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Impact of Rohingya Refugee Influx on Tourism Industry in Cox's Bazar, Bangladesh.

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DECLARATION

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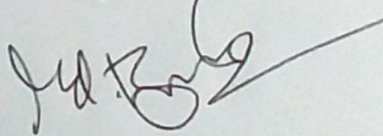
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APPROVAL

This is to certify that the present project entitled "Impact of Rohingya Refugee Influx on Tourism Industry in Cox's Bazar, Bangladesh" has been conducted by Md Ismail Hossain (Student ID: 140550) under my direct supervision and guidance. Project thesis submitted to the Forestry and Wood Technology Discipline, Khulna University, Khulna, Bangladesh in partial fulfillment of the requirements for the four years professional B.Sc. (Hons.) degree in Forestry. I have approved the style and format of the project thesis.

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Dedicated
To
My Beloved Parents
And
Honorable Teachers of FWT Discipline

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ABSTRACT

As a result of the ethnic cleaning operation in Myanmar, about 8 lakh Rohingya refugee has come to Cox's Bazar, Bangladesh over the last year. The coastal areas where installations were set up for tourists are now almost taken over by a sea of makeshift tents for their accommodation. These hungry and needy people are entering into the tourist areas, in search of foods, jobs or any other means to earn money and sometimes they are involving in petty crimes and destroying the natural sceneries for their survival. Lack of visitors in the peak tourism season is leading a huge economic loss of these goods and service providing business due to the disturbing presence of Rohingya refugee. This research aim to find out various problems faced by the tourist and tourist agencies and to estimate the economic loss due to Rohingya refugee influx in Cox's Bazar. After selecting Cox's Bazar sadar upazila, Inani of Ukhia upazila and Himchari picnic spot of Ramu upazila accommodates the hotel motel zone purposively Cox's Bazar district in Chattogram division, a sample of hundred and five (105) small shopkeepers, restaurants and hotels / motels and hundred and five (105) tourists (domestic) were selected randomly and interviewed through two sets of predesigned questionnaires for this research purpose. Data analyses show that security threat (68.6%) is the main issue for decreasing the volume of tourist in Cox's Bazar and majority of the tourist agencies (27.6%) have faced (32-37) % economic loss where (22.9%) have faced (38-43) % economic loss. The study results have indicated that an urgent need for acceptance of a holistic approach to the issue. Tourism industry has to recognize the importance of safety and security issue in its activities and the efforts needs to closely cooperate with security services on the local and national level.

Table of contents

Chapter	Title	page
	Acknowledgement	iv
	Abstract	vi
	Table of content	vii
	List of abbreviations	ix
	List of figures	x
1	INTRODUCTION	1-5
	1.1 Background of the study	1
	1.2 Statement of the problem	3
	1.3 objectives	4
	1.4 Research Question	4
2	LITERATURE REVIEW	6-11
	2.1 Concept of tourism	6
	2.2 Brief History of the Tourism Sector in Bangladesh	7
	2.3 Types of Tourism in Bangladesh	8
	2.4 Bangladesh and its tourism industry	9
	2.5 Problems of tourism sector in Bangladesh	10
	2.6 Refugee crisis and Nature	10
	2.6.1 Environment pollution	10
	2.7 Tourism of Safety and security	11
3	MATERIAL AND METHODS	12-17
	3.1 Selection of the study area	12
	3.2 Salient features of the study area	14
	3.3 Research Approach	14
	3.4 Questionnaire Design	14

	3.5 Sampling Method	15
	3.6 Data collection	15
	3.6.1 Primary data collection	15
	3.6.2 Secondary data collection	15
	3.7. Content Analysis	16
	3.8. Data processing and Analysis Plan	16
	3.9. Measurement Techniques	16
	3.10. Validation of Data	16
	3.11. Limitation of the Study	17
	3.12 Report preparation and presentation	17
4	RESULT AND DISCUSSION	18- 25
	4.1 Demographic features of the respondents	18
	4.2 Result and Discussion	20
	4.2.1 Problem Analysis	20
	4.2.1.1 Constraints opined by Service Providing Organizations	20
	4.2.1.2 Constraints as opined by Tourists	21
	4.2.2 Economic Impact Analysis	22
	4.2.2.1 Actor wise analysis	23
	4.2.2.2 Location wise analysis	24
	4.2.2.3 Economic loss analysis regarding with fall of tourist volume	
	4.3 Discussion	26
5	CONCLUSION	28-29
	5.1 Conclusion	28
	5.2 Recommendation	29
	REFERENCEES	30-33

LIST OF ACRONYMS OR ABBREVIATION

LDC	Least Developed Country
LG	Local Government
S.S.C	Secondary School Certificate.
H.S.C	Higher Secondary School Certificate.
GDP	Gross Domestic Product
WTTC	World Travel and Tourism Council
TT	Travel & Tourism
TP	Tourist Police
TTE	Travel & Tourism Economy
BPC	Bangladesh Parjatan Corporation
MCAT	Ministry of Civil Aviation and Tourism
UNWTO	United Nations World Tourism Organization
TOAB	Tours Operator Association of Bangladesh
WTO	World Tourism Organization
WWF	World Wide Fund for Nature
SPSS	Statistical Package For The Social Science
WB	World Bank
BB	Bangladesh Bank

LIST OF FIGURES

Figure page	Title	
3.1	Map of the study area	12
3.2	Map of the study area	13
4.1	Tourist agencies opinion about the decreasing of volume of tourist	20
4.2	Constraints faced by the Tourists	21
4.3	Overall economic losses in cox's bazar	22
4.4	Identified economic loss among different bargainers	23
4.5	Identified economic loss among different study area	24
4.6	Relation between fall of tourist volume and economic loss	25

CHAPTER ONE

INTRODUCTION

1.1 Background of the study

The history of civilization is the history of tourist. To know the unknown, to see the unseen and to experience the inexperienced they emigrate from one part to another part of the world from the ancient period of the civilization. The peregrination is an ancient furor of human being and gradually it is turning into a profession now. Today tourism has turned into an industry. At least 1 among 11 people is involved directly or indirectly with the tourism all over the world (Rashel, 2015). Tourism is considered as the largest and fastest developing sectors of the world. Its rapid growth and development rates bring significant volumes of the foreign currency inflows, infrastructure development, regional development, employment generation; economic multiplier effects and introduction of the new management and educational experience actively affect different sectors of the economy, which will be positively affected to the social and economic development of the country (Nayomi & Gnanapala, 2015). Tourism has become not only a major force in world trade but also a vital factor in a country's economic, cultural and social development (Sharpley, 2009). Tourism plays an important role for international trade and one of the main wealth creators for many developing countries like Bangladesh. Tourism is one of the most complex industries, which is impacted by numbers of actors and actions. Tourism creates jobs and eradicates poverty gender equality, and ensures the protection and promotion of our natural and cultural heritage. It indicates that tourism has a great socio economic significant not only for rich but also for the poor people. Globally tourism has been one of the economic development success stories following World War II and now has evolved into one of the world's largest economic sectors contributing 35% of global exports of services (UNWTO, 2008).

Tourism is not a new concept for Bangladesh. Tourists from different parts of the world have been visiting this part of the world from the ancient time. The various natural as well as man-made objects like sea beaches, antiquarian and historical locations, forest, natural scenery, distinct tribal life-styles and indigenous culture attract tourists. Bangladesh has a huge potentiality to develop this tourism sector. It has not only unique natural resources but also rich in culture and heritage. Colorful and hospitable life style Bangladeshi people easily attracts the tourists. Bangladesh government has realized the vast potentials and its multi-dimensional benefits of tourism and has laid huge emphasis over the development of tourism as a socio economic sector of the country.

Since 1971, Bangladesh government trying to develop this tourism sector by taking various measure. However, in the year of 1990 Cox's Bazar experienced a momentum of rapid growth of tourism development. In 1992 the Bangladesh government published a tourism policy as a key

development tool for the economic development of the country. A considerable time has passed since the tourism policy enacted but it could not able to achieve its expected goals. Even with its unique and diverse tourism resources, Bangladesh has not yet been able to attract tourists effectively (Bhuiyan, 2009).

Cox's Bazar is one of Bangladesh's leading coastal areas, mainly because of its scenic beauty. Tourism in this area led to the development of facilities such as hotels, restaurants, airport, gift shops etc. and supports local communities in form of employment opportunity. Recently, this area is showing signs of negative environmental impacts. Due to the lack of enough shelter, the Rohingya refugees have spilled out of refugee camps. The coastal areas where installations were set up for tourists are now almost taken over by a sea of makeshift tents for them. These hungry and needy people are entering into the tourist areas, in search of foods, jobs or any other means to earn money, along the sea beach and sometimes they are involving in petty crimes and destroying the natural sceneries for their survival. And that attracts thousands of tourists to do picnic and splash in the sea water. This is the way they are spoiling the relaxing moments of the tourists who come to sit under umbrellas and find quiet moments in the calmness of nature. There are about 500 hotels, motels and restaurant in cox's bazar. Lack of visitors in the peak tourism season is leading a huge economic loss of these goods and service providing business due to the disturbing presence of Rohingya refugee. This disturbance is also responsible for changing the decision of many prospective visitors. This study was undertaken at Himchari, Inani and cox's Bazar to find out the major constraints faced by the tourists and different kinds of tourist agencies due to the Rohingya refugee. Different types of goods and service providing agencies such as shopkeepers, hotel –motel manager or owners and restaurant owner were surveyed to assess the economic loss in cox's Bazar due to Rohingya influx.

