

STUDY OF VISITOR USE AND SATISFACTION IN MUNGO NATIONAL PARK



By David Archer and Tony Griffin

SUSTAINABLE
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Summary

Background

This report presents results from visitor surveys conducted in Mungo National Park (NP) during winter and spring of 2001. The study was managed and carried out by a team of researchers from the School of Leisure, Sport and Tourism at the University of Technology, Sydney (UTS), and was funded by the Sustainable Tourism Cooperative Research Centre (STCRC). This report is the second in a series of three reports detailing results of recent visitor survey work carried out at various national parks throughout New South Wales.

Study Methods

The visitor survey was conducted during two periods: the first phase was from 30 June to 22 July, 2001; and the second was from 22 September to 14 October, 2001. The survey was administered according to two methods: distribution by the National Parks and Wildlife Service (NPWS) rangers involved in the Discovery Tours program; and distribution through the park visitor centre. In both study periods, surveys were distributed on weekdays and weekends to further improve the representativeness of the sample. The survey gathered information on a range of important visit and visitor characteristics, however, its primary concern was with developing an understanding of the importance attached by visitors to various elements of a national park experience and subsequent satisfaction with those elements in Mungo NP. A total of 519 questionnaires were distributed to visitors with 224 completed and returned by mail representing a response rate of 43%. A small number of questionnaires were completed and returned by respondents to a collection box within the Mungo NP visitor centre. The data were coded for entry and analysed using the Statistical Package for Social Sciences (SPSS) computer software database program. Basic descriptive statistics, frequency distributions, selected cross-tabulations, and some t-tests were computed.

Visitor Characteristics

Overall, survey respondents were broadly similar in their socio-cultural characteristics to national park visitors found in numerous other visitor studies carried out both in Australia and overseas. The findings from the present study confirm that national park visitors are generally more highly educated with higher status occupations compared to the general population. Our study found also that individuals from non-English speaking backgrounds continue to represent a very small proportion of national park visitors. The findings suggest that Mungo NP attracts the largest proportion of its visitors from interstate, particularly the Melbourne region and elsewhere in Victoria. Nonetheless, the Sydney region remains an important and significant visitor market for Mungo NP.

Sources of Pre-visit Information

The most commonly used source of information on Mungo NP reported by respondents was informal, i.e. information received from friends or family. The most frequently used formal sources were tourist information centres, national parks/tourist guidebooks, the NPWS internet site, and NPWS brochures/guides. First time visitors were much more likely than repeat visitors to use a wider range of information sources, most notably word of mouth and tourist information centres. They also made significantly more use of the NPWS internet site. Not surprisingly, repeat visitors on the other hand were much more likely to have said they did not obtain any information prior to their visit when compared to those on their first visit to the park. A particularly noteworthy finding related to the relatively high proportion (20%) of all respondents who used the NPWS internet site.

World Heritage Awareness

Slightly more than half of all respondents reported that they were not aware that Mungo NP lies within the Willandra Lakes World Heritage Area. Somewhat surprisingly perhaps, the findings show also that one in four repeat visitors indicated that they were not aware of its world heritage status.

Visit Characteristics

A clear majority of respondents were visiting Mungo NP for the first time, while around two-thirds spent at least one night in the park. Of those that did stay overnight, most camped at Main Camp or stayed in private accommodation just outside the park boundary at Mungo Lodge. Most respondents were travelling with family and/or friends, while travelling as part of a commercial tour group was also quite common. A wide range of

activities were participated in by respondents, however the most popular were sightseeing and wildlife/plant viewing. Other popular activities included photography, self-guided drive tours, bushwalking, picnic/BBQ, and resting/relaxing. Among the various sites and attractions found in Mungo NP, those most visited by respondents included the Visitor Centre, Walls of China, and Mungo Woolshed.

Reasons for Visit

The most common reasons for visiting Mungo NP, according to respondents, was to see the sights, to enjoy nature and the outdoors, to learn about the cultural history of the area, to be close to nature, and to learn about native animals and plants. Few respondents considered being alone or developing personal skills and abilities to be important reasons for this particular visit. A particularly noteworthy finding of the study was the relatively high importance attached by most visitors to learning about the cultural history of the area and the native animals and plants found within Mungo NP. This contrasts sharply with findings from similar studies recently completed by the authors at eight northern NSW national parks.

Visitor Preferences

Findings show that visitors to Mungo NP attach greatest importance to absence of litter, unspoiled natural environment, unique scenery and natural features, opportunities to see native wildlife, and behaviour of other visitors. These attributes were also found to be highly important to visitors in recent similar studies conducted at other national parks in New South Wales. Respondents also rated interpretive information about the cultural history of the area, maps and directional signage, interpretive information about plants and animals, pre-visit park information available, and clean well-maintained toilets as important to their park experience. These attributes represent those areas where management needs to ensure either a high level of quality is maintained or visitor expectations are managed appropriately. Those attributes considered by respondents of lowest importance included sealed access roads, shower facilities, and firewood supply.

Visitor Satisfaction

Encouragingly, respondents generally reported they were highly satisfied with their experiences whilst visiting Mungo NP. Only 1% of respondents expressed dissatisfaction with their visit. These findings are supported by the fact that 99% of respondents said they would recommend visiting Mungo NP to family, friends and acquaintances. However, in terms of ensuring adequate levels of visitor satisfaction with specific attributes and features of the park, Mungo NP was revealed as having particular strengths and weaknesses. For example, the attributes with which respondents were most satisfied were, arguably, the primary attractors: the natural environment, scenery and views, and opportunities to see native wildlife and flora. A number of attributes which can be influenced directly by planning and management actions also rated highly: most notably the condition of park facilities, the amount of rubbish and litter, the visitor centre, picnic tables, shower facilities and the cleanliness and condition of toilets, and to a slightly lesser degree, interpretive information on the cultural history of Mungo and surrounds, behaviour of visitors, condition of walking tracks, and interpretive information on plants and animals.

