

**IMPACT OF COVID-19 PANDEMIC ON TOURISM IN GOA**

**BY**

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THE REQUIREMENT OF THE DEGREE OF MASTER OF ARTS  
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**UNDER THE GUIDANCE OF**

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## DECLARATION

I Manaswini Chavariya student from the department of political science hereby declare that this dissertation, entitled “Impact of covid-19 pandemic on Tourism in Goa” is the outcome of an original and independent work undertaken by me during the year 2021-2022. This research was carried out under the guidance of Dr. Alaknanda Shringare from the department of political science, Goa University. I have duly acknowledged all the sources used by me in the preparation of this dissertation.

Date: 26 April 2022

Place: Goa University

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## CERTIFICATE

This is to certify that the dissertation titled "Impact of covid-19 pandemic on tourism in Goa" is an original work done by Ms. Manaswini Rajesh Chavariya during the year 2021-2022 under my supervision. This dissertation has not formed the basis for the award of any Degree or Diploma or Certificate or Associated Fellowship or any such similar title to the candidates of this University or any other Universities.

Date: 26 April 2022

Place: Goa university



Dr. Alaknanda Shringare

(Research supervisor)

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## CHAPTER I:

### 1.1 INTRODUCTION:

There have been many places in my life, that have stayed with me for their uniqueness by design. The charm and their simplicity find a place somewhere in the list of my beautiful memories. I will introduce or highlight the shades of one such beautiful state settled in western India. Some call it the land of beaches, but I would like to call it the “pearl of the orient” named Goa. Goa is not all about beaches, it also entails breathtaking landscapes with its natural beauty, amazing aquatic sports, great adventure more colors that shine together and make up this beautiful place.

Every year there are plenty of tourists in Goa, some are domestic tourists and the others are foreign. Goa counts on a huge profit from these tourists. Ascending from the stallholders, taxi drivers, hoteliers, travel agents, private sectors, government, civil societies, and the politicians of the state earn a fair share. Right from the 1960s to date, there has been a drastic change in the functioning and the evolution of the tourism industry in Goa.

After the closure of the mining industry in Goa, the tourism industry has been the top industry in providing economic stability in the state. Goa's major economy is highly dependent on the tourism industry. Reports inform that after the closure of the mining activity, it was the tourism sector that has come up with employment opportunities for the un-employed mining employees.

The tourism industry in Goa worked marvelously until the pandemic. The covid situation halted the tourism industry of Goa. Goa is often tagged as the most popular tourist destination among Indians as well as foreign tourists, but the covid surge in Goa in the last two years has changed the scenario drastically. Tourism has been hit badly as scores of people working in this sector have been affected the most.



## **1.2 SIGNIFICANCE OF RESEARCH:**

This paper analyses the evolution of the tourism industry in Goa, and how it has become the highest finance contributing industry in the state. Further, the paper seeks to inform the after-effects of the pandemic, and how this industry has aided the economic status of the state to stay balanced. More importantly, we will see how the government has played a major role by taking prime decisions on behalf of the state, what were the scenarios after the second wave, and how the tourism industry in Goa survived on domestic tourists as the international flights were closed.

Lastly, this paper analyses the mention of the tourism sector made in the budget session proposed by the state government. It also seeks to understand that tourism in Goa is a purpose for other aspects such as religion, education, adventure, and hinterland. The significance of this research is that it explains the tourism policy, the Goa protection of tourists and maintenance act, the shack policy, and the master plan for the future. The paper answers the chief questions on the negative as well as the positive impacts of tourism in Goa, whether there are foreign influences on Goan culture and the mindset of tourists with regards to Goa as a tourist destination.

## **1.3 LITERATURE REVIEW:**

Goa has always been maintaining the topmost position in the list of the famous and most wanted tourist destinations. It is said that tourism in Goa was first started by the Hippies who wanted to escape from wars and were in seek of freedom and peace. Thus, it can be said that the onset of tourism in Goa was first started by the hippies. This allowed the Goans to rise in business.

Goa is not just sun, sand, and beaches but is also rich in educational tourism, hinterland tourism, and pilgrimage as well. Currently, tourism is the only sector in Goa in which the economy widely exists, if there is even a slight fall in this sector then it may be a signal for an economic crisis which would lead to a big disaster.

As said earlier tourism in Goa had existed for a period of a long time and is still existing. If we trace the tourism activity before the ban on the mining industry, the tourism sector was considered the second in the list of finance producing industries, the mining industry was the topmost industry of course. The scenario changes drastically from the year 2012 to date, as it was the year when there was a ban on continuing mining activities due to environmental issues. After the prohibition on mining activities, the industry has an economic crisis.

This is the time when Goa's second large finance contributing industry, the tourism sector comes into the picture. Since 2012 the tourism industry has been a huge contributor to the state GDP, raising profits for the business class as well as employment for the unemployed. But since the last two years, there has been a shrinkage in the contributions coming from the tourism sector due to the covid-19 crisis. The government has taken astute decisions in maintaining the economic stability of the state. In recent years, the government along with the tourism sector have been successful in keeping the tourism activity ongoing.

If we have a look at the statistical data for the last ten years of tourism in Goa then this industry has been doing well in maintaining the economic balance. Though the last two years of the harsh pandemic have dragged down the economy of the state, it can be said that Goa did not go through a severe financial crisis and it was none other than the tourism industry which has preserved the economic balance. It is seen that there has been a struggle among the business class in Goa, this is seen among the medium and small business enterprise as well as the big businesses. During my research what I have found is that a majority of the people in Goa belong to the business class and their major income is highly dependent on the income brought in by the tourists. This in turn again adds very little to the state GDP.

If we closely see then, the wedding hall bookings, and nightclubs light had gone dim during the pandemic. Goa's major income source is the tourism industry, and the pandemic made it heartbreaking to see the quiet streets which



used to be crowded with tourists, calm beaches with all activities shut, and the people being helpless.

Goa indeed had major losses and a slow-down in its economic status but Goa has survived during the pandemic because of the domestic tourists. Though there were strict restrictions put up by the Goan government there were many tourists from our country itself, rather than foreign tourists. The government of Goa has come up with new covid protocols for the tourists as well as the Goan population to curb the number of patients rising due to the spread of the virus. The state could not keep the tourism industry shut for too long as said, it is the only industry in Goa currently, which contributes highly to the state and is also a source of income for many Goans. This decision also created a risk among the Goan population to move out fearless and have a normal daily routine. The government has also provided the kit required for covid positive tourists and also set up hotels and schools and colleges as quarantine rooms.

Now that all the restrictions have been uplifted by the government there are a heavy number of tourists visiting Goa including domestic and foreign tourists as well. Tourists can now enter Goa without any hesitation because the state government has made it mandatory to have a vaccination certificate, and only then will tourists be able to enter Goa. The current Goa government is coming up with new plans for the future development of tourism and also to enhance this industry, as it has to cover up the financial loss during the pandemic, and also the government is widening the tourist sector by focusing on the different aspects of tourism and new tourism sectors in Goa as we see ahead in this paper.

To print down the information for this research paper, I have used many news articles from the year 2020 to the current news articles, I have watched and observed news channels and also interviews of the ministers and scholars belonging to the tourism industry. This research paper also includes a case study, and the statistical data of the pandemic years to make the research more effective and based on reality checks.

#### **1.4 OBJECTIVES OF RESEARCH:**

1. To analyze the history of tourism in Goa.
2. To study the evolution of the tourism sector in Goa.
3. To examine the tourism development policy/plans of the Goa government.
4. To analyze the impact of the COVID-19 pandemic on tourism in Goa.
5. The measures adopted by the Goa government to mitigate the impact of the COVID-19 pandemic on tourism

#### **1.5 HYPOTHESIS.**

1. . Over the period of time due to a heavy reliance on domestic tourists the contribution of tourism to the economy of the state has been reduced.
2. . During the Pandemic when the state's economy has been impacted the tourism sector survived and supported Goa's economy.

#### **1.6 METHODOLOGY:**

The study includes both qualitative and quantitative methodology, qualitative methodology includes books journal articles, newspaper and other internet sources. Quantitative methodology contains collecting and analyzing data through checking the hypothesis, and the statistical data.



## **1.7 CHAPTER SCHEME:**

This paper analyzes the evolution of the tourism industry in Goa and how the pandemic has affected the economic lifestyle. This report on chapterisation briefly speaks about the different chapters on this paper that speak about the research. Each chapter is significant in completing the research conducted.

### **CHAPTER 1: Introduction**

Chapter one of this research paper includes an introduction to Goa tourism and how it worked marvelously until the pandemic situation. This chapter also talks about the importance of the research conducted, as the tourism industry is the only one that Goa was able to sustain in the pandemic. The literature review is also a part of the first chapter which briefly informs on what kinds of data were referred to and how much it has been useful in the current research paper.

