

**UNIVERSITY OF CAPE COAST
DEPARTMENT OF GEOGRAPHY AND TOURISM**

**PARTICIPATION OF PERSONS WITH SPECIAL NEEDS IN
THE TOURISM INDUSTRY: A CASE STUDY OF
CAPE COAST MUNICIPALITY.**

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**A THESIS SUBMITTED TO THE DEPARTMENT OF GEOGRAPHY
AND TOURISM, UNIVERSITY OF CAPE COAST, IN PARTIAL
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CANDIDATE'S DECLARATION

With the exception of references and quotations, which I have acknowledged, I, Ben Bismark Braimah-Bogobley, hereby declare that this thesis is the result of my own original research and that no part of it has been presented for another degree in this University or elsewhere.

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Braimah?

DECLARATION BY THE SUPERVISORS

We, the undersigned, certify that we supervised the preparation and presentation of a thesis entitled PARTICIPATION OF PERSONS WITH SPECIAL NEEDS IN THE TOURISM INDUSTRY: A CASE STUDY OF CAPE COAST MUNICIPALITY submitted by Ben Bismark Braimah-Bogobley and recommend to the Faculty of Social Sciences, University of Cape Coast for acceptance in partial fulfilment of the requirements for the award of the Master of Philosophy (Tourism) Degree.

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ABSTRACT

The disabled constitute 10% of the total population of the Central Region. Since the introduction of tourism in the region, only a few of them have participated fully in the industry. In the Cape Coast municipality, for instance, apart from traditional dances and cultural performances that are put up at the castle and at durbar grounds by the deaf, little is heard of the disabled in the town.

Using data from a survey involving 145 respondents some disabled and others without disabilities and 14 hoteliers in the Cape Coast municipality, the study sought to determine the extent to which the disabled participate in the tourism industry in the municipality.

The results showed that most hotels and attractions do not make adequate provisions to cater for the needs of the disabled. Facilities available at these places are not 'user friendly' to the disabled especially those with physical handicaps like the crippled. It was also found out that personnel at these attractions do not have special skills that would enable them communicate freely with the disabled.

The general implication is that, most people with impairments would decline from embarking on tourism. This also means that the gap existing between the able and disabled would continue to widen. The aim of tourism, which is to bring together all classes of people from different socio-economic backgrounds would thus be defeated.

It is suggested that tourism plant owners should try as much as possible to put the needs of the disabled into consideration when designing their facilities.

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I, however, claim that I am solely responsible for all shortcomings and errors in this work.

B. B.

DEDICATION

This work is dedicated to my wife and children: Adjo-Dede, Awel, Ibrahim, Richard and Miss Diana Oppong, a friend in need.

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CHAPTER ONE

INTRODUCTION

Background

Tourism is one of the fastest growing industries in the world. It contributes immensely to the social, cultural and economic development of many nations, and has the potential both to preserve heritage and to destroy it. (Smith, 1995).

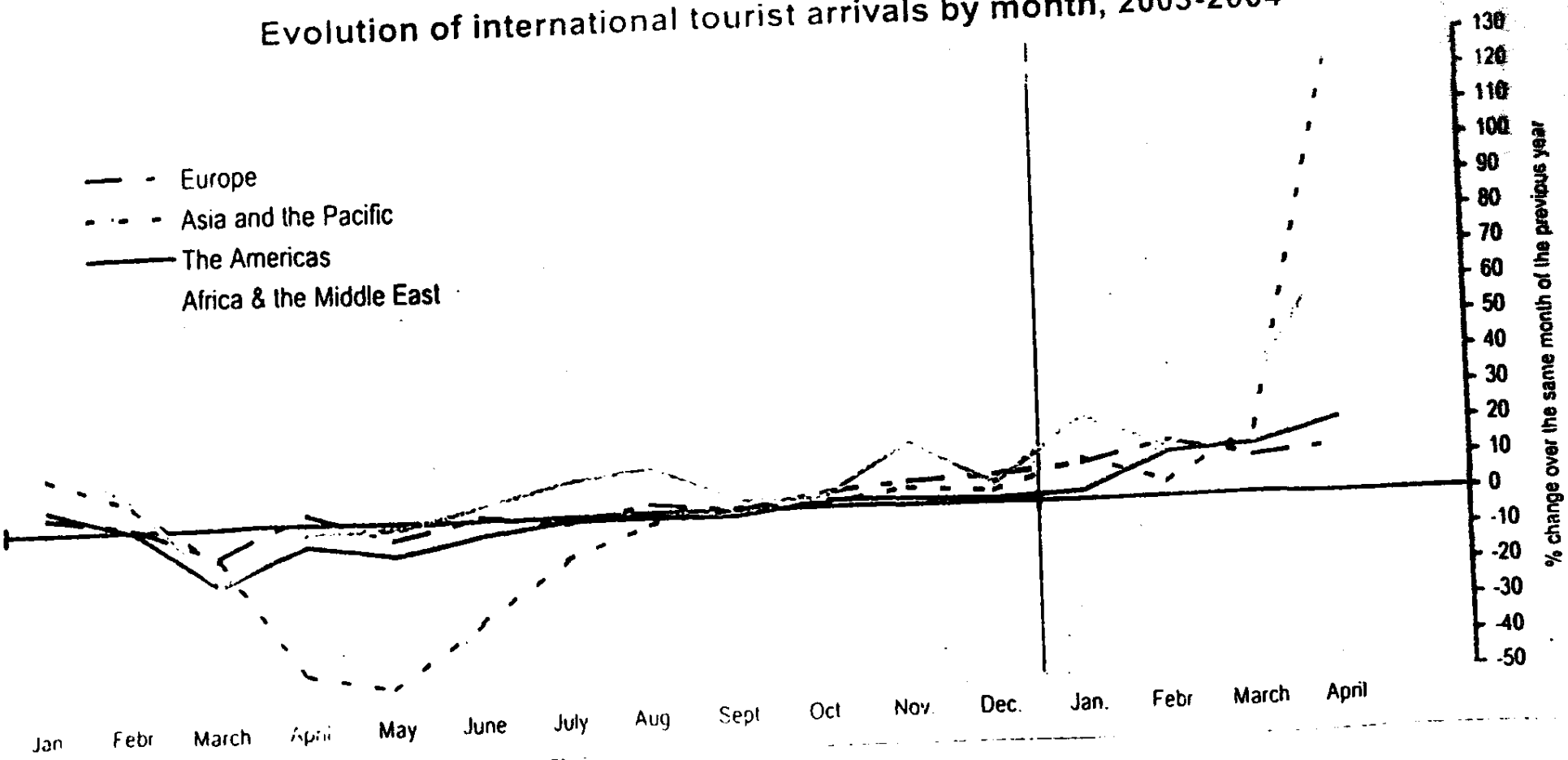
To many people, tourism is merely a matter of marketing – in the sense of advertising, public relations and others. While marketing is undeniably important, the industry requires much more. It must also satisfy fully the social aspects of life. That is, meeting the needs of all classes and types of people in the society – ‘normal’ as well as those with physical challenges.

Tourism has grown from the pursuits of a privileged few to a mass movement of people with the urge to discover the unknown, to explore new and strange places, to seek changes in environment and to undergo new experiences (Robinson, 1976). The development of mass tourism has created a powerful and influential recreational travel industry. With the relaxing of the major geopolitical tensions and in spite of uncertainty constant all over the world as proven by the first brutal terror of Al Qaeda in Europe and the occasional attacks suffered in the Middle East, signs indicate that travel confidence is improving significantly. (W.T.O 2004).

The evaluation of tourism performance by the WTO Panel of Tourism Experts plainly reflects a clear improvement of results and confidence. Events that marked the tourism sector in recent years led to an increased competition and have consequently encouraged destination management and marketing improvements. Reasons for such improvement in the sector are not far fetched. "Low-cost airlines continue to increase capacity and in particular to expand their regional coverage reaching more and more destinations and triggering intraregional demand, particularly as a new phenomenon in Asia and the Pacific and in the Middle East." "As the economic framework improves, companies are relaxing their once tight travel budget and business tourism is finally showing signs of recovery, although with an increasing "late booking" trend as in leisure travel." (W.T.O-World Tourism Barometer, 2004. pg 4). Figure 1.1 indicates the evolution of international tourist arrivals by month for the period January 2003 to April 2004. The graph indicates that apart from the period of March-May 2003, where tourist arrivals in Asia and the Pacific fell below negative 40% compared to the previous year, there has been a gradual increase in all the four tourist areas. (Europe, Asia and the Pacific, the Americas and Africa and the Middle East.) Since February 2004, there has been a sharp increase in almost all these areas.

The tourism industry is an important job creator in the whole world. In 1991, the international tourism industry employed 112 million people worldwide and generated over \$ 2.5 trillion at 1989 prices. (Tourism in Africa, 2004). The World Travel and Tourism Council (WTTC) calculates that tourism generates 8

Evolution of international tourist arrivals by month, 2003-2004*



World Tourism Organization (WTO)

Figure 1.1

percent of total exports and of all jobs world wide (Tourism in Africa, 2004). In 1996, 593 million tourists travelled abroad (World Tourism Organisation, 1997). Visitor arrivals worldwide reached 698 million in 2000 (+7.4 percent over 1999) and expenditures were US \$476 billion (+4.5 percent) according to the World Tourism Organisation. (Tourism in Africa, 2004). Again, in global terms, the expansion of international tourism continues to generate insatiable demand for overseas travel. Europe remains the most visited of all regions of the world, where half of all global tourists and almost two thirds of international arrivals occurred in 1996. (WTO, 1997). International tourism growth in Africa since the 1980s has improved tremendously. For instance, Africa records on the average a growth rate of 8% per annum compared to the world rate of 4% (WTO, 1995). The World Travel and Tourism Council (WTTC) estimated that tourism and travel contributed about 10 percent of Gross Domestic Product (GDP) in Sub-Saharan Africa (growing at over 5 percent annually in real terms) in 2000. Although starting from a lower base of visitor arrivals, the African continent is enjoying higher growth rates than most other regions. In 2003, for instance, international tourist arrivals in Africa was 30.5 million generating receipts of up to US \$14.0 billion (WTO, 2004). Ghana also earns much foreign exchange through the promotion of tourism. Since 1996, international tourism arrivals and receipts in the country have kept rising. Tourism alone in 1996 contributed 3.9 % of the GDP of the country directly, creating 17000 employments and indirectly, creating 45,300 employments. In 1997 for instance, tourism arrivals

and receipts in the country were 325,438 and US \$ 265.59 million respectively (World Travel and Tourism Council, 1998).

Since 1998, there has been a steady increase in tourist arrivals and receipts in the country. In 2003, there were 530,827 tourist arrivals generating receipts of US \$602.80 million. The impact of tourism on the national economy is worth noting. Tourism in 2003, contributed 3.7 percent to the Gross Domestic Product, employing 33,094 directly in 2002 and indirectly employing 82,129 in the same year (GTB, 2003). It is projected that by 2007, tourist arrivals and receipts in Ghana would shoot up to 1,062,000 and US \$1.562 millions respectively (GTB, 2003).

Recognizing the immense contribution of tourism to the economy, the Ghana government since the 1980s has tried in numerous ways to improve the industry. One major step taken by the government on this line is the establishment of a separate ministry for the sector to see to the smooth running of the industry. Another major step is the implementation of the fifteen-year Tourism Development Plan (1996-2010). The World Travel and Tourism Council has also projected 1062,000 arrivals and receipts of US \$1,562 million by the year 2007. It is estimated that by the year 2010, tourism would have become the backbone of Ghana's economy.

Unlike international tourism, domestic tourism, which involves travel within one's own country, is more difficult to quantify, but generally accounts for 75-80 percent of all tourism activity (Lundberg, 1976). Domestic tourism is essential for tourism development. However, in developing countries, like

Ghana, it has not been accorded as much attention as international tourism. The problem is even more complicated with regard to persons with disabilities.

The physically challenged are broadly defined by the Americans with Disabilities Act (ADA) as people who have a physical or mental impairment (or have a record of such impairments) that substantially limit their participation in some major life activities. Generally, the disabled constitute about ten percent of every given population (Mumuni, 1999). In Ghana, the disabled include the Hearing Impaired, the Visually Impaired, the Mentally Retarded, the Physically Challenged (disabilities involving physical functioning) and the Aged.

In spite of their disabilities, however, these people take part in the day-to-day social, economic and political activities of their communities. They pay taxes and contribute their quota to the developmental processes of their communities. They have legal rights and are expected to enjoy life to the maximum. Indeed, in Ghana, the rights of disabled persons are stated clearly in Article 29 of the 1992 Constitution. Section 6 of this article provides that "as far as practicable, every place to which the public has access shall have appropriate facilities for disabled persons". (Ghana Constitution, 1992; 29). Unfortunately, as far as the promotion of tourism in the country is concerned these provisions are hardly enforced.

In the US, public legislation allows the disabled to have education, to work and to take part in the decision making process of the country. (The Education for All Handicapped Children Act, 1975), Public Law, 94 – 142

states that "as far as possible, handicapped children must be educated in the least restrictive environment" (Lowenbrawn et al. 1980).

Society is dynamic, as such "social structures, communities, businesses, families and individuals are experiencing profound change. Social and family values are being redefined, average family size is decreasing, communities are becoming pluralistic, the population as a whole is changing and lifestyles are becoming more diverse and often more complicated" (Smith, 1975). Many individuals including the disabled are showing greater interest in the role of a healthy lifestyle. There is the need for the tourism industry to enhance the overall well being of the deprived in society. This is because "the ability to visit beautiful relatively unspoiled places can often serve as a way of relaxing and recharging the batteries for people from less attractive and restrictive areas who may have monotonous or stressful jobs" (Swarbrooke, 1996).

Statement of the Problem

Up to about twenty years ago, most studies tended to assume that the extension of the tourism industry to developing countries was a good thing, though it was acknowledged that there were a number of associated problems to be overcome in time (Lea, 1995). For instance, in Ghana people with less ability like the deaf, the blind, and the physically challenged are not able to participate fully in tourism activities. Facilities provided at recreational grounds do not often suit the disabled. In addition there are no specially trained personnel to help the handicapped, if they could even make the efforts to embark upon any

form of travel at all. These restrictions have therefore 'crippled the crippled' increasing their woes and retarding all attempts made by them to indulge in tourism. Furthermore governments of developing countries have seen tourism as a panacea for their economic problems and therefore are promoting international tourism which brings in much needed foreign exchange to the neglect of social tourism. This has consequently led to the neglect of meeting the needs of the disabled.

In the light of the above information, this study sought to answer the following questions:

- What are the factors that account for persons with disabilities being relatively left out when facilities for tourism development are designed and constructed in Ghana?
- How best could these facilities be utilized by persons with disabilities for their own benefit and that of the Tourism industry as a whole?
- What is the level of participation of persons with disabilities in the tourism industry?
- What benefits do persons with disabilities derive from tourism?
- To what extent is the design of tourism facilities and personnel user friendly to persons with disabilities?

Objectives of the Study

The general objective was to assess the extent to which the tourism and recreational needs of the disabled in the Ghanaian society are considered in the promotion of the tourism industry.

Specifically, the study seeks to:

- i) Identify the level of participation of the physically challenged persons in the tourism industry;
- ii) Explore the reasons why tourism plant owners fail to consider the needs of disabled persons in the design of their facilities;
- iii) Examine the benefits that people with physical challenges derive from tourism; and
- iv) Based on the findings and conclusions, make recommendations for government policy on tourism.

Rationale of the Study

Tourism development is a multifaceted effort. It provides equal opportunities for all, the 'normal' as well as those with various challenges. If well developed, tourism enables the individual to enjoy life and make the best use of his leisure time. The individual at times overcomes his disabilities and boredom and travels to gain new life experiences. This study identifies how best tourism can enable persons with disabilities benefit from the various tourism resources at their disposal. "It is high time a good deal of rethinking took place concerning tourism's future role in the economic and social lives of developing

countries" (Wyllie, 1990). Under our democratic dispensation, there is a provision for equal rights for all. However, the disabled have been neglected in many of the socio-economic activities. A detailed research therefore seeks to find out why this neglect and correct the erroneous impression created by some people that the disabled have nothing good to offer society. Finally, the outcome of this study would serve as a guide and point of reference to government policy makers in formulating tourism policies. This will also contribute to the existing stock of knowledge on the capabilities of the disabled in nation building. It is also hoped that the awareness created in this research will justify the allocation of adequate funds for the education of persons with disabilities, especially to the Ghana Education Service (Special Education Unit) and the Department of Social Welfare.

Definition of Terms

In a study of this nature the following terminologies that have been used need to be explained:

Disability: The loss or greatly reduced ability to perform a function or some functions due to damage or loss of a body part or organ.

Handicap: The social, psychological and occupational disadvantage that results from impairment and disability.

Hearing Impairment: It is the total or partial reduction in the amount of sound perceived. It is also referred to as hearing loss.

Impairment: Any loss or damage to a part or all of a body organ or system.

Mental Retardation: A significantly sub average general intellectual functioning existing concurrently with deficits in adaptive behaviour and manifested during the developmental period which adversely affects the child's educational performance.(Grossman, 1983).

Persons with special needs: Persons who lag behind their peers in physical, mental, emotional, psychological and sensory functioning and would require special attention from medical, speech therapists and any other special needs provider in order to cope with normal life situations.

