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## EMERGING EXPERIENCES, VISITOR'S SATISFACTION AND QUALITY OF SERVICES IN TOURISM

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### Abstract

*Satisfaction is an excellent forecaster of tourist behaviour as it affects the choice of destination, mouth to mouth publicity, consumption of products and services, and finally increases the inflow of the tourists at the tourist destination. The tourism industry is the largest industries in the world that each year serves millions of tourists and helps them to travel from one destination to another. A.K. Bhatia (1978): Tourism doesn't exist alone, it consists of certain components, three of which may consider as basic. These three basic components of tourism are Transport, Locale and Accommodation, Therefore, to offer different services to the tourists, it depends upon so many components and if any component is missing or its quality is low than the tourist may remain dissatisfied so it is the duty of the responsible authorities of the tourist destination to offer the variety of components so that every category of tourist can get satisfaction.*

*The present study aims to understand the tourist's satisfaction concerning the basic tourism components that include Attraction, Accommodation and Accessibility. Therefore different pieces of works have been collected, reviewed analyzed to understand the factors that satisfy the most the tourists. The study reveals the most of the tourists visiting a destination are satisfied with the amenities and only those who have a high level of expectations are dissatisfied and expect high level of professional services from the manpower working in different sectors of the industry.*

**Keywords:** Tourism Industry, Tourist Satisfaction, Attraction, Accommodation Tourism Component

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experiences expressed in the study have pointed out local transporters and the hospitality provider's behavior were not satisfactory. It was bit hazardous, troublesome and painful to approach to one destination to another.

### Conclusion:

The basic understanding behind the present study has been the to review, analyze and examine the focus of the various study undertaken from time to time and published in different journals, edited books, websites etc. by the scholars and the researchers mainly revealing the reaction, response and experiences of the tourists on the persistent quality of the destinations, accommodation and hospitality services experienced while travelling from one destination to another. On the whole the visit of the tourist at different destinations and the local products available at visited destinations became the real source of empowering their knowledge and understanding on the authenticity, philosophy, historical, socio-cultural relevance of the visited destinations.

However, the study found that the tourists have felt concerned to have adequate, convenient, transportation and communication means in this connection. Accordingly, they have desired and urged to have professional qualities, social skills and sweet behavior of transporters, hospitality and destinations management functionaries etc.

### References

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