible answers to the questions that have been posed.

**Sources of Data**

For the purpose of this study, data from two sources have been gathered namely:

1. **Primary Data**
2. **Secondary Data**

#### 1) PRIMARY DATA

The primary data are those which are collected a fresh and for the first time, and thus happen to be original in character. The primary data for this study was collected through questionnaire method. In this method, a list of questions pertaining to the survey known as questionnaire – is prepared and the various respondents are requested to supply the information personally. The questionnaire consist of 23 questions.

#### 2) SECONDARY DATA

The secondary data are those which have already been collected by someone else which have already through the statistical process. The secondary data were collected from organization’s database, books, manuals and internet.

**Questionnaire Method**

A questionnaire is defined as a form that people fill out used to obtain demographic and views and interests of those questioned. Questionnaires is use in this research to get more information and to get feedback from the people, questionnaire encompassed of a series of questions for the purpose of gathering data or information from potentially a large number of respondents. Below are the advantages of using questionnaire method:

- The responses are gathered in a standardized way, so questionnaires are more objective, certainly more so than interviews.
- Generally it is relatively quick to collect information using a questionnaire.
- Potentially information can be collected from a large portion of a group.

These are the few steps taken to design questionnaire for dissertation purpose.

**Objectives of the survey are defined**

1. Determined the sampling group
2. Designed the questionnaire by creating the questions
3. Administered the questionnaire
4. Results interpretations

**Questionnaire design**

A well designed questionnaire is important. Language and using proper sentence to construct questionnaire must be taken well beside that arrangement of the question also need be in correct flows. The sentence or question using must be easy to understand and the words must be clear.

**Questions**

In designing the questionnaire, the question that inside the survey questionnaire can’t be too complicated and direct question needed to ease the correspondents. On questionnaire consist of 23 questions. The questionnaire of this research contains simple question because to let the correspondents more understand about the question and it look more systematic.

**Layout**

Layout is very important because first impression when the correspondents see the questionnaire is the formation of the question, the layout must be attractive enough to attract the correspondents. Other than that, the logical of sequence of the question also very important, same kind of question need to group together.

**Questionnaire Distribution**

The survey questionnaire was distributed to respondents manually. Those questionnaires will distribute to the top travels companies of Port Blair but not all of the questionnaire distributed will returned with full of participation because some of them not really interested with the topic or maybe they have limited knowledge about the topic and there were no any reward or gift for them after they finish the questionnaire.
3.5 TOOLS AND TECHNIQUES

Tools and techniques in research are the statistical methods of collection, analysis, interpretation, presentation, and organization of data. Statistics provides numerous tools and techniques to analyze the data and interpret the results of the analysis.

In my study I have used the following statistical tools for the analysis of collected data:

- Simple Average
- Pie Chart
- Bar Graph

Software used

- MS Excel
- SPSS

Percentage Analysis

In this research various percentage are identified in the analysis in order to have a better quality.

No. of respondents for each response

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Total no. of respondents</th>
</tr>
</thead>
</table>

SAMPLING METHOD AND PROCEDURE

SAMPLE DESIGN

A sample design is a finite plan for obtaining a sample from a given population. Simple Random Sampling and Purposive Sampling is used for the study.

Simple Random Sampling

In simple random sampling, every individual in the target population has an equal chance of being part of the sample. In a simple random sample, individuals are chosen at randomly and not more once to prevent a bias that would negatively affect the validity of the result of experiment.

Purposive Sampling

In purposive sampling, the researcher uses their expert judgment to select participants that are representative of the population. To do this, the researcher should consider factors that might influence the population: perhaps socio-economic status, intelligence, access to education, etc. Then the researcher purposefully selects a sample that adequately represents the target population on these variables.

Sample Size

The sample chosen to collect data consisted of 10 respondents. The data collected is used for final tabulation and interpretation.

4.1 DATA ANALYSIS AND INTERPRETATION

Data analysis and interpretation

After data have been collected, the researcher turns to the task of analyzing them. The analysis of data requires a number of closely related operations such as establishment of categories, the applications of these categories to raw data through tabulation and drawing statistically inferences.

Tabulation is the part of technical procedure where in the classified data are put in the form of tables. After analyzing the data, the researcher should have to explain the findings on the basis of some theory. It is known as interpretation.

The data thus collected was in the form of master table, that made possible counting of classified data easy. From the master table various summary tables were prepared. They have been presented along with their interpretation in this manner.