Chapter one also talks points out some key objectives on which the entire research paper will do an analysis. The objectives are what the paper has to cover in its research. Chapter one also gives two hypotheses based on which the entire research has been conducted. Lastly, the methodology included in chapter one mentions the process by which the data for the research has been accumulated.

### **CHAPTER 2: Evolution of Tourism in Goa.**

Chapter two of the research contains the background and history of the onset of tourism in Goa. The second chapter talks about the hippy culture and the evolution of Goa tourism since the Hippy culture gives an angle to the after-effects of the ban on mining and sue to which tourism has taken a stage in becoming the topmost finance providing industry to the state.

### **CHAPTER 3: Tourism policy in Goa**

Chapter three focuses on the contemporary issues taking place in Goa concerning the tourist sector. It holds the current scenario of the incoming tourists. In the third chapter, the paper seeks to analyze some of the government initiatives to protect the Goan economy. The tourism sector has come up with certain policies and acts for the benefit and the Growth of the Tourism industry as mentioned in the third chapter.

### **CHAPTER 4: Impact of pandemic on tourism in Goa.**

The fourth chapter takes on statistical analysis. The statistical data for the last 10 years represents how much was the tourism industry active and also checks whether there was a reduction or an addition to the proportion of tourists in Goa. As this research paper aims to analyze the after-effects of the pandemic on tourism, the fourth chapter analysis how the incoming of tourists has reduced and by how much in numeric. This chapter also includes charts and graphs to represent the data.

### **CHAPTER 5: Conclusion.**

This chapter is considered the final chapter of this research analysis. The fifth chapter comprehends the conclusion of the research paper, it draws down certain conclusions based on research conducted, information analysis, and a few opinions from the researcher. This chapter answers the question raised during the research process, it summarizes and reflects on the research topic.



## CHAPTER 2: EVOLUTION OF TOURISM IN GOA.

The Hippy culture began its journey as a youth movement in the United States in the early 1960s which spread around the world. By the late 1970s pretty much every hippy in the world realized that the ultimate destination to find eternal peace is in India. Banaras and Goa emerged as two favorite spots for them.

In 1979, Titto Henry came to Goa from East Africa, - and decided to start a small shack serving these hippies food and drinks. More tourists arrived in Goa with this popularity and with more tourists, revolutionized tourism in Goa. From the time when owning a bicycle was a luxury to being one of the greatest tourist destinations in the world, Goa has indeed come a very long way. Not only Indians, but people from across the world flocked to Goa. It was the tourism industry that gave a boost to the economy of the state and also employed the populace.

Planning a beach holiday in India is synonymous with planning a trip to Goa. Thanks to its breathtaking beaches, vibrant nightlife, delicious food, historic monuments, and adventurous activities on offer, this former Portuguese territory, tucked in the Southwestern coastline of India is already one of the party happening destinations in the country. Goa was one of the final destinations of the famed hippy route in the 1960s. the hippies came to Goa as an escape from their harsh realities and to feel the peace and freedom in the green and warm lands of Goa.

Back in the 60s Goa's untouched sandy beaches became a magnet for a specific kind of western traveler, as a junky nudist with no aim or purpose the hippy community was, in reality, instrumental in shaping the state's identity and

economy. Many of the original hippies never really left. Goa's first travelers were amazed at its immaculate beaches and tried to keep it that way for a long time. But the world found out soon enough and by the mid-90s millions of tourists began arriving in droves each year.

Today 40 percent of the state revenue comes from tourism which is a boon and a curse at the same time. Many beaches are over-run with restaurants, bars, and hotels while floating casinos and cruise ships crowd the state rivers. But as the revelers retire to bed and the music dies down, a new brand of conscious Goan tourism kicks off.

## **2.1 BAN ON GOA MINES:**

The mining industry in Goa was considered the largest contributor to the state GDP. If we trace back the Goan history then, mining activities have existed since the Portuguese rule in Goa. during the Portuguese regime, there were mining concessions for manganese ore and iron ore. These concessions were first renewed in 1987, under the Goa Daman and Diu (abolition of concession and declaration of the mining as a lease). This extension validated the lease for the period from 1961 to 2007. Furthermore, the same lease again gained an extension instead of a fresh auction and this continues from 2007 to 2014 as a result of which the Goa Foundation has filed a PIL against "illegal mining". The Goa government took a stand and imposed a ban on illegal mining activities. The ban on the mining industry was also due to the environmental degradation, which adds to pollution leading to the environmental crisis, not only but there were also several complaints from the locals residing in the mining area to stop mining due to major health hazards. Due to a ban on the mining industries, there has been a sharp rise in the state's unemployment level.

This is the exact time when the tourism industry in Goa played a significant role in acquiring the paramount status and being a higher financial contributor



than the mining industry to the state's economy. When the state realized that it has its natural gift to offer to the world and the government started re-focusing on tourism activity. As we know that after mining, the tourism sector was the only option left for the government to sustain itself and keep the economy running, and this turned out to be a good decision. The government had taken important decisions to raise the tourism activity in Goa to curb the state's economic status that took place due to mining.

The tourism industry from 2012 took a different phase because this was an industry that supplied numerous employment opportunities. From 2012 to 2019, many small entrepreneurs have also been emerging who also contribute to the strong tourism industry in Goa. during this time, the business class has hugely benefited the industry.

## **2.2 EVOLUTION OF TOURISM:**

You must be very well aware that tourism in Goa is all about sun, sand, and the sea. To some tourists, Goa may be their tourist destination for a craze for late-night parties, water sports, nightclubs, liquor, enjoyment with friends, and also a perfect honeymoon destination. It was very soon realized by the locals and authorities that for tourists Goa has now become something beyond what was just mentioned. The tourist's perspective has now changed and there has been a growing influx of tourists for heritage and hinterland adventures, pilgrimage, and educational tourism.

If you notice a yearly analysis of tourist influx, then you will know that in November and December tourists are coming not only from all the other states of India but, there are also end number of tourists from other countries traveling to Goa for pilgrimage. Exactly speaking then, these tourists come every year to visit the Old Goa Church to have a glimpse of the holy saint Francis Xavier. These tourists are not only Catholics from around the world but

people from different religions, ethnic groups and castes visit this holy place for the blessings.

Tourists from all over the world also come to Goa to have a look at the beautifully structured monuments such as the Old Goa Church, Mangeshi Temple, Mahalsa temple, and many more. Domestic tourists find it very interesting to have a look at these old architects and also know the story of their past.

Recently there has been a trend among tourists to add to their list a visit to the hinterlands of Goa. There has been a growing interest among the tourists, especially foreign tourists to participate in the cultural activities of Goa.

Many tourists feel it challenging to go on an adventure in deep green Goa. the locals also find it amusing and guide the tourists on an adventurous hike, along beautiful waterfalls, and a few hilltops. The world is coming closer to nature to feel it and enjoy the benefits of nature's gift.

The heads of the tourism department of Goa have shifted their focus to a very significant field of hinterland tourism. This has been a new initiative from the government to open up tourism in the hinterland as eco-tourism, wherein the tourists get a chance to have a glimpse of the rich Goan culture, know more about the Goan heritage, and also allow them to have a peaceful time in the green environment of Goa, a life away from the concrete jungle.

This will welcome a greater number of tourists to Goa. By promoting hinterland tourism in Goa, the government is also focusing on the unemployed in the villages of Goa. hinterland tourism will give the village locals to have a certain source of income by showcasing their rich culture, making tourists participate in their cultural activities, also selling some of the items made of raw material.

The Goa government has also initiated another type of tourism: medical tourism. By this, we mean that tourists can now also come to Goa to avail the



of medical facilities. There have been excellent medical packages for those who wish to be in Goa as a medical tourist.

The Goa government is encouraging health care facilities by setting up a good number of hospitals, to meet the ends of emerging medical tourists. The government has decided to set up an online portal that mentions all the healthcare facilities in which the tourists are interested. Many tourists come to Goa for a good quality medical service. If the Gao government is successful enough to have a strong base in medical tourism, then, many Goan youths can opt got this career in medicine and there may be a fall in the unemployment rate in Goa. Decisions are yet to be taken and plans for the implementation and encouragement of medical tourism in Goa are coming soon.

## CHAPTER 3:

### TOURISM POLICY IN GOA

In the last two years from 2020, to 2021 the picture of tourism in Goa has faded. The spread of the deadly Covid-19 virus had created a barrier among tourists all over the world to travel anywhere. Well, the situation in Goa was similar, since the state government announced a lockdown in the state-directed by the central government of India. Initially, there was a three-day curfew in the state followed by a strict lockdown. Due to these announcements, the markets of the state flourished with people panicking to fulfill their basic needs be it food or medicines. Goa is a state that is highly dependent on its tourism industry has mentioned earlier, agricultural activities seem to be quite less. The state imports much of its eatables from other states, Goa especially imports much of the agricultural produce from the neighboring state Karnataka. During the lockdown, the imports from the other states were shut down. The Goan populace is not much used to a situation like a lockdown or a curfew. The lockdown in Goa started in March and was extended till June.