Physical Disorders/Physical Challenges: The inability of a person to effectively use any part of his/her body to perform gross or fine motor skills.

A disabled Person/A handicapped person/A person with disability/A person with challenges/A person with special needs: These are synonymous terms and would be used in the study interchangeably.

Chapter Organization

The study is organized into 6 chapters. Chapter 1 has described the whole idea of the study. It has covered: background of the study, statement of the problem, objectives of the study, rationale of the study, definition of terms and organisation of the chapters. Following this chapter is chapter 2, which reviews related literature. The issues covered include the development of tourism in Ghana, the purpose of tourism, integration of the disabled in tourism through mainstreaming, development theories of tourism for persons with disabilities and changing attitudes towards the disabled. The 3rd chapter is on

the methodology and the study area whilst the 4th chapter deals with the demographic and socio-economic conditions of the disabled. Chapter 5 discusses the physically challenged persons in tourism. Finally, the 6th chapter deals with the summary, conclusions and recommendations for further studies.

CHAPTER TWO

LITERATURE REVIEW

THEORETICAL AND CONCEPTUAL ISSUES ON TOURISM FOR PERSONS WITH SPECIAL NEEDS

Introduction

Generally, there is not much literature on tourism and disability. Considering the very nature of the topic under study, it seems not much work has been done in the area. Whilst most writers in the field of persons with special needs have not given much attention to their participation in tourism, their counterparts in tourism have also almost shied away from including the disabled in their work.

The review is presented under the sub-headings: The development of tourism in Ghana, the purpose of tourism; the disabled in ancient and modern times; integration of persons with special needs in tourism through mainstreaming; development theories of tourism for persons with disabilities; and changing attitudes towards the disabled.

Development of Tourism in Ghana

The development of tourism in Ghana came into the limelight in the last decade. Tourism development here is defined as 'the provision or enhancement of facilities and services to meet the needs of tourists' (Pearce, 1989:15). In the

early years of the decade, most tourism activities were centred along the coast of Ghana, especially in the castles and beaches, although a few attractions were located in the hinterland and the northern parts of the country. The Mole Park, the Crocodile Pond at Paga, Lake Bosomtwi, the Buabeng-Fiema Monkey Sanctuary, the Wli Falls in the Volta Region are some of such areas worth mentioning.

Before 1972, the tourism industry in Ghana existed only in name (Addo, et al 1975:4 cited in Akyeampong, 1996:58). Apart from the fact that many individuals and investors did not show much interest in the industry as compared to other sectors of the economy like agriculture, manufacturing, trade and commerce, one would not be wrong to state that prior to 1985 unstable political circumstances affected the development of the industry. There is no doubt that in times of economic and political crises tourism is pushed to the very bottom of every nation's priorities (Akyeampong, 1996:58). The first Republic of Ghana did not even make mention of tourism in its industrialization programme. According to Akyeampong (1996), 'this is not to say that tourism did not come up for consideration at all in 1960', as it was accorded a ministerial administration when the sector was made part of the then Ministry of Parks and Gardens. After the 1966 coup d'etat, tourism sank back into its dark ages. The military government that took over the reins of the Nkrumah government only made mention of it in the NLC Decree 310 (Akyeampong 1996), which designated the National Tourist Corporation. In 1971, the Progress Party

Government of Dr. K. A. Busia passed the Ghana Tourism Corporation Act, but not much was done about the industry.

The period from the mid 1970s to the mid 1980s saw tourism policies being backed by action. The NRC Decree 224, which split the Ghana Tourist Corporation into Ghana Tourist Control Board (GTCB) and Ghana Tourist Development Company (GTDC) on the grounds that the national tourist organization could not combine its regulatory functions with that of an entrepreneur (Yeboah, 1981, cited in Akyeampong 1996:58) played a major role in giving birth to the present Ghana Tourist Board (GTB). According to Akyeampong (1996), while the GTB performed the traditional functions of a national tourist organization namely, policy formulation, research and planning, monitoring and regulatory controls including licensing and classification of hotels and restaurants, the GTDC on the other hand was assigned responsibility for state participation in investment in tourism plants such as hotels and resorts, catering outfits, travel agency business and casinos (GTB, 1987).

Economically and socially, all types of tourism can be of importance to Ghana. But in view of Ghana's balance of payment problems, government seems to place emphasis on the development and promotion of regional (West African) and long distance in-bound tourism. Akyeampong (1996) again writes that the Ghana government invited a Danish consulting firm, Hoff and Overgaard (1974) to investigate the country's potentials and make recommendations on how to promote tourism in the country. Their comprehensive two-volume report on Ghana's touristic prospects has been in

use till today. However, the unstable political situation of the country, which was caused mainly by frequent coup d'etats, brought tourism, especially, international tourism to a standstill until 1985. In fact, Ghana's political life had never been so turbulent. Nature also took its toll as a protracted drought brought the economy to its knees. So though an institutional framework for tourism promotion existed, nothing happened: the holiday market declined sharply, resulting in a drift of holiday makers away from Ghana to neighbouring countries like The Gambia, Togo, and Sierra Leone which were then offering better holiday facilities and incentives (Akyeampong 1996).

With the peaceful political atmosphere prevailing in the country since 1985, tourism promotion has become a policy of government. Various fairs and festivals have been introduced into the country such as the "Inter-Tourism '86" which was organized in Accra to promote the country's touristic potentials (Akyeampong, 1986). Since then, festivals like "Panafest", "Juneteeth", and "Emancipation Day" are among the numerous festivals, which brought into the country many foreign visitors.

During the National Democratic Congress (NDC) era, the idea of boosting the tourism industry was welcomed in all spheres of the economy. The opening of the Kakum Forest as a tourist attraction and the Canopy Walkway, which is one of the first in Sub-Saharan Africa, coupled with the allocation of various resources in the budget to the industry made tourism the fastest growing industry in Ghana today. Various tourism related courses are being mounted in

tertiary institutions throughout the country. New hotels, restaurants, travel agents are springing everywhere in the country in order to serve visitors.

In fact, by 1997 international tourism arrivals and receipts in the country was 325,438 and \$265.59million respectively (World Travel and Tourism Council, 1998). The World Travel and Tourism Council projected that by the year 2010 tourism arrivals into the country would hit the target of 1,062,000 with receipts of US \$1562.00 million.

The Purpose of Tourism

The objectives of tourism state among other things the need for the social and economic emancipation of individuals as well as society in general. One can therefore easily agree with Section 101 of the Act (22USC 2121) of the United States National Tourism Policy Act which states that 'the tourism and recreation industries are important to the United States not only because of the numbers of people they serve and the vast human, financial, and physical resources they employ but because of the great benefits tourism, recreation and related activities confer on individuals and on society as a whole'.

In Ghana, the purpose for the promotion of tourism in the country is not different from the above. Before the PNDC/NDC era, Ghana's foreign exchange earning depended mostly on the export of her traditional agricultural crops like cocoa and her natural resources, especially, gold. Industrialisation was another area where the government depended on mostly. This is seen in one of the sayings of the first president of Ghana "We still have to lay the actual

foundation upon which socialism can be built, namely, complete industrialisation of our country. ...we must try to establish factories in large numbers and at great speed" (Nkrumah on building a socialist state, 1961, cited in Akyeampong, 1996). After 1975, however, there was a breakthrough in the tourism front. In one of the policy papers published, the objective of tourism was clearly stated, "...economically and socially, all types of tourism can be of importance to Ghana..." (GTB, 1974 cited in Akyeampong, 1996:59). It must however be stated here that the promoters of Ghana tourism depended mainly on the economic benefits of tourism, especially interest vacation tourism and ethno tourism. In all these forms of tourism, expatriates in neighbouring West African countries are the targets in this regional (supra-national) tourism (Akyeampong, 1996). According to Akyeampong, another major target of Ghana's tourism is foreign visitors from Europe and the Americas who contributed to more than half of all arrivals (Akyeampong 1996:62).

**Ghana: International Arrivals from Top five (5) Generating Countries and
Overseas Ghanaians (1990-92)**

COUNTRY	1990	1991	1992
Overseas Ghanaian	38930	31964	58065
Nigeria	20708	32167	29279
United Kingdom	13226	16771	18469
United States of America	7521	11488	14070
Germany	6730	10023	10292
Cote D'ivore	6258	8395	10256

Table 2.1

Source: GTB, 1994. In Acheampong, 1996

International tourism is an invisible export in that it creates a flow of foreign currency into the economy of the destination country, thereby contributing directly to the current amount of the balance of payments. This inflow of revenue creates business turnover, household income, employment, and government revenue (Theobald, 1998:62). All the same, it must be stated that, tourism, both international and domestic, bring about an intermingling of people from diverse social and cultural backgrounds, and also a considerable spatial redistribution of spending power which has a significant impact on the economy of the destination areas (Theobald, 1998: 63).

In the 1960's the need for recreation and leisure opportunities for people with disabilities was finally recognized (Bedini, 1990:40). This was as a result of the realization of the fact that a systematic and careful integration of handicapped and non-handicapped individuals into the same tourism activities is

one potentially useful alternative to the current practice of segregating and relegating the disabled to the background whenever tourism is mentioned.

Our main task therefore, is to awaken, arouse and develop the personality, and this must be accomplished in the environment in which the individual finds himself so that he may come to realise his own responsibility to that situation. To attain this end is extremely difficult. People are not prepared for it and it is too easy to sit and wait for other people to take action and then criticise them. When a person with special need is in a centre, every effort should be made to see that he goes out as often as possible. He will of course go home to his family, but he must also have a wide experience of the rest of the world preferably through small groups. All kinds of occasions present very good opportunities for this sort of activity and each occasion where they are likely to come into contact with other people should be exploited.

The Disabled in Ancient and Modern Times

Records show that from the dawn of history into the early Christian world, little respect has been paid to the disabled. The disabled have been despised throughout history. The handicapped have been considered as an economic calamity (liabilities). They were usually destroyed or left alone without consideration to live; some were even killed. A major factor that contributed to the ill treatment towards the deaf was a statement made by the famous philosopher Aristotle "As many as are deaf, and or dumb, are senseless and incapable of reasoning". The Greeks had a poor attitude towards the

handicapped because of their interest in physical fitness. A handicap was considered a taboo, and handicapped individuals were used as a sacrifice to appease the gods. The Spartans and Romans on their part either kept them in worthy homes for amusements or exposed them to unfortunate situations to die, which they normally referred to as 'abandonment'. During the medieval periods, asylums were built as a refuge and havens for the mentally retarded and those who needed protection and safety. Various derogatory terminologies were given to them. For instance in Europe the mentally retarded were regarded as "infants of a good god". In the renaissance period terms like "simon", "village idiot", "fool", "pumpkins", "turkey", "gulls", "dolts", and "asses" were used to refer to the mentally retarded.

As civilisation became more complex and organisations more intricate, laws were made to guide people's attitudes towards the disabled. Some biblical texts, like Mark 7:33-35, which talks about the Lord's opening of a deaf man's ears, and the belief that God never makes mistakes that all he created were good and purposeful compared with verses like Exodus 4:11-12; Leviticus 19:14 helped people to change their attitudes towards the handicapped in general (Dery, 1981).

The Ghanaian Situation

In Ghana, the move to habilitate and rehabilitate the disabled was made by the first president of the country, Dr. Kwame Nkrumah. He drew the

attention of Cabinet to the extent of disablement in the country and impressed on his cabinet to design programmes to habilitate the handicapped.

On 16th October 1959, a committee, headed by John Wilson, a blind man of the Royal Commonwealth Society for the Blind was set up which surveyed the disabled people in the country. Upon its recommendation, schools were set up in the country to train and educate the disabled. They were also to enjoy free education. All disabled children of school going age were placed under the Ministry of Education and those who were not in school by then and adults were placed under the Department of Social Welfare for their rehabilitation. The government also sponsored teachers to America and Britain to be trained to teach the disabled.

Today, many vocational institutions and rehabilitation centres have been opened in the country to assist the disabled. In the Central Region, for instance, the Biriwa Vocational Training and Rehabilitation Centre, trains the crippled and people with less physical abilities to acquire some skills in masonry, carpentry, and tailoring (dressmaking). The Cape Coast Social Welfare Institute and School for the Deaf are the other institutions in the Cape Coast Municipality that attempt to rehabilitate and train the disabled.

Apart from a few disabled individuals who can cope with the classroom work, most of these disabled, if not all, perform better outside the classroom. As such they need to be encouraged to embark on trips, visits, excursions and tourism in general. Individuals with physical challenges like those with hearing impairment lack a lot of information in the environment. Researchers in

disability, however, have not bothered themselves very much to expand their work to cover travel and tourism, which would have played a significant role in the integration of the disabled.

Tourism: A multifaceted Industry

Study into tourism reveals that most researchers try to explain the industry depending on the background of the writers concerned. Each discipline also has its own perspectives on the way in which tourism is organized, with geographers highlighting its spatial structures, sociologist and anthropologists underlining social relationships and economist emphasising economic attributes.

Tourism is a multifaceted activity and a geographically complex one, as different services are sought and supplied at different stages from the origin to the destination (Pearce, 1987a). Today, there can be little doubt that tourism has assumed considerable economic and social significance throughout the world (Pearce, 1995). In general, while tourism breaks all barriers, be it natural or man-made, social, economic, cultural or political, that exists between people of different tribes, race, ethnicity, religion and abilities, it also prevents people from looking down upon their neighbours. It is, however, very unfortunate that early work on the impact of tourism upon destinations focused primarily on economic aspects (Theobald, 1998:63). Of course, people in tourism would be justified greatly for this stance. This is because apart from the fact that economic benefits are measurable and quantifiable they are also quite satisfying.

However, these are done at the expense of previously unmeasured environmental and social consequences.

Integration of Persons with Special Needs in Tourism through Mainstreaming

There is extensive work on tourism and its importance to the socio-economic development of individuals and society. However, there is very little published material on the relationship between tourism and the disabled. Persons with special needs owing to their limitations in one way or the other learn a lot from sight-seeing, excursions and travel. For instance, resources like the beaches, scenic mountains and landscapes, tropical rainforest with the numerous game and wild life are fertile grounds for visits by the disabled. As Duffield and Long (1981:409 cited in Akyeampong, 1996) put it "... ironically, the very consequences of lack of development, the unspoilt character of the landscape and distinctive local cultures become positive resources as far as tourism is concerned".

Many programmes that integrate handicapped and non-handicapped individuals utilize behavioural procedures in one form or the other. Although individual behaviours change under various circumstances, nevertheless, the behavioural approach is presented as an important means of promoting positive interactions among handicapped and non-handicapped persons.

In addition, other measures that can be used at this time include satisfaction of parents, societal attitudes and immediate and long-term changes

in general attitudes. It must be stated that well designed integrated programmes provide a significant, independent, positive contribution to the development of the handicapped person as far as tourism is concerned (Bricker, 1978). The potential educational value of imitation can never be ruled out when dealing with the promotion of tourism among the disabled. In particular, the imitation of non-handicapped persons by handicapped individuals in integration settings. Over the course of our history, the prevailing social philosophy of this country has been shifting from providing educational programmes for a select group of children to the gradual inclusion of all the nation's young-rich and poor, normal and handicapped (Bricker, 1978).

Rationale for Integration

The rationale for considering the integration of persons with challenges with the non-handicapped in tourism activities will be divided into three areas: social-ethical, legal and psychological. The social-ethical arguments have already been discussed into details in the last section.

The legal legislative arguments (although not seriously implemented) are based on decisions reached in relevant litigation as well as recent state status mandating modification of current social and educational practices. The final set of argument is categorized as psychological-educational and deals specifically with developmental theory, imitation learning and a description of the few projects appearing in the literature that have reported success in combining handicapped and non-handicapped individuals. These arguments are

raised in this write up because it is believed that if they are used appropriately, they may be the most persuasive arguments for the integration of handicapped and non-handicapped persons in various programmes (Bricker, 1978).

Article 29, of the Ghana Constitution establishes the right of people with challenges to enjoy all facilities that all able individuals have the right to enjoy. Thus, the disabled is to be given the chance to perform in a "least restrictive environment" possible. Such laws are among the first steps towards integrating people who are disabled into the mainstream of society. "Doors have been opened, but we still have a long way to go". Who among us is perfect without some limitations? Yet, we do not wear a label given by society, which says we are 'not able'. Our disabled are 'able'. The disabled can be gifted and talented. It is important that we resist categorical thinking and recognize children and adults for their abilities and potential. With this philosophy, we can welcome everyone into the Tourism industry (Rockefeller, 1978).

Access to Information

Many writers in the field of disability, again, limit themselves mainly to the educational needs of the disabled. To expand the scope of this work, I would attempt to cover the social needs of the disabled, both young and old. Two major terminologies which are being used extensively in the education and training of the disabled, "mainstreaming" and "integration" would be explained in detail.

Mainstreaming and Integration

Various writers depending upon their angle of thought have defined mainstreaming as a concept. Schulz and Turnbull (1984) define the concept "mainstreaming" as the social and instructional integration of students with disabilities for at least a portion of the day in the regular class. In this instance, it is noted that apart from physically placing the child with a disability in the mainstream classroom, the social and instructional integration of the child with a disability is also considered (Kwarteng, 2000:15).

Gearheart and Weishan (1980) explain mainstreaming as the maximum integration in the regular class combined with concrete assistance for the regular class teacher. A closer study of this definition depicts that it is more concerned with the integration of the child with disability and the provision of support services to the regular class teacher.

