# VISITOR'S PERCEPTION AND KNOWLEDGE TOWARDS ECO-TOURISM IN NATIONAL PARK OF LAL SOHANRA

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#### ABSTRACT

National Parks offers a variety of opportunities for visitors from ecological and recreational Perspectives. Eco-tourism in National Parks is mainly dependent upon facilities and services provided by Park management. Lal Sohanra National Park as a unique heritage of Southern Punjab attracts the visitors not only from nearby surrounding but also from farther cities of the Pakistan. It is considered as oldest protected area of the country. The current study focuses on examining the visitor's knowledge and perception about roles and function of National Park, Facilities provided by Park, safety measures, management and maintenance of Park. Descriptive analysis is used to analyze the visitor's response on 4-point Likert scale. Results of the study reveals that visitors perceived recreational and ecological functions of Park as more positive as compared to economic ones. The highest mean value of 2.90 explains the positive response of visitors towards recreational roles of the Park. While analyzing the other measures, mean value of 2.4 for provision of public facilities reflects a medium level of satisfaction according to visitor's response. While safety measures and other management items of the study achieved a less value of means score i.e 2.16 and 2.14 reflecting least level of satisfaction from visitor's perspective. Study provides a basic framework analysis for management authorities of Lal Sohanara National Park to make it better for sustainable tourism

**KEYWORDS**: Eco-tourism, Perception, LSNP (Lal Sohanra National Park), Likert scale.

#### INTRODUCTION

National Parks belonging to Category II of "Protected Areas" are places for Eco-tourism and Biodiversity conservation (Dudley, Shadie, & Stolton, 2013). Eco-tourism commonly can be referred as nature based and environment friendly tourism majorly depends upon National Parks (Buckley, 1991). According to IUCN (2018) main objective of National Park is the protection of ecosystem and provision of recreational Opportunities. As it is defined as "Naturally occupied land or water area that is basically meant for supporting ecological integrity, providing scientific, educational and recreational prospects for visitors". Although, definition and Policy of National Parks as Protected areas varies from region to region but underlying idea of nature conservation is same for all (Stemberk, Dolejs, Maresova, & Kuca, 2018). Historical development of National Parks dates back to the development of Yellowstone National Park in USA in 1872. Although it was not officially termed as National Park by Law but the conserving the natural land was its major objective which ultimately leads

to develop the ideas of Protected areas with National Parks as one of all categories (Jones, 2015). Proceeding the Yellowstone park, Australia Royal National Park was established in 1879 followed by many other National Parks development in Canada and Europe.

Focus of ecotourism is on conserving natural environment and nature based tourism with minimal negative impacts (Yacob, Radam, & Samdin, 2011). Wearing and Neil (1999) describes ecotourism in four notions. First one is to travel from one location to another (basic factors of defining a tour) and second one is nature Based: means travel should be to natural or protected areas (e.g. it can be a National Park) because the main purpose of ecotourism is to get close to nature. The third notion is conservation as traveling to protected natural areas should be without disturbing it. Finally, is to get education and scientific research about natural phenomenon's and their interrelationships.

Along with maintenance of all mentioned notions, provision of recreational opportunity is the basic aim of any kind of tourism and can be best described as "environmentally responsible travel to protected areas for the purpose of enjoyment and recreation with active involvement of population". Rapid Urbanization and development of physical infrastructure in cities has decreased the accessibility to green spaces and increased the demand for eco-tourism (Rossia, Byrnea, Pickeringa, & Reserb, 2015). Conservation of Natural places by designating them protected areas and opening them for society as a tourist places provides economic benefits, social Justice and environmental education for society (Benton, 2011; Zhao, He, Yu, Xu, & Zou, 2019). Services and Facilities provision within National Parks and other protected areas affects the Visitor's experiences, visits and satisfaction (Arabatzis & Grigoroudis, 2010; Benton, 2011; Ghaznavi, Timothy, Sarmento, & Lim, 2018). Worldwide, National Parks managements are focussing to diversify the recreational activities and provision of public facilities. However, if any activity is found to be providing harmful impacts to ecotourism it is considered as inappropriate.