The depth of this failure of tourism industry in Bangladesh is reflected on the report of the World Travel and Tourism Council (WTTC). According to the World Travel and Tourism Council (WTTC), in the year of 2011 the travel and tourism industry of Bangladesh obtained 130th position based on the size and 155th position in relative to the contribution in Gross Domestic Products (GDP) (WTTC, 2015). World Travel and Tourism Council's Bangladesh Country Report 2010 (www.wttc.org) forecasted that the contribution of Travel & Tourism (TT) to Gross Domestic Product (GDP) is expected to rise from 3.9% in 2010 to 4.1% by 2020. The Real GDP growth for the Travel & Tourism Economy (TTE) is expected to be 1.7% in 2010 and to average 6.4% per annum over the coming 10 years. The contribution of the TTE to employment is expected to rise from 3.1% of total employment to 3.2% of total employment by 2020. Export earnings from international visitors are expected to generate .5% of total exports in 2010, growing (nominal terms) to (.5% of total) in 2020. Travel & Tourism investment is estimated 3.7% of total investment in 2010; by 2020 it should reach 3.8% of total investment.

Tourism is the number one foreign exchange earners in 60 countries of the world and over 150 countries tourism is one of the five top foreign exchange earners. In 23 of the 49 Least Developed Countries, tourism is one of the top three foreign exchange earners and in seven

countries it is the single largest revenue earner (UNWTO, 2012). So we can easily consider that tourism perspective of Bangladesh the number is not very promising.

Bangladesh Parjatan Corporation (BPC) under the Ministry of Civil Aviation and Tourism (MCAT) mainly manage the tourism sector in Bangladesh. Proper planning is very essential for the better management of tourism sector in Bangladesh. If the tourism development happens with improper planning, it can create various problems. The aim of this research is to address this fact. Recently, this area has been facing with the problem of Rohingya influx. That's why the area is showing signs of negative impacts such as excessive crowds, security issues, poor waste management, and unplanned construction of hotels to support the local tourist demand. This implies that Cox's Bazar encounters socio-economic and environmental impacts mainly caused from Rohingya influx. This problem of some certain areas of Cox's Bazar requires immediate attention to investigate about the impact of Rohingya influx and tourist activities on the socio-economic and cultural aspects of the concerned area.

1.2 Statement of the problem

The recent incident that triggered the current Rohingya influx happened on 25 August 2017. Rohingya influx is not a new issue in Bangladesh. The fresh influx of the Rohingyas is not a new incident. Bangladesh has provided refuge to several Rohingyas since 1978, when the first upturn broke out in the Rakhine (then Arakan) state in the west of Myanmar. Although both during 1978 and 1992 UN intervention led to repatriation of a significant number of Rohingyas back to Myanmar. The total number of Rohingya presently in Bangladesh is unknown as only 32,000 of them are registered with UNHCR and the Bangladesh government. Along with them another 800000 Rohingya refugee has been added. Thus it has created a huge population pressure in Cox's Bazar.

Refugees who leave their country of origin face even more insecure situation. Often they are forced to live in crowded and unfamiliar situations and totally rely on forest resources for their livelihood activities if they are located near forested areas (Uddin and Khan, 2007 [150]). As a strategy to settle down in Bangladesh, the Rohingyas, who have been encroaching in the forest, have attempted to make matrimonial alliance and kinship with local encroachers and villagers within or nearby forests. They are also engaged in illegal felling, hunting and fuel wood collection which are ultimately destroying the as their income source is limited.

Wild elephants are being hindered in their movement because of the Rohingya camps in Cox's Bazaar, which have been built on their natural habitat and roaming grounds. The elephants have thus been attacking the camps, killing several refugees. Behaviorally, elephants follow their set routes and corridors for regular movement. Conflict only occurs when the natural movement of the large animals is disrupted. According to ICUN Since August 2017, at least 13 people have been killed by wild elephants. On the other hand, due to an inadequate number of shelters many Rohingyas have spilled out of refugee camps and vast areas near the coast where installations are

set up for tourists are now almost taken over by a sea of makeshift tents, the homes of Rohingyas. These hungry and needy people are likely to enter the tourist areas, in search of jobs or any other means to earn money, along the miles long beach that attracts thousands of tourists. Thus they are spoiling the calmness of the nature.

The current Rohingya refugee crisis in Bangladesh creates security threats and challenges on the full spectrum of security landscape. The massive departure of Rohingya refugee has altered the internal security scenario of Bangladesh. The reality is that refugees get out of the camps and mingle with the local population in the vicinity and beyond spontaneously. These are vulnerable people in dire need of a living. So they are involved in petty crimes for their survival. Criminal groups are also active to exploit the vulnerable migrants coming over the borders. This condition is responsible for the negative impact on the law and order situation of the country.

Rohingya population has also created a number of transitional security threats to Bangladesh and the surrounding region. The geographical location of the golden triangle and golden crescent makes Bangladesh a viable track way for drug smuggling. The international gangs are exploiting the refugee as gangs as carriers for the drugs and small arms smuggling. The availability of small arms and drugs greatly jeopardized the security situation in Bangladesh near the border areas.

Due to the large influx of the Rohingya refugees, many fail to find accommodation within the camps. As a result, many of them have spread out in the nearby hills and forest areas. They have resorted to wide spread deforestation, causing severe degradation of the locality. Bangladesh is already vulnerable to the environmental challenges. The country now is facing a new threat from human induced degradation of the environment that can have a long term impact on our environmental security.

That's why the area is showing signs of negative impacts such as excessive crowds, security issues, poor waste management, and unplanned construction of hotels to support the local and international tourist demand. Due to the security threat a considerable number of tourists has been decreased in Teknaf, Himchari and Cox's Bazar. As a result, Bangladesh tourism industry has faced a considerable economic loss.

1.3 Research Objectives

- To estimate the economic loss of the local tourist agencies due to Rohingya influx.
- To find out the various problems faced by the tourist.

1.4 Research Question

The following research questions are identified based on the research agenda to discuss the scenario and better analyze the situation. They are:

1. What are the problems of tourism sector in Cox's Bazar?

2. What are the constraints faced by the tourist and tourist agencies due to the rohingya refugee influx in Cox's Bazar?
3. What is the economic loss faced by the different goods and service providing agencies in Cox's Bazar due to Rohingya influx?
4. What strategies can be taken to minimize the negative impacts of Rohingya influx and to develop the tourism sector in Cox's Bazar?

CHAPTER TWO

LITERATURE REVIEW

2.1 Concept of tourism

Tourism plays an important role in our economy. It acts as an important driver of economic growth for developed and underdeveloped countries. Besides, tourism creates the opportunity to exchange the culture. Tourism also supports the Balance of Payment (BOP) of a country.

The Definition of Tourism varies source by source, person by person. There is no consensus concerning the definition of tourism. Nearly every each institution defines "Tourism" differently. But when it comes to explain it with the basic terms, we can sum it up as follows;

"Tourism is a collection of activities, services and industries which deliver a travel experience comprising transportation, accommodation, eating and drinking establishments, retail shops, entertainment businesses and other hospitality services provided for individuals or groups traveling away from home"

According to Macintosh and Goeldner Tourism is the sum of the phenomena and relationships arising from the interaction of tourists, business suppliers, host governments and host communities in the process of attracting and hosting these tourists and other visitors"

In 1941, Hunziker and Kraft defined tourism as "the sum of the phenomena and relationships arising from the travel and stay of non-residents, insofar as they do not lead to permanent residence and are not connected with any earning activity. In 1976, the Tourism Society of England's defined Tourism is the temporary, short-term movement of people to destinations outside the places where they normally live and work and their activities during the stay at each destination. It includes movements for all purposes. In 1981, the International Association of Scientific Experts in Tourism defined tourism in terms of particular activities chosen and undertaken outside the home.

In 1994, the United Nations identified three forms of tourism in its Recommendations on Tourism Statistics

- Domestic tourism, involving residents of the given country traveling only within this country
- Inbound tourism, involving non-residents traveling in the given country
- Outbound tourism, involving residents traveling in another country

According to World Tourism Organization "Tourism comprises the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business or other purposes"

Tribe defined Tourism as Visiting for at least one night for leisure and holiday, business, professional or other tourism purposes.

Three criteria are used simultaneously in order to characterize a trip as belonging to tourism. The displacement must be such that;

- It involves a displacement outside the usual environment; this term is of utmost importance.
- Type of purpose: the travel must occur for any purpose different from being remunerated from within the place visited: the previous limits, where tourism was restricted to recreation and visiting family and friends are now expanded to include a vast array of purposes.
- Duration: only a maximal duration is mentioned, not a minimal. Tourism displacement can be with or without an overnight stay.

2.2 Brief History of the Tourism Sector in Bangladesh

The Bangladesh Parjatan Sangstha was formed soon after the liberation war of 1971, aimed at developing the tourism industry of the country. The organization was restructured as Bangladesh Parjatan Corporation (BPC) in 1973, and they subsequently drew up a five-year plan for developing the industry as part of the government's First Five Year Plan (1973-78). Under the plan the government was expected to provide the necessary facilities and develop the natural beauty of the country in a manner that would be attractive to tourists. The second, third, and fourth five-year plans and two year plans were intended to implement by the past Bangladesh governments to develop tourism sector but these plans have not been implemented (BPC, 2007) properly by the government due to various impediments including ministerial legacy problems (Islam, 2007; BTO, 2005). Some of these problems still persist and it is hampering the effectiveness of the resources that are being apportioned to the sector.