Specific Management Actions

At the request of park management, respondents were invited to give their opinions on two possible management actions. On the issue of protecting important Aboriginal sites at the Walls of China by restricting visitor access to guided tours only, opinion was, in general, evenly divided. Overall, slightly more respondents were opposed to this management action than were supportive of it. However, findings show that two groups in particular – day visitors and participants in commercial or Discovery tours – were much more likely to have expressed support for restrictions. Opinion on the second management action relating to the sealing of the access road into Mungo NP was comparatively more skewed with more than half (55%) of all respondents expressing opposition, a further 24% neutral, and 21% expressing support.

Prioritising Management Actions and Planning

Importance-performance analysis indicated where there was an apparent need for improvement in Mungo NP if enhancing visitor satisfaction was to be pursued as a management objective. The unresolved question, however, is what constitutes an appropriate performance target or set of targets? This is a question which the NPWS itself must resolve overall and/or in relation to specific parks, taking into account all other park management objectives and constraints.

Chapter 1

Introduction

Gazetted in 1979, Mungo National Park (NP) preserves significant World Heritage listed natural and cultural heritage values. The park is renowned for the Walls of China, a 33-kilometre long sand and clay lunette with distinctive pinnacles. It contains over 60,000 years of Aboriginal history, reflected in ancient artefacts, stone tools, fireplaces and bones. The 27,847 ha park is located in the far south-west of New South Wales, 110 km north-east of Mildura and 150km north-west of Balranald, and attracts approximately 37,000 visitors each year, with peak use during the cooler winter months. Camping, bushwalking, sightseeing, scenic driving, and photography are among the popular activities enjoyed by visitors.

During the winter and spring of 2001, the School of Leisure, Sport and Tourism at the University of Technology, Sydney (UTS), in conjunction with the Sustainable Tourism Cooperative Research Centre (STCRC) and New South Wales National Parks and Wildlife Service (NPWS), administered a questionnaire based survey of visitors at Mungo NP. The principal focus of the study was on measuring levels of visitor satisfaction both in relation to the general experience as well as to specific features at Mungo NP. The study also sought to measure how important certain facets of national parks are to the overall quality of experience, as well as motivations for visit, activities undertaken, origin of visitors, group composition, information sources used, and visitor characteristics.

Managers at Mungo NP are presently preparing a Plan of Management (POM) to guide future management of the park. Aspects related to visitor use of Mungo NP are of central concern in the POM process. Presently, little is known about characteristics of visits to the park or visitors for that matter. Data from and about park visitors is important and provides valuable input for the POM. Hence, this report presents a general overview of results from a recently completed visitor study in order to provide the NPWS with information on the characteristics of visitors and their visits. The results from this study will provide information and guidance necessary to support specific management and planning actions and strategies, and serve as baseline data to compare against future visitor studies.

Chapter 2

Study Methods

The visitor study was conducted during two periods: the first phase was from 30 June to 22 July, 2001; and the second was from 22 September to 14 October, 2001. In order to maximise response numbers in as short a time as possible, both study periods coincided with the New South Wales, Victorian and South Australian school holidays. The survey was administered according to two methods: distribution by NPWS rangers involved in the Discovery Tours program; and distribution through the park visitor centre. Much of the questionnaire design (Appendix A) was based on surveys undertaken previously in national parks throughout north-eastern New South Wales (see Griffin & Archer 2001). However, some refinement from these earlier versions was undertaken for the current study. The survey collected information on:

- number of previous visits to Mungo NP
- group size and composition
- sources of park information used before the visit
- awareness of its world heritage status
- duration of visit and location of overnight stay
- reasons for visit
- activities participated in
- individual sites visited
- importance of various national park attributes
- satisfaction with selected attributes and overall experience
- selected socio-demographic characteristics of visitors
- level of support or opposition to specific management actions.

An additional set of questions measuring visitor preferences for certain settings in national parks was also included in the survey. However, this was included as part of a separate study by researchers from the University of Queensland and therefore the results are not presented in this report.

In both periods, surveys were distributed on weekdays and weekends to further improve the representativeness of the sample. Unfortunately, the number of questionnaires administered was reduced by adverse weather conditions for a number of days during the winter survey period. For that reason the survey period was extended for a few weeks after the school holidays ended. The survey required that only one person respond on behalf of their group. A total of 519 questionnaires were distributed to visitors with 224 completed and returned by mail. A small number of questionnaires were completed and returned by respondents to a collection box within the Mungo NP visitor centre. No reminder letters were sent to respondents as no personal contact details were collected. The study method achieved an overall response rate of 43.2 percent, which is considered satisfactory. A breakdown of response rates for the total sample and by season is provided in Table 1.

Table 1. Survey response for questionnaire

	N	Response Rate (%)
Winter Survey	141	48.1
Spring Survey	83	36.7
Total Sample	224	43.2

The data were coded for entry and analysed using the Statistical Package for Social Sciences (SPSS) computer software database program. Basic descriptive statistics, frequency distributions, selected cross-tabulations, and some t-tests were computed. Readers of this report will note that references are sometimes made to statistically “significant” differences. This has been included to provide an indication of significance, and is based on tests between proportions and means of independent samples (assuming a 95% confidence level, or $p < 0.05$).

The sample size for the study was adequate and the response rates acceptable for this type of study. However, the survey results represent only visitors who visited during the time frame of the two study periods.

Chapter 3

Selected Study Results

Visitor Characteristics

Gender

Results contained in Table 2 reveal that the majority of survey respondents (57 percent) were female. Readers should, however, be aware that this does not necessarily reflect the gender composition but rather the fact that females represented the majority of those who acted as spokespersons for their groups.

Table 2. Gender of respondents

Gender	Total Sample	
	N	%
Female	119	57.2
Male	89	42.8
Total	208	100.0

Age

Overall, the most common age group of respondents was 55-74 years (Table 3). This age group accounted for 42 percent of all study respondents followed by those aged 35-54 years (42 percent). The age distribution of respondents differs markedly from that of the total Australian population as reported by the 1996 Australian Population Census.