There is the need for normalizing interactions between persons with and those without disabilities. For this need to be met, the public has to increase its knowledge about and contact with persons with disabilities. Increased knowledge and exposure will belie the notion of homogeneity and show that persons with disabilities are more similar than dissimilar to others in society (Malakpa, 1993). As has been noted by Hagarty (1987) "integration is a moral issue, revolving around the rights of individuals and society's willingness to acknowledge those rights in effective terms, in this instance, the right to participate in society" (p.60).

Leisure and the Disabled

Leisure plays a very important role in the lives of all persons with special needs. It is argued that if we can put this programme into operation, it would go a long way towards coping with a worry of their future. Like their normal counterparts, people with physical challenges enjoy sports, games and other recreational activities at beaches, parks and resorts. As a result, physical education environments and curricula should be designed to meet the needs of all students regardless of ability. There is the need for people with no disabilities to listen to the disabled, especially on issues concerning their experiences in travel.

In reality, we know very little about what the future holds. We have very little control over its material conditions but at the same time, we must not compromise by allowing the disabled to become introspective to draw into their shells or to make themselves "forgotten people". Life is there all around him with other people, and must be taught to hold on to it. Just because someone is handicapped does not necessarily mean that the person is totally incapacitated. The person must be involved in life in general and we must encourage such people persevere and make certain that they succeed in doing a task well, no matter how small. We who care for the handicapped must not be seen as their masters, but as their friends. We must make ourselves worthy of their confidence in us by our sincerity and our sympathy. We must enable them to become true men and women – individuals who are understood and accepted,

and who as far as their handicap permits, can take their rightful place in the active life in the community (Marc Gicquiand, 1980:190).

From the discussion above, it can be observed that the use of segregation programmes to meet the 'special' needs of the disabled are no longer appropriate. It is now time to re-evaluate the need and appropriateness of segregated (separate but equal) programming in community tourism activities. However, can anything be truly equal if it is separate? The phrase "separate but equal" was coined in 1846 by Chief Justice Lemuel Shaw of Massachusetts, who ruled that "Negroes are not denied equal protection of the laws when provided with separate facilities that are substantially the same as those for Whites" (Bedini, 1990:40). Similar to the issues of African Americans prior to the 1950's people with disabilities have been separated from mainstream society. Unlike the issues of African Americans, however, the main reason why people with disabilities have been isolated is based on the assumption that they are "special". They have often been perceived as "holy innocents", "eternal children" or "objects of pity in need of protection" (Wolfensberger, 1972 cited in Bedini, 1990:40). "Special but equal" rather than "separate but equal" became a standard of leisure service provision to people with disabilities (Project LIFE, 1988). Unfortunately, although this special attention arose from good intentions, it reinforced the concept of "inherently unequal", denying people with disabilities the right to normal experiences, equal access, choices and autonomy.

The demands of parents and professionals who served the disabled in the US began to elicit political and legislative responses. In 1961, President Kennedy called for a plan that would address the community needs of people with mental retardation. President Nixon called for one-third of retarded individuals in public institutions to return to useful lives in the community as one of the nation's primary goals (Pomeny, 1974).

This section has attempted to provide a rationale for the integration of handicapped and non-handicapped persons based on cultural, legislative and judicial decisions in all spheres of life, be it social, economic and leisure. The inevitable conclusion of those recent actions is that social change is upon us.

Equally important to note is that change cannot always await systematic verification to mould attitudes towards tolerance and acceptance. Legal or legislative activity alone cannot produce progress if the individuals implementing such suggested changes fail for any reason to facilitate the "intent" of providing equal socio-economic opportunity to all persons. Legal mandates provide the groundwork, but continued effects by parents and educators are needed to ensure that the spirits as well as the letters of the law are followed.

Tourism is the world's largest industry and is expected to continue to grow and maintain that status well into the twenty-first century. The tourist industry is a major economic, environmental and socio-cultural force. Nevertheless, perceptions of the tourists industry in terms of its economic, environmental and social impacts and features have advanced rapidly. The importance and relative

influence of tourism and particularly its economic impacts are reflected in its dramatic growth in global political prominence during the 1990s and 1980s. In developed countries, the state and government itself, has many responsibilities including defence, economic development, education, health and law and order. These particular responsibilities that rest mainly with government have been the subject of much public policy inquiry. However, tourism has only recently emerged as an obvious commitment and important consideration in the public sector (Hall, 1994a). Owing to these bottlenecks in tourism, little attention is given to people whose abilities are not very much regarded in the society. As a result, analysis of tourism policies is often constrained by:

- the lack of consensus concerning definition of such fundamental concepts as 'tourism', 'tourist', and 'the tourists industry';
- the lack of well defined analytical and theoretical frameworks; and
- the limited amount of quantitative data.

In 1968, Article IV of the Fourth Congress of the International League of Societies for Mental Health stated that Mentally Retarded (MR) people have the right to participate in all aspects of community life, citing specifically appropriate leisure time activities (Bedini, 1990:41). Similarly, the regulations for the Education for All Handicapped Children Act cited recreation as a related service to the children projected under this law.

Integration and Normalisation

In spite of all efforts being made to involve the disabled in normal daily activities like tourism, it is unfortunate that the message that people with disabilities are different and should be separate still exists. West noted "managers of resource oriented parks would often 'channel' handicapped groups who came to their parks into lesser used areas in the park or areas especially set aside for the handicapped (West, 1982:38). In other words to overcome these shortcomings, integration and normalisation of the disabled should be encouraged in all spheres of life without any prejudice. Wolfensberger (1972), states that maximal integration is one of the major corollaries of the principle of normalisation. Decker (1987) also noted that fully participating in community life is true integration. She states, "integration and normalisation in their fullest meaning include relationships as a condition of everyday life"(p.47).

Similarly, Brown et al (1980) stated that:

'Long term heterogeneous interactions between severely handicapped and non-handicapped students facilitate the development of skills, attitudes and values that will prepare both groups to be sharing, participating, contributing members of complex post-school communities' (p.181).

Several studies identify specific benefits of integrated recreation programmes. For example, integrated recreation programmes have enhanced self-concept/esteem (Carpenter, 1975:50). Other studies have also identified

needs for equity for people with disabilities in community recreation programming. Howe-Murphy (1980), identified guidelines for mainstreaming recreation and leisure needs of people with disabilities. This conclusion is very true in our Ghanaian situation. It was very much surprising to hear a scholar in tourism, during my research, exclaim that "why should we at this time worry ourselves thinking about promoting tourism among the disabled, when even 'normal' people don't know what tourism is about?". The need for education and enlightenment as to the abilities of the disabled is very paramount at this stage. Other needs regarding normalising and integrating recreation programmes for people with disabilities include:

- 1 Increased accessibility (Austin and Powel, 1981; Hutchinson, 1980; Matthews, 1977; Reynolds, 1979).
- 2 More money (Schlein and Ray, 1988; Vaughn and Winslow, 1979).
- 3 More knowledge about people with disabilities (Harnett, 1976; Howe-Murphy, 1980; West, 1982).
- 4 Elimination of discriminating policies and agency attitudes (Howe-Murphy, 1980; West, 1982).
- 5 Increased consumer power through advocacy and pressure (Kleit, 1982).
- 6 Legislation to ensure equal rights (Hutchinson, 1980).
- 7 Higher expectations about the capabilities of people with disabilities (Harnett, 1976; Matthews, 1977).

Of all these barriers, perhaps the most limiting are negative attitudes towards the disabled. Evident in agencies or among non-disabled consumers, negative attitudes can pose impenetrable barriers. West (1982), in a study of park and recreation and social services employers identified an "organisational stigma" whereby agencies support policies that reinforce stigma, exclusion and segregation of people with disabilities from the mainstream (Bedini, 1990:43). The policies reflect the negative attitudes of either the staff or non-disabled citizens in the community. The agency thus protects its staff and non-disabled consumers from those perceived as different.

Through lack of knowledge or inappropriate assumptions, recreation and leisure departments do not advertise or encourage people with disabilities, who assume they must participate in their programmes, thus, inadvertently encouraging segregation.

Directions for Change

Project LIFE (1988) stated that for 'equal opportunity' to happen in leisure and recreation services, there must be full access physically and programmatically. Physical changes (architectural) are easy to identify and change. Programmatic change that can provide normalised experience for people with disabilities are also possible with minimum adaptation, no extra cost and only a minimum number of trained staff who can then aid and consult with other staff.

:

There should also be an implementation of an open structure, individualizing their programmes and services and by offering opportunities for leisure 'buddies'. This programme has provided recreation barriers in the least restrictive environment for people with disabilities. The barriers of cost, trained staff and programming skills are actually minimized since the same staff can serve greater numbers of people without creating additional special programmes (Bedini, 1990:43). To achieve equity, there should be re-evaluation of labelling, the restructuring of service provision strategies, and the inclusion of participants in planning and the treatment and respect of people first. Everyone has the right to travel and tourism in the least restrictive environment. Initial change is always difficult. It has begun, however, and must continue with enthusiasm and commitment. As has been noted elsewhere:

"In social tourism, we have an opportunity to give expression to the principle that all persons have a right to enjoy leisure and recreational opportunities, including leisure travel; and that government, trade unions and employers have a moral obligation to assist in making provisions for the exercise of this right" (Wyllie, 1990:15).

To translate this principle into policy and practice, especially with elite domestic tourism, the first steps must be to conduct basic research in order to find out what ordinary Ghanaians would like and what frame of reference for tourism exists among them at present. This is clearly the type of research, which ideally ought to be conducted by Ghanaian researchers who are in excellent

positions to carry out investigations of travel preferences and travel behaviour at the grassroots level. For instance, for those most directly involved with tourists in hotels and restaurants, some specialized form of training are desirable in order to minimize the risk of unnecessary misunderstandings (Wyllie, 1990:28).

Changing Attitudes

Improvements in the attitudes of society towards the handicapped individual have occurred, but as the President of America's Committee on Mental Retardation (1976) pointed out "...the task of public enlightenment is far from finished". The careful inclusion of the 'different' child in community-based programmes may provide the exposure and experience that will lead to the development of more positive attitudes by the public. Another powerful argument for including the handicapped with non-handicapped children is based on our knowledge about the effects of peer interaction on attitude change. The importance of peer interaction is an accepted phenomenon (Bricker, 1978:6).

These notwithstanding, special facilities for the disabled at amusement parks, can be provided. Certainly, the ultimate playground is an amusement park because it combines all types of sensory stimulation. Whatever your child's level of physical ability, there will be new sights, sounds, smell and sensations to thrill her. Many parks have special entrances to rides and attractions for families with a child who is disabled (Albrecht, 1995:88). It is high time we changed our attitudes towards the disabled. It is time to give up the myth of the disabled and realise that our disabled are 'able'. The deaf for example have eyes

that can 'hear'. Is this a disadvantage? In the deaf community, a visual cue demands a visual response. The artistic eyes of the individual are intensified. It is time for the world to understand that "Deaf people can do anything except hear".

Conceptual Framework

A modified version of the "Cascade System", a conceptual schema for implementation of the least restrictive environment has been adapted for this study (Figure 2.1). The model was conceptualised by Abeson (1976), to study how deaf children would behave in the mainstream. The basic underlying assumption concerning the integration of the handicapped into society is progress towards normalcy. A handicapped person should be able to move through the various levels of tourism development. From the origin, travelling, destination, etc. till when the tourism product is fully consumed.

The system originally presents nine educational program alternatives beginning with a regular classroom in a regular school that is the desired setting for majority of children. Progression through the remaining settings in which gradually smaller numbers of children are placed, is determined by the increasing severity of children's handicaps and the consequent need for greater amounts of instructional and support resources. The most extreme setting in the Cascade, where the fewest number of children will be served, is the hospital (Abeson, 1976).

In this study the system was used to study people with handicaps who can be integrated into the mainstream of tourists and those who would need special services at various tourist centres.

A MODIFIED CASCADE SYSTEM

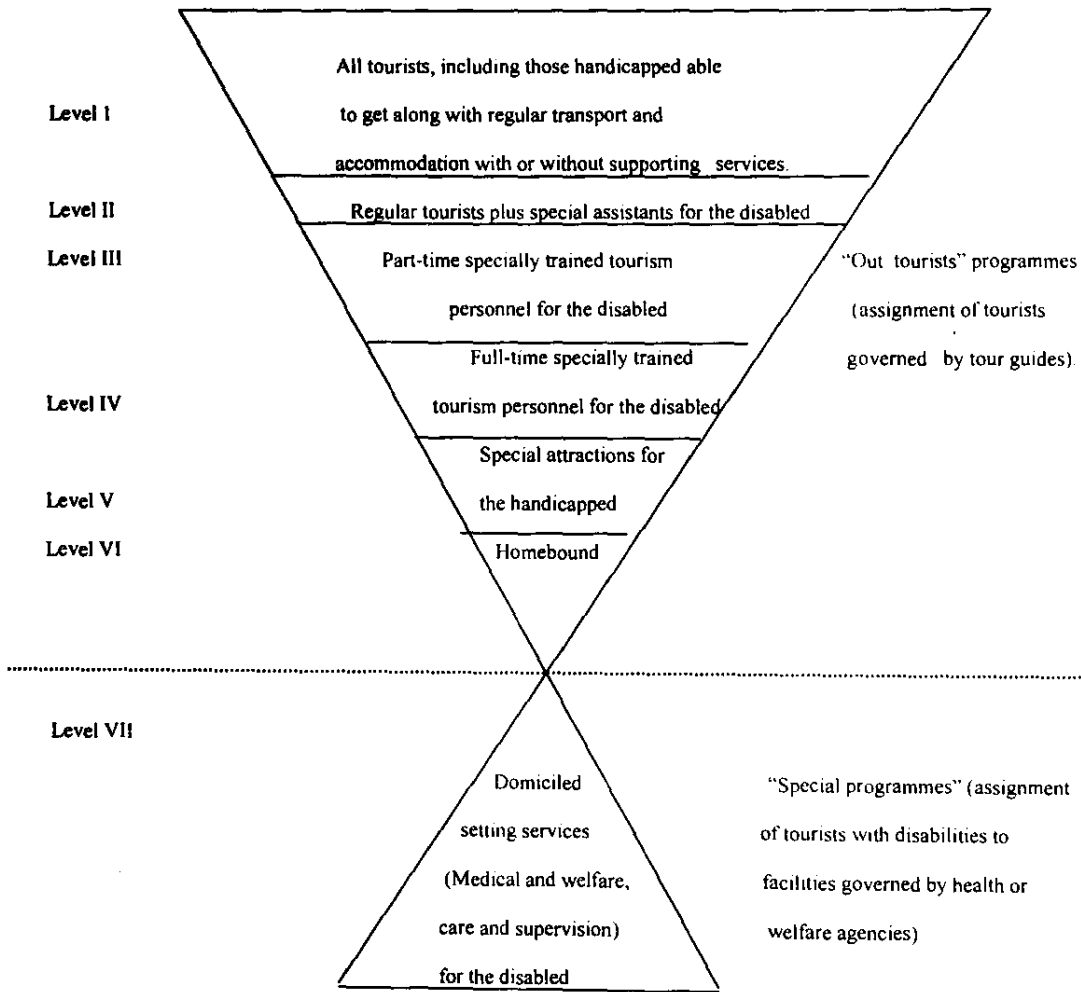


Figure 2.1

SOURCE: Adapted from Lowenbraun et al., 1976.

In the Cascade System, the first level is a stage where all tourists both disabled and non-disabled get along with regular transport, accommodation and

all other tourist facilities. The disabled persons who are found among this group are those whose disabilities are very mild and can cope with normal life situations with or without any assistance. These include the mildly and moderately hearing impaired, the mildly and moderately mentally retarded, the partially visually handicapped and those with moderately physically impairments.

Level two of this schema also identifies a group of tourists who comprise both the handicapped and non-handicapped. In this group, however, the disabled persons are provided with special assistants who offer various forms of assistance to the disabled. These assistants, however, do not undergo any special training or education to provide them with any special skills. They only assist the disabled to check in and out hotels, help the blind for instance to cross roads or visit places of convenience and help the crippled to push or lift their wheel chairs.

Levels three and four are very important to persons with disabilities. These are the levels where specially trained personnel are required to help the disabled who are embarking on tourism. The personnel could be either full-time or part-time depending on the level. These could be sign language interpreters for hearing impaired, Braille readers for the blind, resource persons for all handicapped persons and motor wheelchair operators. They will offer special assistance to the disabled who have moderate hearing impairments, partial sight and cripples who can make do with clutches and wheelchairs. This will help them with movement, accommodation and to participate in all social activities.

The fifth level looks at the development of special attractions for persons with disabilities. This involves the provision of facilities that are designed exclusively to meet the needs of persons with disabilities. This notwithstanding, however, the attractions could also be visited by persons without disabilities as well.

Level six on the other hand sets the demarcation between the disabled and the non-disabled. It is referred to as the 'homebound' because any disabled person whose condition is so severe that he/she cannot cope with the first five levels would require a setting which would compel him/her to stay at a particular place to receive a special attention. These five levels are referred to as "Out tourist" programmes.