DATA ANALYSIS

- Research Instrument: Structured questionnaire was used to collect primary data
- Techniques of Interpretation: Collected data’s are analyzed through systematic tabulation and graphical presentation.

PERCENTAGE ANALYSIS TABLES

TABLE NO. 4.1.1

Table showing age of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Gender</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MALE</td>
<td>36</td>
<td>72</td>
</tr>
<tr>
<td>2</td>
<td>FEMALE</td>
<td>14</td>
<td>28</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>
From the above table, it shows that 38% of the respondents were between 16-25 years, 54% of the respondents were between 26-30 years, 8% of the respondents were between 31-35 years.

**CHART NO. 4.1.1**
Chart showing age of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Age</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16-25 YRS</td>
<td>19</td>
<td>38</td>
</tr>
<tr>
<td>2</td>
<td>26-30 YRS</td>
<td>27</td>
<td>54</td>
</tr>
<tr>
<td>3</td>
<td>31-35 YRS</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

**INTERPRETATION:**

From the above table, it shows that 38% of the respondents were between 16-25 years, 54% of the respondents were between 26-30 years, 8% of the respondents were between 31-35 years.

**TABLE NO. 4.1.2**
Table showing gender of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Nationality</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MALE</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>FEMALE</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

**INTERPRETATION:**

From the above table, it shows that 72% of the respondents are male and 28% of the respondents are female.

**CHART NO. 4.1.2**
Chart showing gender of the respondents
TABLE NO. 4.1.3
Table showing nationality of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Occupation</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>GOVT</td>
<td>24</td>
<td>48</td>
</tr>
<tr>
<td>2</td>
<td>PRIVATE</td>
<td>18</td>
<td>36</td>
</tr>
<tr>
<td>3</td>
<td>BUSINESS</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 100% of the respondents are Indian, 0% of the respondents are foreigner.

CHART NO. 4.1.3
Chart showing nationality of the respondents

NATIONALITY OF THE RESPONDENTS

TABLE NO. 4.1.4
Table showing occupation of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Occupation</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>GOVT</td>
<td>24</td>
<td>48</td>
</tr>
<tr>
<td>2</td>
<td>PRIVATE</td>
<td>18</td>
<td>36</td>
</tr>
<tr>
<td>3</td>
<td>BUSINESS</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 48% of the respondents are govtsector, 36% of the respondents are private sector, 16% of the respondents are business sector.

CHART NO. 4.1.4
Chart showing occupation of the respondents
TABLE NO. 4.1.5
Table showing mode of arrival of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Mode of arrival</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AIR</td>
<td>50</td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>SHIP</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 100% Of the respondents are used to travel through air, 0% of the respondents are used to travel through ship.

CHART NO.4.1.5
Chart showing mode of arrival of the respondents
### TABLE NO. 4.1.6
Table showing travel often of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Travel often</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>YES</td>
<td>42</td>
<td>84</td>
</tr>
<tr>
<td>2</td>
<td>NO</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

I NTERPRETATION:
From the above table, it shows that 84% of the respondents like to travel often, 16% of the respondents don’t like to travel often.

### CHART NO. 4.1.6
CHART SHOWING TRAVEL OFTEN OF THE RESPONDENTS

### TABLE NO. 4.1.7
Table showing first visit to Portblair of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>First visit to Portblair</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>YES</td>
<td>36</td>
<td>72</td>
</tr>
<tr>
<td>2</td>
<td>NO</td>
<td>14</td>
<td>28</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

I NTERPRETATION:
From the above table, it shows that 72% of the respondents is the first visit to the Portblair, 28% of the respondents is not the first visit to the Portblair.

### CHART NO. 4.1.7
CHART SHOWING VISIT TO PORTBLAIR OF THE RESPONDENTS
TABLE NO. 4.1.8
Table showing reason for visit of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Reason for visit</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HOLIDAY</td>
<td>27</td>
<td>54</td>
</tr>
<tr>
<td>2</td>
<td>FAMILY AND FRIENDS</td>
<td>23</td>
<td>46</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 54% of the respondents visit to the island for holiday, 46% of the respondents visit to the island for family and friends.

CHART NO. 4.1.8
Chart showing reason for visit of the respondents
TABLE NO. 4.1.9
Table showing individually travelling of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Individually travelling</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>YES</td>
<td>15</td>
<td>30</td>
</tr>
<tr>
<td>2</td>
<td>NO</td>
<td>35</td>
<td>70</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 30% of the respondents are travel individually, 70% of the respondents are not travel individually.