The corporation performs following functions:

- To promote and develop tourism.
- To establish tourism infrastructures in Bangladesh.
- To provide facilities to undertake measures and carry out all kinds of activities connected with tourism.
- To acquire, establish, construct, arrange, provide and run hotels, restaurants, rest houses, picnic spots, camping sites, theatres, amusement parks and facilities for water skiing and entertainment.
- To establish institutes for instruction and training of potential tourism personnel

While BPC remains the leading public sector body in the tourism industry of Bangladesh, the private sector has also invested in the sector quite successfully. These private entrants into the sector have entered the industry through developing hotels, or tour operators. As many as thirty two tour operators functioning in the country, some of whom cater to domestic tours while others offer both domestic and outbound tours (Bangladesh Monitor, 2007). Thirty two such private tour operators are members of an association named “Tours Operator Association of Bangladesh (TOAB)”, formed to carry out their activities more efficiently, to lobby the BPC and the government for the realization of justified rights (Siddiqi, 2006), and to promote the country’s tourism together.

2.3 Types of Tourism in Bangladesh

The Bangladesh Parjatan Corporation classifies tourism into *six different types*: Tourism, Business, Office, Study, Religion, Service and Other purpose. According to statistics reported by Bangladesh Tourism Board, in 2009 majority of tourists came to Bangladesh for tourism purpose (i.e. 46%) which was closely followed by business tourism (41.8%). In addition to these two types of tourism, another popular type is religious tourism (i.e. 3.4%)-where the purpose of the religious visitors to visit the religious sites or events in the country (please see Annex figure 1 for breakdown of tourism by types).

- i. **Site Tourism:** in Bangladesh, tourists travelling for leisure usually come to enjoy the natural beauty of the country. As indicated above, these tourists constitute the majority share (i.e. 46%) of the tourist inflow into the country according to the latest data. This clearly indicates a need to preserve and protect these spots, as well as provide necessary infrastructural development support to develop.
- ii. **Business tourism:** Around 42 % of tourists visit Bangladesh for business purposes. A number of successful international business houses have set up local entities in Bangladesh, whereby a large number of expatriates travel to Bangladesh to work/conduct business. Due to ever expanding RMG sector, large numbers of potential buyers and there delegates are required to visit the country on a regular basis.
- iii. **Office Tourism:** Tourists visiting Bangladesh under office tourism constituted only 1.5% of the tourist inflow to the country. This form of tourism is similar to business tourism in some aspect; however this type predominantly focuses on the delegates of multinational which have offices in Bangladesh. Many of these tourists arrive for tours of their local offices and provide assistance to the offices may need.
- iv. **Education Tourism:** Education tourism is for students who want to enroll into educational institutions in the country. Many universities and other graduate level institutions organize international conferences and seminars where delegates from all over the world attend. These foreign delegates all fall under the category of educational tourism and they constituted 2.4% of the total number of tourists who visited the country.
- v. **Religious Tourism:** Bangladesh is a Muslim majority nation and it organises the Bishwa Ijtema which the largest congregation of Muslims after the Holy Pilgrimage to Makkah.

This annual event alone attracts a huge number of tourists from Muslim world and constitutes 3.4% of the total tourist inflow into Bangladesh. Other religious groups in the country are relatively much smaller in number; however their events do attract tourists although in a smaller scale.

- vi. **Medical Tourism:** Medical tourism is popular in countries where the medical institutions and professionals are competent and their services are affordable to the patients. Bangladesh may have improved performance in the Millennium Development Goals (MDG) but we are still far away from improving our hospitals and medical Centers to standards which may attract medical tourists. This is an untapped market, whereby private sector investments may improve service quality to the competent levels. The government needs to take emergency regulatory measures to improve the condition of our hospitals and improve the quality of the doctors they employ. Medical tourism also picks up when medical institutions are seen as reliable with a good record rather than public health care centres which lack hygiene and mistreat patients. Additionally, it is seen imperative that the legal structure of the nation allows for legal action in case of medical malpractice. In Bangladesh, the legal structure is plagued with high case backlogs, and archaic laws which impair speedy delivery of verdicts. A restructuring of the legal system is required, especially in the case of medical malpractice cases for Bangladesh to attract medical tourism.
- vii. **Other Tourism:** Other forms of tourism includes Bicycle touring, Boat sharing, Cultural tourism, Dark tourism, Rural tourism, River cruise, Nautical tourism, Jihadi tourism, *Halal* tourism, Sports tourism, Slum tourism, Virtual tour, Walking tour, Wildlife tourism and Water tourism. Very often, people come for short visits to meet relatives, participating sports and international awareness program etc. In 2009, 13,286 tourists visit Bangladesh for these purposes (Das, Chakraborty 2012).

2.4 Bangladesh and its tourism industry

Bangladesh, one of the least developed countries in the world, lies in the north eastern part of south Asia, sharing borders on the west and north side with India and on the south-east with Myanmar and on the south with the Bay of Bengal. Bangladesh is recognized for its poor living conditions, its continuous political instability, corruption and a zone that attracts natural calamities. Peace and a considerable economic growth have still not been achieved in this region. Bangladesh has a population of over 140 million people 40% of them living under poverty line. Ever since its independence in 1971 the economic growth rate has risen to 6.7% in 2011 making Bangladesh one of the poorest countries in the world with a per capita GDP of 735 US\$ (The World Bank, 2012). Bangladesh economy is entirely based on agriculture and garment industry, which attracted foreign investors due to cheap labor and low conversion cost. Tourism was almost non-existent at the country's independence in 1971. After about 40 years, this industry has a direct contribution of 2.2% in 2011 to the country's GDP (WTTC/Travel and Tourism Economic Impact, 2012).

However, attractions available in Bangladesh are not for every segment. The most visited tourist area in Bangladesh is Cox's Bazar, the longest sea beach in the world. The sea beach is 120 km long with crescent shaped low hills in one side and Bay of Bengal on the other side. This tourist area falls in Chittagong, at the northern part of Bangladesh that covers an area of 685 sq. km with

27 mahallas or subdivisions and 9 wards and houses a population of 52,000 people. Chittagong is the second largest city of Bangladesh and a busy international seaport. Apart from the world's longest sea beach, this little town offers tall cliffs, Buddhist temples and local tribal festivities with mouth-watering seafood. In the proposed research, Cox's Bazar was chosen as a case study to analyse the economic loss due to the Rohingya influx.

2.5 Problems of tourism sector in Bangladesh:

A number of significant factors affect the image of tourism in Bangladesh. Tourism industry of Bangladesh is suffering from numerous problems like; Poor Image of Bangladesh as a tourist destination and Lack of proper publicity. Bangladesh is often projected in foreign electronic and print media as a country of flood, cyclone, strike, political violence etc. There is always Unavailable forging aids or investment as well as lack of social and political commitment and lack of well trained, skilled and efficient manpower in the tourism sector of Bangladesh. Terrorism and robbing are common incident is the another key problem in Bangladesh. Problems of security, accessibility and accommodation for tourist and complicated visa and travel formalities are common problems in Bangladesh mission. Besides those lack of initiative to preserve, conserve and maintain the tangible tourism products, lack of proper marketing plans for tourism products for the generation countries of the world and lack of institutional capacity of the ministry of civil aviation and tourism in general and the BPC in particular. On the other hand continuous campaign against Bangladesh by certain quarters as a fundamentalist country is another obstacle. Besides those problems, Rohingya influx has created negative impacts such as excessive crowds, security issues, poor waste management, and unplanned construction of in Teknaf, Himchari and Cox's Bazar. As a result, Bangladesh tourism industry has faced a considerable economic loss.

2.6 Refugee crisis and Nature

Due to the large influx of the Rohingya refugees, many fail to find accommodation within the camps. As a result, many of them have spread out in the nearby hills. They have resorted to wide spread deforestation, causing severe degradation of the locality. Bangladesh is already vulnerable to the environmental challenges. The country now is facing a new threat from human induced degradation of the environment that can have a long term impact on our environmental security.

2.6.1 Environment pollution

- Deforestation, caused by cutting plants and trees for firewood and removing surface vegetation, has led to environmental hazards. Heavy rainfalls may cause massive soil erosion and landslides with devastating consequences.
- The 3,000-acre plantations provided to Rohingya people, existing wetlands, and nearly 3 km² of forests are massively destroyed.
- Waste management for nearly 1 million Rohingya people has become increasingly difficult.
- Biodiversity is disrupted: wild animals such as elephants are endangered.

- The trees and plants under a social afforestation project are widely damaged.

2.7 Tourism of Safety and security:

Security and safety are now complex and multidimensional notions considering various components as political security, public safety, health and sanitation, personal data safety, legal protection of tourists, consumers protection, safety in communication, disaster protection, environmental security, getting authentic information, quality assurance of services etc. (Kôvári & Zimányi, 2011). Safety/ security in Cox's Bazar: 48% people thought Cox's Bazar is a safe place to visit, with 26% undecided and another 26% considered the area unsafe.(Isan ZAHRA)

CHAPTER THREE

MATERIAL AND METHODS

3.1 Selection of the study area

Cox's Bazar sadar upazila and Inani of Ukhia upazila accommodates the hotel motel zone along with Himchari picnic spot of Ramu upazila were selected purposively for the study on the basis of popularity as tourist spot of Cox's Bazar district in Chattogram division.