Examining tourist's knowledge and perception about National Park functions, Facilities and its management have become crucial for Policy makers. Szell & Hallet (Szell & Hallett, 2013) also examined the tourists and local residents perception about park management and their role for conservation of National Park and Protected area. Many other studies (Perera, Senevirathna, & Vlosky, 2015; Taff, Benfield, Miller, D'Antonio, & Schwartz, 2019; Yacob et al., 2011) reveals that Behavior and Attitude of Visitors is highly dependent upon their knowledge about significance of National Parks and Protected areas and environment conservation.

Pakistan offers a variety of biomes with peculiar characteristics, but unfortunately natural ecological zones of the country are continuously

modifying due to uncontrolled human activities. Biodiversity Action Plan of Pakistan established in 2000 explains 225 protected areas in Pakistan belonging from different Ecological Zones. Out of these, 14 were recommended as National Parks, 99 as Wildlife Sanctuaries, 96 game reservoirs and 16 are not classified into category (Khan, 2011). Currently there are 26 National Parks in country under Modern Protected Areas legislations protecting and conserving scenic landscape and wildlife (PWF, 2011).

Keeping in View the significance of National Parks as Protective areas, the current research focusses on examining the Knowledge and Perception of Visitors about functions, provision of service facilities and Security conditions, Management of the Park in Lal Sohanra National Park of District Bahawalpur.

## **STUDY AREA**

The current study focuses on oldest National Park of Pakistan named "Lal Sohanra National Park" LSNP located in District Bahawalpur of Southern Punjab. It was established in year 1972. It is located at an altitude of 110-125 m above sea level in the Northwestern Part of Cholistan desert. The park was declared as National Park in 1972, to separate some 314 Km2 of the Cholistan Desert to allow the normal desert ecosystem to develop and to afford protection and conservation to wild desert fauna and flora of the area specially the Black buck, Chinkara & Blue Bull. The area has been maintained as a Reserve Forest since 1950 when checks on woodcutting were maintained along with some afforestation efforts under the canal irrigation. The limits of the National park were extended in 1984 to add another 202 Km2 (approx.) into the park, making a total of some 650 km2. The total area of the park is 162568 acres out of which irrigated plantations is raised over 17769 acres, pond area over 4780 acres and desert having natural flora over 140019 acres.

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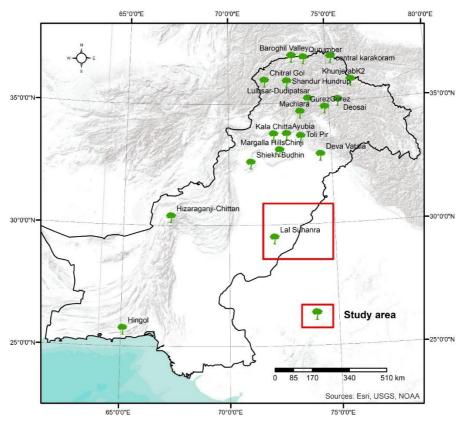


Figure 12: Location of Study Area

#### MATERIAL AND METHOD

#### **Questionnaire Design**

To Achieve the research objectives, well designed questionnaire is used as a research instrument. Based on the knowledge of Eco-tourism in National Parks, questionnaire is divided into six parts. Part I deals with sociodemographic information of the visitors. As demographic and social indicators have a direct impact on the respondent's level of perception. Gender, age, Education and Occupation of respondents are recorded on nominal and ordinal scale. Part II of the guestionnaire deals to find out the origin visitor's like the city from which they came to visit the Park. Based on the visitor's response a service area or sphere of influence of LSNP is highlighted. Part III of the questionnaire deals with the roles and functions of the National Parks and such other protected areas. Based on the review of literature (Fletcher & Fletcher, 2003; Ghaznavi et al., 2018; Perera et al., 2015; Sarhan, Farghaly, & Elsayed, 2016) field observations, functions of LSNP are divided into four further categories i.e ecological, recreational, economic and cultural. A 4-point Likert scale is used to examine the knowledge and perception of park visitors ranging from "1= not agreed" to