Goa, which is very well known for its night-light, was now in a peaceful mode, with no tourists on the streets, no parties, a calm market, closed water sports, shopping malls, and the tourism activity. This tourism industry was badly hit due to the lockdown. To keep its economy running the government did not close its state borders soon, and still welcomed the tourist influx in the state in



the critical situation. This has an immense side effect because there were still a few numbers of tourists coming to Goa, from a green zone the state turned out to be in a danger zone as the positivity rate of the covid patients increased. The government soon took action and imposed a curfew, furthermore, the government also closed all the state borders and didn't allow any outsiders in Goa, and also stopped any Goan to go outside the state or country.

This also resulted in the tourists remaining in the state, in their rented hotels. The laborers who lost their employment due to covid restrictions on construction lost their source of income and were also unable to meet their families. The state government was clueless about what can be further done and also puzzled about when the situation will turn down to a normal mode.

This chapter will analyze all the contemporary issues of the state. It is essential to know about the current issues taking place in the state, for the people of the Goa as well as the tourists to keep themselves updated with the new precaution taken up by the government. After the second wave, the restriction implemented by the government of Goa were partly imposed, it can be said that the government after the second wave did not fully open the tourism activity of the state, this decision was taken for the protection of the people from the virus as well as the tourism industry.

The tourist influx in Goa was expanding but at a slower speed. After the government's decision on most of the issues regarding the pandemic there has been a difference in the state with regards to its positivity rates, vaccinations, tourist influx, and many more. As we know that all the schools, colleges, bars, restaurants, hotels, malls, inox, and, certain other luxury availabilities were closeby the government, we will see how did the government resume all these activities in the state, what were the precautions and new covid restriction in the state.

It is not only important to talk about the decision and the implementations of the government during the pandemic, but also otherwise. The government has

taken a significant step toward the well-being of the tourism industry. the government of Goa had come up with a tourism policy for its tourists, next, we will analyze the tourism policy of the government.

### **3.1 THE TOURISM POLICY OF GOA:**

The government of Goa the year 2020 has put forward its tourism policy. This action of coming up with the tourism policy is considered a great success for the government and the tourism industry. The government was keen to launch this policy and was finally implemented in the year 2020. the document consists of the last years of tourism hardships, actions, and work done by the tourism industry for the welfare of the tourism industry and also how tourism in Goa has evolved over the last years. The policy is framed in a way to give a new look towards the tourism industry, change its shape, and also to broaden its view.

The tourism policy of 2020 gives out significant aims and objectives which the government wishes to fulfill in the forthcoming years. This policy looks at the improvements in the tourism sector, and its tourism strategy and also opens up new areas of tourism in the state. The government along with the tourism industry tries to attract more tourists by opening new areas of tourism, this also gives a chance to earn a good profit for the state. In this chapter, I have taken the aims and objectives of the new tourism policy 2202, and also provided a brief explanation.

### **3.1 AIMS AND OBJECTIVES OF THE TOURISM POLICY:**

**Vision, Cornerstone Principles, and Objectives:**



### **Vision:**

The policy aims at making Goa the most preferred tourist destination in the country, it tries to attract more and more tourists to the state. The policy aims at giving the state a position of high spending tourists in India by the year 2024. Goa wants its tourism industry to be a foremost international tourist destination by 2023.

### **3.2 Principles:**

The Policy consists of significant principles on which the policy stands:

- a) Historically, Goa being an island, the natural environment is a gift to the Goan which needs to be protected. It is the natural environment of the state which attracts several tourists. The government has taken many initiatives to protect the natural environment of the state. As mentioned in the Goa tourism policy, the state will promote tourism keeping in mind the sustainability of Goa's natural ecosystem. The government assures the protection of the environment and also assures responsibility towards the conservation of natural resources.
- b) Initially, Goa was known and mostly attracted only by the sun, sand, and beaches. The previous governments had mostly focused on these aspects of tourism in the state. The new tourism policy of 2020, gives a new shape and a new vision for the tourism activity in Goa. Goa has beauty even in its natural habitats, cultural locations, and beautiful landscapes the government wants to promote tourism in the ethnic culture thus, the government aims at promoting tourism all over the state and also tries to showcase the unique culture, ethnicity, and tradition Goas has.
- c) The tourism policy also focuses on making the tourism activity in Goa safe. The government wants Goa to be a good and safe tourist destination.

d) To make tourism more attractive, the governed have initiated various methods to proving easy and fast traveling in the state. According to the policy the government has brought many changes when it comes to transport or the tourists in the state. The state has made the availability of an affordable, easy, and well-grounded transport system. This factor would make a good impression on the incoming tourists in the state and would be a good strategy to promote and enhance tourism in Goa.

e) any state needs to advertise its tourism in the country. This would help to increase the tourist influx in the state. The government of Goa has also taken initiatives to advertise Goa tourism through various platforms, marketing strategies, and powerful communication.

f) The government aims at offering an opportunity for the tourists to have an experience of Goa's rich heritage and culture. This policy signifies the original Goan lifestyle and represents the social diversity of Goa among the tourists. The government allows the tourists to be a part of the Goan culture, as a step to promote tourism in the state.

g) A new and significant principle on which the tourism is based, is that the government has decided to rework Goa's expanded tourist destination and also proffers a mixture of bio-tourism, nature, and amusement-based attractions for the domestic as well as foreign tourists.

### **3.3 Objectives:**

The policy of Goa tourism 2020, has laid down certain objectives on which the government and the tourism industry and its activity will be based. These objectives provided in the recent tourism policy 2020, were framed by keeping in mind the looks of tourism in the state.

a) The main and obvious objective of the tourism policy in Goa is to attract as many tourists as possible to the state, be it the foreign tourists or domestic



tourists. Goa aims at welcoming more and more tourists to the state, through various means of attraction. The government of Goa wishes to have a mixture of international and foreign tourist influx.

b) The policy aims at fabricating sustainability in the state, sustainability with regards to its natural environment, and the social issues of the state. By social sustainability, it means balancing both the positive as well as the negative impacts of tourists in the state. By environmentally sustainable the policy tries to ponder upon the fact affecting the environment. To protect the environment the government tries to conserve the natural resources of the state and also protect the ecosystem. This initiative was taken up by the government because, in due course of time, it has been noticed that the tourist influx has also made a negative impact on the Goa's natural and beautiful environment. To protect its beauty and nature was an essential step. After all, those are the major factors that attract tourists to the state. The government also aims at assuring that tourism in Goa is not only limited to beaches but also explores the hinterland places. As tourism is more explored and developed in the state, the government also provides an opportunity to the state in the field of employment, the government tries to expand its employment opportunities through this policy. This policy not only tries to generate an employment opportunity but also gives a chance to the small, medium, and big entrepreneurs to expand their business.

c) The tourism policy most importantly sets the sight on the capacity and the quality of infrastructure. There is a need to expand the infrastructure so that the tourists have more options for accommodation in the state. The connectivity and facilities of power and water supply are the aim of the tourism policy to enhance the tourism business of Goa.

d) The tourism policy finds it significant that their tourists have a great tour experience in the state. The tourism industry tries to make hospitality distinct from the other states so that it can attract more tourists. Goa has a distinct identity and diversity, and local heritage, which interests the tourists and drives

them to Goa. The government through this policy keeps a high position on the state's diversity and the local heritage.

e) Towards its future goals, the government aims to work toward modern technology. For example, the tourism industry in Goa has encouraged app-based hotel booking and app-based taxi and transport availability which makes an easy in searching to stay and travel.

The implementation of the tourism policy in the state was a very important action taken by the government, the policy stated new initiatives and goals to enhance the tourism industry in the state. The tourism policy not only keeps in the frame the tourists and the benefit of the tourist sector, but the policy has also included the welfare of the state, its environment, and its people.

### **3.4 CURRENT ISSUES:**

Under this subtopic, the paper analyses the issues happening in the state after the pandemic and after the government has imposed some restrictions. These issues regarding tourism in the state have put Goa into a different phase, it has changed the business shape of the state. Now let us see the contemporary and some of the significant issues that occurred in the state. Under this subtopic, we will see the issues that occurred not only current but also those issues which occurred during the lockdown. These contemporary issues discussed below are of the year 2021.

- ❖ In the year 2021 when the covid cases were under control, the government was not willing to impose another lockdown in the state due to the major loss of the tourism sector as well as its economy. In April 2021 the chief minister of Goa sir, Pramod Sawant announced that the government has no immediate plans to impose a lockdown or a curfew. The government has also lifted its restrictions, especially on the continuity of water sports activity in the state.
- ❖ The government in Goa in the year 2021 did not impose a lockdown in the state. It passed a circular that mentioned and ordered the people of



Goa to work with 50% capacity. This implies that all the bars, restaurants, gyms, and places that invite a crowd to work with 50% of the capacity, the hotels or gyms daily could invite-only half the customers or at a time. For example, if the daily customers in a hotel range from about 70-100 then working with a 50% capacity would mean allowing only 30-50 customers. This was a positive step taken by the government to reduce the covid positivity rate of the state.