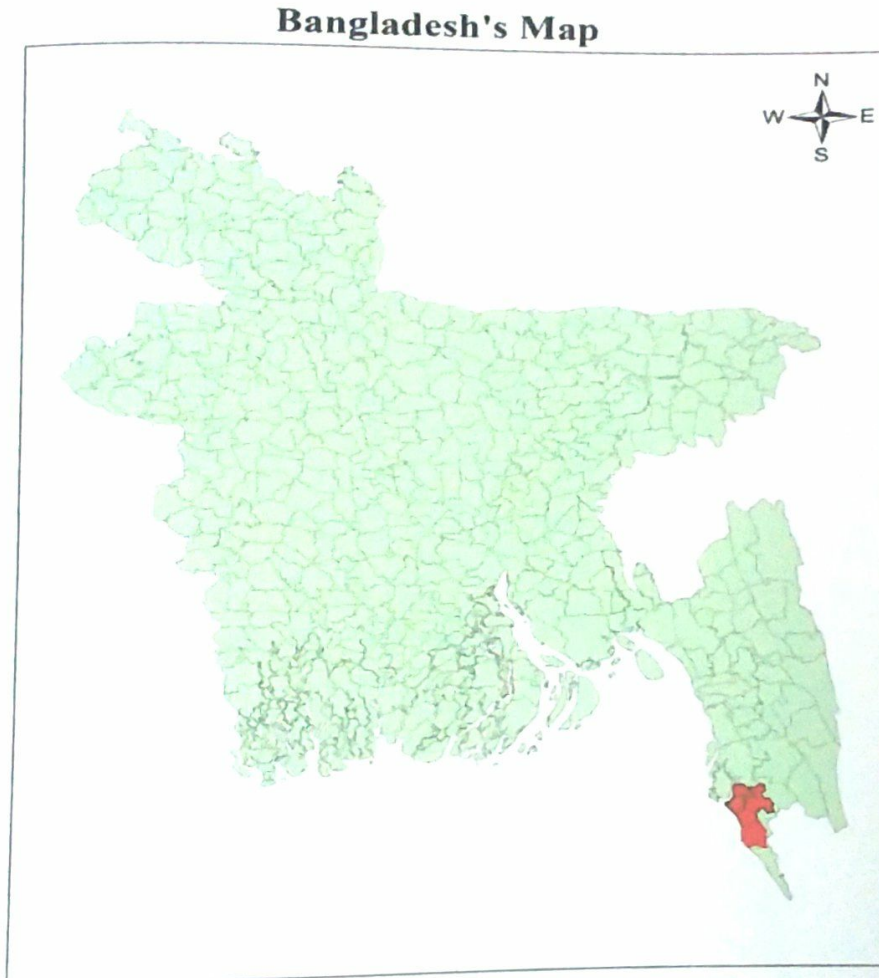


Fig3.1. Map of the study area

(Source: DIVA GIS)

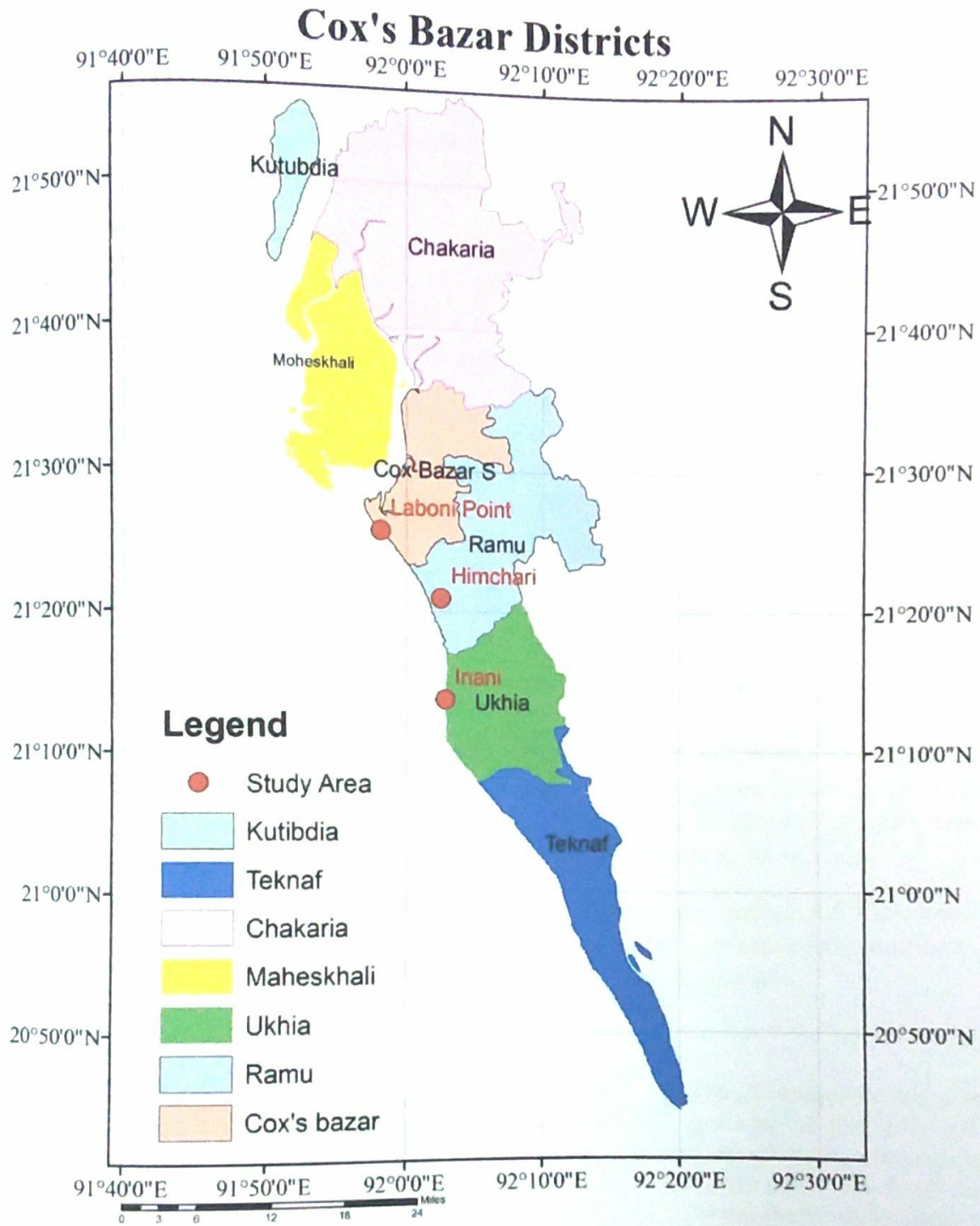


Fig3.2: Map of the study area

(Source: DIVA GIS)

3.2 Salient features of the study area

i. Cox's Bazar

The beach is the main attraction of the town. There is several 3 star and 5 star hotels provide exclusive beachside area with accessories for the tourist. Visitors in other hotels visit the *Laboni beach* which is the area of the beach closest to the town.

ii. Inani Beach (Enani Beach)

Inani Beach is an 18-kilometre-long (11 mi) sea beach in Ukhia Upazila of Cox's Bazar District, Bangladesh. It has a lot of coral stones, which are very sharp. These coral stones look black and green, and they are found in summer or rainy seasons.

iii. Himchari

Himchari is located just south of the Cox's Bazar town. It consists of lush tropical rain forest, grasslands and trees, and features a number of waterfalls, the biggest of which cascades down toward the sandy, sun-drenched beach. The National Park was established in 1980 by the Government of Bangladesh as a conservation area for research, education and recreation. Once it was the stomping grounds of herds of Asian elephant. It is still home to a limited number of these mammals. (Cox's Bazar –Wikipedia)

3.3. Research Approach

This exploratory research aspired to assess the possible problems and economic loss due to Rohingya influx on tourism in Cox's Bazar. The design of the research was primarily based on phenomenological qualitative research where descriptive, reflective and interpretive views were presented about the circumstances through interviews and perception study approaches.

Qualitative research is also indicates to uncover trends in thoughts and opinions, and dive deeper into the problem. Qualitative data collection methods vary using unstructured or semi structured techniques. Some common methods are individual interviews and perception.

3.4. Questionnaire Design

The present research took the 2 set of questionnaire. Each of the -part questionnaire had two part (1st part-socio-demographic information, 2nd part- open-ended questions of problems and economic loss and applied to the tourist and the tourist agencies (shopkeepers, restaurants, hotel and motel owners) of Cox's Bazar as the basis for impact of Rohingya influx which will be supplemented by the observation of the key-informants' response. So designing the questionnaire for the respondents was a vital work.

The first section of the questionnaire elicited basic background data (shown in table 1) on age, gender, education, monthly income etc. of the tourists. The second part asked open-ended questions, existing problems faced by the tourist for the development of tourism.

The other set of questionnaire was about the economic analysis of the study area.