Level seven, which is the final, is the "Domiciled setting". At this level, it is expected that special programmes are organised for disabled persons who are immobile. These include severely physically challenged persons who could be staying at one place. The disabled person could also be having multiple disabilities like the deaf-blind, mentally retarded or the autistic child. This category of disabled persons requires medical and welfare services as well as special care and supervision. Apart from their special assistants, they would also be governed by health or welfare agencies with medical officers attending to them regularly.

The problem with this model for the promotion of tourism for the disabled is that it does not determine which aspect of tourism development would be suitable for the disabled.

In spite of the fact that the model has problems like measurability of level of performance, intelligence and degree of handicapping conditions, it is the best model to be used for the achievement of the objectives of the study. This is because it can be used to study all types of disabilities and how people with these challenges can participate fully in the tourism industry.

Summary

“Today, as the world progresses with this new century, issues of equity and choices are in the forefront. Through the provision of special community recreation programmes, individuals with disabilities have been able to learn activity skills, socialization skills and exercise. One’s rights and privileges for a normal life include opportunities to recreate in a normal environment” (Bedini, 1990:41). Hutchinson (1980) suggests that people with disabilities are working towards “improved human rights and opportunities for community involvement” because they have realized their rights to it; realising the segregated experience is isolating and overprotective and they are identifying the benefits of integration. This Hutchinson noted most of all would give the disabled, independence, meaning, dignity and close relationships with non disabled persons.

CHAPTER THREE

METHODOLOGY

Introduction

This chapter discusses the Research Methodology, which covers mainly the instruments used and methods employed in the data collection as well as the problems encountered during the fieldwork.

The Study Area

The study area was the Cape Coast Municipality. Cape Coast is the administrative capital of the Central Region of Ghana (Figure 3.1). It covers an area of 140Km² and has a population of 119,340 (Provisional result, 2000 pop. Census), made up of 58,916 males and 60,424 females. Being the cradle of formal education in Ghana it has a large number of secondary schools (Figure 3.2).

Socio Economic Background

The municipal area has a schools programme, which corresponds to the three-tier educational system in Ghana, made up of basic education, second cycle and tertiary institutions. There are 31 kindergarten, 55 primary schools, 36 junior secondary schools, 10 senior secondary schools/ technical/ teacher training colleges, 1 polytechnic and 1 university. One of these basic schools is the Cape Coast School for the Deaf with a population of 250 students. The

MAP OF GHANA SHOWING CENTRAL REGION

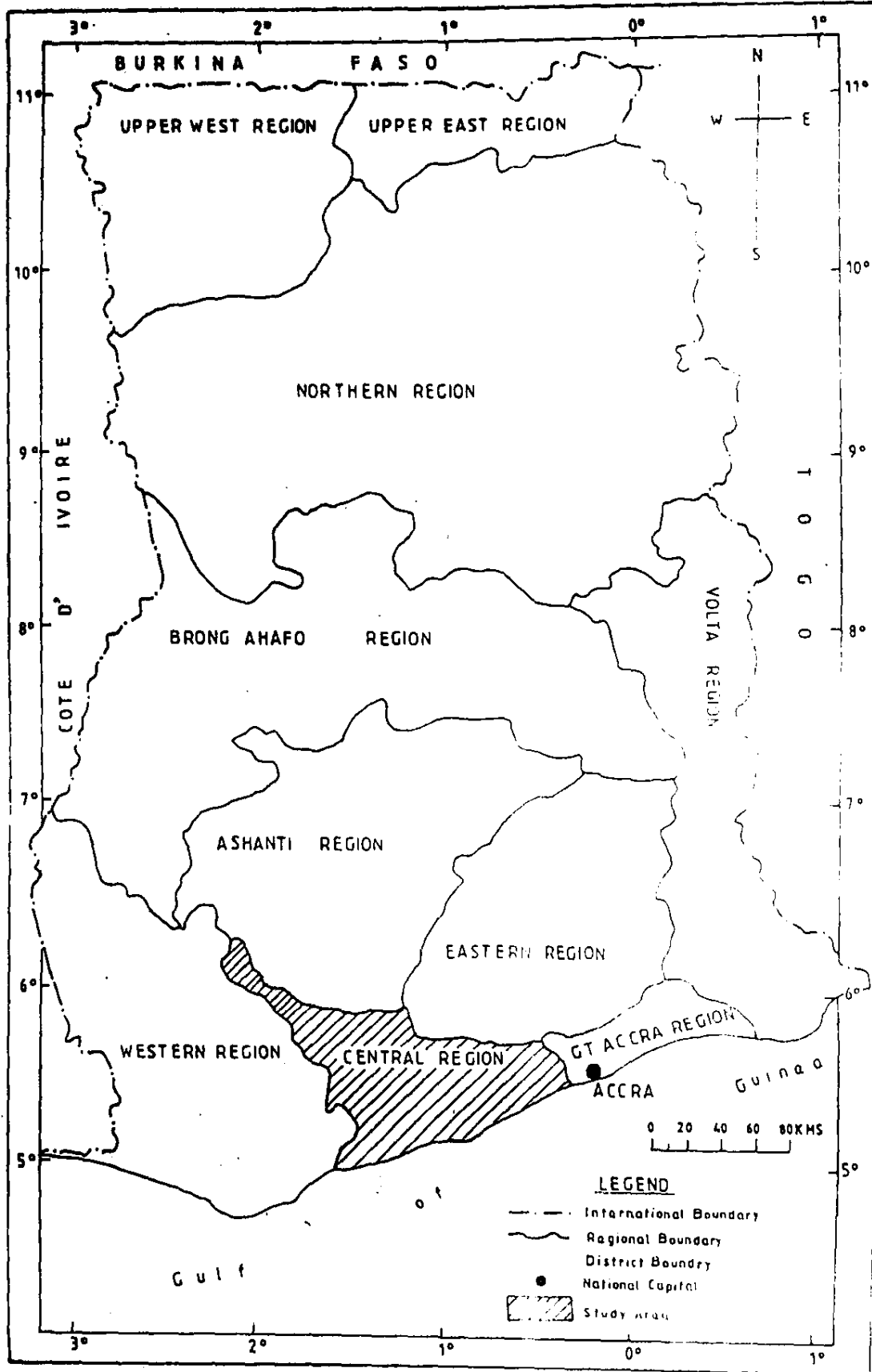


Figure 3.1

Source: Adapted from Sheet 25 and 26 Cape Coast SW and SE survey of Ghana

MAP OF CAPE COAST MUNICIPALITY SHOWING THE STUDY AREA

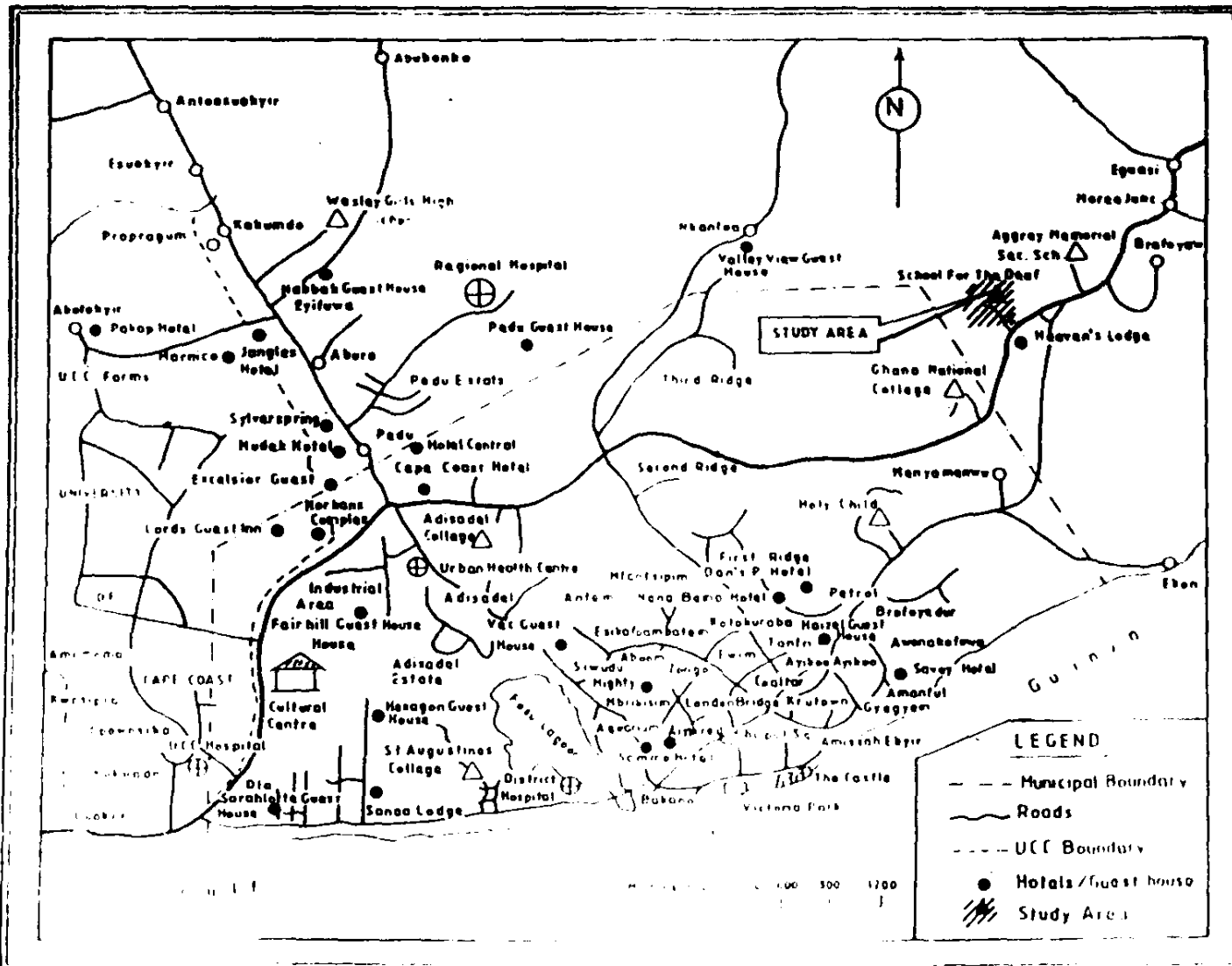


Figure 3.2

Source: Adapted from Sheet 25 and 26 Cape Coast - SW and SE survey of Ghana

school has trained more than 300 deaf individuals who are either self-employed or employees of various private firms in the Cape Coast Municipality and other parts of Ghana. Most of the urban people are government workers. However, while the northern population are predominantly farmers, those found at the coastal area are mostly, fisher folks. About 70% of the people are farmers with an average farm size of 0.5 hectares. Currently there are about 70 farming communities in the municipality. Fishing activities in the municipality is on fish catch from the sea, lagoons, ponds, rivers and streams. The sea is however, the major source of fish, accounting for about 90% of the total catch.

Physical Characteristics

The land of Cape Coast municipality is dominated by batholiths which are undulating to corrugated hills, interspersed with valleys which become math logged during rainy seasons. In these valleys are many streams, the largest of which is the Kakum. Most of the streams end in wetlands and the Fosu lagoon at Bakaano. The Cape Coast municipality experiences relatively high temperatures throughout the year. The hottest months are February and March and the coldest months are June-August. The annual rainfall is between 750 and 1000mm. The natural vegetation of the municipality consists of shrubs of about 1.5m high, grasses and a few scattered trees. Generally, the vegetation is a coastal savannah type, that is, mostly swamps and mangroves, grasslands and thickets with occasional trees. The original vegetation of dense shrubs, which the rainfall

supported, has been replaced by secondary vegetation as a result of clearing for farming, charcoal burning, bush fires and other human activities.

Thirty kilometres from the Municipality towards the west, is the famous Kakum Forest. This evergreen tropical rainforest with a size of 360 square kilometres, has in it a variety of wildlife, some of which are unique to the Park alone. Among these fauna, are the forest elephant, Diana monkey, bongo, yellow backed duiker, 550 species of butterflies and 269 bird species. Also located in the National Park is the Kakum Canopy Walkway, which is one of the first in the West African Sub-region. The suspended walkway is composed of 1000 feet of swinging bridge and six tree trunk-perched platforms, which reach heights of 100 metres.

The Cape Coast Municipality has been chosen for this study owing to the fact that it is a major tourist destination and has a large number of disabled persons resident in and around it. These include the deaf, mentally retarded, blind and the crippled. The Department of Social Welfare is the main government agency, which provides assistance in the form of training and rehabilitation of these people.

Socio-Cultural Facilities

'Fetu Afahye' is the annual traditional festival of the people of Cape Coast (Oguaa Traditional Area). The one week long celebration involves a lot of activities. This is a time when thanks are given to the spirits of 'Fetu' religion for plentiful catch from the sea and the fruits of the earth. Protection is also

sought from the gods for the impending year. Apart from other activities, the climax of the festival is observed on the first Saturday of September of every year with a durbar of chiefs and people of the municipality who throng the streets and finally assemble at the Victoria Park to meet government dignitaries and to address the gathering.

Owing to its rich culture, the Cape Coast Municipality is noted for its tourism industry. Currently, the municipality can be termed the 'tourism heart beat of Ghana' due to its important role in the promotion of tourism in Ghana. The Cape Coast Castle, which was built by the English in the sixteenth century, is currently serving as an important tourist site as well as a museum. Many tourists visit the castle to see the remains of what once served as a major transit point for slaves from West Africa enroot to the New World. The rich culture of the people including the 'Fetu Afahye' festival which is celebrated in the first week of September every year, coupled with the traditional drumming and dancing of the people make the town a welcome place for tourists.

Infrastructural Facilities

Being the first capital town of Ghana, Cape Coast has many historical buildings. The Cape Coast Castle which was once used as the seat of government and later served as the last place where slaves were kept before their departure to the new world, currently serves as a museum where ancient remains are kept. This also serves as a tourist attraction for the region. There is also the Centre of National Culture, which has a big auditorium for social gatherings.

Owing to the fact that the town is an ancient one, most of the buildings are old storey buildings and their styles of construction have affected the road network of the town. Most of the roads are narrow and this makes driving in the town difficult. Apart from the perennial shortage of water in the municipality during the dry season, it could be said that water and electricity supply in the town is above average.

Data and Source

Both primary and secondary data were used. The primary data was collected from the target group using questionnaires. The secondary data was obtained from the school register, personal records, files and class exercise books of the pupils as well as visitors' books, journals and various records kept at the hotels and the internet.

Two sets of questionnaire were designed. The first set was designed to all respondents and the second set was for hoteliers in the Cape Coast municipality. The first set of questionnaires consisted of three modules. Module A elicited information on the background of respondents. Module B dealt with the history of disability about the individual respondent or any member of his /her family. Module C sought information on the socio-economic status of the respondent. The second set was designed for hoteliers. It elicited information on the general patronage of persons with disabilities in these hotels. Furthermore it sought for information on the provisions made at the hotels for persons with disabilities.

Research Instrument

To achieve his objective, the researcher believed that the questionnaire as a method of investigation was the major tool to be used for the study.

As Fulan and Pomfret (1977) observed, the observation techniques, focus group discussions, questionnaires and content analysis are the main instruments used in assessing promotion and degree of implementation of programmes. Most of the questions used were close-ended; however, there were a few which were open-ended. This was done to ensure that all necessary responses were elicited from the respondents. Different questionnaires were designed for the pupils, teachers and other stakeholders in the tourism industry. This was so because the researcher wanted to know how each group of respondents perceived the industry vis-à-vis people with disabilities. A separate questionnaire was designed for hoteliers in the Cape Coast Municipality to see how their disabled guests were received and how the hoteliers were able to assist them, especially with regard to the facilities available in the hotels. The latter part of the questionnaire had a close-ended format as well as some open-ended questions. The questions were in three parts. The first part found out general information about the hotels. The second part solicited general provisions available at the hotels to assist persons with disabilities and the third part found out general attitudes of people towards the disabled. The latter part also sought for the needs of the disabled and suggestions that could better the lot of persons with disabilities who embark on trips to enjoy facilities available at these hotels. With the close-ended questions, various options were given with codes numbering 0,

1, 2, 3 etc for possible responses. Respondents were to choose from the list the most appropriate response for the questions. For the open-ended items, a short list was prepared from a master list of responses

Methods of Analyses

The data collected from the field was coded and stored on the computer using the Statistical Package for the Social Sciences (SPSS). Ratios, percentages and frequencies were employed in describing the socio-demographic information of the respondents and for analysing the data. Relationships between variables were addressed using cross tabulations. Finally the data were processed and presented on graphs, tables and pie charts.

Target Population and Sample

The target population for the study was both the hearing and deaf teaching staff and JSS two and three pupils of the Cape Coast School for the Deaf. The teachers were included on the basis that they have divergent views about the participation of the disabled in tourism. Workers of the Department of Social Welfare in Cape Coast, and hoteliers in the Municipality were also targeted. In addition to these, workers of the Central Regional Development Commission (CEDECOM) were also interviewed. The population was extended to cover Special Education Students of the University College of Education at Winneba. This group was also included because of their rich and divergent opinions on the study of persons with disabilities.