- ❖ The government also imposed a rule on the state to not allow any tourist or a Goan to be allowed to sit and have a meal in the restaurants. The hotels and restaurants would have a takeaway facility.
- ❖ The government of Goa re-opened the tourism sector for tourists in august 2020. But this time the tourism activity in Goa was going to be different, as the government had come up with new restrictions on the tourists traveling in Goa. The government has imposed certain terms and conditions for the arriving tourists in the state, these are the following:
  - a. Any tourist entering Goa should have the app called Arogya setu on his or her smart devices and the status of the app according to the person's health must be declared as "safe" by the app.
  - b. On arrival of the tourist, it is mandatory for all to go through the covid test available nearest to them. Till the results are out the tourist will be kept in isolation. Per person will be charged for the covid test Rs. 2000 expect from those who come under certain categories.
  - c. If any of the tourists end their destinations in Goa, they must provide a valid address, and even after testing negative for covid the tourists still had to undergo quarantine for 14 days duration.
  - d. There were also terms and conditions for Goan passengers traveling to the neighboring states of Karnataka and Maharashtra, these passengers must get permission from the respected state to travel. If the passenger is found without a covid negative

certificate or denies doing a covid test then the passenger will be sent back to the state from where he or she has arrived.

If these terms and conditions are not followed by the tourists or passengers, strict action will be taken against them. They will also not be allowed to travel in the state.

- ❖ The government soon started the process of sanitization in the state. As per the government's order, every building whether a residential building or a government official complex was to be sanitized by a team sent by the medical services. The team members would be fully covered by the PPE (personal protective equipment) kits and they would enter the areas of the target and do the sanitization.
- ❖ All those patients who tested positive in the state were supposed to go through home isolation. At a time, the government did fall short of the availability of beds in the state for the covid positive patients, thus the government recommended home isolations.
- ❖ At the beginning of the month of the year 2020, the covid situation in the state rose again. As a result, because the government could not afford to impose another lockdown, the government with the help of the defense administration, the police tried to get hold of people to maintain the decorum in the state. The government ordered the closure of public places by an evening at around 7:00 pm and all those who were found out on the streets after the given time would be caught hold of the police and were punished.
- ❖ The schools and colleges were finally re-opened by the government in the month of February 2022. The students and teachers were back to their educational institutions and continuing with their normal teachings but also with all the precautions. The schools also continued with a 50% capacity, and the syllabus of the students was also curtailed. The



students, teachers, and all the school staff were strictly supposed to wear a mask and keep the practice of sanitization.

- ❖ The unforgettable rule and markings were of the social distancing. Along with wearing a mask and sanitization, the government also strictly asked the Goan populace to follow the practice of social distancing. In all the public places there were shapes drawn on the floor on which each person was supposed to stand in those shapes. This was done for the people to know and to practice social distancing. Even if you go around and have a look these markings still exist.
- ❖ Vishwajit Rane suggested that the government shall make a provision of monitoring kits for the covid positive patients. These monitoring kits included a couple of gloves, an oximeter, a thermometer, a few tablets, and a bottle of sanitizer. Those covid positive patients who were under home isolation were provided with a free-of-cost monitoring kit so that every individual would take care of themselves. Many doctors would share their contact so that the home isolating patients can take guidance from them.
- ❖ The government allowed the team from the health department from every sector to test the number of covid positive patients. It so happened, while testing there was a cruise traveling from Mumbai there was one covid positive patient on the cruise, by the time it arrived Goa there were almost 2,000 covid positive patients on the cruise. Initially, the government of Goa denied the ship permission to dock until all safety measures were put in place. Eventually, the ship was allowed to berth at Mormugao Port Trust, where a team of health workers went on board. The patients were then double vaccinated.
- ❖ The vaccinations in Goa were started in February of the year 2021. There were vaccination centers set up by the government, and some

schools and colleges were made the vaccination centers for the people. In these vaccination centers, the government also needed many volunteers. The government decided on a youth's participation in the process of vaccination in the state. Many youths acted as volunteers belonging to various parts of the state who came forward to help the state with vaccination. Along with the youths, many government servants and teachers were also made volunteers.

Vaccination had become a compulsion in the state. The government also gave a holiday to the government servants to avail the vaccines. The teachers in schools and the employees in the offices were not allowed at the workplace until both doses of the vaccination were taken. In Goa, all the people excluding the kids from the age group of 0-10 are not yet vaccinated. All those tourists who arrived in Goa had to carry their vaccination certificates or were sent back, and were not allowed to enter Goa. this was a very safe action taken by the government for safe tourism in the state which would also keep its citizens out of danger.

- ❖ The prime minister of India made significant statements in February. There was a social gathering at Mapusa for "Jan Sankalp Sabha", which was attended by over 10,000 BJP workers mostly from north Goa. the prime minister stated that though Goa is a small state, it plays a very notable role in the tourism sector of the entire country. the prime minister also made a statement saying that every year the state of Goa does receive a good amount of help from the center and that the government of Goa has used the finance very well for the promotion of tourism in the state. Prime minister Narendra Modi also highlighted in his speech that the center would help the state to recover from the harsh pandemic. The center has also included Rs. 5 lakhs to the state of Goa to give a benefit to the ministry of Micro, small and medium enterprises.



- ❖ In April 2022 the government has taken the initiative of starting a “Yuva Tourism Club”. These clubs will be functioning at different levels of schools, zonal districts state and regional levels. Along with this initiative, the Goa government is going to admit youth ambassadors who will contribute their creative and wise ideas to promote tourism in the state. These clubs will organize various competitions, activities, and seminars based on tourism.
- ❖ The chief minister of Goa, Pramod Sawant made a statement on 16 May 2022, he stated that “Goa will be known for spiritual tourism”. The aim of the tourist sector is now to make the tourists realize that Goa is not just limited to the Sun Sand and sea, but also has a spiritual aspect. To promote spiritual tourism, the government of Goa will now rebuild and restore the temples which were demolished during the Portuguese rule. In his budget speech, Sawant has made a budget for the reconstruction and rebuilding of temples and the heritage sites demolished in the past. Goa aims to develop itself as the tourism capital of India.

The government has been successful enough to protect its state from the pandemic and also get back to the speed of tourism activity in the state.

## CHAPTER 4

### IMPACT OF PANDEMIC ON TOURISM IN GOA

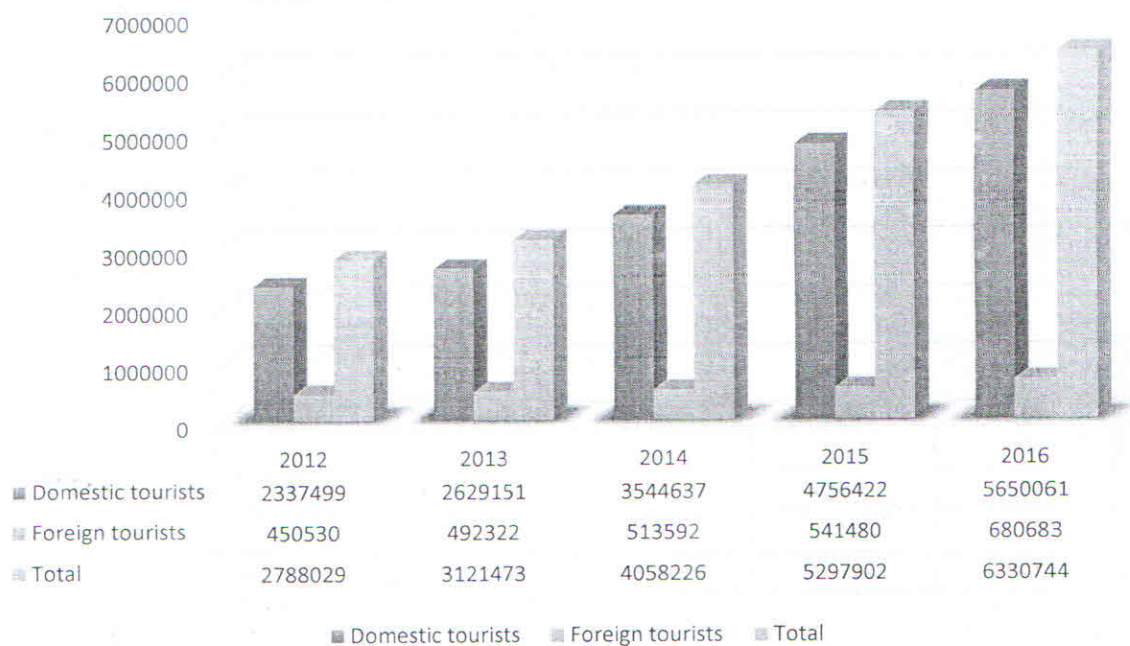
As we have seen earlier all the contemporary issues caused due to covid, we should now trace what was the consequences of the pandemic, and how much it has affected the Goan economy in the form of statistical analysis along with its explanation. Initially, this chapter will inform about the last ten years of tourist influx from the ban on mining that is, the year 2012, to 2021, and how many were domestic tourists and how many were foreign tourists. This is important as the closure of international flights prevented the influx of foreign tourists. This created a huge impact and shook the economy of the tourism industry in Goa, but it is also seen that Goa was crowded with the domestic tourists which helped the industry to survive.