CHART NO. 4.1.9
Chart showing individually travelling of the respondents

TABLE NO. 4.1.10
Table showing travelling in group of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Travelling in a group</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>YES</td>
<td>35</td>
<td>70</td>
</tr>
<tr>
<td>2</td>
<td>NO</td>
<td>15</td>
<td>30</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 70% of the respondents are travel in group, 30% of the respondents are not travel in group.

CHART NO. 4.1.10
Chart showing travelling in group of the respondents
TABLE NO. 4.1.11
Table showing number of adults of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Number of adults</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>01</td>
<td>25</td>
<td>50</td>
</tr>
<tr>
<td>2</td>
<td>02</td>
<td>18</td>
<td>36</td>
</tr>
<tr>
<td>3</td>
<td>ABOVE 4</td>
<td>7</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 50% of the respondents were between 1-2 are number of the adults, 36% of the respondents were between 2-4 are number of adults.

CHART NO. 4.1.11
Chart showing number of adults of the respondents
TABLE NO. 4.1.12
Table showing size of children of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Size of children</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>01</td>
<td>22</td>
<td>44</td>
</tr>
<tr>
<td>2</td>
<td>02</td>
<td>7</td>
<td>14</td>
</tr>
<tr>
<td>3</td>
<td>NIL</td>
<td>21</td>
<td>42</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 44% of the respondents were between 1-2 as number of children, 14% of the respondents were between 2-4 as number of children, and 42% of the respondents were nil as number of children.

CHART NO. 4.1.12
Chart showing number of children of the respondents

TABLE NO. 4.1.13
Table showing water activities of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Water activities</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SNORKLING</td>
<td>16</td>
<td>32</td>
</tr>
<tr>
<td>2</td>
<td>SCUBA DIVING</td>
<td>15</td>
<td>30</td>
</tr>
<tr>
<td>3</td>
<td>GAME FISHING</td>
<td>9</td>
<td>18</td>
</tr>
<tr>
<td>4</td>
<td>SEA WALK</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 32% of the respondents want to do snorkelling, 30% of the respondents want to do scuba diving, 18% of the respondents want to do game fishing, and 20% of the respondents want to do sea walk.

CHART NO. 4.1.13
Chart showing water activities of the respondents
TABLE NO. 4.1.14
Table showing travel to the interisland of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Travel to the interisland</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>GOVT FERRY</td>
<td>29</td>
<td>58</td>
</tr>
<tr>
<td>2</td>
<td>CRUISE</td>
<td>21</td>
<td>42</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 58% of the respondents are travel through govt. ferry, 42% of the respondents are travel through cruise.

CHART NO. 4.1.14
Chart showing travel to the interisland of the respondents
TABLE NO. 4.1.15
Table showing number of days to visit of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Number of days to visit</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3NIGHTS 4DAYS</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>2</td>
<td>4NIGHTS 5DAYS</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>3</td>
<td>5NIGHTS 6DAYS</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>6NIGHTS 7DAYS</td>
<td>12</td>
<td>24</td>
</tr>
<tr>
<td>5</td>
<td>7NIGHTS 8DAYS</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>6</td>
<td>MORE THAN 10 DAYS</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 12% of the respondents wants to visit for 3 nights 4 days, 20% of the respondents wants to visit for 4 nights 5 days, 20% of the respondents wants to visit for 5 nights 6 days, 24% of the respondents wants to visit for 6 nights 7 days, 12% of the respondents wants to visit for 7 nights 8 days, of the respondents wants to visit for more than 10 days.

CHART NO. 4.1.15
Chart showing number of days to visit of the respondents

TABLE NO. 4.1.16

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Opinion of the respondents island different from other destination</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BEACHES</td>
<td>13</td>
<td>26</td>
</tr>
<tr>
<td>2</td>
<td>COST OF HOLIDAY</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>3</td>
<td>ADVENTURE</td>
<td>12</td>
<td>24</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Number of days to visit</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3NIGHTS 4DAYS</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>2</td>
<td>4NIGHTS 5DAYS</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>3</td>
<td>5NIGHTS 6DAYS</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>6NIGHTS 7DAYS</td>
<td>12</td>
<td>24</td>
</tr>
<tr>
<td>5</td>
<td>7NIGHTS 8DAYS</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>6</td>
<td>MORE THAN 10 DAYS</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
Table showing opinion of the respondent island different from other destination

**INTERPRETATION:**
From the above table, it shows that 26% of the respondents' opinion is beaches, 20% of the respondents' opinion is cost of holiday, 24% of the respondents' opinion is adventure, 30% of the respondents' opinion is untouched/pristine nature beauty.