Table 3. Age distribution of respondents

Age	Total Sample		Australian Population- 1996 Census*
	N	%	%
< 15 years	7	3.3	21.5
15-34 years	26	12.2	29.7
35-54 years	88	41.5	27.7
55-74 years	89	42.0	15.3
75+ years	2	0.9	5.8
Total	212	100.0	100.0

* Source: ABS (1996)

Education

The majority of study respondents (80 percent) had received or were undertaking a post-secondary school qualification (Table 4). These results reflect many other studies both in Australia and overseas in demonstrating that national park visitors possess higher than average levels of education when compared to the general population.

Table 4. Education level of respondents

Education	Total Sample	
	N	%
Primary School	7	3.3
Secondary School	36	16.9
Trade/Technical Certificate	22	10.3
TAFE Certificate/Diploma	35	16.4
Bachelors Degree/Diploma	64	30.0
Postgraduate Degree/Diploma	49	23.0
Total	213	100.0

Employment Status

Respondents were most commonly employed on a full-time basis (37 percent) (Table 5). Retirees accounted for 27 percent of all respondents, while those employed on a part-time or casual basis represented 18 percent.

Table 5. Employment/life status of respondents

Employment status	Total Sample	
	N	%
Home/family duties	12	5.7
Student	13	6.2
Full-time paid work	77	36.7
Part-time/casual paid work	38	18.1
Unemployed, looking for work	2	1.0
Retired, not looking for work	57	27.1
Volunteer work	1	0.5
Other	10	4.8
Total	210	100.0

Occupation

Of those who were employed either full-time, part-time or casually, 60 percent were employed in professional occupations (Table 6). Fourteen percent occupied managerial or administration positions, while 16 percent stated they were in associate professional occupations. When compared to the total Australian population, visitors to Mungo NP tended to hold higher status occupations, with 'professionals' particularly over-represented.

Table 6. Occupation of respondents

Occupation	Employed Sub-Sample		ABS-1996 Census
	N	%	%
Managers and administrators	16	13.8	9.3
Professional	70	60.3	17.1
Associate professional	18	15.5	11.3
Tradesperson and related workers	2	1.7	13.1
Production and transport workers	2	1.7	8.7
Clerical, sales and service workers	7	6.0	29.2
Labourers and related workers	1	0.9	8.7
Total	116	100.0	100.0

Country of Birth

The majority of respondents (80 percent) were born in Australia (Table 7). Among those respondents who were born overseas, 71 percent were born in countries of North-Western Europe. The country of birth of Mungo NP visitors compares closely with that of the total Australia population.

Table 7. Country of birth of respondents

Country of birth	Total Sample		ABS-1996 Census
	N	%	%
Australia	172	79.6	76.6
Oceania and Antarctica (excl. Australia)	6	2.8	2.2
North-West Europe	31	14.4	8.1
Southern and Eastern Europe	1	0.5	4.7
North-East Asia	1	0.5	1.5
Southern and Central Asia	1	0.5	0.8
Americas	3	1.4	0.9
Sub-Saharan Africa	1	0.5	0.6
North Africa and Middle East	0	0.0	1.1
South-East Asia	0	0.0	2.6
Other	0	0.0	0.5
Total	216	100.0	100.0

Main Language Spoken

For most respondents (94 percent), English is the only language they speak at home (Table 8). Of the remainder, German was most common followed by Dutch and Italian languages.

Table 8. Main language spoken at home by respondents

Main language spoken	Total Sample	
	N	%
English only	202	94.4
Dutch	3	1.4
German	5	2.3
Polish	1	0.5
Italian	2	0.9
Russian	1	0.5
Total	214	100.0

Place of Residence

Despite Mungo NP being located in the state of New South Wales, the Melbourne Metropolitan region was the most common origin of study respondents (36 percent) (Table 9). The Sydney region accounted for 18 percent of respondents, followed by the rest of Victoria (12 percent) and rest of NSW (11 percent). International tourists accounted for 6 percent of respondents and originated from nine different countries. Overall, 29 percent of respondents were from intrastate, 65 percent were from interstate, and 6 percent were from overseas.

Table 9. Normal residence of respondents

Place of normal residence	Total Sample	
	N	%
Sydney Region ^a	35	17.8
Rest of NSW	21	10.7
Melbourne Region ^b	70	35.5
Rest of Victoria	23	11.7
South Australia	12	6.1
ACT	14	7.1
Queensland	8	4.1
Other Australian States/Territories	3	1.5
International	11	5.6
Total	197	100.0

^a Sydney Region includes metropolitan area, Blue Mountains, Wollongong and Central Coast.

^b Melbourne Region includes metropolitan area, Geelong, Dandenong Ranges and Mornington Peninsula.

Sources of Pre-Visit Information

Of high importance to management of any national park are the sources of information that are available to and used by visitors. From a range of alternatives, respondents were asked to indicate the sources of park information, both formal and informal, that they used prior to their visit to Mungo NP. In recognising that visitors could have used a number of different sources, multiple responses were allowed. The most commonly used park information source was informal: 35 percent of all respondents reported that they received information from friends or relatives (Table 10).

Table 10. Sources of pre-visit park information, by selected visitor characteristics

Pre-visit park information	Total Sample		First time Visitors		Repeat Visitors	
	N	%*	N	%*	N	%*
Did not obtain any information	19	8.5	8	4.4	11	28.9
NPWS visitor centre/office	35	15.6	28	15.3	7	18.4
NPWS brochure/guidebook	40	17.9	34	18.6	6	15.8
NPWS internet site	45	20.1	42	23.0	3	7.9
State Motoring Organisation	19	8.5	16	8.7	2	5.3
Friends or relatives	78	34.8	74	40.4	2	5.3
Popular media	31	13.8	30	16.4	1	2.6
Tourist information centre	69	30.8	62	33.9	7	18.4
National Park/Tourist guidebook	52	23.2	43	23.5	9	23.7
Other sources	23	10.3	17	9.3	6	15.8

* Percentage based on number of respondents. Respondents could give multiple responses.
(First time visitors N = 183, Repeat visitors N = 38).