In this chapter, we are going to see a yearly analysis of tourist arrivals in Goa, and also a comparison between the domestic and foreign tourists. Through this, we will know how much the tourism industry is affected by the pandemic.



#### 4.1 TOURISM INDUSTRY IN THE YEAR 2012- 2016.

**Tourist Influx in Goa**



The above bar graph describes the number of tourists who visited Goa right from the year 2012 to the year 2016. As explained earlier, in 2012 Goa's most essential industry, the mining industry was put under a ban by the government of Goa due to the allegations of its illegalities and also as a hazard to the environment. As the mining industry was the most profit-earning in the state but it was replaced by the tourism industry due to its ban. When the tourism industry came to hold on to the economic status of the state, the industry played

so well that even today it is the most significant industry of the state on which Goa survives.

The above diagram describes the tourist influx in the state from the year 2012 when mining was banned. According to the graphs, the year 2012 sees growth of tourists arriving in the state. The year 2012 includes domestic tourist arrival which counts up to 23,37,499, and foreign tourists up to 4,40,530, and the total sums up to 27,88,029. If we look at the data in the year 2013, then the domestic tourist arrival in the state has increased by 2,91,652 which sums up to 26,29,151 and the foreign tourists have increased by 41,792 totaling 4,92,322.

Similarly in the year 2014, the domestic tourist arrival in the state increased and counts to about 35,44,634 and the number of foreign tourists is about 51,35,29. As we move ahead to the year 2015, the data shows a gradual increase in both, the domestic tourist arrival, as well as the foreign tourist influx, which totals up to 47,56,422, and the foreign tourists, which are 5,41,480 in number. Similarly in the year, 2016 domestic tourists aggregated 56,50,061 and the foreign tourist advent sums up to 6,80,683.

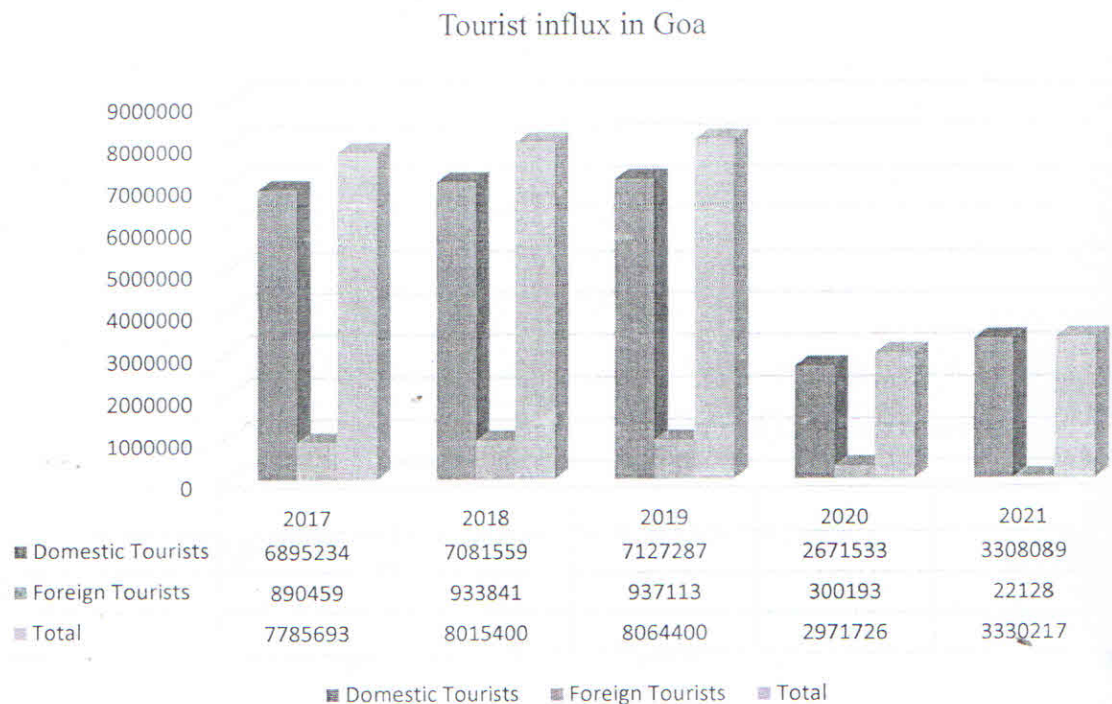
This was a data analysis of the tourist influx including both the foreign and the domestic tourists from the year 2012 to 2016. As this chapter is about to analyze the last ten years of tourist influx in the state, this data represents only the first half of the ten years for a better understanding and a better data representation. The data presented above is significant as it shows a gradual rise in the tourist arrivals in Goa and it also shows a comparison between different years, as in how many tourists had arrived, and also shows the number of domestic and foreign tourist aggregates each year.

If we have a close look at the above graph, it appries a comparison between the years 2012 and 2016. It shows that in the year 2012 when the tourism industry was in the highest position in the state after the ban on mining as discussed earlier, the tourism industry has slowly come to power, and in the year 2016 the tourism activity has reached a certain peak. If we calculate the



difference then from the year 2012 to 2016 the tourist influx of the tourist has increased by 15.12%. This also tells us that the tourism industry was slowly rising to its current status

#### 4.2 TOURISM INDUSTRY IN THE YEAR 2017-2021.



The above chart describes the second half of the total ten years of tourism activity in the state, from the year 2017 to 2021. According to the above graph, the number of domestic tourists in the year 2017 was 68,95,234 has increased by 1,86,325 and sums up to 7,081,599 in the year 2018. In 2019 the tourist influx has again increased, the number of domestic tourists aggregates to 71,27,287, and foreign tourist makes a total of 9,37,113.

In the year 2020, when the pandemic started all over the world, it also hit hard the economy of the Goa. There was a sharp drop in the tourist arrivals in the state as seen in the above graph, the total number of domestic tourists arriving in the state counted up to only 26,71,533, and the foreign tourists summed up to a minimum of 3,00,193. Comparing the previous chart, we know that the year 2020 has seen a sharp fall in tourist arrival in the state. Coming towards the year 2021, where the graph shows a slight increase in the tourist influx both the foreign as well as domestic tourists.

#### **4.3 LOSS OF HOTEL INDUSTRY:**

The business class in Goa was badly hit due to the pandemic, as the people in Goa are mostly dependent on tourists. Due to active tourism in Goa, the hotel industry in Goa plays a vital role in keeping the tourism services active. The hotel and business industry in Goa has decreased up to 80% in the year 2021. Everyone had a fear of getting infected by the deadly virus, and due to this, there have been also several cancellations in hotel bookings. The year 2020 followed a strict lockdown and a curfew in the state and during this tenure, all the hoteliers lost their source of income as there were no bookings from the tourists coming to Goa. after a few months when the government of Goa has decided to open tourism in Goa based on strict rules, there does not seem to be a huge influx of tourists, even if they were the tourists preferred a single day trip to Goa which did not help the tourism industry in Goa to prosper. Due to a fear of getting infected by the covid-19 virus, many tourists also preferred to carry their food which again adds to the loss of hotels in Goa. Night lights and parties are what attract tourists to Goa, the nightclubs in Goa, dinner bookings, and party halls also had a major loss due to the night curfew imposed by the state government.

There was an increase in Goa's covid-hotspot areas which led to a total shutdown of the hotels but some of the hotels were also used as the quarantine



rooms for covid positive patients. All the bars and restaurants in Goa came to a pause. The effects on hospitality did not affect the big entrepreneurs but the small entrepreneurs were drastically affected. The MSMEs (Micro, small and medium enterprise) has been affected by the pandemic, they were so helpless that they asked the government of Goa to purchase their products to sustain their essential economic balance.

Due to fewer tourist arrivals in the state, there were around 20% of the hotel bookings were canceled by the tourists. The attractive hotels such as sea view hotels and Grand Hayat did not receive any bookings from the tourist. Since there were very few hotel bookings in the state, this also affected the incomes of the hotel staff, hotel managers, and all those who work in hotel management, many hotel staff received fewer salaries. Many of the hotels unwantedly, had to suspend their staff and other members who helped to run the hotel because the hotel committee had no funds or any financial assistance to pay the salaries of their staff. This also led to the unemployment of those working in the hotel industry.