**CHART NO. 4.1.16**
Chart showing opinion of island different from other destination of the respondent

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beaches</td>
<td>13</td>
<td>26</td>
</tr>
<tr>
<td>Cost of Holiday</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>Adventure</td>
<td>12</td>
<td>24</td>
</tr>
<tr>
<td>Untouched/Pristine Nature Beauty</td>
<td>15</td>
<td>30</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

**TABLE NO. 17**
Table showing sources to know about experience andaman of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Sources to know about experience andaman</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Internet</td>
<td>21</td>
<td>42</td>
</tr>
<tr>
<td>2</td>
<td>Travel Agent</td>
<td>13</td>
<td>26</td>
</tr>
<tr>
<td>3</td>
<td>Family and Friends</td>
<td>7</td>
<td>14</td>
</tr>
<tr>
<td>4</td>
<td>Tourist Information Center</td>
<td>9</td>
<td>18</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

**INTERPRETATIONS:**
From the above table, it shows that 42% of the respondents got to know through internet, 26% of the respondents got to know through travel agents, 14% of the respondents got to know through family and friends, 18% of the respondents got to know through tourist information centre.

**CHART NO. 4.1.17**
Chart showing sources to know about experience andaman of the respondents
TABLE NO. 4.1.18
Table showing responsive behaviour of the respondent

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Responsive behaviour of the respondent</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HIGHLY POSITIVE</td>
<td>25</td>
<td>50</td>
</tr>
<tr>
<td>2</td>
<td>LOW POSITIVE</td>
<td>15</td>
<td>30</td>
</tr>
<tr>
<td>3</td>
<td>FAKE QUIERY</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

INTERPRETATION:
From the above table, it shows that 50% of the respondents responsive behaviour is highly positive, 30% of the respondents responsive behaviour is low positive, 20% of the respondents are fake query.
<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Response from our team coordinator</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>YES</td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Services of the packages</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ECONOMY</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>BUDGET</td>
<td>22</td>
<td>44</td>
</tr>
<tr>
<td>3</td>
<td>DELUXE</td>
<td>17</td>
<td>34</td>
</tr>
<tr>
<td>4</td>
<td>LUXURY</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

From the above table, it shows that 100% of the respondents get response from our team coordinator.

**CHART NO. 4.1.19**
Chart showing response from our team coordinator to the respondents

<table>
<thead>
<tr>
<th>RESPONSE FROM TEAM CORDINATOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
</tr>
<tr>
<td>NO</td>
</tr>
</tbody>
</table>

**TABLE NO. 4.1.20**
Table showing services of packages of the respondents

**INTERPRETATION:**
From the above table, it shows that 12% of the respondents are want economy package services, 44% of the respondents are want budget packages services, 34% of the respondents are want deluxe packages services, 10% of the respondents are want luxury packages services.

**CHART NO. 4.1.20**
Chart showing services of packages of the respondents
INTERPRETATION:
From the above table, it shows that 10% of the respondents tour package is honeymoon packages, 52% of the respondents tour package is family packages, 8% of the respondents tour package is group packages, 30% of the respondents tour package is individual packages.

TABLE NO. 4.1.21
Table showing type of packages of the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Type of packages</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HONEYMOON PACKAGE</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>FAMILY PACKAGES</td>
<td>26</td>
<td>52</td>
</tr>
<tr>
<td>3</td>
<td>GROUP PACKAGES</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>INDIVIDUAL PACKAGES</td>
<td>15</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>50</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

TABLE NO. 4.1.22
Table showing type of packages like to prefer pf the respondents

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Type of packages like to prefer</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HONEYMOON PACKAGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FAMILY PACKAGES</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GROUP PACKAGES</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>INDIVIDUAL PACKAGES</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sl. no.</td>
<td>TYPE OF PACKAGE LIKE TO PREFER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>-------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>VALUE OF MONEY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>BEST TRAVEL EXPERIENCE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>MORE THAN YOU INVEST</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Flight tickets</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>YES</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>NO</td>
<td>45</td>
<td>90</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>50</td>
<td>100</td>
</tr>
</tbody>
</table>

**INTERPRETATION:**
From the above table, it shows that 34% of the respondents like to prefer value of money packages, 44% of the respondents like to prefer best travel experience packages, 22% of the respondents like to prefer more than you invest.