"4= strongly agreed". 4 items for every defined function are stated in this section to analyze the visitor's perception. Furthermore, next Part IV of the questionnaire is designed to examine the level of appropriateness of public facilities in the park at 4-point Likert scale ranged from "1= not appropriate" to "4= highly appropriate". Based on Pilot survey 10 items are identified in the study area which are asked to examine visitor's perception in this section. Followed by the analysis of public facilities, next Part V and VI of the questionnaire is designed to examine the level of visitor's satisfaction on Likert scale of "1= Not satisfied" to "4= Highly satisfied" for safety measures and Park management.

#### **Data Collection**

Well-planned field surveys are conducted to collect the primary data from direct in personal interviews of the visitors. Weekends of pleasant weather months of February and March in 2019 are selected to conduct surveys to gain maximum visitor's response. The last weekend of February and 1<sup>st</sup> weekend of March was selected as most suitable for field survey. As extreme weather conditions of the region reduce the Park visits in other months. Questionnaire was translated into local Urdu Language to gain the most accurate response of the visitors. Second part of the filed survey was in depth interview from Park management to gather the relevant secondary data about research. Third and last part of filed investigation was general behavioral observation of Park visitors involving visitor's attitude and behavior towards the utilization of protected area such as playground, Botanical garden, Ponds and zoo area.

#### **Data Analysis and Presentation**

After collecting the data, data is processed and analyzed in SPSS to get frequencies and percentage of each response. All items are examined based on descriptive analysis. Measures of Central tendency i.e. mean or average and standard deviation are used to examine the significant response. Means of all items for every section of the questionnaire is computed and analyzed. Highest mean value ranging from 2.5 to above 3 reveals the most positive perception of the visitor. The lowest mean value ranging from 1.2 to 2.4 reveals negative to lowest level of perception against each item or question. Ranking of mean values also explained a hierarchy of significant items of study. At the end, mean of all means is also calculated to examine the most influential variables from LSNP functions, Public facilities provision, safety and security provision and LSNP management. Response of the visitors are presented in the form of tables and graphs where necessary.

# RESULTS

## **Demographic Characteristics of Park Visitors**

Variables	Frequency	Percentage
Gender		
Male	78	65
Female	42	35
Age		
Less than 14	9	7.5
15-19	9	7.5
20-24	41	34.2
25-29	25	20.8
30-34	18	15
35-39	11	9.2
40-44	3	2.5
Greater than 44	4	3.3
Occupation		
Employed (Govt.& Private)	43	35.8
Self- Employed	18	16.4
Unemployed	9	7.5
Student	50	41.7
Education level		
Illiterate	7	5.8
Primary	6	5
Middle	5	4.2
Matric	6	5
Intermediate	12	10
Graduation	33	27.5
Post-Graduation	51	42.5

**Table 4:** Socio-Demographic Characteristics of Park Visitors

Table 1 shows the demographic characteristics of Park visitors. Results reveals that 65% visitors were male and 35% were female. Age characteristics of visitors reveals that most of the respondents i.e 66% belonged from the young age group of 20 to 29 years. Education characteristics of respondents also shows that majority i.e 42.5% visitors has a highest level of education i.e Post graduation followed by 27.5% visitors with graduation as highest achieved level of education. Less than 15% visitors were found to be with lowest education level of less than matric. It clarifies that majority of the respondents of survey were literate and highly educated persons who could have better level of perception as compared to illiterate or less educated ones. Visitor's occupation is another important socio-demographic variable that could impact the visitor's knowledge or perception. Results shows that 41% respondents did

not belonged from any occupational structure rather they were students. While 7.5% were unemployed visitor respondents. 36% were employed (either govt. or private) and 16.4 % were self-employed.