Goa also consists of a good number of restaurants and bars, as it is a tourist-attracting area, many tourists enjoy the Goan plates of seafood. Many tourists aspire to taste and have the experience of having a local dish or any famous meal. But due to the pandemic as we know the tourists feared entering the restaurants due to the spread of the deadly virus. Not only the tourists but many locals had also stopped going to bars and restaurants and preferred having home foods. This again resulted in the loss of the private and local restaurant and bar owners as they couldn't make enough income and life sustainability has become slightly difficult. Intact, the government has also ordered the closure of all bars and restaurants all over Goa so that Goa does not have much covid spread.

Along with the big and small hotel industries, the pandemic also has several huge effects at an individual level. When the government ordered the closure of all the state borders, no tourists were arriving in the states. This affected the

taxi and rickshaw drivers and pilots in the tourist spot areas of Goa. the tourist spot areas of Goa include, firstly the railway stations, airports, and bus stand, tourist stops in Goa highly includes, beaches, temples, historic places, clubs, hotels, and resorts. Due to very few tourists traveling in the state, there was no scope for the transport helpers to make up for their daily wages. The situation went worse when the government imposed a lockdown in the state, there were restrictions on all the Goans and all those residing in Goa not to move out of their homes. Such a situation restricted the drivers to move out and make money as well.

On the other hand, we also see many of the shack holders, beach sellers, and small entrepreneurs losing their source of income. The shacks were shut, and there were no tourists or any locals in the streets during to lockdown phase thus, there was nobody to purchase the selling of the small entrepreneurs and the beach sellers or those having their stalls.

The above two pictures exactly describe the situation in Goa due to the pandemic, it especially describes the situation of the shut shacks on the beaches and the helpless vendors who were unable to earn a penny in a day. The life of the small entrepreneurs, vendors, and taxi drivers had become a challenge to survive. They could not seek help from others, the government was not answerable to such rising questions in the state.

The government has issued orders to not have any social gathering in the state, or anyone found doing so would be punishable. This resulted in the closure of all the nightclubs and party hubs as well as the farmhouses given on rent or privately owned. The condition of the state was ruthless, nobody helped each other, the poor remained poor and those whose life sustained on a daily wage faced huge problems of even affording proper food.

As the government is highly dependent on its tourism industry for its economic survival, the state also has to borrow eatables and veggies from the neighboring states, as there is less agriculture production in the state. The government also



spent huge amounts buying food from the other states which added up to an economic imbalance.

Many migrants in Goa live in Goa to earn a livelihood, these migrants have set up their shops and business. Due to the government restrictions, these migrants were also unable to earn profits and found it difficult to go back to their families.

The casino is the backbone of Goa's tourism industry, casino in Goa mostly plays a major role in attracting tourists to Goa. Initially, the government had not imposed any restrictions on the Casino because there need to be certain means to earn. Due to rising tensions in the state regarding its fall in the economy, the government had allowed the functioning of the Casino in all the parts of the state. This decision was opposed by the locals because they feared if the Casino does not shut then there will be even more covid positive rising cases in the state which would pose a threat also to its population.

The staff of the casino mainly included the migrants and the local people of Goa working to earn a livelihood. Before the pandemic, there has a huge demand for the cruise and the Casino boats, many tourists booked their slots for Casino. During the phase of the pandemic, there was a huge reduction in the Casino bookings, these cruises and casinos suffered from a huge loss. Many people working in the casino lost their source of income, these staff also included a major population from the northeast of India. These migrants were unable to find another source of income and also could not easily go back to their homeland and meet their families.

We shall not forget the struggles of tourist guides, who beautify the scenes of Goa by imparting their knowledge to the tourists, informing them about the historic events and places in Goa, and making them aware of Goa's rich heritage culture, its emergence, and also its relevance today. The foreign tourists especially show deep interest in keeping a tourist guide as an accompany when they travel and show more interest than the domestic tourists

in knowing facts and amazing stories of Goa. many tourists guide also lost their source of income in Goa with no help from any sector.

#### **4.4GOA'S SURVIVAL ON DOMESTIC TOURISTS:**

In the last two pandemic years, the state has seen a decrease in tourism activity, such as the number of tourist arrival in the state are have decreased as seen in the above two graphs. It is to be noted that, due to the pandemic and also after, Goa survived only on the influx of domestic tourists. To consider this we need to understand the following factors:

- 1) Firstly, it was difficult for the government to entirely impose a pause on the tourism activity. Goa could not stop with its tourism industry because it was the sole industry that contributed the maximum to the state. Though there were restrictions on the state and its population, as a step towards safety, the government of Goa and along with the tourism heads did not fully prevent tourism activities in Goa. to explain this in better terms let me tell you that thou the activities for tourism attraction, such as water sports, night clubs, parties, social gatherings were closed by the government for a certain period. But we should also take a note, that the government of Goa had not closed the state border very soon and still welcomed the tourists into the state.
- 2) Furthermore, when the situation went worse and from a green zone Goa entered an orange zone of covid threat, the government had then decided to shut all the availabilities of international flights. Due to this, there was



no foreign tourist influx in the state. Those foreigners who had already booked tickets for a trip to Goa had to cancel their bookings. This also resulted in less financial contribution from the hospitality sector to the tourism industry.

3) As per the government's restriction there were no foreign tourists in Goa, which resulted in more arrival of domestic tourists in the state. This also resulted in an increase in the covid positivity rates in the state, posing a threat to its local population. The government of the state took a stand on behalf of the safety of the Goan populace. The government shut all the state borders, to prevent any tourists from arriving in Goa, and also prevented any Goan from moving out of the Goan state. This did not last long, as there has to be a source of income for the people as well as the government to survive. The government lifted all the restrictions imposed on the closure of state borders, this allowed the tourists to enter Goa but with certain restrictions.

4) It was only because of the arriving domestic tourists in Goa, due to the state's economy was protected from a crisis. It was due to the influx of domestic tourists that Goa's tourism industry and the state's economy survived. If the government did not welcome the domestic tourists in Goa, there would be an economic as well as a government crisis. The influx of domestic tourists in Goa also saved the income access of many locals. To know all the reasons for all the above-mentioned statements we need to know what were the effects of the pandemic in Goa, what was the situation during the pandemic in the state, and significantly we need to know what were the actions of the government.

During the pandemic, it was difficult for the government to decide between the allowance of tourist influx for the protection of the state's economy and the safety of people's health. The government of Goa allowed domestic tourists so that, the locals who earn due to the tourist influx can make up some money for

livelihood. On the other hand, the government also imposed restrictions on the tourists as well as the locals to keep the state away from increasing cases of covid. In the next subtopic let us see the pandemic has affected the locals, especially those working in contribution to the tourism industry, and the governmental actions.

#### **4.5 COMPARISON BETWEEN FOREIGN AND DOMESTIC TOURISTS**

To understand the dependence of the state upon the domestic tourists and to prove, let us have a look at a comparison between the arrival of foreign tourists and domestic tourists.



### YEAR-WISE COMPARISON OF DOMESTIC TOURIST ARRIVALS

Month	Year							
	2014	2015	2016	2017	2018	2019	2020	2021
January	241450	278766	297428	306059	361413	373099	395412	464575
February	156081	168752	224386	242098	283452	303132	290453	449032
March	171398	181681	231939	242296	282651	352145	160608	549149
April	209017	414588	472659	423069	493157	498567	0	82610
May	211281	663388	708695	697441	739487	745059	0	15060
June	196969	220745	381926	502230	517399	525483	0	24516
July	96780	129642	268059	436963	437033	443888	17073	78719
August	130458	168859	259467	448750	449180	465241	12812	102031
September	160408	196799	238980	467518	467534	684412	253646	130859
October	648704	699001	768901	844742	845053	884274	466350	420045
November	639508	743941	818335	1011818	1011859	933274	690882	470270
December	682580	890260	979286	1184250	1193341	918713	384297	521223
<b>Total</b>	<b>3544634</b>	<b>4756422</b>	<b>5650061</b>	<b>6807234</b>	<b>7081559</b>	<b>7127287</b>	<b>2671533</b>	<b>3308089</b>

### YEAR-WISE COMPARISON OF FOREIGN TOURIST ARRIVALS

Month	Year							
	2014	2015	2016	2017	2018	2019	2020	2021
January	73359	63658	97417	116215	140729	138232	139215	6505
February	67573	69009	80558	98163	117677	115191	90214	6593
March	55917	58712	73119	91709	109223	106626	51867	1220
April	29901	30798	48586	67961	70128	66700	0	1428
May	12456	17835	19204	21192	24470	20403	0	376
June	12583	14040	14580	16218	18780	18529	0	656
July	4462	5001	8569	9613	9890	12850	398	487
August	7177	9201	10390	13762	14014	15289	328	88
September	19353	22491	11898	20568	21254	19957	2484	78
October	43956	47592	60607	80545	78249	89643	4693	1494
November	76085	80222	139230	158922	146003	162391	5617	1608
December	110770	122921	116525	195591	183424	171302	5377	1595
<b>Total</b>	<b>513592</b>	<b>541480</b>	<b>680683</b>	<b>890459</b>	<b>933841</b>	<b>937113</b>	<b>300193</b>	<b>22128</b>

The above data represents a comparison between the number of domestic and foreign tourist arrivals in the state. Let us concentrate more on the years from 2019 to 2021. It is better to observe the data of the year before the year 2019 to understand what was the situation of the performance of the tourism industry



before the pandemic and how there was a fall in the tourist influx. Let's observe the influx of domestic tourists in the year 2019 which counts up to 71,27,287, in the year 2020, the number of domestic tourists decreased and totals up to an amount of 26,71,533 and lastly in the year 2021 in the year 2021, the domestic tourists again slightly increased summing up to 33,08,089.