3.5. Sampling Method

The present study is a combination of both theoretical and empirical one and has been limited to Cox's Bazar of Chittagong - the tourists' capital of Bangladesh. Among various important tourists' spots in the country, the Cox's Bazar, Inani, himchari national park has been chosen purposively. Both primary and secondary data have been used in this research. For getting primary data especially privately owned service providing organizations (hotels / motels) and tourists have been selected through random selection technique for interview with a pre-designed questionnaire.

3.6. Data collection

This research uses both primary and secondary data.

3.6.1 Primary data collection

A sample of hundred and five (105) small shopkeepers, restaurants and hotels / motels (From Inani, himchari and Cox's Bazaar) and hundred and five (105) tourists' (domestic and foreign) (from Inani, himchari national park and Cox's Bazaar spot) have been selected randomly and interviewed in this purpose. Two sets of questionnaires have been designed for study purpose. One for the tourists' and other one for the service providing organization (tour operators, hotel manager / owner).

3.6.2 Secondary data collection

The sources of secondary data and information includes : Report of Bangladesh Parjaton Corporation (BPC), The Statistical Year Books, The World Travel and Tourism Council (WTTC) and UNWTO- 2018, WTO- World Tourism Organization (WTO), Report, The ASEAN Travel & Tourism Competitiveness Report, Bangladesh Travel and Tourism Economic Impact Report, Travel and Tourism in Bangladesh, Country Report, Bangladesh Bank, the concerned Ministry and published thesis, books, journal, daily newspapers and websites etc. For getting theoretical foundation of the study, the existing literatures and web site documents were investigated and analyzed. There are several objectives to conduct this research. They are:

1. To know about the current status and future prospects of tourism sector in Bangladesh.
2. To identify the major tourist spots in Bangladesh.
3. To assess the contribution of tourism sector in the Bangladesh economy.
4. To identify the barriers for developing tourism sector in Bangladesh.
5. To provide some suggestions for the improvements of tourism sector in Bangladesh

3.7. Content Analysis

Content analysis is a well-established research methodology commonly used in social sciences to analyze communications (Holsti 1969). Over the past two decades, content analysis research has remarkably benefited from the exponentially increasing volume of electronic data, including articles in general media databases, communications in virtual communities, and textual and pictorial materials from Web sites (Neuendorf 2002; Rainer and Hall 2003; Romano et al. 2003; Wickham and Woods 2005). A growing number of tourism studies employ qualitative data interviews, open-ended questions, promotional brochures, Web-based content, etc.) subsequently, content-analysis techniques to discern meaning from this wealth of textual material. The current and recent publications (collected as part of secondary data sources) were analyzed thoroughly for finding out more impact (both positive and negative) of tourism in line with the present study. Again sufficient emphasis were given to see the overall impacts of tourism taking place in different parts of the globe and thus to logically tie them for the tourism impact scenario of Cox's Bazar.

3.8. Data processing and Analysis

The data obtained from the survey method for the perceptions of the Tourists and tourist agencies to the Rohingya influx and tourism impact statement were processed with the use of statistical package for the social science (SPSS). Findings of Tourists and tourist agencies opinion on Rohingya influx impact on tourism from primary data were analyzed qualitatively and the perception on the economic impact of Rohingya influx on tourism in Cox's Bazar were presented quantitatively.

3.9. Measurement Techniques

To analysis the collected data, different quantitative and qualitative measures have been applied in the study. In quantitative analysis of the data, conventional statistical tools like ratio, percentage, simple averages charts and graphs have been used to analyze the relevant data and information. In order to measure qualitative responses, such as: opinion, reactions, attitude etc. the qualitative scale has been converted to quantitative one by using Li ert's Five-Point Rating Scales. The implication of the instrument is that the higher the score, the greater is the extent of concern issue playing important role in the tourism industry's growth and development in Bangladesh.

3.10. Validation of Data

The accuracy of measurement that is a valid scale measures what it is designed for, whether the instrument measures what it is supposed to measure (Bollen, 1989; Davis and Cosenza, 1993; Finn et al., 2000)

Validation of data was ensured through cross-checking with the existing literatures, expert opinions.

3.11. Limitation of the Method

The research study focused on the interviews that are conducted with the tourists and the tourist agencies (shopkeepers, restaurants owner and Hotel motel owners).

Interviews with other relevant organizations including Hotel Motel Owners' Association and some relevant Government offices within the tourism sector were not conducted.

3.12 Report preparation and presentation

The analyzed information that was obtained from the research conducted in the study area according to the questionnaire and objectives of the study represents the final report which is called the thesis paper. Final report has been prepared based on analysis of the information.

CHAPTER FOUR

RESULTS AND DISCUSSION

4.1 Demographic features of the respondents

The present research is aimed to find out the response of the respondents who are involved in tourism process and the local residents how the latter think about the impact of rohingya influx motel business community and the primary reasons behind the decreasing of volume of tourist. Again the 105 tourists responded through a questionnaire and the parts are socio demographic profile, possible factors are responsible for negative impact on tourism and necessary measures to be taken open-ended questions.

Table 1: Demographic features of the tourists (N=105)

	Number	Percent (%)
<u>Gender</u>		
Male	82	21.9
Female	23	78.1
<u>Age</u>		
15-25	32	30.5
26-35	46	43.8
36-45	12	11.4
46 and above	15	14.3
<u>Education</u>		
Below ssc	20	19
SSC to HSC	38	36
Higher	47	45
<u>Income/month</u>		
10000-50000	58	55.2
51000-75000	17	16.2
76000-100000	4	3.8
1010000 and above	2	1.9
N/a	24	22.9
<u>Purpose</u>		
Recreation	87	82.9
Business	2	1.9
Both	10	9.5
Others	6	5.7

In the same fashion the key informants are arranged according to their official affiliation in the table 2

Table 2: List of Respondents (N=105)

Types of Respondents	Number	Percent (%)
Burmis market and shop keepers	57	54.3
Restaurants owner	22	21
Hotel and Motel Manager	26	48.7

4.2 Result and Discussion

4.2.1 Problem Analysis

The following sections discuss about current problems faced by Bangladesh tourism industry. In this regard, data and information have been collected through pre-designed questionnaires from the selected service providing organizations and from tourists. After the analysis of different relevant articles and field data important problems associated with Rohingya influx and tourism are identified. These problems and issues are also responsible for considerable economic loss in the tourism sector in Cox's Bazar.

4.2.1.1 Constraints opined by Service Providing Organizations

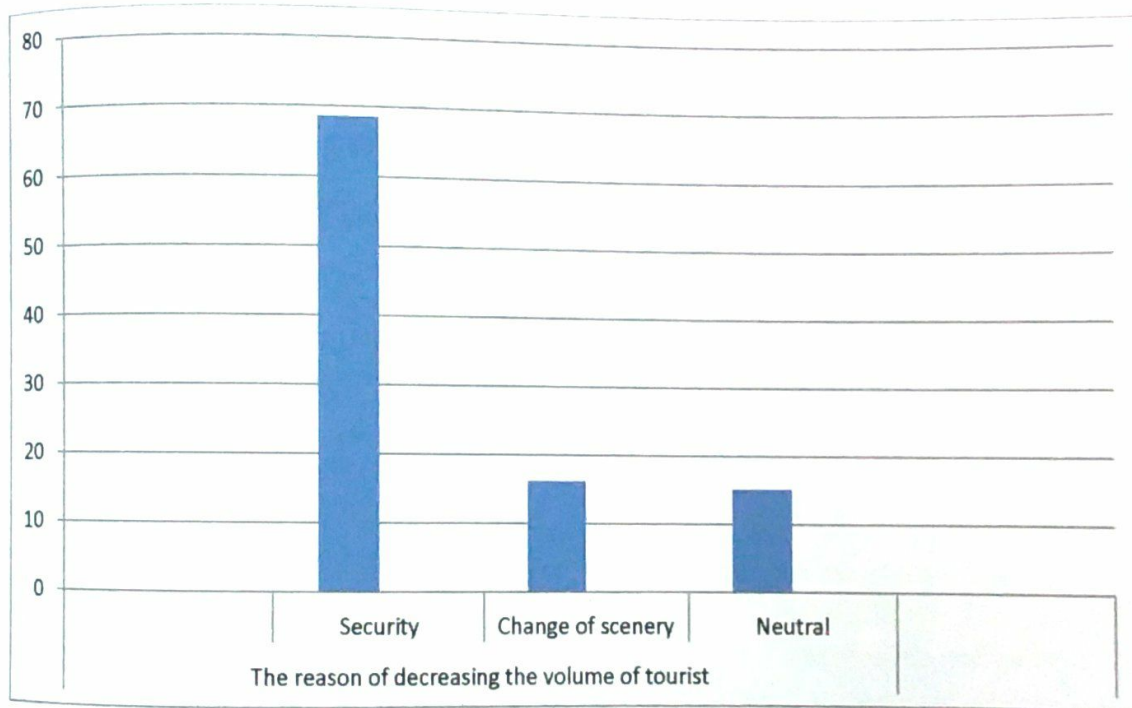


Fig4. 1: Tourist agencies opinion about the decreasing of volume of tourist

Figure 4.1 shows that, Security threat is considered as the main issue for decreasing the volume of tourist. About 68.6% of Service Providing Organizations such as burmis market and shopkeepers surrounding the tourist spot, restaurants owners, hotel and motel managers demand that Security threat is the main problem at the moment in Cox's Bazar for tourism development.