The most common formal sources were tourist information centres, used by 31 percent of respondents, and national parks/tourist guidebooks, used by 23 percent. In terms of NPWS provided information, 20 percent of respondents made use of the NPWS internet site, 18 percent used NPWS brochures or guides, and 16 percent used NPWS visitor centres/offices. Other sources of park information were also used by respondents. Most common among these were previous experience/knowledge and information provided by commercial tour operators.

There were statistically significant differences evident between first time and repeat visitors. First time visitors were much more likely than repeat visitors to use a wider range of information sources, most notably word of mouth as well as tourist information centres. They also made significantly more use of the NPWS internet site. Not surprisingly, repeat visitors were much more likely to have said they did not obtain any information prior to their visit when compared to those on their first visit to the park.

A noteworthy result was the relatively high proportion (20 percent) of all respondents who used the NPWS internet site. This is significantly higher than the proportion (1 percent) revealed in a similar recent study conducted by the authors of visitors at several northern NSW national parks (see Griffin & Archer, 2001). This might reflect a positive response to the recent upgrading of information on Mungo NP on the NPWS internet site, particularly when compared to the minimal information on the northern national parks.

World Heritage Awareness

Respondents were asked to indicate whether or not they were aware, prior to their visit, that Mungo NP formed part of a World Heritage Site. Respondents were simply asked to respond either “yes” or “no” to the question. Slightly more than half (55 percent) of all respondents reported that they were not aware of its world heritage status (Table 11). This may indicate that either on-site information and signage is insufficient, or ineffective, or particular sources of pre-visit information are failing to raise awareness. This is further reinforced when noting that one in four repeat visitors (26 percent) also reported that they were not aware of its world heritage status.

Table 11. Awareness of world heritage status, by selected visitor characteristics

World Heritage awareness	Total Sample		First time Visitors*		Repeat Visitors*	
	N	%	N	%	N	%
Yes	99	44.6	71	39.0	28	73.7
No	123	55.4	111	61.0	10	26.3
Total	222	100.0	182	100.0	38	100.0

* There is a significant difference (p=.000, Chi-square analysis) between first time and repeat visitors based on their awareness of the world heritage status of Mungo NP.

Formal NPWS sources of park information appeared to promote the highest levels of visitor awareness of world heritage status: 60 percent of respondents who sourced information on Mungo NP from NPWS brochures and guidebooks, and the NPWS internet site, were aware of its world heritage status (Table 12). Fifty-four percent of respondents who sourced information from NPWS visitor centres/offices were also aware. Fewer than half the respondents reported knowing of its world heritage status when sourcing information from friends or relatives (35 percent), tourist information centres (41 percent), and the popular media (45 percent).

Table 12. Awareness of world heritage status by information source

Information source	Total Sample %*
Did not obtain any information prior to visit	53
NPWS visitor centre/office	54
NPWS brochure/guidebook	60
NPWS internet site	60
State Motoring Organisation (e.g. NRMA)	53
Friends or relatives	35
Popular media	45
Tourist information centre	41
National park/tourist guidebook	50
Other sources	48

* Percentage based on number of respondents using each information source who were aware of the park's world heritage status.

Visit Characteristics

Previous Experience

Overall, most respondents (83 percent) were visiting Mungo NP for the first time (Table 13). Of those who had visited Mungo NP before, nearly three-quarters (74 percent) were visiting for the first time in the previous 12 months. Overnight visitors were slightly more likely to be repeat visitors compared to day visitors, although the difference was not statistically significant.

Table 13. Previous visits to Mungo NP, by selected visit characteristics

Previous visits	Total Sample		Day Visitors		Overnight Visitors	
	N	%	N	%	N	%
Never visited before	183	82.1	69	86.3	114	80.3
Once in last 12 months	30	13.5	9	11.3	20	14.1
2-3 times in last 12 months	9	4.0	2	2.5	7	4.9
6-10 times in last 12 months	1	0.4	0	0.0	1	0.7
Total	223	100.0	80	100.0	142	100.0

Length and Location of Stay

A total of 64 percent of all respondents stayed overnight in the park while 18 percent stayed for a maximum of 8 hours, 17 percent stayed for half a day, and 1 percent stayed for less than 2 hours (Table 14). Table 15 shows that of those who did stay overnight, a clear majority (65 percent) stayed at Main Camp while 15 percent stayed just outside the park boundary at Mungo Lodge. Overnight visitors stayed on average 1.9 nights and the most common number of nights stayed was 2 nights (47 percent). The maximum number of nights stayed was 7 nights (Table 16).

Table 14. Length of stay of respondents

Length of stay	Total Sample	
	N	%
Short stop (Less than 2 hours)	2	0.9
Half day (2 to 4 hours)	37	16.7
All day (4 to 8 hours)	41	18.5
Overnight	142	64.0
Total	222	100.0

Table 15. Accommodation location of overnight visitors

Accommodation location	Total Sample	
	N	%
Main Camp	92	65.2
Belah Camp	8	5.7
Shearer's Quarters	20	14.2
Mungo Lodge	21	14.9
Total	141	100.0

Table 16. Number of nights stayed in Mungo NP

Number of nights stayed	Total Sample	
	N	%
1 night	51	38.3
2 nights	62	46.6
3 nights	13	9.8
4-7 nights	7	5.3
Total	133	100.0

Total overnight visitor sample: Mean = 1.9 nights

Group Size

The majority of respondents (76 percent) were travelling in groups of between 1 and 5 people (Table 17). There was a statistically significant difference between the average group size for day visitor (7.9 people) and that of overnight visitor groups (4.8 people). The higher average group size of day visitor groups was probably influenced to some extent by their greater rate of participation in commercial tours.

Table 17. Group size, by selected visit characteristics

People per group	Total Sample		Day Visitors		Overnight Visitors	
	N	%	N	%	N	%
One or two	88	39.5	23	28.8	65	45.8
Three to five	81	36.3	30	37.5	51	35.9
Six to ten	26	11.7	13	16.3	13	9.2
More than ten	28	12.6	14	17.5	13	9.2
Total	223	100.0	80	100.0	142	100.0

Total sample: Mean = 6.1 people Median = 3.0 people

Day visitors: Mean = 7.9 people* Median = 4.0 people

Overnight visitors: Mean = 4.8 people* Median = 3.0 people

* Mean number of people per group for day and overnight visitors are statistically different at the $p < .05$ level.