Now let's have a look at the foreign tourist arrival in the state. In the above data, the year 2019 saw around 9,37,113 tourists as compared to the previous years. In 2021 the foreign tourist influx in the state decreased due to the pandemic and the closure of international flights, which resulted in only 3,00,193 tourists in the state. The foreign tourist arrivals in the state has decreased even more during the last year of 2021 totaling up to 22,128. Now that we have observed the data of tourist influx in the following years of 2019, 2020, and 2021, we know that the number of domestic tourist arrivals in the state was still higher in number than the number of foreign tourists. Due to the restrictions on the international flights as there was a very less foreign tourist in the state but if we see the domestic tourist arrivals then there are much more in number than the foreign tourists.

The government of India has ordered all the Indian borders to be shut which resulted in the closure of international flights all over the country, thus it can be said that in Goa the foreign tourists were not much in number than the domestic ones. The above data also shows the three significant months of April, May, and June where these months have zero number of foreign and domestic tourists in the state, this is because of the orders from the central government to prevent international traveling and the welcome of the international tourists, another aspect is that during these months the state has also imposed a lockdown and a closure of all the state borders as well. If we still compare the data of both the tourists in the state, then we see that Goa has a huge tourist influx from the parts of India, that is, Goa has seen a majority of domestic tourist influx rather than the foreign tourists. Thus, it can be said that during



the pandemic years the state was highly dependent on the domestic tourist arrivals which helped the state to protect its economic status.

#### **4.6 CASE STUDY:**

##### **TRAVEL AGENCIES:**

The sector which is highly dependent on the tourist influx for its survival is the taxi drivers of Goa. It has been a tough time for the taxi drivers of the state during the pandemic. In March 2020, when the government under the ministry of Pramod Sawant, decided to impose a curfew on the state, it shook all those who worked as taxi drivers whether an individual or those belonging to travel agencies. It was a harsh time for mostly those who were individual taxi drivers in the state rather than those taxi drivers belonging to the agencies. We are going to understand these more specifically with a case study. I have put forward two case studies under this subtopic.

Firstly, we are going to observe an interview with Parashar Pai Khot, who is the director-operator of Goa miles in the state, and the interviewer Rohit Vadkar. Goa miles is an app-based taxi system in the state, this app-based taxi system attracts many tourists in the state because it allows ease in getting travel agents and also easy availability in booking a taxi for the tourists. According to Parashar Pai, the rising covid situation and a lockdown in the state did blow up the state and its economy. He said that it was observed by them that the tourism industry is going to run on a downhill and the Goa miles faculty and its drovers mainly, would suffer from a loss. Thus, to avoid these situations, Goa miles has already started working on how the agency would provide an income to the drivers in the state. The agency stated to focus on the corporate sector, to provide the taxi services to those who work as employees in factories and industries. The Goa miles agency also targeted courier services as well as emergency services. This was the backup plan of the Goa miles agency to protect itself and its drovers from an economic breakdown.

Goa miles caters to the biggest percentage of the tourists in the state, but due to the pandemic, it seems that the agency focuses mainly on the Goan local populace for its sustenance. Goa miles during the pandemic was able to only able to give its services to the local Goan people. Before the pandemic, almost around 75% of the tourists used the services of Goa miles and up to 25% were used by the locals or the corporates. It has been noticed that most of the people residing in Goa have their transport facilities and they do not need to be dependent on any other taxi drivers, the government has also imposed a lockdown in the state. As a result, Goa miles could only give service to the 25% of Goa's population including the tourists. In the year 2020 Goa miles agency was only dependent on 25% of its users.

To increase its business, the agency has tried to lower the rates of its taxi services to attract the tourists but the agency again faced difficulties in going high up in its business when the prices of petrol and diesel in the state increased. According Parashar Pai, he believes that Goa miles are in a better position for its business as compared to those individual-based taxi drivers. The app-based system of Goa miles makes it easy and also attracted tourists and also its local users. While the other taxi drivers have to wait till, they find a customer and can earn a little wage daily.

Another case study is about the non-app-based taxi services in the state. In an interview with the president of North Goa Tourist Taxi Owners Associations, Vasudev Arlekar, the state poses a serious threat to its economy and adversely affects those who are single taxi owners. Initially, the single taxi owners could not cater its taxi facilities in a huge number since the invention of the app-based taxi system. The app-based taxi system has overtaken the individual taxi owners in proving fast and easy taxi facilities in the state to the tourists as well as the locals.

As many individual taxi drivers were heavily dependent on the tourists in the state, due to the lockdown these taxi drivers had no source of income, they lost their availability even to the daily wages they could make. The president,



Vasudev Arlekar has appealed to the government and asked for certain aid as many individual taxi drivers who were heavily dependent on tourists for earning a livelihood. These individual taxi owners along with the president asked for a compensation of about Rs. 12,000 every month for a living as the state government was their only hope from where they would receive help. It was difficult for the individual taxi owners to make a daily income, this resulted in difficulties to make the availability of basic needs of their families. Since nobody has a clue about when the situation would come back to normal these drivers have a fear of insecurity and did not trust the government for any aid.

According to Vasudev Arlekar, the app-based agencies and taxi drivers have received aid from the government and the government has interestingly looked into their matters. Whereas the individual taxi drivers were neglected by the government and they seem to not receive much help from the government sector.

#### **VENDORS:**

I have put up a few more case studies as per my observations, during the pandemic I have noticed that those with government jobs were the most secure in terms of their monthly incomes even during the lockdown, the government servant had an access to their regular income.

As per my observations, the street vendors or the street sellers are the class that suffered a huge loss due to the pandemic in the state. These classes include mostly the migrants who settle in Goa for a source of livelihood. These street vendors will be mostly seen around the tourist hotspots, such as the beaches, temples, and churches.

It is obvious that these street vendors belong to the poor section of the society and to have a better life they sell the finished products made using mostly raw materials. Since these products do not have much recognition in the states or places they belong, they then start migrating to other states where the tourist

influx is more especially the foreign tourists. These tourists very well know that the items they are selling which are made of raw materials are mostly bought or liked by the foreign tourists. When such vendors and street sellers come to Goa for their business, it can be noted that their products are liked not only by the domestic or foreign tourists but also many locals show a good number of interests in buying these materials. To prove this, we can take an example of the feast of St. Francis Xavier in Old Goa, where lakhs of tourists arrive in Goa. the specialty of this feast is that the tourists get a variety of materials sold by the migrant street vendors.

Since the pandemic in the year 2020, these street vendors seem to have no income due to very few tourist arrivals in the state. The street vendors had such a major loss that they could not earn enough even to have their daily meals. The vendors did not have a lump-sum to go back to their homeland.

Besides these migrant street vendors, we also see several Goan local street vendors, who are found selling Goan rich natural products, and naturally made jewelry out of the seashells, this jewelry attracts female tourists in huge numbers.

The Goan street vendors attract the tourists through the local street foods, as well as the items and eatables of Goan origin. The locals also suffered due to no tourist arrivals in the state, especially during the phase of lockdown. These street vendors whether local vendors or migrant vendors did not receive any compensation or any sort of aid from the government. All these factors tell us that Goa is highly dependent on tourists

These were the following case studies that prove how much Goa was affected due to the pandemic, the tourists in the state of Goa play an important role in the economic balance of a livelihood of a major population.



#### 4.7 STEPS TAKEN BY THE GOVERNMENT:

The year 2020 and the year 2021, have shaken the tourism industry in Goa due to the pandemic. The industry has seen major losses and also dragged along with itself all those businesses industries, individual entrepreneurs, small scale businesses, and the street vendors as well. In the previous years, the tourism industry of the state was never hit so hard. It had such harsh adverse effects that people lost their source of income and their livelihood was challenged. Living had become a major challenge to the locals as well as the tourists. When the state entirely came into a crisis the only hope they all had in their heart and mind was the government and its actions in the then situation. There was a threat to life in the minds of the Goan populace, because of the tourists in the state which were the means of rising covid cases in the state.

This situation was a new challenge to the government. The government has many tasks of how can it curb the situation, what will be the causes, how to protect its economy, and how it would save its people. The government had to be brave enough to handle the situation in the state and on the other hand, also hold on tightly to its economic status which was slipping out of its hands. The government under Pramod Sawant has taken up effective actions toward the state and the most important tourism industry.