For the first set of questionnaires a total of 200 were administered. Out of this, 30 of the respondents were pupils of the Cape Coast School for the Deaf and 25 were teachers of the same school; 30 were workers of the Department of Social Welfare in Cape Coast, 10 from CEDECOM, 70 special education students of the University College of Education, Winneba and 30 adult disabled persons in the Cape Coast Municipality (See Table 3.1)

Respondents by category of institution

TYPE OF RESPONDENTS	TOTAL POPULATION	POPULATION SAMPLED	PERCENTAGE
Cape Coast School for the Deaf (Teaching Staff)	35	25	71.4
Cape Coast School for the Deaf (Pupils)	40	30	75
Department of Social Welfare	65	30	46.1
CEDECOM	40	10	25
Special Education Students UCEW	200	70	35
Association of Disabled	100	30	30

TABLE 3.1:

Source: Field Survey, 2001.

The second sets of questionnaires were administered to the 18 recognised hotels in Cape Coast at the time of the research. Out of the 18 available hotels 14 were sampled through the simple random method (Table 3.2). These were sampled depending on their grades, facilities available in them, and more so their locations. The views of these hoteliers were sought on how their facilities are patronised by tourists with disabilities. In addition to this, attempts were made to find out the provisions made at their hotels for the benefit and comfort of persons with disabilities. Respondents were also asked to give suggestions as to how to design their hotels to make them 'disability friendly'.

The type of Hotels

Grade of Hotel	Total Pop.	Pop. Sampled	Percentage
Three star	1	-	-
Two Star	5	4	28.6
One Star	4	3	21.4
Budget	8	7	50

Table 3.2:

Source: GTB Directory, 2000.

Sampling Procedure and Size

Ideally, all teachers in the Cape Coast School for the Deaf, all members of the Association for the Deaf as well as all the hoteliers in the Cape Coast Municipality should have been used. This would have greatly enhanced the

outcome of this research. However, as stated by Best and Kahn (1989), the primary purpose of research is not only to discover principles that have universal applications, but also to study a whole population to arrive at generalizations that would have been impracticable, if not impossible to do so (p.10). For the above reason, the researcher sampled from the population. Although students of the Cape Coast School for the Deaf constitute only one group of people with disabilities mentioned in this work, these people were selected based on ones ability to read and show signs of understanding the questions. Owing to their exclusive knowledge in the topic under study teachers from the School for the Deaf were selected through purposive sampling. Out of a total of 35 teaching staff of Cape deaf, 25 of them were interviewed. They comprised a total of 15 males and 10 females. Only 30 members of the Association of the disabled could be interviewed. These were the only members who could be reached to answer the questionnaire. Out of a total population of 40 workers of CEDECOM, 30 of them were picked through simple random sampling. Out of this targeted population only 10 of them could be interviewed. The reason for this small number is that most of the workers were not ready to answer the questionnaires. They said they were fed up with the answering of questionnaires as many researchers have been calling on them for similar exercises. Through stratified random and purposive sampling, 14 hotels in the Cape Coast Municipality depending on their grading were included in the sample. The inclusion of Special Education Students of UCEW became necessary, as many of the respondents in Cape Coast had limited knowledge about people with

disabilities. Furthermore, some students of UCEW were on teaching practice at Cape Coast School for the Deaf while others embarked on educational trips to the Municipality. Their presence in the study area coupled with their knowledge in the topic under discussion compelled the researcher to use 20 of them as part of the population for the pre-testing. During the actual survey, the researcher after distributing the questionnaire went to the University campus at Winneba for the collection of the answered instruments. It became necessary to include special education students on UCEW Campus in the exercise as they portrayed a high sense of understanding and knowledge in issues relating to the disabled. The lottery method was used to determine who should be interviewed and who should not. Out of a population of 200, 70 of them availed themselves for the administration of the questionnaire. In all 145 sampled were covered. Out of this number 61% were males and 37.9% were females. Their age groupings against their sexes are indicated on the graph below:

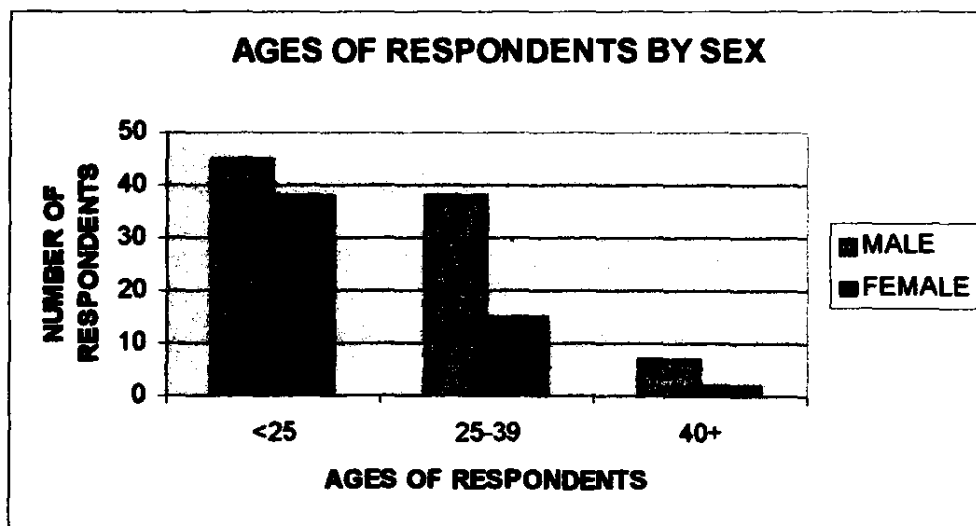


Figure 3.3

Source: Field Survey, 2001

Pre-Survey Activities

Training of Field Assistants

A one-day non-residential workshop was organised by the researcher to train two field assistants to help with the administration of the questionnaires. Issues on how to communicate with the hearing impaired were discussed. For example, basic lessons on sign language were taught to the field assistants.

Furthermore, the field assistants were taught to make good use of gestures and body language in communicating with the disabled in general.

Pilot Study

A two-day pilot study was made by the researcher at the Cape Coast School for the deaf. The researcher visited the school to acquaint himself with the pupils and staff of the school. During the first day's visit, he went round the school compound to see facilities that have been provided for the pupils. These included teaching and learning materials as well as communication gadgets available in the school.

On the second day, the researcher tried to interact with the pupils to see how effectively he could communicate with them. The instrument used for the interview was tested during a pilot study by the researcher in March, 2001. He took a sample size of 35. This included 20 students of University of Education, Winneba, 10 teachers of the disabled and 5 hearing impaired students of Cape Coast School for the deaf. Only a few of the questions were re-worded to enable pupils in the Junior Secondary School for the deaf to understand.

Field Work

Two field assistants helped in administering the questionnaires. The administration of questionnaire for students and their teachers was conducted both in the classroom and at the dormitories. The researcher with the assistance of some of the teachers in the school took time to explain portions of the questionnaire to the students. This enabled the students to respond to the questions. Students who took their questionnaire to the dormitories were monitored by their housemothers and teachers.

Problems Encountered on the Field

The main problem encountered on the field was the inability of the hearing impaired to express themselves very well both verbally and in writing. Majority of them could not answer the questionnaire very well on their own and had to rely on their teachers for assistance. Furthermore, some of the respondents had very little knowledge on the topic under study. The hotel operators also claimed that they were fed up with answering questionnaires, hence they were not very co-operative. The recruitment and training of the research assistants consumed much time and funds, especially as these people had to cope with the unpredictable character of these "special" respondents. Lack of adequate funds for the research was also a set back to the work. The research team constantly wanted their efforts to be rewarded with monetary gains. Even some of the respondents were demanding for money before

answering the questions. Challenging as these problems were they could not in any way affect the quality of the data collected as well as its final outcome.

CHAPTER FOUR

BACKGROUND CHARACTERISTICS OF RESPONDENTS

Introduction

This chapter covers the demographic and socio-economic characteristics of respondents. The discussion includes responses from the social welfare, members of Cape Coast School for the deaf, CEDECOM and students of University College of Education, Winneba (UCEW) and hoteliers in the Cape Coast Municipality. Frequencies and percentages were used to analyze the data, which have been presented in tables and graphs.

Demographic Background of Respondents

Age and Level of Education

Table 4.1 below shows the age distribution of respondents interviewed. Those aged between 25-39 years were 52.4% whilst those aged 40 years and above were 41.4%. This means most of the respondents interviewed fell within the working group and have a lot of experience about working conditions in the country.

Only 6.2% of the respondents interviewed were aged less than 25 years. 3.4% of these have basic education and are likely to be students of Cape Coast School for the deaf, whilst 1.4% each has either secondary or tertiary education. Table 4.1 also indicates the ages of the respondents against their levels of education. From the table, out of the 52.4% of the respondents who fall within ages 25-39, only 2.8% of them had Basic Education and 41.4% of them had

tertiary education. Furthermore for those aged 40 years and above, only 0.7% had Basic Education, 7.6% had Secondary Education and 43.1% had Tertiary Education. The large number of respondents with Tertiary Education means that respondents seemed to know more about human rights and why persons with disabilities should not be denied their rights to patronize tourism.

Age and Educational Levels of Respondents

Age	Education			Total
	Basic	Secondary	Tertiary	
<25	3.4%	1.4%	1.4%	6.2%
25 – 39	2.8%	8.3%	41.4%	52.4%
40+	0.7%	7.6%	43.1%	41.4%
Total	6.9%	17.2%	75.9%	100%

Table 4.1

Source: Field Survey, 2001.

Marital and Employment Status of Respondents

It also emerged that 37.2% of the respondents were not married, whilst the remaining 62.8% were married. (Table 4.2). A few of the married respondents indicated that they have children with disabilities. Owing to this, they are likely to be in a very good position to express their views and feelings on the plight of the disabled in the society. Out of the number of respondents who were single, 5.5% were unemployed whilst 31.7% were employed. These are workers in government establishments or self-employed. On the part of the

married respondents, only 0.1% was not working but the remaining 62.1% employed. The indication here is that these are people who are likely to be responsible for the upkeep of children. Furthermore, being workers, they have seen that there are other jobs like going on errands, sweeping, cleaning and many petty, petty jobs that some persons with disabilities can be employed to do.

Marital Status/Employment of Respondents

Marital Status	Employed/unemployed		Total
	No	Yes	
Single	5.5%	31.7%	37.2%
Married	0.7%	62.1%	62.8%
Total	6.2%	93.8%	100%

Table 4.2

Source: Field survey, 2001

Sex of Respondents and Employment Status

Table 4.3 below shows the sex of respondents against their employment. A little over 62% of the respondents were males whilst 38% were females. These respondents included both single and married couples, who freely expressed their views on tourism and persons with disabilities. With the male respondents, 3.4% were unemployed, whereas 58.6% were employed. In the same vein, whilst 2.8% female respondents were unemployed, the remaining 35.2% were employed. This large number of workers within the total population

explains the fact that most of the respondents know the importance of being a worker and the reasons why persons with disabilities should be employed.

Sex of Respondent And Employment Status

Sex of Respondent	Employed/Unemployed		Total
	No	Yes	
Male	3.4%	58.6%	62.1%
Female	2.8%	35.2%	37.9%
Total	6.2%	93.8%	100%

Table 4.3

Source: Field survey, 2001

Occupation of Respondents

A total of 86.9% respondents from the sample were government workers (Table 4.4). 1.4% of this group had primary school education, 2.1% had middle/JSS education whilst 80% of the respondents had post-secondary or university education. Only 1.4% were traders. The majority of the respondents being government workers and a greater percentage of them having post-secondary school education meant that they may have had adequate knowledge about the government sector and could explain whether it was necessary for the disabled to be employed in government departments or not.

Occupation of Respondents

Occupation	LEVEL OF EDUCATION					Total
	Primary Sch.	Middle/ JSS	SSS/Comm./ Tech.	Training/ Nursing	Poly/Dip/ Univ.	
Trading	-	-	1.4%	-	-	1.4%
Gov't worker	1.4%	2.1%	3.4%	11.7%	68.3%	86.9%
Other	1.4%	2.1%	-	0.7%	7.6%	11.7%
Total	2.8%	4.1%	4.8%	12.4%	75.9%	100%

Table 4.4

Source: Field Survey, 2001

Age and Number of Years Respondents have Lived in the Community

Again, 52.5% respondents out of a total of 145 had lived in the community for a period of 1-5 years. 29.7% of this number fall within the ages of 25-39 years and the remaining 22.7% are 40 years or above. Furthermore, it could be observed from table 4.5 below that more than 41% of the respondents have stayed in the community for more than five years. Whilst only 6.2% of the population are below 24 years of age, the remaining 93.8% are between ages 25-54. The indication here is that more than 93% of the respondents had stayed in the community for a period of 2 years or more and could say a lot about events concerning tourism in the Municipality as well as the level of participation by the disabled.

Age and Number of years respondents have lived in the community

Age	No of years in community			
	Less than 1 yr	1-5 yrs	5 yrs +	Total
Less than 25 yrs	-	-	6.2%	6.2%
25-39 yrs	4.1%	29.7%	18.6%	52.4%
40 yrs+	2.1%	22.7%	16.6%	41.4%
Total	6.2%	52.4%	41.4%	100%

Table 4.5

Source: Field Survey, 2001

Listening to Radio or Watching Television

Table 4.6 indicates that 80% respondents listen to the radio or watch the television daily. 62.8% of this number has tertiary education and 14.5% of them have secondary education. Only 2.8% respondents claimed to have never watched television or listened to the radio. The broad scope of the respondent's educational background therefore opens the chance for them to be educated or informed on matters concerning the disabled and their experience in tourism. This will also enable them to be informed about other provisions that have been made for them either in the private sector or by the government.

Listening to radio/television

Level of Education	Level of Education				Total
	Never	At least once per week	Several times per week	Daily	
Primary School	-	-	1.4%	1.4%	2.8%
Middle/JSS	2.1%	-	0.7%	1.4%	4.1%
SSS/Comm/Tech.	-	-	-	4.8%	4.8%
Training/Nursing	-	1.4%	1.4%	9.7%	12.4%
Poly/Dip/University	0.7%	1.4%	11.0%	62.8%	75.9%
Total	2.8%	2.8%	14.5%	80.0%	100%

Table 4.6

Source: Field Survey, 2001

Type of Disability in Respondents Family

From the survey, the familial history of the respondents indicates that some of the respondents have relatives with varied degrees of disabilities. Table 4.7 below is the breakdown of disabled persons in the families of the respondents. This table shows that 10% of the respondents have hearing-impaired persons in their families. There are visually impaired persons in the families of five persons, while six respondents said they have mentally retarded persons in their families. There is reason to argue that the respondents are exposed to issues of disability and therefore are capable of discussing whether it is necessary for them to be involved in the tourism industry or not.

Type of disabilities in respondents families

Type	Frequency	Percent
None	107	73.8
Hearing impairment	10	6.9
Visually impaired	5	3.4
Mentally retarded	6	4.1
Physically Challenged	16	11.0
Other	1	7
Total	145	100

Table 4.7

Source: Field Survey, 2001

Dependants of Disabled Person

According to the survey most of the disabled persons are supported by their family members (Table 4.8). About 44% are catered for by their family members whilst 35.2% of them fend for themselves. The implications here is that, because a lot of them fend for themselves or depend on their relatives for their daily bread, if they are given equal opportunities like being employed in the private or public sectors, they would be able to take care of themselves like any other person.

Dependant of disabled person

Dependant	Frequency	Percent
None	23	5.9
Himself/ herself	51	35.2
A family member	63	43.4
Charity	1	7
Don't know	4	2.8
Other	3	2.1
Total	145	100

Table 4.8

Source: Field Survey, 2001

Sex of Respondents and Employment in Public Sector

On the question of whether the disabled are employed in the public sector or not, 96.6% respondents felt that like any 'normal' person, the disabled are equally qualified to be employed in government establishments (Table 4.9). This group was made up of 60% males and 36.6% females of the total population. In fact, only 0.7% female of the respondents felt that it was not necessary for the disabled to be employed in government establishments. 3.3% of the men and 1.8% of the women could not decide whether the disabled should be employed in the public sector or not.

Sex of Respondent and employment in public sector

Sex of Respondent	No	Yes	Undecided	Total
Male		60.0%	2.1%	62.1%
Female	0.7%	36.6%	0.7%	37.9%
Total	0.7%	96.6%	2.8%	100%

Table 4.9

Source: Field survey, 2001

Those who felt the disabled should be employed in government establishments advanced various reasons to support their arguments. Among the reasons given are: a means of earning a living, acceptance in society, to exhibit their capability and develop their talents, service to the nation and as a right to work because they are citizens of the nation.

Among the respondents, 96.6% felt that persons with disabilities have hidden talents within them which they need the right and conducive environment to develop them. Another group, forming about 31% of the respondents also felt that to be independent, one needs a source of livelihood. Hence they argued that the main reason why persons with disabilities need to be employed in government establishments is to enable them earn a living. The third major group, however, felt that as citizens of the country, it is the right of the disabled persons to also work to survive.

Summary

The demographic and socio-economic conditions of the respondents showed that a greater number of the respondents fell within the ages of 25-39

(52.4%) years. The majority of these respondents were males, that is 62.1% and most of them were either doing their own private businesses or employed in the government sector. A large number of the respondents were married and they formed as much as 62.8% of the sample. Most of the disabled persons interviewed were persons with hearing impairment. There were only 5 visually impaired persons among the disabled population sampled for the research. The main reason for this was that owing to the presence of the Cape Coast School For The Deaf in the study area the hearing impaired respondents were easily and readily available for the exercise.