Changes of scenery due to the Rohingya influx is the other considerable reason for decreasing the volume of tourist. 16.6% of the respondents think that Changes of scenery is the main cause. The Rohingya are cutting trees and damaging the hilly areas scenery or their daily necessities. On the other hand 15.2% of the respondents remain neutral.

4.2.1.2 Constraints as opined by Tourists

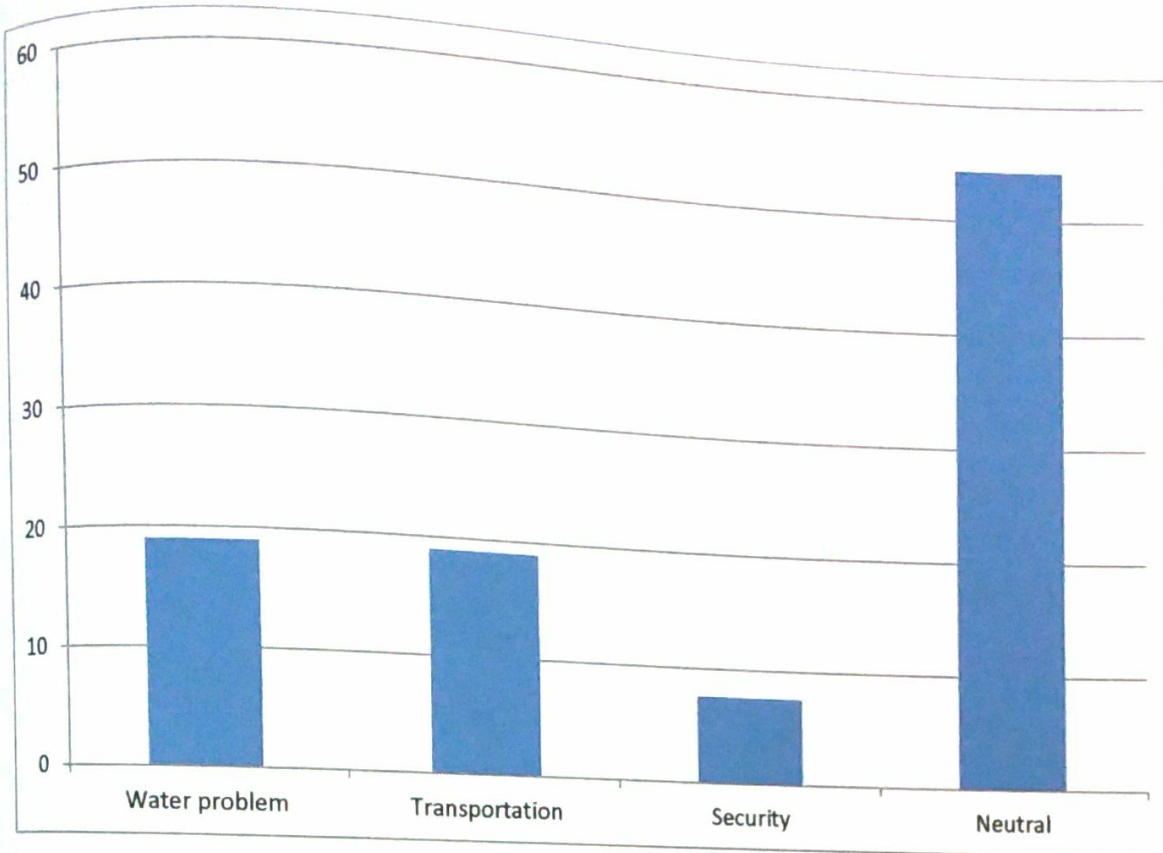


Fig 4.2: Constraints faced by the Tourists

Tourists' were also interviewed with a pre-designed questionnaire to know their opinions about various problems existed in the tourism sector in Cox's Bazar. Figure 4.2 shows that about 19% of the respondents think that, drinking water problem and the Transportation difficulty in the Cox's Bazar is the main reason for decreasing the volume of tourist.

Only 7.6% of the tourist thinks that, security threat may be the reason of decreasing the volume of tourist in Cox's Bazar.

On the other hand, major number of tourist didn't make any comment.

4.2.2 Economic Impact Analysis

The following sections discuss about current economic loss faced by Bangladesh tourism industry. In this regard, data and information have been collected through pre-designed questionnaires from the selected service providing organizations such as small shopkeepers, restaurants and hotel motel owners from the study area.

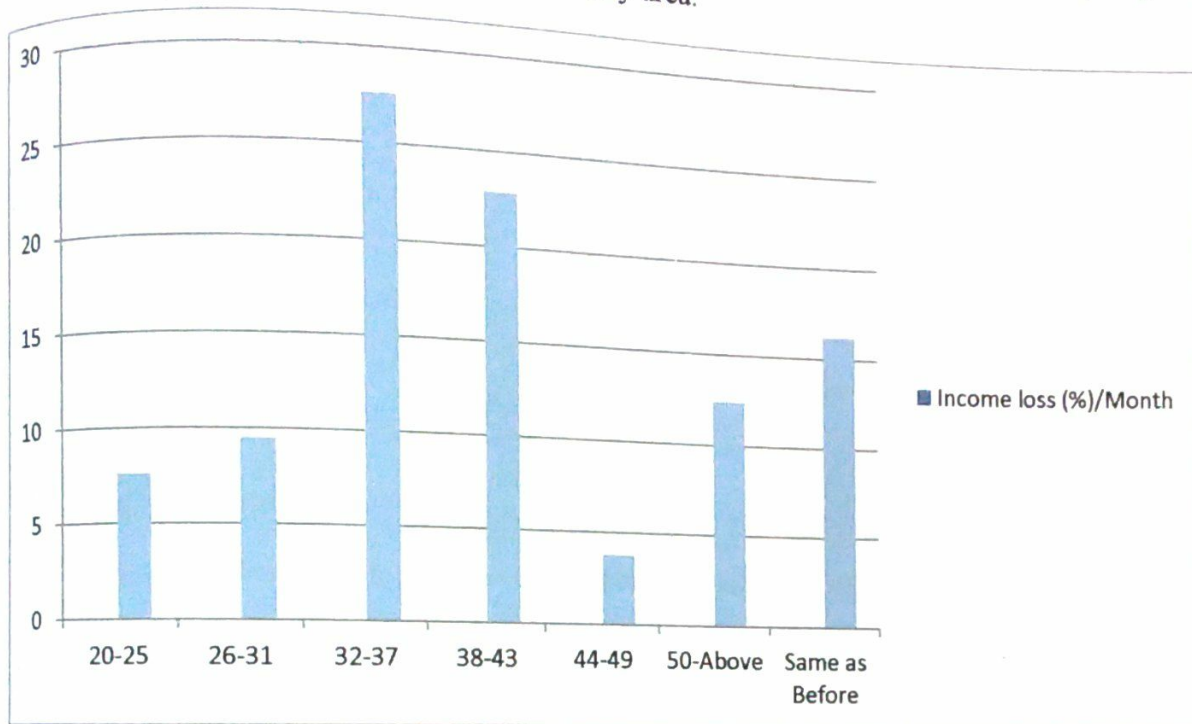


Fig4. 3: overall economic loss in Cox's Bazar

Figure 4.3 shows that, 7.6% of the tourist agencies have faced (20-25)% economic loss, 9.5% have faced (26-31)% economic loss, 27.6% have faced (32-37)%, 22.9% have faced (38-43)%, 3.8% have faced (44-49)%, 112.4% have faced 50% or more than 50% economic loss.

On the other hand, 16.2% tourist agencies haven't faced any economic loss.

From this figure it is clear that most of the goods and service providing agencies have faced 32% to 43% economic loss and 16.2% tourist agencies haven't faced any economic loss.