Since this is the end of the third, let us highlight the significant actions taken by the government to curb the various other problems in the state. We shall know that all the decisions taken by the government were to protect the citizens from the covid-19 virus, the government also had to prevent the rise of the positivity rate of the state and also seek to perform in the well-being of the people. There have also been negative effects of the decisions taken by the government, these governmental actions did not favor all those residing in Goa. Though most of the decisions were taken to save people from the disease there were also some

decisions taken to get the tourism industry back to its speedy working model. The decisions of the government were not only taken in the interests of the tourism industry but also to protect the actions taken up by the government of Goa also the government of Goa had some pros as well as cons.

Here are certain steps were taken by the government along with their pros and cons:

1. The government has imposed a Janta Curfew on the state on 22 March 2020. This was an immediate action taken by the government, the Goans and the existing tourists were unaware of the curfew. When it was imposed the people were hyped and angry by the government's decision because the people in the state were clueless, and after the curfew people had no access to necessities. The curfew was then extended for two more days, in total, the state has a Janta curfew of three days which created a mess in the state.
2. There were several lockdowns announced in the state and some were even extended. The first lockdown in the state was imposed on 14<sup>th</sup> march 2020 when the government ordered to close all the schools and colleges till 1<sup>st</sup> April 2020. This resulted in online teaching all over the state. The second lockdown was from April to May and lastly from May to June. In these three phases of lockdown, the people stayed at home and those who were found on the streets were fined by the police. Due to the lockdown in the state, there were fewer covid patients in the state and thus the state was declared a green zone, the government's efforts were also appreciated at a national level. These actions also had adverse effects on the locals of the state, due to the lockdown the people were unable to move out to even buy the essentials. To this issue, the government had provided the services of home delivery of food items and other eatables, but not everyone could have an access to these services, as not everyone in Goa has a smartphone. Due to the



lockdown, even the tourists who were on a trip to Goa were stuck in the state residing in the hotels.

3. As the covid cases were rising in the state, the government had to order to close all the gyms, bars, restaurants, malls, movie theaters, and shops. This action did see a good difference in the covid cases in the state but it also has some negative effects. All those who owned bars, restaurants, hotels, gyms, and shops were affected due to low income.
4. It was realized by the government that there were rising covid positive cases in the foreign countries, and Goa does have a foreign tourist influx. Initially, the government took the foreign tourist influx lightly but as the condition in the state went worse, the government had to shut all its international flights for the incoming tourists as well as the outgoing. We have already discussed how was the tourism industry affected due to the closure of all international transport.
5. Along with a restriction on international flights, the government has also closed all the state borders and transport from one state to another. This again resulted in very few domestic tourists in the state on which the industry was highly dependent during the pandemic.
6. The government had also laid down a night curfew in the state. The night curfew was imposed from 7:00 pm the next day to 6:00 am. As we know that Goa is popular for its nightlife, to stop the rapid spread of the virus the government stopped all the tourists and the locals as well to visiting any night clubs, or bars or having a social gathering which would cost in increasing positivity rates.
7. The government had passed a circular in the year 2020 which mentioned, that the face mask must be worn compulsorily. This decision

was imposed by the center on all the Indian states. All those people who did not wear a face mask were fined by the police. Using face masks also helped the state to reduce its positivity rates.

8. The government in the state could impose strict rules only through the police. The police department of Goa has played a very positive a supportive role during the pandemic. The police administration was strict enough towards the people of Goa. all those who were found without a mask were caught hold by the police. Everywhere in the state, on baches, in markets, in districts, and villages and cities, the police performed their duty without any fear. The police also took care that no citizen or tourist moves out or is seen out on the streets during lockdown and curfew.
9. As we know that many tourists were unable to go back to their homeland, and the government of Goa allowed the citizens to stay in their rental hotels until the upliftment of the lockdown and the state opened its borders. The government also made the facilities of isolation in the hotels themselves for all those tourists who were tested covid positive. The government made the hotel isolations at ease by asking for only half the rent from the tourist. This also encouraged the tourists and a feeling of security among the foreign and domestic tourists arose. This was a very significant initiative taken by the government because on one hand, the government is also protecting its citizens by proving quarantine rooms for the tourists and the government is also keeping its tourism industry running, there was a balance in the economy of the state.
10. After lifting the restrictions on state borders the government had imposed certain restrictions on the incoming tourists. The government has set up the facilities of covid tests at the railway stations, airports,



and bust stands. The tourists would reach the station or airports, and these tourists had to go through a covid test. Their result would be out within a few hours if the tourist is tested negative a certificate is provided declaring that the person is covid negative to the tourist which she/he has to carry when they travel. Those who tested positive were forced to have a 14 days quarantine in the state.

11. The government was successful enough to set up new hospitals in the state. There were a huge number of arrangements of beds in the hospitals as well as the isolation and quarantine centers. This helped and saved the lives of many tourists.

12. The government of Goa has been taking significant steps for the vaccination of its state. The government has made it compulsory for all citizens to get vaccinated. The government has also come up with new strategies for the tourists in Goa. According to the government, any tourist entering Goa must be vaccinated with completion of both the doses and they also have to carry their vaccinated certificates, if not then these tourists are not allowed to enter Goa and are sent back or they are vaccinated by the Goan government.

These were some of the significant steps taken by the government to curb all the problems it faced

## CHAPTER 5:

### CONCLUSION

The journey of the tourism industry in Goa has been a long and strenuous route. The industry has seen many ups and downs, but it was very well protected by the state and its government. We have seen how the tourism sector has evolved from the hippies in 1970. The hippy culture today does have its relevance in Goa. if you have ever visited the Arambol beach which is also known as the "hippy Paradise", it is interesting to see a hippy paradise in an independent Goa. the hippy influx in the state was a remarkable time because it was the phase when the tourism industry was taking birth. Well, the existing hippy paradise also has ill effects on the Goan culture. It has been noticed that much Goan youth adapt to the modern hippy culture and the original Goan culture is not given much importance.

Initially, when mining took a lead in making the highest contribution to the state, the tourism industry did exist but it did not have the relevance as it has in the present day. Earlier mining used to be the heart and soul of Goa, but as you see what I feel is, earlier when mining was at the topmost level in the industries of the state if the then government had taken active and wise decisions towards the tourism and well as the mining sector together, Goa today would be in a different position. The tourism industry was like a hidden jewel in the state which shined after the leading industry lost its power. The tourism industry has taken a new shape and has been a part of the turning point in the state since 2012. It is interesting to see how gracefully the tourism sector of the state aroused and took the chief position in making a huge financial contribution to



the state, the tourism industry has overtaken the mining industry. The good thing is that very soon the government realized the importance of the tourism industry and also started working on it effectively.

In the meantime, we have also seen that as the government worked on the development of the tourism industry, it has also given the industry a new character and broadened its evolutionary process. As we have seen that the tourism industry in Goa has different dimensions, and the government tried to promote the evolution of all these dimensions.

The government seemed to have a gala time working with the tourism industry and earning huge profits until it was the pandemic. The pandemic jerked off the state and its most important tourism industry, the industry on which the entire state was dependent, seem weak during the pandemic. In the paper, I have mentioned the statistical data which represents, the difference between how active was the tourism industry before the pandemic and how weak did it fall during the covid phase. Despitethispandemic, we can say that the industry still helped the state to live and sustain itself only and only because of the domestic tourists. Goa during the pandemic survived mainly on the domestic tourists. Due to the pandemic, the lives of many and their income were hanging on the tip of a question mark. Those who owned businesses in the hospitality sector were hit hard by the pandemic and the inactivity of the tourism sector in the state. But if we compare the well-settled business to the business of the small entrepreneurs the life of these small entrepreneurs was totally dependent on the aid from the government during the pandemic.

In these crucial times, the steps taken by the government were admirable, but only those who could benefit from the governmental actions, others criticized the government. Nevertheless, the government has taken some noteworthy steps concerning the tourist sector of the state. These steps have allowed the industry to balance its economy which result protects the interests of the state.

During this harsh time, the people also received great support encouragement, and guidance to keep themselves safe and deal with the situation in a strategic manner.

The government had issued the tourism policy which has put the tourism industry into a new phase. The tourism policy talks about various dimensions of the tourism sector of the state, and how the state can promote tourism in a new direction rather than just sun, sand, and sea. It was a great initiative taken by the government under the ministry of Pramod Sawant, he has been successful in letting the tourism industry make the best use of Goa and its natural beauty to have a powerful tourism business. The government has also made good use of technology to promote an easy and affordable tour in goa for the tourists.

The precautions taken by the people in the last two years do not seem to be practiced today due to which there have been increasing cases in the state. Currently, the situation in Goa is much better as compared to the lockdown days, the tourism in Goa is now fully open to the tourists. This can again pose a threat to the safety of Goans as there may be a chance of rising cases in the state as seen in the last few days.



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