Finally, it has been observed that the participation of disabled persons in public employment is very low. However, 96.6% of the respondents felt that the disabled should be given the chance to work in public employment. This will provide them with a means of earning a living, an avenue for exhibiting their capabilities and above all enable them to be socially and economically independent.

CHAPTER FIVE

PHYSICALLY CHALLENGED PERSONS AND TOURISM

Introduction

Tourism is very important as far as the moulding of the socio-economic and political lives of persons with special needs are concerned. It helps disabled persons to meet with different people from all types of backgrounds and interact with them freely. This widens their horizon and helps them to learn a lot.

Culturally, my ten years working experience with the disabled have revealed that persons with special needs like the deaf and the blind are very good actors, dancers and singers. Owing to their good performances, they normally entertain crowds at durbars, meetings and gatherings. This therefore shows that persons with disabilities have very great potentials in them, which need to be harnessed and developed. It is therefore incumbent upon society to change its attitude towards the disabled if the best is to be attained from them. In sum, it is necessary for all of us to address the following issues:

- If people fail to see the potentials in a person apart from the person's disabilities, then there must be a problem of judgment.
- If we cannot hear our brother's cry for help and justice, then we must be deaf.
- If we cannot stand up for the rights of all people, then we are cripples.
- If we cannot have the patience, the tolerance and understanding for individual differences, then we are mentally-handicapped.

- **One's attitude towards persons with disabilities is the biggest handicap to addressing their problems (Ministry of Education Project, 2002).**

The Necessity of Tourism and Persons with Disabilities

To find out whether tourism was necessary for persons with disabilities, nearly 94% of the respondents said that tourism is necessary to persons with disabilities. (Table 5.1 below). Out of this number, 57.9% were males, while 35.9% of the total population were females. The table shows that, only 6.2% of the respondents felt that tourism was of no use to persons with disabilities. Of this number 4.1% were males while 2.1% were females. Many reasons were advanced to defend the stand that tourism is necessary for the disabled. These reasons included the removal of boredom in the lives of the disabled, a means of broadening their horizon and learning new experiences, a means of exposure to new life situations for bridging the gap between the disabled and non-disabled, an avenue for friendship and sociability and finally as a source of income to the individual. Of all these reasons, 81.4% respondents who are civil servants felt that the promotion of tourism among persons with disabilities, would enable the disabled broaden their horizon, learn new experiences and be abreast with time. (Table 5.2) Two traders who felt tourism was necessary for the disabled, however, placed their accession on economic gains that are to be gained by the disabled. 11.0% others who were found in different jobs, thought that tourism was necessary for the disabled and gave divergent views on the need for persons with disabilities to be involved in tourism.

Sex of Respondents and is tourism necessary for the disabled

Sex of Respondent	No	Yes	Total
Male	4.1%	57.9%	62.1%
Female	2.1%	35.9%	37.9%
Total	6.2%	93.8%	100%

Table 5.1

Source: Field survey, 2001

Necessity of Tourism to the disabled

Occupation	Employed/Unemployed		Total
	No	Yes	
Trading	-	1.4%	1.4%
Civil Servants	5.5%	81.4%	86.9%
Other	0.7%	11%	11.7%
Total	6.2%	93.8%	100%

Table 5.2

Source: Field survey, 2001

Education and the Necessity of Tourism for the Disabled

Considering the educational background of the respondents, on the question of whether tourism was necessary to the disabled, out of the 93.8% respondents who said "yes", 6.2% of them had basic education, 15.9% had secondary education and 71.7% had tertiary education (Table 5.3). So far only 6.2% of the respondents felt that tourism was not necessary to the disabled. The breakdown of this number is as follows: 0.7% had basic education, 1.4% had

secondary education and 4.1% had tertiary education. The high number of respondents from tertiary institutions who felt tourism was necessary to the disabled confirms the fact that with the exposure of the disabled to tourism, they would live to gain a lot from the industry.

Educations and the Necessity of Tourism for the Disabled

Education	Employed/Unemployed		Total
	No	Yes	
Basic	0.7%	6.2%	6.9%
Secondary	1.4%	15.9%	17.2%
Tertiary	4.1%	71.7%	75.9%
Total	6.2%	93.8%	100%

Table 5.3

Source: Field survey, 2001

What Benefits do Persons with Disabilities derive from Tourism?

Respondents Age and Patronage of Tourism

From table 5.4 below, 89.7% respondents of the sampled population felt that persons with disabilities should also patronize tourism. 4.8% felt tourism was not necessary for the disabled, 5.5% however, did not express any views about their stand. Looking at a cross tabulation of the ages of the respondents against the question of whether the disabled should patronize tourism, it was observed that 6.2% out of the total population of 145 were below the ages of 25 years. 52.4% fell within the ages 25-39 and 41.4% were forty years and above

(Table 5.4). The large number of respondents who are 25 years and above indicates that the respondents really knew the benefits that one could derive from tourism and the need for all to be involved in the industry. Out of the total number, 4.1% however, did not see any need for the disabled to be involved in tourism. 46.9% of the respondents felt there was the need for the disabled to patronize tourism, while 1.4% did not give any views. For the 41.4% respondents who fell within ages 40 and above, 0.7% of them felt tourism was of no use to the disabled and 37.9% thought there was the need for the disabled to be involved in tourism. 2.8% of the respondents of this age group, however, did not give any views on the question.

Respondent's age and Patronage of Tourism

Age of Respondent	Employed/Unemployed			Total
	No	Yes	Don't Know	
<25	-	4.8%	1.4%	6.2%
25 – 39	4.1%	46.9%	1.4%	52.4%
40 +	0.7%	37.9%	2.8%	41.4%
Total	4.8%	89.7%	5.5%	100%

Table 5.4

Source: Field survey, 2001

Sex of Respondents and their Views on Patronage of Tourism

Table 5.5 indicates the sexes of the respondents who gave the views above. Out of a total of 90 males, 3.4% said the disabled should not be involved

in tourism, 55.2% felt there was the need for the disabled to be involved in tourism and the last 3.4% did not decide on the issue. Of the female population of 55, 1.4% said the disabled should not patronize tourism, 34.5% said there was the need for the disabled to patronize tourism and 2.1% did not give any view.

Sex of Respondents and their Views on Patronage of Tourism

Sex of Respondent	Employed/Unemployed			Total
	No	Yes	Don't Know	
Male	3.4%	55.2%	3.4%	62.1%
Female	1.4%	34.5%	2.1%	37.9%
Total	4.8%	89.7%	5.5%	100%

Table 5.5

Source: Field survey, 2001

Respondents by Occupation and Patronage of Tourism

Table 5.6 is a cross tabulation of the occupation of the respondents against whether the disabled are to patronize tourism or not. Two respondents who were traders felt there was the need for the disabled to patronize tourism. Out of a total of 86.9% government workers, 4.8% did not see the need for the disabled to take part in tourism, 5.5% of them said they had no idea and 76.6% felt it was very necessary for the disabled to also patronize tourism. All the 11.7% respondents belonging to other occupations said it was necessary for persons with disabilities to also patronize tourism.

Respondents by occupation and patronage of tourism

Occupation of Respondent	Employed/Unemployed			Total
	No	Yes	Don't Know	
Trading	-	1.4%	-	1.4%
Civil servants	4.1%	76.6%	5.5%	86.9%
Other	-	11.7%	-	11.7%
Total	4.8%	89.7%	5.5%	100%

Table 5.6

Source: Field survey, 2001

Respondents Level of Education and Patronage of Tourism

Looking at the educational backgrounds of the respondents, table 5.7 indicates that 6.9% of the respondents had basic education. Out of this number, 0.7% did not see the need for the disabled to take part in tourism, 6.2% of the respondents in this category, however, felt there was the need for the disabled to take part in tourism. Of the 17.2% respondents who have had secondary education, 16.2% felt the disabled also need tourism. It was only 0.7% with secondary education who could not decide. In all, 75.9% of the respondents had tertiary education. Out of this number 4.1% felt tourism was not necessary for the disabled, 4.8% could not decide and 66.6% felt there was the need for tourism to the disabled.

From the discussion above, it is clear that people with higher education, like those at the tertiary level felt there was the need for persons with disabilities to patronize tourism. Furthermore, 90.9% of the women, compared to the 88.9

% of the men felt that the disabled like any other person should also enjoy tourism.

Respondents Level of Education and Patronage of Tourism

Level of Education of Respondent	No	Yes	Don't Know	Total
Basic	0.7%	6.2%	-	6.9%
Secondary	-	16.6%	0.7%	17.2%
Tertiary	4.1%	66.9%	4.8%	75.9%
Total	4.8%	89.7%	5.5%	100%

Table 5.7

Source: Field survey, 2001

According to the respondents, tourism was necessary for the disabled because it would enable them to develop their skills and knowledge, it would afford them societal recognition, open their scope and promote learning, serve as a means of entertainment and enjoyment and also help them to express their rights as citizens. These were the major reasons given by the over 60% tertiary school respondents.

Provision made for the Promotion of Tourism among the Disabled

Table 5.8 gives the responses to the question on whether adequate provisions have been made for the promotion of tourism for the disabled by owners of tourism plant. 91% of the sampled population felt that provisions

made by tourism plant owners are inadequate and would not in anyway help the disabled to also enjoy tourism. Only 6.2% of the respondents felt that enough provisions have been made for the disabled to also enjoy tourism. Like the private tourism plant owners, the story whether the government had made adequate provision for the promotion of tourism for the disabled is not different.

Provision made for Promotion of Tourism among the Disabled.

	FREQUENCY	PERCENT
Undecided	4	2.8
No	132	91.0
Yes	9	6.2
TOTAL	145	100

Table 5.8

Source: Field Survey, 2001

Facilities for the Development of Tourism among the Disabled

To explain the above reasons and to facilitate the expansion of tourism to persons with disabilities, table 5.9 states some of the facilities that were listed by the respondents.

Majority of the respondents, that is 35.9% felt that infrastructure was the main facility that should be developed at the tourism centers to promote the industry among the disabled. Out of this number, 24.8% were males and 11.0% were females (Fig. 5.4). 1.2% of these respondents were traders, 5.5% belonged to other vocations like students, beauticians, dressmakers and 29.0% were

government workers. (Fig.5.1). Considering the educational status of those who felt infrastructure was the main facility to be developed at the tourism centers, Fig.5.3 explains that 1.4% of these respondents had basic education, 8.3% had secondary education and the majority of them, 26.2% had tertiary education. Looking at the ages of these respondents (Fig.5.2), an equal number of 17.2% of those within ages 25-39 and those at 40 and above felt that infrastructure was very necessary if tourism could effectively be brought to the doorsteps of the disabled. Only 1.4% of the respondents with this view were below the ages of 25 years. Other facilities that were to be developed to enable the industry to be accessible to the disabled include personnel, medical facilities, financial aid and the education of the people. Surprisingly, the least provision according to the respondents that needs to be developed to enable the disabled partake in tourism is financial support. From figures 5.1-5.4, only 1.4% respondents felt there was the need for the disabled to be supported financially to enable them enjoy tourism. These two respondents were men between ages 25-39 who have had tertiary education and are government employees. Being government workers, therefore they felt because most disabled persons are unemployed, there was the need for them to be assisted financially to enable them embark on trips to tourist centres. Other tourism facilities like entertainment, accommodation, meals etc. were also suggested as being the most paramount in promoting tourism for the disabled. 23.4% of the respondents stated this. Others mentioned personnel, medical facilities, financial aid and education as other factors necessary for developing tourism for the enjoyment of persons with disabilities.

Facilities for the Development of Tourism among the Disabled

Facilities	Frequency	Percent
Others	23	15.9
Infrastructure	52	35.9
Personnel	18	12.4
Tourism facilities	34	23.4
Medical facilities	9	6.2
Financial aid	2	1.4
Education	7	4.8
Total	145	100

Table 5.9

Source: Field Survey, 2001

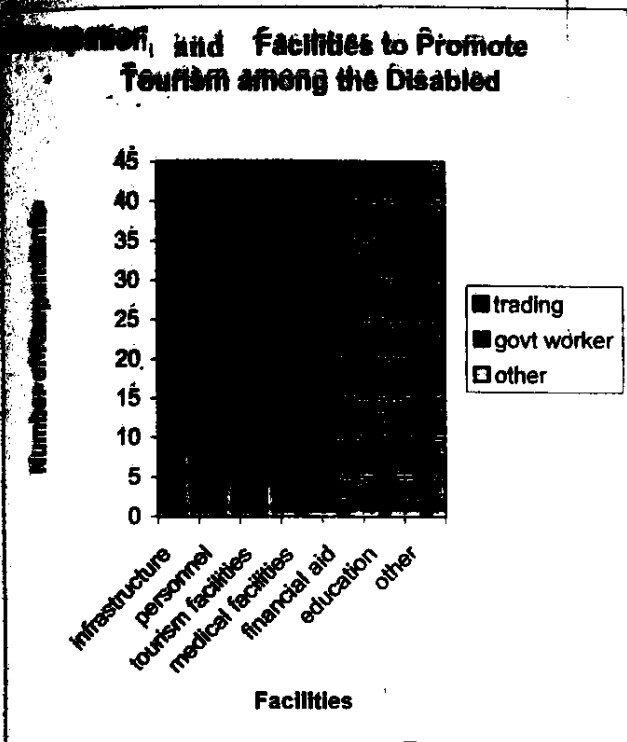


Figure 5.1 Source: Field Survey 2001

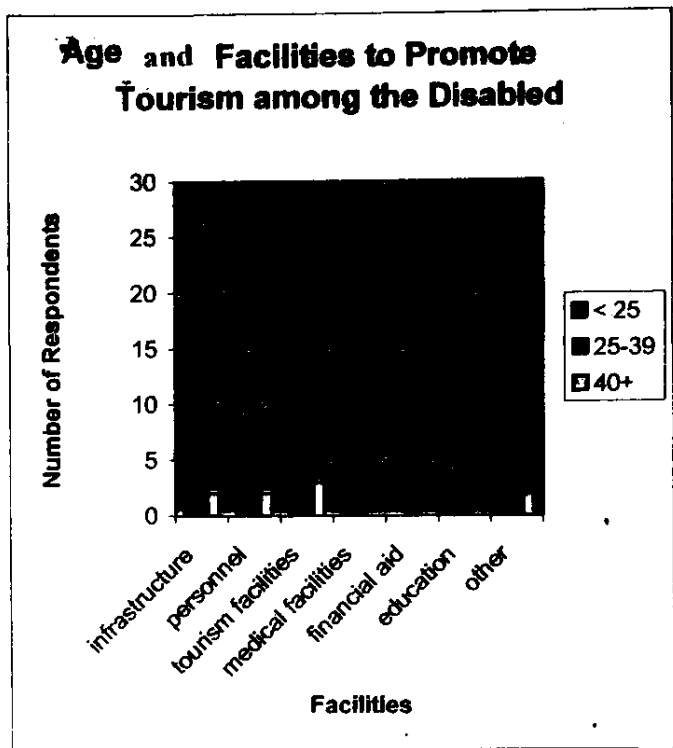


Figure 5.2 Source: Field Survey 2001

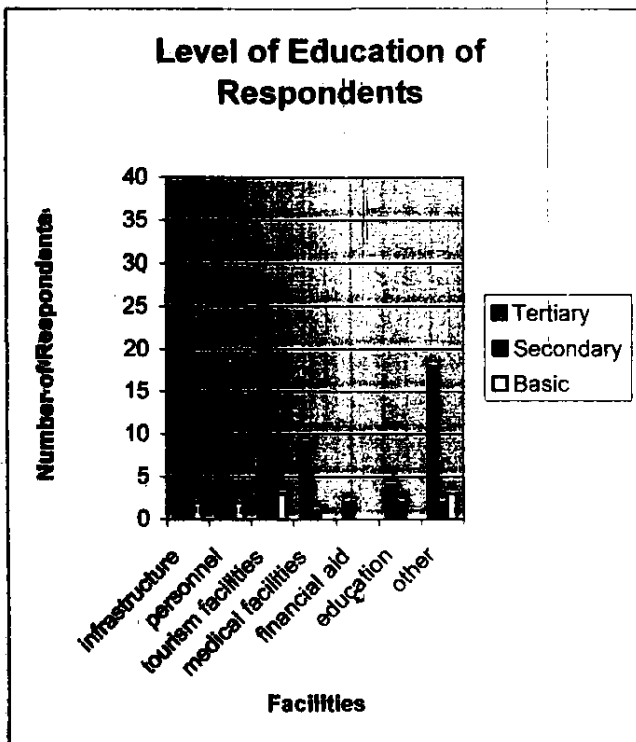


Figure 5.3 Source: Field Survey 2001

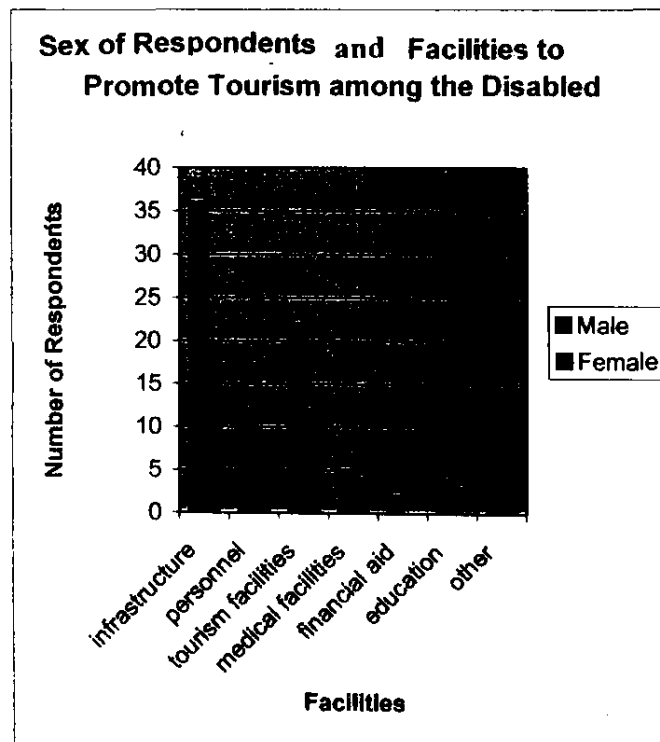


Figure 5.4 Source: Field Survey 2001

Level of Participation of the Physically Challenged Persons in the Tourism Industry.