4.2.2.1 Actor wise analysis

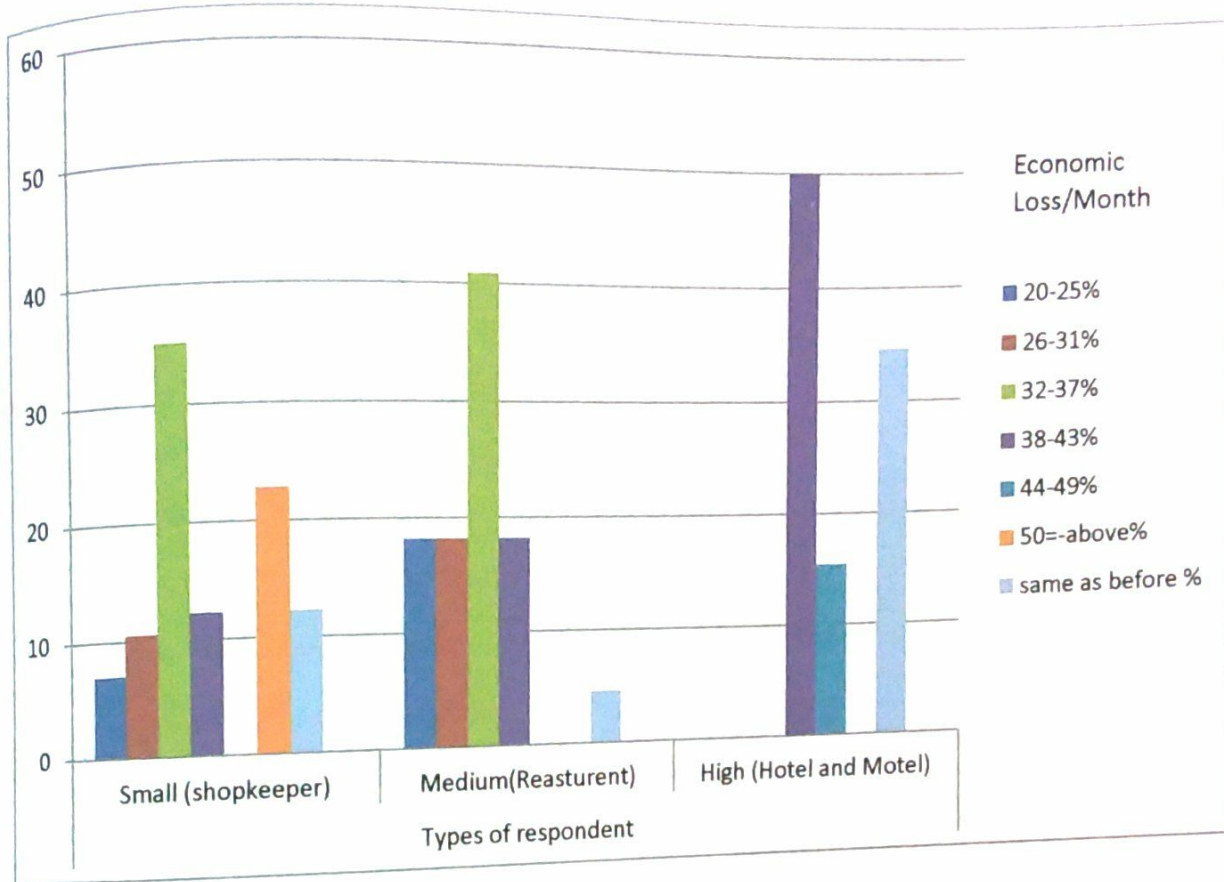


Fig4.4: Identified economic loss among different bargainers

Tourist agencies were categorized into three categories such as (1) small (shopkeepers), (2) Medium (Restaurants owners) and (3) High (Hotel and Motel managers)

Figure 4.4 shows that, Majority (About 35%) of the small tourist agencies have faced (32-37) % economic loss. About 23% of them have faced 50% or above economic loss. And 12% of them have faced 38 to 43% economic loss. 7% and 10% of them have faced respectively (20-25)% and (26-31)% economic loss.

12% of them didn't face any economic loss.

In case of medium tourist agencies 41% of the restaurants have faced 32 to 37% economic loss. And 18% of the restaurants have faced (20-25) %, (26-31)% and (38-43)% economic loss respectively. About 4 % of them didn't face any economic loss.

In case of High tourist agencies 50% of the Hotel and Motel have lost 38 to 43% income. And 15% of them have faced 44 to 49% economic loss. But a considerable number (35%) of five star hotel and motel didn't face any economic loss as those were well facilitated and developed security system.

4.2.2.2 Location wise analysis

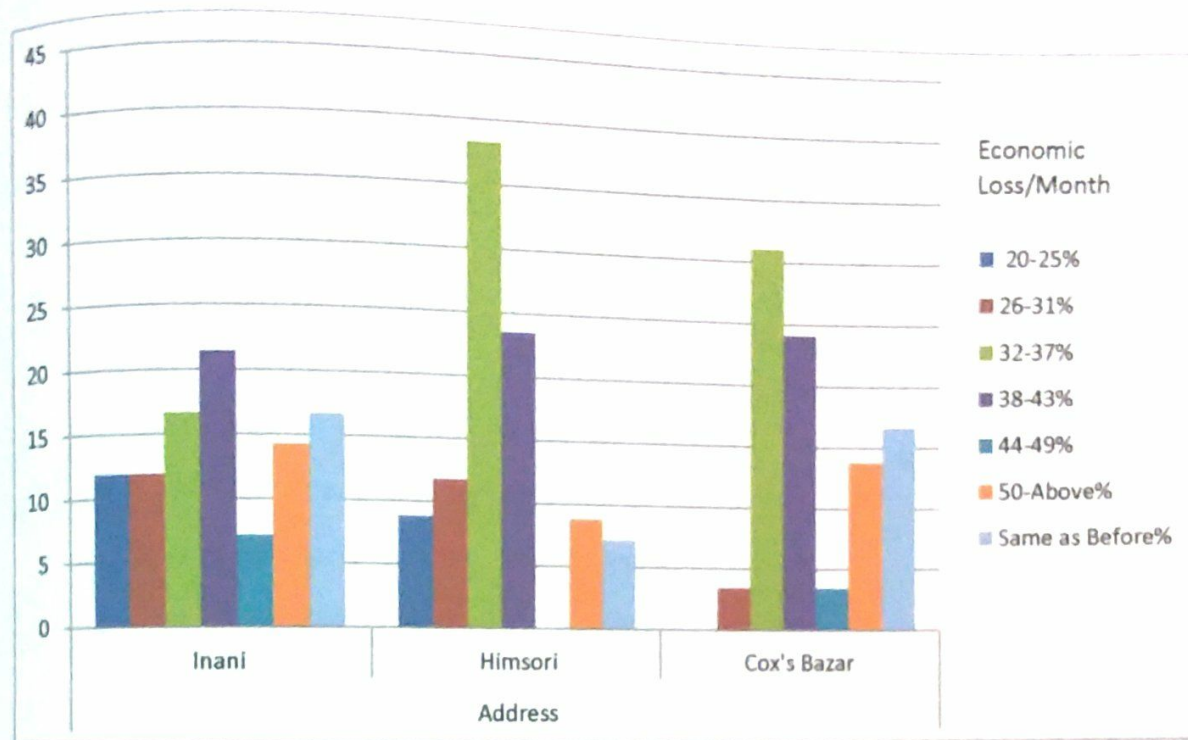


Fig4.5: Identified economic loss among different study area

Figure 4.5 shows that in case of inani 21.43% Of the tourist agencies have faced (38-43)% economic loss, 16.67% tourist agencies have faced (32-37)% ,7 % tourist agencies have faced (44-49)%, 11.90% of the tourist agencies have faced (20-25)% and (26-31)% economic loss respectively.

On the other hand 16.67% tourist agencies haven't faced any economic loss.

In case of himchari 38 % Of the tourist agencies have faced (32-37)% economic loss, 23.52 % tourist agencies have faced (38-43)%, 8.82% Of the tourist agencies have faced both (20-25)% and (50% or above) economic loss respectively.

On the other hand 7% tourist agencies haven't faced any economic loss.

In case of Cox's bazar 31% of the Of the tourist agencies have faced (32-37) % economic loss and 24% tourist agencies have faced (38-43)% economic loss respectively. 14%Of the tourist agencies have faced (50% or above) and 3.5% of the Of the tourist agencies have faced both (20-25) % and (44-49)% economic loss respectively.

And 16.67% tourist agencies think that they didn't have any economic loss.

4.2.2.3 Economic loss analysis regarding with fall of tourist volume

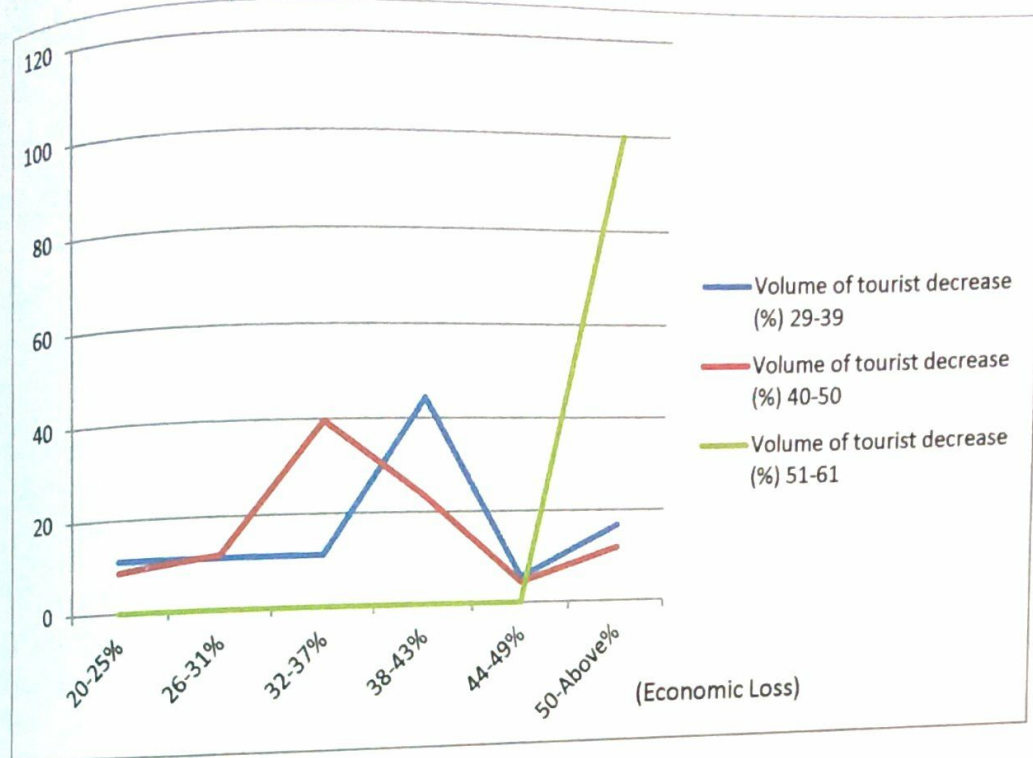


Fig4.6: Relation between fall of tourist volume and economic loss

Figure 4.6 shows that, when the fall of tourist volume is 29% to 39% the maximum economic loss is about 38 to 43%. When the fall of tourist volume is 40 to 50% the maximum economic loss is about 32 to 37%. But it is remarkable that 40 to 50% fall of tourist volume is responsible for a wide range of more or less economic loss.