## **Origin of Park Visitor's**

Figure 2 shows the flow diagram of origin of LSNP visitors. Respondents were asked the area or city from which they have come to visit the National Park. Flow of visitors are indicated from arrows with percentage in legend. Results reveals that 13 to 44 percent visitors belonged from tehsil Bahawalpur and Burewala. 4 to 12% visitors belonged from tehsil Multan, Hasilpur and Chistian, while rest of the visitors i.e less than 4% belonged from tehsil Ahmadpur East, RahimYar Khan, Bahawalnagar, Yazman, Lodhran, Mailsi. Tehsil Kot Addu and Layyah are found to be the farthest origins of Park visitors.

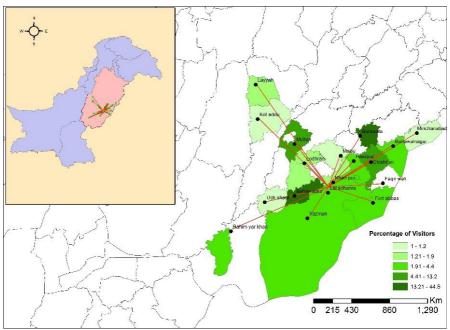


Figure 13: Origin of LSNP visitors

## Visitor's Perception about Functions of National Parks

Items	Not agreed	Agreed	Moderately Agreed	Highly Agreed	Mean	S.D.
Ecological Functions						
LSNP	10	19.2	40	30.8	2.92	0.94
function to						

**Table 5:** Visitor's Perception about Roles and Functions of LSNP

preserve biodiversity & natural environment						
LSNP works to protect endangered species of flora & fauna.	22.5	39.2	29.2	9.2	2.25	0.91
LSNP protect scenic beauty of nature.	7.5	15.8	39.2	37.5	3.07	0.86
LSNP protects the wildlife Habitat.	15.8	47.5	25.8	10.8	2.32	0.87
Recreational Functions						
LSNP is the place for people's enjoyment	5	14.2	34.2	46.7	3.23	0.80
LSNP protects the natural environment for enjoyment of future generation.	14.2	50.8	27.5	7.5	2.28	0.81
LSNP function as a place for socializing.	3.3	22.5	45	29.2	3.00	0.82
LSNP provides recreational activities for Children.	3.3	22.5	42.5	31.7	3.02	0.78
Socio- economic						

Functions						
LSNP provide	18.3	48.3	29.2	4.2	2.19	0.78
economic						
benefits to						
the Society						
LSNP is	19.2	50	28.3	2.5	2.14	0.74
preserving						
the						
resources for						
future use.						
LSNP is	40	33.3	25.8	0.8	1.88	0.82
providing						
employment						
opportunities						
for local						
residentials.						
LSNP is	14.2	51.7	26.7	7.5	2.27	0.79
promoting						
the Scientific						
research						
about eco-						
tourism.						
Socio-						
cultural						
Functions						
LSNPs is	5.8	33.3	48.3	12.5	2.68	0.76
protecting						
cultural and						
historical						
heritage of						
country						

Visitor's Perception and Knowledge Towards Eco-Tourism in National Park of Lal Sohanra

1= not agreed, 2= agreed, 3= moderately agreed, 4= strongly agreed

To examine the visitor's knowledge about roles and functions of LSNP is one of the main objectives of study. Table 2 explains the results of visitor's perception about different functions performed by Lal Sohanra National Park. Respondents were asked to state their level of knowledge at 4-point Likert scale ranging from not agreed to strongly agreed. Mean value of every statement is calculated to examine the most significant response of the statement. The highest mean value of 3.07 for ecological functions reveals the visitor's perception from moderate to highly agreed for scenic beauty of National Park. Followed by this, visitor's perception about conservation of biodiversity and natural environment is found to be strongly agreed with a mean score of 2.92. Lowest value of mean score 2.25 is found to be for protection of endangered species of flora and fauna. Following the ecological functions, visitor's perception about recreational functions performed by LSNP are also analyzed based on mean score. The highest mean score of 3.2 and 3.00 reflects moderate to high agreed perception of visitor's for LSNP as place of enjoyment, socializing and for recreational activities of children. Socio-economic functions of LSNP received a less agreed visitor's perception as compared to others. Respondents were asked about as if LSNP is providing any kind of economic opportunities for the population living in surroundings but the lowest mean score of 1.8 reflects that 40% of visitors disagree from this statement or they might have little knowledge about the economic benefits of National Park. The last item of the scale is about socio-cultural function of LSNP and 33 to 48% visitors agreed about that the statement that LSNP is protecting social and cultural heritage of the country and got the mean score of 2.68.