**CHART NO. 4.1.22**
Chart showing type of packages like to prefer of the respondents

**TABLE NO. 4.1.23**
Table showing booking of flight tickets of the respondents

**INTERPRETATION:**
From the above table, it shows that 10% of the respondents booked their flight tickets, 90% of the respondents did not book their flight tickets.

**CHART NO. 4.1.23**
Chart showing booking of flight tickets of the respondents
4.2 FINDINGS AND RESULTS

- From the survey, it is evident that 72% of the respondents are male, and 28% of the respondents are female.
- From the survey, it is evident that 54% of the respondents are in age of 26-30.
- From the survey, it is evident that 100% of the respondents is Indian.
- From the survey, it is evident that 48% of the respondents are of govt sector.
- From the survey, it is evident that 84% of the respondents like to travel through air.
- From the survey, it is evident that 72% of the respondents is the first visit to the port blair.
- From the survey, it is evident that 54% of the respondents visit to the island for holiday.
- From the survey, it is evident that 30% of the respondents are travel individually.
- From the survey, it is evident that 70% of the respondents are travel in group.
- From the survey, it is evident that 50% of the respondents were between 1-2 are number of the adults.
- From the survey, it is evident that 44% of the respondents were between 1-2 are number of children.
- From the survey, it is evident that 32% of the respondents want to do snorkelling.
- From the survey, it is evident that 58% of the respondents are travel through govt. ferry.
- From the survey, it is evident that 24% of the respondents wants to visit for 6 nights 7 days.
- From the survey, it is evident that 30% of the respondents opinion is untouched / pristine nature beauty.
- From the survey, it is evident that 42% of the respondents got to know through internet.
- From the survey, it is evident that 50% of the respondents responsive behaviour is highly positive.
- From the survey, it is evident that 100% of the respondents get response from our team coordinator.
- From the survey, it is evident that 44% of the respondents are want budget packages services.
- From the survey, it is evident that 52% of the respondents tour package is family packages.
- From the survey, it is evident that 44% of the respondents like to prefer best travel experience packages.
- From the survey, it is evident that only 10% of the respondents booked there flight tickets.

4.3 SUGGESTIONS

Regular availability of all the services and service providers should be ensure efforts have been taken to ensure no outs for staffs and coordinators. All the hotel rooms, vehicles and their drivers, should be avail to customers. Company should ensure all the services that are going to provide to the customer will be available on time. Due to bad services and dissatisfaction of the customer will lead to the bad image for the company. Company should clear all the booking procedures and terms and conditions to the customer.

Efforts to be taken to ensure transparency in booking customer feedback system after sales and services and service would improve the image of the company. Company has to tie up with the banks to provide finance at competitive interest rates. And make a good relationship with the hotels and other water activity service providers of different regions to provide excellent services to the customers. Company should be aggressive in sales and marketing as they face very tough competition from other service providers.

Company has to put all the efforts to enhance the image of the brand name of the company as well as the services they are providing.

- Company should increase and avail the staff in every island of these island
- Company has to develop an mobile android application that will directly connect to the company website, that will easy for the customers to reach the information they needed.
- Company have to develop an Google map system to provide the detail trip map of the customer that will more helpful for the customers
- Company has to initiate some more hotels like ZAM BNB.
• Company has to increase the water activity services.
• Company has to maintain and ensure the daily activity of the customers and make a comfortable schedule that will provide more satisfaction.
• Company must confirm all the queries.
• Company has to make reasonable price of the package compare to the other services providers that will lead to increase in number of customers.
• Company should provide discount in off seasons.
• Company has to make more invest in vehicles.
• Company should upload video of the places or packages to know about the places and packages they are going to visit.

4.4 CONCLUSION
The purpose of the study providing updated knowledge on theories, concepts, ideas, and empirical studies on online query in the context of tourism to a large extent, researchers in advancing from existing knowledge bases. Further research work on critical issues in the online query, query forces the industry, firm-specific level, have also been suggested to deal with the customers. Through such work and the development of appropriate methodologies for assessment and key indicators for future benchmarking, the understanding of the ever-changing parameters, policies, and institutional elements in the business environment that impact on customer in the tourism sector can be further enhanced.