On the other hand, Figure shows that, where the number of tourists is decreased 51 to 61%, 100% of the tourist agencies have faced 50% or more than 50% economic loss.

4.3 Discussion

Yang & Nair (2014) examine tourists' risk perception and find that uncertainty, worry, fear, and anxiety are closely related to risk perception, the notions used interchangeably in past studies, causing confusion in understanding tourists' experience with risk.

Figure 4.1 indicates that, Security threat is considered as the main issue for decreasing the volume of tourist. About 68.6% of goods and Service Providing Organizations such as burmis market and shopkeepers surrounding the tourist spot, restaurants owners, hotel and motel managers demand that Security threat is the main problem at the moment in cox's bazar for tourism development.

During the Hotel and motel survey at Inani, Himchari and cox's bazar we had got the information about the insecure conditions of the tourist. We also got some tourists who have lost their valuable things by snatcher. And those snatchers are considered as Rohingya refugee.

The population of cox's bazar is about six lakh and it is possible to provide security enough for the local government for them as well as the tourist with the help of tourist police. But it is quite impossible for the local government to provide enough security when another eight lakh Rohingya refugee is added with the previous population. Not only the security but also the changes of beauty is also responsible for tourist decreasing as the Rohingya refugee are cutting trees and damaging the natural beauty of that area.

Safety is also an important issue besides the security threat. The safety condition is about being protected, while the security condition is about being free from danger. Within the field of safety, hazards represent a risk to human health and lives, environment, production and material objects. Protection embraces the values of an organization/ individual against planned, malicious and criminal incidents from a wide range of threats (Albrechtsen, 2003).

Figure 4.2 indicates that 19% of the tourists think that both pure drinking water and transportation issue is the key factors for decreasing the volume of tourist. They think that waste management system have failed in cox's bazar due to the population pressure. Only 7.6% of them have faced with the security problem.

Although Bangladesh started making progress, the direct contribution to GDP of the tourism sector has declined in recent years in comparison to that of the previous years. Around 2005-2009, the direct contribution of tourism as percentage of the GDP was about 2.5%, which has decline to about 2.2% in 2014. The direct contribution of Travel & Tourism to GDP in 2017 was still 2.2% of GDP which was forecast to raise 6.21% in 2018. And now the direct contribution of Travel & Tourism to GDP is expected to grow by 6.2% pa to BDT824.0bn (2.1% of GDP) by 2028.

From 25 August, 2015 the situation of Cox's has become worse due to Rohingya influx.

Figure 4.3 indicates that, 27.6% off the tourist agencies have faced (32-37) % and 22.9% have faced (38-43) % economic loss due to Rohingya influx and that might be great barrier to achieve the expected GDP.

Figure 4.4 indicates that, Majority (About 35%) of the small tourist agencies have faced (32-37) % economic loss and 41% of the medium tourist agencies (restaurants) have faced 32 to 37% economic loss. On the other hand 50% of the Hotel and Motel have lost 38 to 43% income. But a considerable number (35%) of five star hotel and motel didn't face any economic loss as those were well facilitated and developed security system.

Figure 4.5 indicates that, in case of inani more or less, all of the (small, medium or high) tourist agencies have faced economic loss. Among them 21.43% Of the tourist agencies have faced the maximum (38-43)% economic loss. In case of himchari 38 % Of the tourist agencies have faced (32-37)% economic loss, 23.52 % tourist agencies have faced (38-43)%, In case of Cox's bazar 31% of the Of the tourist agencies have faced (32-37)% economic loss and 24% tourist agencies have faced (38-43)% economic loss respectively.

Figure 4.6 shows that, when the fall of tourist volume is 29% to 39 % the maximum economic loss is about 38 to 43 %. When the fall of tourist volume is 40 to 50% the maximum economic loss is about 32 to 37%. But it is remarkable that 40 to 50% fall of tourist volume is responsible for wide range of more or less economic loss.

The parliamentary standing committee on forest and environment today revealed a report that the Rohingya people who have entered Bangladesh from Myanmar damaged forest properties in Cox's Bazar area worth Tk 151 crore. "We are informed that the Rohingya people damaged forest worth Tk 151 crore by cutting trees," Hasan Mahmud, chief of the Jatiya Sangsad body, told reporters emerging from a meeting held at the Jatiya Sangsad Complex.

Rohingya influx in Cox's bazar is the burning issue of the day. They have destroyed the natural beauty also. The research is undertaken to find out the Problem related with the tourism due to Rohingya influx and as we as to recommended possible solution of the problems. The research study indicates that the study area have faced a considerable economic loss. so proper should be taken urgently.

CHAPTER FIVE

CONCLUSION

5.1 Conclusion

As the influx of Rohingya refugees continues unabated, the country's Cox's Bazar-based tourism is depressingly being made to brace for a prolonged crisis. The way things keep unfolding in the entire district, real bad times appear to be awaiting businesses related to the tourism sector centred on the site, the largest tour destination in the country. Finding the occupancy of hotels, motels and the rest houses below expectation in this pre-winter peak season, many of their owners apprehend dreadful days ahead. The Cox's Bazar town is now reported to be on way to be overrun by the refugees in search of livelihood. Residents of the city have expressed their concern at the clandestine entry of the Rohingya refugees. What's most worrying, many of them are found elbowing out local laborers in sea-going fishing boats and rickshaw-pullers on cheaper wages and fares.

A largely tranquil and attractive resort, the beach town along the coast of the Bay of Bengal, has already started offering a dreary look, thanks to the entry of the refugees from Ukhia camps in Teknaf, the chief landing point of Rohingyas fleeing Myanmar by sea. Despite the efforts by the local administration to keep the refugees within the bounds of designated camps, a lot of them continue to escape the enclosures on allegedly being helped by their relatives. These Rohingyas have been living in the Cox's Bazar district since the earlier phases of their influx. Apart from the loopholes in the enforcement of law, the sheer pressure of the often-unwieldy refugees' number and that of the daily fresh arrivals is proving unmanageable by the day. After Ukhia, it is now the turn of Cox's Bazar to bear with the woes caused by these refugees swarming on the tourist resort. While vacationing to enjoy some carefree moments, no tourists are prepared to face unsightly spectacles. Due to the presence of thousands of miserably battered refugees in Teknaf, tourists are also reportedly dropping their plans to visit the Inani sea beach, Himchari national park, Cox's bazar sea beach as well as St Martin's Island in the Bay. In effect, this amounts to a double whammy for the tour operators.

The country's tourism sector has in the last couple of years put in the best of its efforts to recoup the losses it incurred during countrywide political mayhem in fiscal year (FY) 2013-14. With the return of domestic tourists to the popular sites, the sector experienced a kind of resurgence. It prompted many tour operators to be innovative and competitive to keep the momentum going. Just in this phase of recovery, the latest Rohingya influx appears to be a bolt from the blue for the country's tourism sector. Apart from sheltering nearly 800,000 displaced Rohingyas on pure humanitarian ground, Bangladesh has been eager for an amicable solution to the crisis since it began last August.

With the continued increase in the intensity of the crisis, the country cannot bypass the grim realities unfolding as days wear on. Given the dillydallying in the process of the Rohingyas'

repatriation, coupled with thin flows of relief goods from the developed world, the crisis now appears to be headed for becoming a protracted problem for the country.

5.2 Recommendation

- Now the sectors of tourism and local people's livelihood are taking direct heat from the crisis. The environment has been taking the brunt since the start of the Rohingya influx. In order to tackle the hazards at bay, pragmatic and multi-pronged measures have no substitutes. It is time to enforce the relevant laws also warrants urgently.
- Rohingya crisis is more than capable of devastating the economy and tourism sector in Cox's Bazar. There is little option that Bangladesh has! Military option is not an option when Myanmar has friends like China and India! Our Foreign ministry should have brain storming session to see light of hope.
- The Government of Bangladesh has to continue energetic diplomacy, particularly with the regional partner to solve the problem. Platforms such as BIMSTEC and BCIM which aim to deepening regional and sub-regional trade, investment and transport connectivity should be used for arriving at a solution.
- Extra-regional platforms such as ASEAN should play a role for addressing the crisis
- An in-depth study to assess the short, medium and long-term implications for domestic and foreign resources should be undertaken. All explicit and implicit costs related to the Rohingya crisis should be estimated.
- Preparation for post-Geneva follow-up meeting for resource mobilization has to begin now.
- Support for the Rohingyas from the donors such as the World Bank should in the form of grants only. Hence, World Bank's grant and loan components should be unpacked.
- Security measures in the Rohingya camps and adjacent areas, particularly in the Southern of the country have to be strengthened. The law enforcing agencies have to be vigilant to stop illegal activities, drug trade, trafficking and terrorism.

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