Group Composition

Most respondents (81 percent) were travelling with family and/or friends, with 12 percent travelling as part of a commercial tour group, and 5 percent as part of an organised club group (Table 18). Statistically significant differences were evident in the composition of visitor groups depending on whether they were day or overnight visitors. Day visitors were more likely to be travelling as part of a commercial tour group (28 percent) compared to overnight visitors (4 percent). Overnight visitors were more likely to be travelling with family and/or friends (90 percent) than were day visitors (65 percent).

Table 18. Group composition, by selected visit characteristics

Group composition	Total Sample		Day Visitors*		Overnight Visitors*	
	N	%	N	%	N	%
Alone	2	0.9	0	0.0	2	1.4
With family and/or friends	179	80.6	52	65.0	127	90.1
Part of commercial tour	27	12.2	22	27.5	5	3.5
Part of club/organisation	11	5.0	4	5.0	6	4.3
Part of school group	2	0.9	1	1.3	1	0.7
Other	1	0.5	1	1.3	0	0.0
Total	222	100.0	80	100.0	141	100.0

* There is a significant difference ($p = .000$, Chi-square analysis) between day and overnight visitors based on their group composition.

Number of Vehicles Travelled in by Visitor Groups

Overall, the majority of respondent visitor groups (79 percent) travelled to Mungo NP in 1 vehicle with an additional 14 percent travelling in 2 vehicles. The maximum number of vehicles used by any group was 11 and the average was 1.4 vehicles. On average, overnight visitor groups travelled to the park in a greater number of vehicles (1.5 vehicles) compared to day visitors (1.2 vehicles), the difference being statistically significant. The average number of persons per vehicle was 4.4.

Activity Participation

Visitors participated in a range of activities while visiting Mungo NP. Eighty-five percent of all respondents participated in sightseeing and 80 percent engaged in wildlife/plant viewing (Table 19). Other popular activities, in which at least 50 percent of all respondents participated, included photography (76 percent), self-guided drive tour (69 percent), bushwalking (58 percent), picnic/BBQ (53 percent), and resting/relaxing (50 percent). Overnight visitors more frequently reported participating in activities such as bushwalking, resting/relaxing, socialising, camping, self-guided drive touring, and four wheel driving than did day visitors.

Table 19. Activities participated in by respondents

Activities participated in	Total Sample		Day Visitors		Overnight Visitors	
	N	%*	N	%*	N	%*
Sightseeing	191	85	63	79	128	90
Wildlife/plant viewing	178	80	56	70	122	86
Photography	171	76	59	74	112	79
Self-guided drive tour	155	69	42	53	113	80
Bushwalking	130	58	33	41	97	68
Picnic/BBQ	119	53	44	55	75	53
Resting and relaxing	111	50	17	21	94	66
Camping	107	48	0	0	106	75
Discovery tour	103	46	42	53	60	42
Socialising	54	24	11	14	43	30
Four wheel driving	54	24	10	13	44	31
Commercial tour	29	13	21	26	7	5
Cycling	4	2	0	0	4	3
Research	1	<1	1	1	0	0
Painting	1	<1	0	0	1	1

* Percentage based on number of respondents. Respondents could give multiple responses.
(Day visitor N = 80, Overnight visitor N = 142).

In addition, respondents were asked to consider the range of activities their group had engaged in and identify the one they considered to be the *main* activity. Sightseeing was the most commonly identified main activity (21 percent), followed by self-guided drive tour (18 percent), and discovery tour (12 percent) (Table 20). Twenty-seven percent of respondents did not identify a main activity.

Table 20. Main activities participated in by respondents, by selected visit characteristics

Stated main activity	Total Sample		Day Visitors		Overnight Visitors	
	N	%	N	%	N	%
Sightseeing	48	21.4	19	23.8	29	20.4
Self-guided drive tour	40	17.9	10	12.5	30	21.1
Discovery tour	27	12.1	17	21.3	9	6.3
Camping	15	6.7	0	0.0	15	10.6
Wildlife/plant viewing	15	6.7	4	5.0	11	7.7
Bushwalking	8	3.6	3	3.8	5	3.5
Resting and relaxing	4	1.8	0	0.0	4	2.8
Photography	3	1.3	2	2.5	1	0.7
Commercial tour	3	1.3	2	2.5	1	0.7
Four wheel driving	1	0.4	0	0.0	1	0.7
<i>Did not specify a main activity</i>	60	26.8	23	28.8	36	25.4
Total	224	100.0	80	100.0	142	100.0

Sites Visited in Park

The most visited site at Mungo NP was the Visitor Centre (98 percent), followed by the Walls of China (92 percent), and Mungo Woolshed (84 percent) (Table 21). Mungo Tank, Foreshore Nature Walk, and the Day Use Area and Lookout near Main Camp were the sites visited by the fewest groups.

Table 21. Sites visited and time spent at sites

Site	Percent who visited site	Median time spent	Minimum time spent	Maximum time spent
Visitor Centre	98	30 minutes	10 minutes	6 hrs
Walls of China	92	60 minutes	5 minutes	5 hrs
Mungo Woolshed	84	30 minutes	10 minutes	4 hrs
Zanci Homestead	52	18 minutes	10 minutes	2 hrs
Round Tank	50	9 minutes	5 minutes	2 hrs
Vigars Well	49	30 minutes	5 minutes	3 hrs
Mallee Stop & Nature Walk	45	30 minutes	10 minutes	2.5 hrs
Day Use Area (next to Visitor Centre)	35	30 minutes	10 minutes	3 hrs
Rosewood Rest	34	12 minutes	10 minutes	1 hr
Grassland Nature Walk	34	38 minutes	15 minutes	2 hrs
Foreshore Nature Walk	32	60 minutes	10 minutes	6 hrs
Day Use Area & Lookout (near Main Camp)	32	30 minutes	10 minutes	2.5 hrs
Mungo Tank	30	9 minutes	10 minutes	1 hr

Importance of Reasons for Visit

Respondents were presented with a list of 11 possible motives for visiting Mungo NP and asked to indicate, along a 5-point scale where 1=not important and 5=extremely important, how important each reason was to them. Table 22 presents information on the relative importance of each motive by ranking them in descending order based on their mean score, with those motives recording the highest mean scores considered by respondents to be more important than those with lower scores. Overall, more than 75 percent of respondents rated the following reasons as extremely or very important (points 4 and 5 on the scale): to see the sights, to enjoy nature and the outdoors, to learn about the cultural history of the area, to be close to nature, and to learn about native animals and plants. In contrast, to be alone was rated extremely or very important as a reason for visiting Mungo NP by the fewest respondents (10 percent), followed by developing personal skills and abilities (13 percent).