Table 3 shows the single mean value of all means of items and gives and more precise view of visitor's perception about different functions performed by LSNP. High mean value shows the more agreed response of visitors towards specific functions. Table 3 reveals that visitor's perception about recreational functions of LSNP were more agreed with highest mean value of 2.9 followed by socio-cultural (mean=2.68) and ecological (mean=2.64) functions. While visitor's knowledge about economic functions of National Park was found to be less with lowest mean of 2.12.

LSNP functions		Recreational	Socio- cultural	Ecological	Economic	
Mean mean	of	2.90	2.68	2.64	2.12	

Table 6: Average mean of Roles and functions of LSNP

#### **Visitor's Perception about Park Facilities**

Facilities provided by National Parks attracts the visitors from far destinations also and has a great impact on frequency of visits. Keeping in mind the demand of visitors, 10 items-based appropriateness scale of Park facilities is developed. Results are shown in Table 4 and again level of appropriateness is analyzed thru mean score value. The highest mean score of 3.04 for landscape reveals it to be between moderate to high appropriate according to visitor's response followed by 2.87 for sitting arrangement, 2.57 for playgrounds, 2.4 for water cooler ( as LSNP belongs to a deserted region, thereby needs a free facility of clean drinking water

for visitors), 2.3 for management of solid waste, 2.2 for walking track and shade and 2.1 for children swings and food court.

variables	Not appropr iate	Aappropr iate	Moderat ely appropri ate	Highly appropri ate	Mea n	S.D.
Sitting arrangeme nt (visitor benches)	11.7	24.2	30	34	2.87	1.02
Children's playground	13.3	37.5	27.5	21.5	2.57	0.97
Availability of washroom	32.5	24.2	35	8.3	2.19	0.99
Food court (canteen)	32.5	35	22	10	2.10	0.97
Landscapin g 1	5	24.2	32.5	38.3	3.04	0.91
Waste manageme nt	28.3	29.2	25.8	16.7	2.31	1.06
Footpath (walking track)	32.5	25	25.8	16.7	2.27	1.09
Water cooler (for public)	23.3	26.7	31.7	18.3	2.45	1.04
Swing	31.7	36.7	20.8	10.8	2.11	0.97
Shade	31.7	25.8	30.8	11.7	2.22	1.02

**Table 7:** Appropriateness of Public Facilities provided by LSNP

1= not appropriate, 2= appropriate, 3= moderately appropriate, 4= highly appropriate

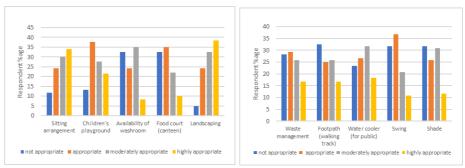


Figure 3: Level of Appropriateness for Public Facilities in LSNP

Figure 3 also displays the visitor's response for level of appropriateness of public facilities in LSNP. Results shows that highest level of appropriateness i.e 38% and 34% is found to be for landscape view and sitting arrangement according to visitor's response. 21% visitors also viewed playgrounds for children are also highly appropriate. In opposite to it, highest percentage i.e 32.5 responded washrooms, food court and walking track to be as not appropriate for visitors.