QUESTIONNAIRE
STUDY ON ONLINE QUERIES SUCCESS RATIO
ANDAMAN COLLEGE
PORT BLAIR

1) NAME: …………………………………………………………………………

2) AGE : 0-15 YRS 16-25 YRS 26-30 YRS 31-35 YRS 36-40 YRS 41-55 YRS 56-60YRS ABOVE 60 YRS

3) GENDER: MALE FEMALE

4) NATIONALITY: INDIAN ANY OTHER: SPECIFY ………………………………

5) OCCUPATION: GOVT PRIVATE BUSINESS OTHER

6) EXPECTED ARRIVAL AND EXPECTED DEPARTURE DETAILS :

7) ORIGIN OF THE GUEST (PLEASE INDICATE COUNTRY & CITY):

8) MODE OF ARRIVAL / DEPARTURE TO THE ISLANDS :
   A. AIR: FROM ——— TO ———
   B. SHIP: FROM ——— TO ———

9) WOULD YOU LIKE TO TRAVEL OFTEN ? YES NO

10) WILL IT BE YOUR FIRST VISIT TO PORT BLAIR ? YES NO

11) WHAT IS THE PRIMARY REASON FOR YOUR VISIT TO THE ISLANDS ?
    HOLIDAY BUSINESS CONFERENCE
    BUSINESS FAMILY AND FRIENDS ON JOB POST
    ANY OTHER ………………………………………………………..

12) VISITING ALONE / IN A GROUP :
    A) ARE YOU INDIVIDUAL TRAVELLING? YES NO
    B) ARE YOU TRAVELLING IN A GROUP? YES NO

13) IF TRAVELLING WITH FAMILY, INDICATE SIZE OF FAMILY:
    NO OF ADULTS: 1 2-4 ABOVE 4
    NO OF CHILDREN: 1 2-4 ABOVE 4

14) WHICH IS THE FIRST PREFERENCE ARE YOU GIVE IN WATER ACTIVITY?
    SNORKELLING SCUBA DIVING
    GAME FISHING SEA WALK
    NONE OF THE ABOVE ………………………………………………………..

15) HOW WOULD YOU LIKE TO TRAVEL FOR THE INTER ISLANDS?
    GOVT FERRY CRUISE SEA PLANES

16) NUMBER OF DAYS YOU WOULD LIKE TO VISIT?
    3NIGHTS 4DAYS 4NIGHTS 5DAYS 5NIGHTS 6DAYS
    6NIGHTS 7DAYS 7NIGHTS 8DAYS MORE THAN 10

17) INDICATE YOUR STAY IN PORT BLAIR AND / OR OTHER ISLANDS DURING YOUR TRIP:

<table>
<thead>
<tr>
<th>PLACE</th>
<th>DURATION OF STAY (NO. OF DAYS)</th>
<th>PLACE</th>
<th>DURATION OF STAY (NO. OF DAYS)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
18) WHAT MOST, IN YOUR OPINION, MAKES THE ISLANDS DIFFERENT FROM OTHER DESTINATIONS?
- Beaches
- Adventure
- Less intensity of buildings/infrastructure
- Untouched/pristine natural beauty
- Any other

19) BY WHICH SOURCE YOU GOT TO KNOW ABOUT EXPERIENCE ANDAMAN?
- Internet
- Travel agent
- Family and friends
- Television
- Tourist information centre
- Any other

20) THE RESPONSIVE BEHAVIOUR OF THE RESPONDENT:
- Highly positive
- Low positive
- Fake query

21) DID YOU GET ANY REPONSE FROM OUR TEAM CORDINATOR?
- Yes
- No

22) CLASSIFICATION OF SERVICES YOU NEED IN YOUR PACKAGE?
- Economy
- Deluxe
- Luxury

23) WHAT IS THE TYPE OF YOUR PACKAGE?
- Honeymoon package
- Corporate packages
- Family package
- Group package

24) TYPE OF PACKAGE YOU WOULD LIKE TO PREFER?
- Cheapest package
- Value for money
- Best travel experience
- More than you invest
- Customize package

25) HAVE YOU BOOKED YOUR FLIGHT TICKETS?
- Yes
- No

ANY SPECIAL REQUEST: 

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