A particularly noteworthy result was the relatively high importance attached by most visitors to learning about two aspects of the park in particular: the cultural history of the area and the native animals and plants found within Mungo NP. This contrasts sharply with recent findings from similar studies completed by the authors at eight northern NSW national parks (Griffin & Archer 2001). These other studies showed that similar 'learning' motivations were considered important by a much smaller proportion of visitors, ranging from at most 40 percent to only 12 percent of respondents in a particular park. The relatively high importance attached by most Mungo NP visitors to actively learning about the cultural history of the area emerges as a very distinctive feature of this park, and provides a point of contrast to other national parks previously studied by UTS.

Table 22. Reasons for visit to Mungo NP

Reasons for visit*	N	Mean	Total Sample				
			Percent of respondents by response category**				
			1	2	3	4	5
To see the sights	213	4.6	0.9	0.0	4.7	30.5	63.8
To enjoy nature and the outdoors	208	4.4	0.5	1.0	8.2	35.1	55.3
To learn about the cultural history of the area	221	4.4	0.0	2.7	10.9	33.0	53.4
To be close to nature	201	4.2	2.5	2.5	13.4	39.3	42.3
To learn about native animals and plants	211	4.1	0.5	3.3	19.9	35.1	41.2
To engage in recreational activities	194	3.2	9.8	16.0	31.4	32.0	10.8
To be with family and friends	194	3.2	18.0	11.3	27.3	22.7	20.6
To rest and relax	193	3.0	14.0	17.6	31.6	24.9	11.9
To be physically active	192	2.9	12.5	22.9	35.9	19.3	9.4
To develop my personal skills and abilities	192	2.1	37.0	30.2	20.3	6.8	5.7
To be alone	189	2.0	51.3	15.9	22.8	5.8	4.2

* Rank ordered by total sample mean scores. Higher mean scores indicate greater importance placed on the reason.

** Responses based on 5-point scale: 1 = not important, 2 = of little importance, 3 = somewhat important, 4 = very important, 5 = extremely important.

In the present study, t-test analyses showed that significant differences between day and overnight visitor groups existed in relation to certain reasons for visiting. Compared to day visitor groups, overnight visitors attached significantly higher importance to visiting Mungo NP for the purposes of resting and relaxing, enjoying nature and the outdoors, engaging in recreational activities, and being physically active (Table 23).

Table 23. Reasons for visit to Mungo NP, by selected visit characteristics

Reason for visit*	Day Visitors		Overnight Visitors		Significant at the p<.05 level
	N	Mean	N	Mean	
To see the sights	75	4.5	137	4.6	.143
To enjoy nature and the outdoors	72	4.3	135	4.5	.019
To learn about the cultural history of the area	78	4.5	142	4.3	.156
To be close to nature	67	4.0	133	4.2	.129
To learn about native animals and plants	72	4.2	138	4.1	.576
To engage in recreational activities	64	2.9	129	3.3	.026
To be with family and friends	65	3.1	128	3.2	.406
To rest and relax	63	2.5	129	3.3	.000
To be physically active	62	2.7	129	3.0	.048
To develop my personal skills and abilities	61	2.2	130	2.2	.994
To be alone	62	1.8	126	2.0	.231

Note: Cells with shading denote statistically significant differences (p<.05) between subgroups for the importance of specific reasons.

Importance of Various National Park Attributes

Respondents were asked to rate the importance they ascribe to a list of twenty-five national park attributes and facilities. Ratings of importance were measured using a five-point scale where 1=not important and 5=extremely important. Although the intention was for this question to relate to national parks in general, rather than Mungo NP specifically, it appears that, similar to visitor studies recently conducted by the researchers in other national parks in NSW, the importance ratings ascribed by respondents were influenced to a degree by the level and quality of park attributes found at Mungo NP and the specific type of experience being sought.

Table 24 ranks all attributes in descending order of importance with those attributes recording mean scores closer to 5.0 considered of higher importance than those with lower mean scores. A mean score of less than 3.0 would indicate that, on average, the attribute was rated as less than ‘somewhat important’. At least three-quarters of all respondents rated 12 of the 25 attributes listed as extremely or very important. Considered of highest importance to visitors were absence of litter, unspoiled natural environment, unique scenery and natural features, opportunities to see native wildlife, and behaviour of other visitors. These attributes were also found to be highly important to visitors in recent similar studies conducted at other national parks in New South Wales. Respondents also rated opportunities to see native flora, peaceful and quiet atmosphere, interpretive information about the cultural history of the area, maps and directional signage, interpretive information about plants and animals, pre-visit park information available, and clean, well-maintained toilets as important to their park experience. These attributes represent those areas where management needs to ensure either a high level of quality is maintained or visitor expectations are managed appropriately. Those attributes of lowest importance to respondents included sealed access roads, shower facilities and firewood supply.