## Visitor's Perception about safety measures in LSNP

Providing safety to park visitors is another important factor enhancing ecotourism in National Parks. Table 5 also examines the level of satisfaction of Park Visitors on 4-point Likert Scale of level of Satisfaction. Likewise, other items, mean value for all items is calculated to examine the level of satisfaction. Results of the study shows that visitors are highly satisfied from safety measures in Children's playgrounds with a mean score value of 2.60 as a wide and safe area is allocated for playing purpose of children (also shown in Fig.4). Like many other facilities an artificial water lake is also providing recreational activity for children and adults. Safety measures of such stagnant water bodies (from hygienic point of view) are also very important for health of visitors. Mean value of 2.48 for this item also presents moderate to high satisfaction level from visitor's perception. Lowest mean score of 1.9 reveals that non availability of Security guards at various places in the Park is found to be a major threat from visitor's perception. Many such places specially prohibited one where harmful animal are kept must have guards for the protection of visitors in case of emergency.

Variables	not satisfie d	satisfie d	moderate ly satisfied	highly satisfie d	Mea n	Mea n Rank	S.D
Parking area	26.7	51.7	17.5	4.2	1.99	3	0.7 8
Safety of children play area	11.7	38.3	28.3	21.7	2.60	1	0.9 5
Hygienic condition of water pound or lake	13.3	43.3	25.8	17.5	2.48	2	0.9 3
Safety from pro habited areas	36.7	38.3	18.3	6.7	1.95	5	0.9 0
Availabilit y of guards in park	35	35.8	25	4.2	1.98	4	0.8 7
Availabilit y of gate keeper	30	45.8	19.2	5	1.99	3	0.8 3

 Table 8: Visitor's Perception about safety measures in LSNP on 4-point

 Likert Scale

1= not satisfied, 2= satisfied, 3= moderately satisfied, 4= highly satisfied

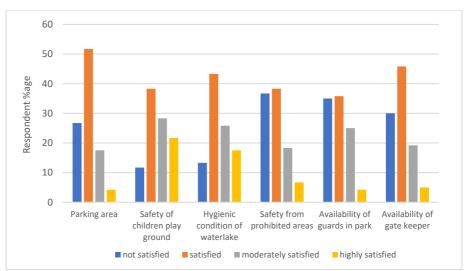


Figure 14: Level of Satisfaction of LSNP visitors for safety measures

## Visitor's Perception on Park Management

Park management is another important objective of current research to be analyzed based upon visitor's perception. Table 6 shows the summary of visitor's perception about various items of LSNP management. Mean value of every item reveals the most significant response of the visitor. Highest mean value of 2.4 for landscape management of LSNP reveals that visitors are more satisfied from the management of natural landscape which shows that conservation of natural environment is maintained by the authorities. Followed by this, park cleanliness, management of zoo, and other infrastructure achieved a mean value of 2.2 which reflects somewhat low to medium level of satisfaction according to visitor's response. Lowest mean score of 1.7 and 1.9 is observed for park timings and complaint system which reflects very less level of satisfaction from visitor's perspective.

Variables	not satisfi ed	satisfi ed	moderat ely satisfied	highly satisfi ed	Me an	Me an Ran k	S.D
Park timings	24.2	56.7	17	2.2	1.95	8	0.6 7
Complaint system	40	43.3	16.7	0.0	1.77	9	0.7 1
Availability of staff	34.2	35.8	25	5	2.01	7	0.8 9

Table 9: Visitor's perception about management of LSNP

Visitor's Perception and Knowledge Towards Eco-Tourism in National Park of Lal Sohanra

r							
prohibited area	30.8	40.8	20	8.3	2.06	6	0.9
management							1
Tickoting system	21.7	43.3	25.8	9.2	2.23	4	0.8
Ticketing system	21.7	45.5	23.0	9.2	2.25	4	9
Maintenance of	20.4	45	20	0	2 21	F	0.8
Infrastructure	20.4	45	26	8	2.21	5	5
Maintenance of							0.8
trees/flowers/n	10.3	48	24.5	17	2.47	1	0.8 9
atural landscape							9
Daula ala autin ana	47 5	44.2	20	0.2	2.20	2	0.8
Park cleanliness	17.5	44.2	30	8.3	2.29	2	5
Maintenance of							0.8
	17.5	47.5	24.2	10.8	2.28	3	0.8 8
zoo- area							0