Persons with disabilities, generally, constitute only a small percentage of people who embark on tourism. However, owing to the fact that they also travel from their places of residence to other places of interest to spend at least a period of 24 hours not for any income generating activities per se, they are also tourists.

With the current boost in ecotourism promotion in the country, many disabled persons like the Hearing impaired, the Visually impaired, the Mentally retarded and the Physically challenged are all taking active part in tourism. Findings from the hotels interviewed in Cape Coast indicate that 78.6% occasionally received tourists who are disabled.

The implication here is that, if adequate provision is made in the form of human resource development, infrastructural development and an improvement in the conditions of the existing tourism facilities in the country, there is likely to be greater participation of the disabled in the industry than what pertains now. This also implies that policy makers should make it a point to include the needs of the disabled in their plans and policies regarding the industry.

An Assessment of the Provisions for Disabled Persons in the Tourism

Industry

Tourism plant owners have failed to provide enough facilities for the use of disabled persons at their centres. This has made life at hotels, beaches, and other attractions uncomfortable for persons with disabilities. It has however been observed that the provision of these facilities at these centres is going to create extra cost of production for these plant owners. The crux of the matter here, however, is that results from the research have indicated that, majority of disabled persons are people who do not normally do any work. Most of them depend on charity, non-governmental organizations and philanthropists for their daily bread. It would therefore not be cost effective if extra monies are pumped in to provide them with their needs at the tourism centres. My interaction with hoteliers and other tourism service providers also revealed that comparing the number of disabled persons who embark on tourism to the able persons, one could see that only a few of the former travel. Due to their small number therefore, if so much money is spent on the provision of extra facilities for them, only a few people are going to benefit from it and this will be a waste for the industry. Attention has therefore shifted to the provision of the needs of able persons who would readily be prepared to patronize the goods and pay for the services offered them.

The implication here is that, it is time for people to start thinking of the social benefits that one can derive from tourism than always considering economic gains. This also means the government should also put in maximum

efforts in subsidizing the prices and facilities that would help in promoting the tourism industry. Let us all think of how we can assist these our unfortunate brothers and sisters so that they can also benefit from tourism.

Provisions made for the Disabled at Hotels in Cape Coast

Part two of this section is the report of the survey conducted in the various hotels in the Cape Coast municipality. This highlights the support and provisions made at the hotels for assisting the disabled persons who visit these places.

Grade of Hotel and Number of Years in Operation

Out of a total of 14 hotels sampled for the research, 50% of the total are budget hotels, 21.4% are one star, and 28.6% are two star hotels. The indication here is that as at the time of this research there were no three star or four-star hotels in the sample. The few that were in the municipality were either not in the sampled population or refused to answer the question (Table 5.10). None of the two star hotels in the municipality had been in operation for more than seven years. Out of the four two star hotels, 21.4% of them had been in operation for six years and 7.1 % of the total population has been operating for just one year. In sum it must be noted that the statistics on the table indicates that most of the hotels selected for the study have been in operation between 0-10 years. Only one hotel has operated for more than twenty years. This forms just 7.1% of the sampled population.

Grade of hotel and number of years in operation

Grade of Hotel	NUMBER OF YEARS IN OPERATION								Total
	1.00	5.00	6.00	7.00	10.00	11.00	12.00	27.00	
Budget	7.1%	7.1%	14.3%	7.1%	-	-	7.1%	7.1%	50.0%
One star	-	7.1%	-	-	7.1%	7.1%	-	-	21.4%
Two Star	-	-	21.4%	7.1%	-	-	-	-	28.6%
Total	7.1%	14.3%	35.7%	14.3%	7.1%	7.1%	7.1%	7.1%	100%

Table 5.10

Source: Field survey – 2001

Grade of Hotel and Frequency of Visitors with Special Needs

Table 5.11 shows how frequent these hotels receive visitors who need special assistance. Of the fourteen hotels, 78.6% of them receive these special guests occasionally. Out of this number, 35.7% of them were budget hotels and the one star and two stars received 21.4% each. Two of the budget hotels said they had never received any guests who would need any special assistance and 7.1% of the two star hotels also claimed it had never received such visitors. This means in all three of them had never received any guest who needed any special assistance.

Grade of Hotel and Frequency of Visitors with Special Needs

Grade of Hotels	Not at all	Occasionally	Total
Budget	14.3%	35.7%	50%
One Star	0	21.4%	21.4%
Two Star	7.1%	21.4%	28.6%
Total	21.4%	78.6%	100%

Table 5.11

Source: Field survey, 2001

Assessment of Support to Persons with Disability

Generally, it was observed that, facilities available at hotels and other tourism attractions are not user- friendly to the disabled. In the same way, the personnel available at these places do not have any special training and skills that would enable them to attend very well to the disabled.

This therefore implies that, persons with disabilities would not enjoy their trips to these places. Furthermore, communication at these attractions and hotels would be very difficult if not impossible. Eventually, these difficulties would restrict persons with disabilities from embarking on trips to tourism attractions.

Grade of Hotel and Provision of Special Assistance

Table 5.12 shows that no significant provisions have been made for assisting the disabled. 85.7% hotels out of the fourteen sampled, for instance do not have any person who would be able to interpret language to the deaf. 35.7% of these hotels are budget, 21.4% are one star and 28.6% are two star. 14.3%

hotels, however, have personnel who could interpret the sign language and could therefore assist their deaf guests. These are all budget hotels.

Grade of Hotel and Provision of Special Assistance

Grade of Hotels	No	Yes	Total
Budget	35.7%	14.3%	50%
One Star	21.4%	-	21.4%
Two Star	28.6%	-	28.6%
Total	85.7%	14.3%	100%

Table 5.12

Source: Field survey, 2001

Like the sign language interpreter, it was also revealed that only 7.1% of the fourteen hotels surveyed had personnel who can read Braille. This indicates that like the deaf guests, blind visitors also face problems with hotels staff members who would assist them, especially in the area of writing. Furthermore, it was observed that out of the 14 hotels sampled, only 14.3% of them have special assistants who could help the crippled on their visit to these places. 85.7% of these hotels have no assistants in any way who could help the crippled on a visit to these hotels. The two hotels that have special assistants for the crippled also have wheel chairs that could be used to convey these special guests. These two hotels are two stars. In fact these hotels are the only ones with facilities like wheel chairs in them for the use of the crippled. A visit to these hotels, however, revealed that four of them are quite accessible to the crippled. These have ramps and enough pavements for the use of the crippled.

On the issue of equipment like Braille materials, hearing aids, audiometers and autos copes, none of the hotels being used for the study have made such provisions for persons with disabilities. In an attempt to find out whether other facilities available at the hotels are quite satisfactory to the use of persons with disabilities, the Figures 5.5-5.8 below, explain how satisfactory or otherwise they were.

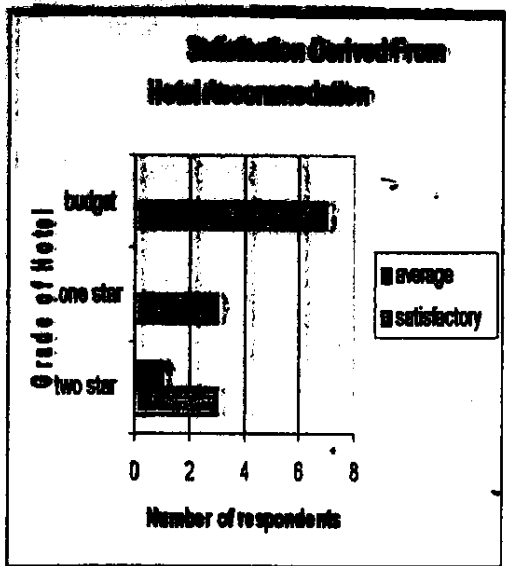


Fig. 5.5 Source: Field Survey 2001

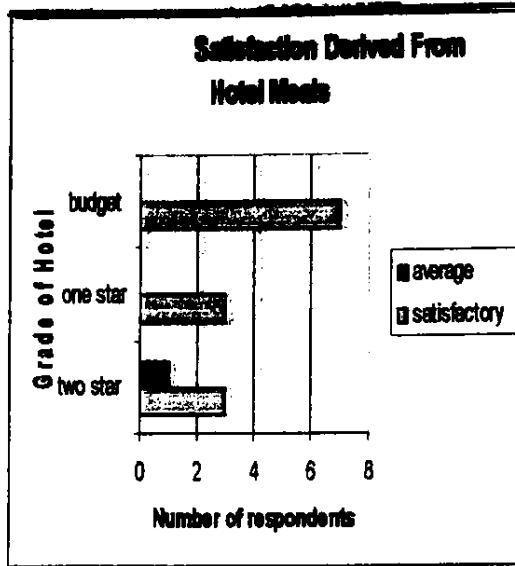


Fig. 5.6 Source: Field survey 2001

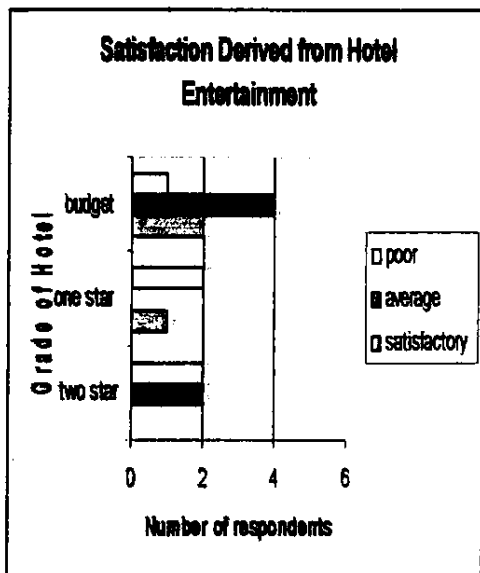


Fig. 5.7 Sources: Field survey, 2001

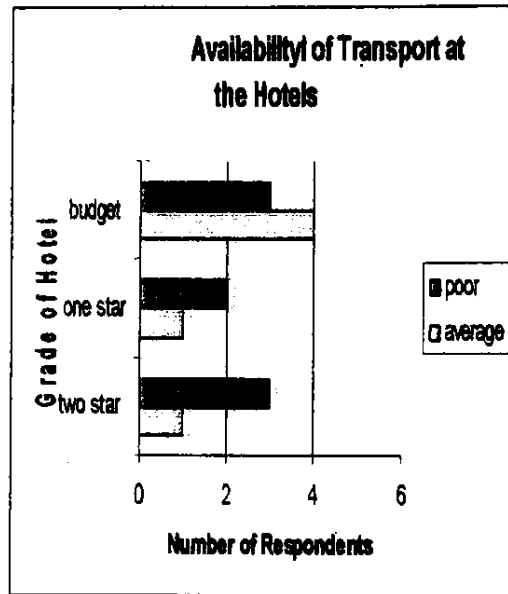


Fig. 5.8 Source: Field survey, 2001

Accommodation and meals are the main services in the hotels that were satisfactory to persons with disabilities. In all, 92.9% out of the 14 hotels being used for the study had satisfactory performance so far as accommodation and

meals were concerned. This can be seen on figures 5.5 and 5.6. There was only one hotel, a two-star, which had an average performance so far as accommodation provision was concerned. It was also found that the quality of meals provided in one of the two- star hotels was poor.

Even in the hotels, which claimed their accommodation facilities were satisfactory, they were not all that accessible to wheel chair users like the crippled. These made free movement within the hotels very difficult for them. Figure 5.7 explains the nature of entertainment facilities available at the selected hotels. In all, 21.4% of the hotels provided adequate means of entertainment like disco clubs, availability of video decks and television sets either in the rooms or at the reception. These were two budget hotels and a one star hotel. Some of these hotels, from time to time-invited live band stand to perform for the enjoyment of the guests. Eight hotels, (4 budget, 2-one star and 2-two stars) however, had an average means of entertainments whereas the remaining three (1 budget and 2-two stars) had nothing at all for entertainments. Figure 5.8 shows that 57.1% of the hotels had no means of transport available in them for the use of the guests or for their day-to-day activities. The breakdown of these hotels was as follows: 3 budget, 2-one star, and 3-two star. Six of the hotels had just an average means of transport to run their daily activities. These included, 4 budgets, a one star and a two star.

Grade of Hotel and Performance of Personnel

Most of the hotels claimed they had qualified staff with which they work. In an attempt to rank them, 57.1% of these hotels, for instance, had staff members whose performance was quite satisfactory and could communicate with the disabled clients in one way or the other. These were 4 budget, 3-one star and 1-two stars. 21.4% had average performance (2 budget and a two star) while three had nobody who could help or understand the disabled in any way. These included 1 budget and 2-two star (Table 5.13). These have been further demonstrated on the Pie Charts below.

Grade of Hotel and Performance of Personnel

Grade of Hotels	Poor	Average	Satisfactory	Total
Budget	7.1%	14.3%	28.6%	50%
One Star	-	21.4%	21.4%	
Two Star	14.3%	7.1%	7.1%	28.6%
Total	21.4%	21.4%	57.1%	100%

Table 5.13

Field survey, 2001.

Pie charts explaining the types of hotels and the performances of their personnel

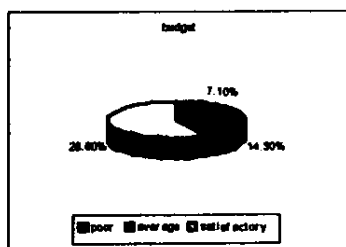


Fig. 5.9

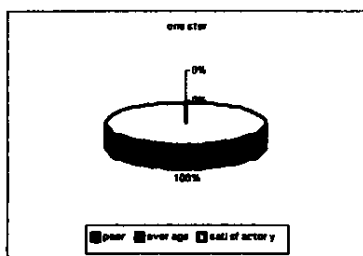


Fig. 5.10

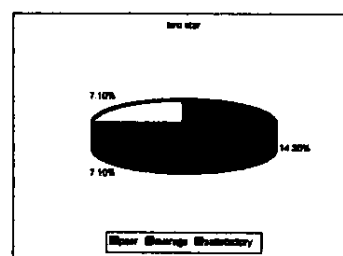


Fig. 5.11

The implication here is that most of the facilities in the hotels are not user friendly to persons with disabilities. This therefore behoves on the plant owners to design their facilities in a way such that it will facilitate free movement for disabled persons with all forms of disabilities. This will therefore enable many disabled persons in the various categories of disabilities to also participate fully in the tourism industry.

Apart from radio sets, television sets and the general needs like meals, accommodation and transport, there is the need for facilities like stand-by wheel chairs, ludo games and playing cards that will enhance the enjoyment of trips of persons with disabilities to our hotels. The availability of these facilities would make our hotels 'disability friendly'. From the study above, 14.2% of the sampled population had pavements that could be used effectively by the crippled that might be using wheel chairs. Of these, one is a budget and the other a two-star hotel. A visit to these hotels shows that, although some of these hotels have tried to provide this facility, they are not good enough to be used by wheel chair users. Furthermore, this facility can just be found at the entrances of these hotels but does not go beyond that point.

Human resource development is very important so far as the success of every institution is concerned. It is therefore important for the hotels to train more personnel to assist persons with disabilities any time they visit the hotels. The researcher also tried to find the views of the hoteliers on whether the disabled should pay equal fees for their services like their 'normal' clients.

57.1% of the sampled hotels feel that the disabled should pay equal fees for all services rendered them like any other person. 14.3% of these hotels are budget, 3 are one-star and the other 3, two stars. Four respondents or 28.6% however feels that the disabled due to the varying degrees of their disability should pay less for the services rendered them. These suggestions were made by two budget hotels and a two star hotel. One respondent, from a budget hotel, however, feels that due to the fact that the disabled guests are 'special' people who would rather need special attention and extra care, they should rather pay higher prices and charges for their services while they reside at the hotels.

Further investigations to find out the mode by which the disabled respondents check into the hotels, also revealed that, most of these disabled clients check into the hotels with the assistance of other able persons. In fact, apart from 1-two star hotel, which had a different view, all the remaining thirteen hotels agreed that the disabled clients checked into the hotels with the assistance of other people. They also preferred visiting the hotels in singles than in groups. During such visits, they patronize both accommodation and catering services effectively. Throughout their stay, they need extra care and always fall on the staff of the hotels for their needs. It was also seen that, the disabled clients are quick tempered, especially if their guests seem not understand them or try to prolong or drag issues with them.

In spite of their quick temper the research also revealed that some of them are, however, very nice people, friendly, sociable and good mixers.