Table 24. Importance of selected national park attributes

Attribute*	N	Mean	Total Sample				
			Percent of respondents by response category**				
			1	2	3	4	5
Absence of litter/rubbish	214	4.8	0.5	0.5	1.4	13.1	84.6
Scenery and unique natural features	212	4.7	0.0	0.0	3.3	25.0	71.7
Unspoiled natural environment	214	4.7	0.0	0.5	6.5	18.2	74.8
Opportunities to see native wildlife	214	4.5	0.0	0.5	8.9	34.1	56.5
Behaviour of other visitors	213	4.5	0.9	2.3	10.3	22.5	63.8
Peaceful and quiet atmosphere	213	4.4	0.0	2.3	12.2	26.8	58.7
Opportunities to see native flora	215	4.4	0.0	0.9	10.2	34.9	54.0
On-park information about cultural history	215	4.4	0.0	1.9	12.6	34.4	51.2
On-park maps and directional signage	213	4.3	0.0	3.8	11.7	35.7	48.8
On-park information on plants and animals	214	4.2	0.5	0.9	18.2	36.4	43.9
Availability of pre-visit parks information	212	4.2	0.0	2.8	16.0	39.2	42.0
Clean and well-maintained toilets	214	4.1	1.4	3.3	20.6	31.8	43.0
Well-maintained park facilities	212	3.9	0.5	6.1	26.9	36.3	30.2

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Range of easy walking tracks	215	3.9	2.8	2.8	27.4	40.5	26.5
Well-maintained walking tracks	212	3.8	2.8	5.2	30.2	36.3	25.5
Drinking water supplied	212	3.6	5.7	11.3	31.6	22.2	29.2
Not too many other people	210	3.5	2.4	11.0	40.0	24.3	22.4
Visitor centre in parks	214	3.4	3.7	12.6	38.3	26.2	19.2
Presence of rangers and other staff	212	3.4	3.8	11.8	40.6	29.2	14.6
Range of challenging walking tracks	210	3.3	6.7	14.3	34.3	30.0	14.8
Shelters from weather	210	2.9	11.9	21.4	37.6	19.5	9.5
Picnic tables	214	2.7	15.4	24.8	37.9	15.9	6.1
Firewood supplied	205	2.5	23.4	26.3	31.2	11.2	7.8
Shower facilities	208	2.5	25.5	22.1	37.5	11.5	3.4
Sealed access roads	210	2.3	26.7	31.9	30.5	5.7	5.2

* Rank ordered by total sample mean scores. Higher mean scores indicate greater importance placed on the attribute.

** Responses based on 5-point scale: 1 = not important, 2 = of little importance, 3 = somewhat important, 4 = very important, 5 = extremely important.

T-tests were performed on each of the 25 attributes to see whether any significant differences in ratings of importance emerged between day and overnight visitor groups (Table 25). Results indicate differences were relatively few. For example, day visitors rated visitor centres, weather shelters, and sealed access roads as significantly more important than did overnight visitor groups. Overnight visitors on the other hand rated unspoiled natural environment, peaceful and quiet atmosphere, shower facilities, and firewood supply as more important when compared to day visitors.

Table 25. Importance of selected national park attributes, by selected visit characteristics

Attribute*	Day Visitors		O'night Visitors		Significant at p<.05 level
	N	Mean	N	Mean	
Absence of litter/rubbish	75	4.9	138	4.8	.167
Scenery and unique natural features	75	4.7	137	4.7	.766
Unspoiled natural environment	75	4.5	138	4.8	.007
Opportunities to see native wildlife	75	4.5	138	4.5	.771
Behaviour of other visitors	75	4.5	138	4.5	.736
Peaceful and quiet atmosphere	75	4.2	138	4.5	.011
Opportunities to see native flora	75	4.4	138	4.4	.793
On-park information about cultural history	75	4.4	138	4.3	.767
On-park maps and directional signage	75	4.3	138	4.3	.818
On-park information on plants and animals	75	4.3	138	4.2	.265
Availability of pre-visit parks information	74	4.2	138	4.2	.958
Clean and well-maintained toilets	74	4.2	138	4.1	.155
Well-maintained park facilities	75	3.9	138	3.9	.943
Range of easy walking tracks	75	4.0	138	3.8	.158
Well-maintained walking tracks	74	3.9	137	3.7	.176
Drinking water supplied	74	3.5	138	3.6	.347
Not too many other people	75	3.4	138	3.6	.210
Visitor centre in parks	75	3.7	138	3.3	.038
Presence of rangers and other staff	75	3.4	137	3.4	.578
Range of challenging walking tracks	74	3.3	138	3.3	.872
Shelters from weather	74	3.2	138	2.8	.036
Picnic tables	75	2.9	138	2.6	.052
Firewood supplied	73	2.1	138	2.8	.000
Shower facilities	74	2.0	138	2.7	.000
Sealed access roads	74	2.5	138	2.2	.042

Note: Cells with shading denote statistically significant differences (p<.05) between subgroups for importance ratings on specific attributes

Visitor Satisfaction

As a measure of overall satisfaction respondents were asked to describe their feelings about their visit to Mungo NP taking into account the activities they undertook, the experiences they had and the facilities they used. A seven-point scale was used with descriptors ranging from terrible (1) to delighted (7). Overall, respondents appeared satisfied with their visit. Forty-seven percent of all respondents were delighted with their visit and 40 percent were pleased (Table 26). Eight percent of respondents were mostly satisfied, 4 percent had mixed feelings and 1 percent were either mostly dissatisfied or unhappy with their visit. None reported feeling terrible about their visit to Mungo NP. Differences in satisfaction ratings between day and overnight visitors were not statistically significant.

Table 26. Overall satisfaction with visit, by selected visit characteristics

Satisfaction overall	Total Sample		Day Visitors		Overnight Visitors	
	N	%	N	%	N	%
Terrible	0	0.0	0	0.0	0	0.0
Unhappy	1	0.5	0	0.0	1	0.7
Mostly dissatisfied	1	0.5	1	1.3	0	0.0
Mixed	9	4.2	3	3.9	6	4.4
Mostly satisfied	17	7.9	7	9.2	9	6.6
Pleased	86	40.0	31	40.8	54	39.4
Delighted	101	47.0	34	44.7	67	48.9
Total	215	100.0	76	100.0	137	100.0

As an additional indication of overall satisfaction, visitors were asked whether they would recommend Mungo NP to their friends, family or others. Nearly all respondents (99 percent) indicated they would recommend Mungo NP as a place to visit to their family and friends. Two respondents said they would not recommend Mungo NP to others because of recent rises in park fees.