1= not satisfied, 2= satisfied, 3= moderately satisfied, 4= highly satisfied

Table 10: Average Mean of All Means of studied Variables

Variables	Public Facilities	Safety measures	LSNP management
Mean of Mean	2.41	2.16	2.14

## DISCUSSION

Average mean of all means from appropriateness of public facilities is found to be 2.41. Similarly, average mean of all items from to measure level of satisfaction for safety measures and LSNP management is found to be 2.16 and 2.14 which shows that visitors are more satisfied from variation of public facilities and feels some gaps in park management and safety measures. Majority of the respondents in current research belonged from younger age group and were students with highest level of education as Post-graduates. As education can be considered as an important factor to influence the knowledge-based perception of visitors. Therefore, visitor's perception about various parameters in current research are more reliable. Visitor's perception in current study reveals high positive attitude of visitors towards analyzing ecological, recreational, economic and cultural functions of LSNP and found to be consistent with such other studies also (Kothencz & Blaschke, 2017; Perera et al., 2015; Sarhan et al., 2016). A more positive response is found for recreational and ecological functions of National Park. Examination of visitor's perception about public facilities provided in park also revealed significant findings. Visitors were found to be more satisfied with landscaping and sitting arrangement like presence of benches after few meters. Visitors also showed medium level of satisfaction for playgrounds of children and waste management in the park. As recreational facilities increase the tourist's attraction for every age

group. Presence of children playground with swings in LSNP increased the attraction of park visit. However, visitors were found to be least satisfied for washroom facility.

As far as Public facilities are measured and analyzed in study area, safety from various items are also analyzed based on the perception of visitors (Javed, Naeem, Waheed, & Vohra, 2015; Kothencz & Blaschke, 2017). Majority of Visitors were found to be highly satisfied for recreational services like children play area and artificial water lake as all safety measures were satisfactory from their perspectives. But they are found to be least satisfied from security conditions of the Park. As there is no proper physical checking of the visitors at the entry point and no security guards are present inside the park at necessary spots like prohibited areas where endangered species of fauna are conserved. Adapting proper safety measures from Park authorities is the major demand of park visitors in many such studies (Fletcher & Fletcher, 2003; Sarhan et al., 2016). Visitors perception about Park management was also found to be more knowledgeable based on the practical conditions of the Park. Their response about various management measures are found to be least satisfactory for all measures including complaint system of Park, security conditions, cleanliness of park. All these measures are found to be important in the eyes of respondents and their perception was found to be quite practical.

# **CONCLUSION & SUGGESTIONS**

Current research is found to be beneficial for management authorities and other stakeholders of the society as it helps to understand the visitor's perception representing the practical situation of LSNP. Based upon key findings of the research, following recommendations are given:

a) Conservation of natural landscape and endangered species

As Biodiversity conservation is the prime aim of National Parks. Therefore, a special attention should be given to conserve the endangered species of flora and fauna and public awareness messages should be pasted at various sites in the Park to increase the visitor's knowledge. It will also provide an indirect way of scientific education and will increase the door of research in eco-tourism

## b) Provision of safe and secure recreational services

As safety and security is the prime requisite for every visitor, thus safety conditions of LSNP should be improved. A safe physical check of every visitor at the entry gate is very necessary to avoid any unpleasant event. In order to meet the emergency, an inner security center must be created in the Park to meet the emergency needs. Creation of such system will also provide economic opportunities for the public.

## c) Creation of complaint system in the Park

A well-structured complaint system should be developed in the park. A regular record of visitor's complaint will help the management to analyze and solve the public issues related to Park.

d) Infrastructure facilities

Physical infrastructure of Park like, availibility of clean washrooms, swings, pray area or mosque, sitting benches, and food court should be improved. It will not only increase the park visits but will also help to generate economic revenue which could be used for maintenance of the Park.

e) Capacity building and trainings of management

It is very necessary to regularize the management authorities of the Park and trainings should be provided to the park managers for efficient service provision.

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