The hoteliers, however, suggested that to improve upon the services rendered to the disabled at the hotels, there would be the need for more wheel chairs, trained personnel, and resource persons who would help the disabled to be abreast with the services available at these places.

The findings from the study indicate that tourism is very necessary for persons with disabilities. It removes boredom, broadens their scope of learning, exposes them to other life situations and bridges the gap between the disabled and the non-disabled. In addition to this, tourism improves the social lives of the disabled by making them friendly and good mixers. This implies that, the government as well as tourism plant owners must include the needs of the disabled in the policies they make and the general planning of tourism programmes and facilities.

CHAPTER SIX

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

Introduction

This study was conducted purposefully to assess the extent to which the tourism and recreational needs of the disabled in the Ghanaian society are considered in the promotion of the tourism industry. The study was, however, not carried out to test any hypothesis or prove or disprove any theory. The instruments used for the study were questionnaires, which were developed by the researcher. The respondents were hoteliers, disabled persons in Cape Coast as well as non-disabled workers in Cape Coast and some special education students of the University College of Education, Winneba. Data collected were grouped and frequencies, simple percentages and cross tabulations were used in the analysis.

In this final chapter, the findings of the study and their implications are summarized below. These include: the validation of the model used in the discussion and the implication for the methodology. The implications for public attitudes and education have also been discussed and a final section also discusses the conclusions, recommendations and implications of the study for further research.

Summary

Tourism has become one of the fastest growing industries in the country that is bringing all classes of people together. Owing to its multifaceted nature, anybody, irrespective of one's condition, whether rich or poor, able or disabled, officer or subordinate has the right to patronize it freely.

Persons with disabilities have also found this industry very useful and helpful however their participation in it is poor and weak. The industry provides them with an avenue for socialization, entertainment, education and a very good source of information.

It is therefore very important for tourism plant owners to make their attractions user-friendly to the disabled. Facilities like wheel chairs, trained personnel with special education skills like sign language interpreters for the deaf, resource persons for the blind and mentally retarded, should be available at the attractions so that they can assist persons with disabilities when they visit these places.

Validation of the Model

The model that was used for the research was a modified version of the "Cascade System". This model was preferred among other models because of its flexibility and suitability for the study of persons with disability of different types and varied degrees. Furthermore, the schema also leaves room for the disabled person to move from the various stages of tourism development with or

without any assistance, depending upon his capability, till he finally reaches his destination.

Although the model looks very simple and usable, it had its limitations. The main problem of this schema was that of measurability. It was very difficult to measure the extent to which the tourism product was finally consumed or the satisfaction that the individual derived at the various levels of his endeavour. This shortcoming notwithstanding, the model seemed to be the most suitable for the work under study because it helped to look at tourism vis-à-vis persons with disabilities and how to involve them in the industry.

Implication for Methodology

Descriptive statistics, frequencies and percentages as well as cross tabulations were employed in analysing the data. I used this method because of the qualitative nature of the research. Furthermore, looking at the nature of the data collected and the time at my disposal, I was compelled by circumstances to use this method. However, I would suggest that for a further study into this topic, other appropriate methods should be employed.

Implication for Public Attitude and Education

Education is one of the primary mechanisms for the transfer of social values from generation to generation (Bricker, 1978). Therefore, it seems appropriate that social and ethical considerations form the basis for exploring the educational intervention and integration of handicapped and non-

handicapped individuals in tourism. Current trends of educational events worldwide support the training of all children including those with disabilities in the mainstream. To this effect, legal mandates and or strong commitments to integrated programmes are reported in many western countries. For example, United Kingdom, Canada and Australia. (Hegarty, 1987), in Israel (Michael, 1989), the Philippines and in the Scandinavian countries (Juul, 1989). Africa and for that matter, Ghana are no exception to this trend. In considering social ethical arguments for integration of the disabled into tourism, however, there is the possibility of altering societal attitudes towards the handicapped.

It is also very important for people's attitudes to change towards the disabled. This is because disabled persons with all types of disabilities can benefit from tourism if our attitudes and perceptions change towards them. It is high time society recognized that, disability is not inability. People should try to look at what the disabled can do but not what he cannot do. The main task is to awaken, arouse and develop the personality, and this must be accomplished in the environment in which the individual finds himself. When the disabled person is in the centre, every effort should be made to see that he goes out as often as possible.

Conclusions

This research study was conducted to assess the extent to which the tourism needs of the disabled in the Ghanaian Society are considered in the promotion of the tourism industry and see how best the needs of the disabled can

be included in the governmental policies regarding the industry. Asifatu (1996), carried out a similar study to examine the effects of awareness training programme on the attitudes of members of the public on persons with disabilities. The result of the study points to the fact that enlightenment through a training programme has the capability of enhancing positive attitudinal change towards persons with disabilities. The findings of this study, however, show that the provisions made for persons with disabilities in the tourism industry are woefully inadequate. While the physical infrastructure like sleeping places, public places of convenience and walkways are disability unfriendly, the human resource development in the industry does not satisfy its disabled clients.

It was also observed that although tourism plays a major role in the Socio-cultural lives of the disabled, their participation in the industry is very minimal owing to the fact that there are no adequate facilities in the industry that are 'disability-friendly' to give them their maximum satisfactions.

Recommendations

Based on the findings and conclusions, the writer recommends the following for the improvement of conditions in the tourism industry for the disabled, tourism plant owners and the general public:

1. Personnel at tourism attractions like beaches, parks, restaurants, castles, hotels etc should have as part of their training, basic knowledge in special education. This should include lessons in sign language, braille reading, the use of the white cane, assistance in the use and operation of

- the wheel chair as well as adequate knowledge in psychology of disability. This will help them accommodate and tolerate the disabled.
2. In planning and designing their facilities and infrastructure, hoteliers and other tourism plant owners should make provisions for the disabled. Apart from making stairs at the entrances to the hotels, rooms, laundries, etc., they can in addition make ramps or pavements that will make such places accessible to wheel chair users as well as the blind.
 3. The planning of delivery systems must also create one integrated system of alternatives open to all persons: not one for the so-called 'normals' and another for the 'handicapped'. There must be one system, which is and remains basic for all tourists and serves as the junction for bringing to the handicapped the services they need.
 4. In making policies for the tourism industry the government should put into consideration the special needs of the disabled. The policies should be such that persons with disabilities would not be discriminated against when they embark on tourism. Equal attention must be given them and their needs catered for.

Further Research

The disabled have been identified as having a great potential hiding within them, which should be harnessed for the use of the nation. The blind for

instance are good singers and craftsmen, the deaf are great actors and dancers while the crippled are very good artisans, dressmakers etc.

Further research could be conducted into how to tap these great resources for the use of the nation.

- 1. Similar studies should be conducted on a national level to find out how the disabled are faring in tourism in other regions.**
- 2. A research study could also be conducted into the development of cultural tourism for the disabled.**
- 3. A study could also be conducted to find out which category of persons with disabilities participate most in the tourism industry and the reasons for that.**

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APPENDIX ONE

MIDDLE

UNIVERSITY OF CAPE COAST

DEPARTMENT OF GEOGRAPHY AND TOURISM

**QUESTIONNAIRE ON TOURISM AND THE PHYSICALLY
CHALLENGED IN GHANA**

Dear Respondent,

THIS QUESTIONNAIRE IS MEANT TO COLLECT DATA ON TOURISM AND THE PHYSICALLY CHALLENGED IN GHANA FOR AN M.PHIL. THESIS. INFORMATION COLLECTED WILL BE USED PURELY FOR ACADEMIC WORK. INFORMANTS ARE THEREFORE ASSURED THAT ANSWERS PROVIDED SHALL BE KEPT AS CONFIDENTIAL AS POSSIBLE AND WILL BE USED SOLELY FOR ACADEMIC PURPOSE . I SHALL THEREFORE BE GRATEFUL IF YOU CAN TAKE PART OF YOUR VALUABLE TIME TO ANSWER A FEW QUESTIONS. THANK YOU FOR YOUR UNDERSTANDING.

Ben B. B. Braimah

MODULE A: Background of Respondents.

MODULE B: History of Disability.

MODULE C: Socio-Economic Status.

BACKGROUND OF RESPONDENTS

1. SEX: 1 [] Male 2 [] Female
2. How old are you? [] [] (Age in completed years)
3. Are you employed?
No.....0 [If 'No' go to Q5]
Yes.....1
4. What is your occupation?
Farming/Fishing.....1
Trading.....2
Dressmaking/Hairdressing.....3
Carpentry/Masonry.....4
Government worker.....5
Other (Specify).....
5. Where were you born?...
 1. in this community []
 2. rural community nearby []
 3. rural community far. []
 4. urban community nearby []
 5. urban community far []

6. How long have you lived in this community ?

- 1. Less than one year []
- 2. Between 1-5 years []
- 3. More than 5 years []

7. What is your ethnicity?

- 1. Adangme/Ga []
- 2. Ewe []
- 3. Fante []
- 4. Asante []
- 5. Akuapim []
- 6. Other (Please specify)

8. What is your religion?

- 0. None []
- 1. Catholic []
- 2. Anglican []
- 3. Presbyterian []
- 4. Moslem []
- 5. Methodist []
- 6. Pentecostal /Charismatic []
- 7. Traditionalist []
- 8 Other (Please specify).....

9. What is your highest educational level?

- 0. No formal education []
- 1. Primary school []
- 2. Middle/JSS []
- 3. SSS/Comm. /Tech./Vocational []
- 4. Training/Nursing []
- 5. Poly/Diploma/University []

10. Marital status?

- 0 Never married []
- 1 Current union []
- 2. Currently married []
- 3. Separated..... []
- 4. Widowed..... []
- 5. Divorced..... []

11. How many children have you?

- None..... 0
- 1-5..... 1
- 6-10..... 2
- 11+..... 3

12. How many adopted children do you have?

- None..... 0
- 1-5..... 1
- 6+ 2

13. How often do you listen to the radio/ television?

- Never 0
- At least once a month .. 1
- At least once per week .. 2
- Several times per week ... 3

B. HISTORY OF DISABILITY

14. Do you have any physical challenges?

- No..... 0
- Yes..... 1

15. What type of disability do you have? (If Q12 is 'no' skip to Q14)

- Deaf..... 1
- Blind..... 2
- Physically handicapped (crippled)... 3
- Other..... 4

16. Since when did you become disabled?

- At birth..... 1
- Before age 12..... 2
- Before age 20..... 3
- After age 20..... 4

17. Do you have any disabled person in your family?

- No.....0 (skip to Q23)
- Yes.....1

18. How many disabled persons are in your family?

- None.....0
- 1-5.....1
- 6+.....2

19. What type of disability has the person?

- Hearing impairment(deaf)..... 1
- Visually impaired(impaired).... 2
- Mentally retarded..... 3
- Physically challenged(crippled).. 4
- Other..... 5

20. At what age did the person become disabled?

- Unknown..... 0
- From birth..... 1
- Childhood(1-12)..... 2
- Adolescence(12-18).. 3
- Adulthood(18+)..... 4

21. What was the cause of the disability?

- Not known..... 0
- By birth..... 1
- By accident..... 2
- Other(please specify)... 3

21. **What is the relationship between you and the disabled person?**

- Son/daughter..... 1
- Nephew/niece..... 2
- Brother/sister..... 3
- Uncle/aunt..... 4
- Father/mother..... 5
- Wife/husband..... 6
- Grandmother/grandfather... 7
- Other..... 8

23. **Apart from a family member, do you know any other disabled person in your neighbourhood?**

- No..... 0 [skip to Q26]
- Yes..... 1

24. **What is your relationship with that person?**

- None..... 0
- Friend..... 1
- Co-worker... 2
- Other(specify)..3

25. What type of disability has the person?

- Hearing impaired/deaf..... 1
- Visually impaired/blind..... 2
- Mentally retarded..... 3
- Physically challenged(crippled).. 4
- Other(specify)..... 5

26. Are any of these having multiple disabilities?(if Q23 =0 skip to Section C)

- No..... 0
- Yes..... 1

27. Is the disabled person you know mobile?

- Cannot move about..... 0
- Moves with assistance ... 1
- Very mobile..... 2
- Uses a white cane..... 3
- Uses a wheel chair..... 4
- Other(specify)..... 5

28. Has the disabled person a 'Speech' problem?

- No..... 0
- Yes..... 1

29. Is the disabled person able to see?

- Not at all..... 0
- Not clearly... 1
- Clearly..... 2

30. Who caters for this person?

- Himself/herself..... 1
- A family member.... 2
- Friends..... 3
- Charity..... 4
- Don't know..... 5
- Other(specify)..... 6

C: SOCIO-ECONOMIC STATUS

31. Do you know any disabled person who is employed in your area?

No.....0 [If 'No' skip to Q33]

Yes..... 1

32. Whose work is he/she doing?

- Self employed..... 1
- Government worker... 2
- Petty trader..... 3
- Works for a private company. 4

33. Do you think the disabled are to be employed in Government establishments?

No.....0

Yes.....1

Undecided. 2

34. Explain your answer to Q.33

.....
.....
.....

35. In your opinion do you think the disabled should patronise Tourism?

No..... 0

Yes..... 1

Don't know 2

36. Explain your answer Q35.....

.....
.....

37. In Ghana do you think the providers of tourism attractions and facilities have made adequate provisions for the promotion of tourism among the disabled?

(a) Owners of Tourism plants No.....0 (b) Government No.....0

Yes... 1 Yes.....1

38. **Question 3 facilities that you think should be developed to help the disabled enjoy tourism.**

- a.....
- b.....
- c.....

39. **Rank in order of importance these 3 facilities in the promotion of tourism among the disabled?**

- a.....
- b.....
- c.....

40. **Why do you think Q39 is so?**

Explain.....
.....
.....
.....

41. **Which of these groups do you think should bear the cost of helping disabled persons to enjoy Tourism facilities**

- | | |
|------------------------|---|
| The Government..... | 1 |
| NGOs..... | 2 |
| The disabled..... | 3 |
| Private enterprises... | 4 |

42. Rank in order of value which of these disabled persons you think would benefit most on a trip to a tourist attraction? [use value]

- None of the above. [] 0
- The deaf..... [] 1
- The blind..... [] 2
- The mentally retarded.... [] 3
- The crippled..... [] 4

43. Do you think tourism is necessary for the disabled?

- No..... 0
- Yes..... 1
- Don't know 2

44. Give 3 reasons for your answer to question 43.

- a.....
- b.....
- c.....

45. Please, feel free to comment on any issue that has not been covered in this questionnaire.

-
-
-

THANK YOU FOR THE ASSISTANCE

APPENDIX TWO

UNIVERSITY OF CAPE COAST

DEPARTMENT OF GEOGRAPHY AND TOURISM

**QUESTIONNAIRE FOR HOTELIERS IN CAPE COAST
MUNICIPALITY**

Dear Respondent,

THIS QUESTIONNAIRE IS MEANT TO COLLECT DATA ON TOURISM AND THE PHYSICALLY CHALLENGED IN GHANA FOR AN M.PHIL. THESIS. INFORMATION COLLECTED WILL BE USED PURELY FOR ACADEMIC WORK. INFORMANTS ARE THEREFORE ASSURED THAT ANSWERS PROVIDED SHALL BE KEPT AS CONFIDENTIAL AS POSSIBLE AND WILL BE USED SOLELY FOR ACADEMIC PURPOSE. I SHALL THEREFORE BE GRATEFUL IF YOU CAN TAKE PART OF YOUR VALUABLE TIME TO ANSWER A FEW QUESTIONS. THANK YOU FOR YOUR UNDERSTANDING.

Ben B. B. Braimah

1. What is the grade of your hotel?

One star 0

Two star 1

Three star 2

Four star 3

Five star 4

Guest house 5

2. For how many years has your hotel been in operation?

3. How often do you receive visitors who need special assistance?

(Hearing impaired, visually impaired, crippled, mentally retarded)

Not at all 0

Often 1

Very often 2

Occasionally 3

4. Can any of your staff members be able to assist the disabled in the form

of	Yes	No
a. Sign language interpreters
b. Braille readers
c. Resource persons for the deaf
d. Resource persons for the mentally retarded
e. Special assistants for the cripple

5. **Are there other facilities at your hotel which can aid in promoting free movement, communication and the general well being of persons with disabilities in your hotel?**

	Yes	No
a. Wheel chairs
b. Pavements/Rumps
c. Braille machines
d. Hearing aids
e. Any other (specify)		

6. **In your opinion how do you rank the satisfaction of your disabled visitors in the following facilities at your disposal?**

	Poor	Average	Satisfactory
a. Accommodation
b. Meals
c. Entertainment
d. Transportation
e. Personnel

7. **What other facilities do you think should be provided to encourage persons with disabilities enjoy trips to hotels?**

.....

8. In view of the special needs of the disabled, do you think they should pay more or less to enjoy facilities at your hotel (compared to normal persons)?
- a. Pay less.....1
 - b. Pay more.....2
 - c. Pay equal.....3
 - d. Don't know.....4

9. Give any suggestions that will help persons with disabilities in case they are embarking on a trip to your hotel?

.....

.....

10. Which of these statements is true about your disabled clients?

	True	False
They check into the hotel in the company of others
They check into the hotels alone
They check into the hotels in groups
They patronise only accommodation facilities
They patronise both accommodation and catering facilities
They need extra care throughout their stay

THANK YOU.