Satisfaction with Specific Park Features

Respondents were also asked to express their level of satisfaction with a set of 25 park attributes and facilities specific to Mungo NP, using a five-point scale where 1=very dissatisfied and 5=very satisfied. A “did not use/not applicable” option was also provided. This question provides park managers with much more detailed information which can be used to prioritise actions and the allocation of resources, particularly when combined with the data on the importance of those attributes and facilities to visitors reported in Section F. Section I deals with the issue of combining importance and satisfaction data as a means of guiding management actions.

Table 27 ranks all attributes in descending order of visitor satisfaction based on mean scores. Higher mean scores suggest relatively greater levels of visitor satisfaction with these attributes while lower mean scores indicate relatively lower satisfaction levels. Three-quarters of all respondents reported they were very satisfied or satisfied with 17 of the 25 attributes at Mungo NP. The attributes with which respondents were most satisfied are, arguably, the primary attractors: the natural environment, scenery and views, and opportunities to see native wildlife and flora. A number of attributes which can be influenced directly by planning and management actions also rated highly: most notably the condition of park facilities, the amount of rubbish and litter, the visitor centre, picnic tables, shower facilities and the cleanliness and condition of toilets. Slightly lower levels of satisfaction were recorded for interpretive information on the cultural history of Mungo and surrounds, behaviour of visitors, condition of walking tracks, and interpretive information on plants and animals.

Table 27. Satisfaction with selected Mungo NP attributes

Attribute*	N	Mean	Total Sample				
			Percent of respondents by response category**				
			1	2	3	4	5
Scenery and unique natural features	210	4.8	0.0	0.0	1.0	16.2	82.9
Condition of park facilities	209	4.6	0.0	0.0	1.4	32.5	66.0
Peaceful and quiet atmosphere	210	4.6	0.0	0.5	1.4	32.9	65.2
Amount of litter/rubbish	208	4.6	0.0	1.4	2.9	26.4	69.2
Opportunities to see native wildlife	206	4.6	0.0	0.5	6.3	27.2	66.0
Opportunities to see native flora	208	4.6	0.0	0.5	5.8	30.3	63.5
Cleanliness and condition of toilets	203	4.6	0.5	2.0	3.4	28.1	66.0
Condition of walking tracks	196	4.5	0.0	0.5	4.1	36.2	59.2
Visitor centre	212	4.5	0.0	0.9	6.1	36.8	56.1

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Unspoiled condition of natural environment	209	4.5	0.5	1.0	6.7	34.4	57.4
Number of picnic tables	180	4.4	0.0	2.2	8.9	33.9	55.0
Behaviour of other visitors	207	4.4	0.0	1.9	9.2	38.2	50.7
Shower facilities	111	4.4	0.9	2.7	16.2	20.7	59.5
Range of easy walking tracks	197	4.3	0.0	1.0	12.7	40.1	46.2
Information on cultural history of park	212	4.3	1.4	5.7	6.1	34.9	51.9
Maps and directional signage	206	4.3	1.0	4.9	7.8	38.8	47.6
Numbers of other people in park	208	4.2	0.0	2.4	14.9	45.7	37.0
Information on plants and animals	207	4.2	1.4	5.8	10.6	39.1	43.0
Drinking water supply	134	4.1	0.0	4.5	19.4	37.3	38.8
Shelters from weather	137	3.9	0.0	4.4	33.6	27.7	34.3
Firewood supply	99	3.9	4.0	6.1	26.3	25.3	38.4
Availability of pre-visit park information	137	3.9	1.5	8.7	18.9	41.8	29.1
Presence of rangers and other staff	187	3.9	1.6	9.1	24.1	33.2	32.1
Access roads	154	3.6	2.6	5.8	42.9	29.2	19.5
Range of challenging walking tracks	115	3.5	5.2	7.0	36.5	36.5	14.8

* Rank ordered by total sample mean scores. Higher mean scores indicate greater satisfaction with the attribute.

** Responses based on 5-point scale: 1 = very dissatisfied, 2 = dissatisfied, 3 = neither satisfied nor dissatisfied, 4 = satisfied, 5 = very satisfied.

T-tests were performed on the 25 park attributes to see whether there were any significant differences in satisfaction ratings based on whether respondents were day or overnight visitors (Table 28). This analysis showed that for the majority of park attributes, satisfaction ratings did not vary between day and overnight visitor groups to any great extent, and only two exceptions emerged: overnight visitors were significantly more satisfied than day visitors with the shower facilities, while day visitors expressed higher satisfaction with the range of challenging walking tracks when compared to overnight visitor groups.

Table 28. Satisfaction with selected Mungo NP attributes, by selected visit characteristics

Attribute*	Day Visitors		Overnight Visitors		Significant at p<.05 level
	N	Mean	N	Mean	
Scenery and unique natural features	73	4.9	135	4.8	.289
Condition of park facilities	72	4.6	135	4.7	.575
Peaceful and quiet atmosphere	70	4.6	138	4.7	.511
Amount of litter/rubbish	70	4.7	136	4.6	.785
Opportunities to see native wildlife	68	4.5	136	4.6	.211
Opportunities to see native flora	68	4.5	138	4.6	.645
Cleanliness and condition of toilets	71	4.6	130	4.6	.830
Condition of walking tracks	65	4.5	129	4.6	.255
Visitor centre	72	4.4	138	4.5	.424
Unspoiled condition of natural environment	73	4.5	134	4.5	.441
Number of picnic tables	66	4.4	112	4.4	.969
Behaviour of other visitors	71	4.3	134	4.4	.424
Shower facilities	13	3.8	98	4.4	.014
Range of easy walking tracks	64	4.3	131	4.3	.732
Information on cultural history of park	72	4.4	138	4.3	.458
Maps and directional signage	70	4.1	134	4.4	.053
Numbers of other people in park	71	4.2	135	4.2	.962
Information on plants and animals	70	4.2	136	4.2	.741
Drinking water supply	31	4.0	101	4.1	.631
Shelters from weather	44	4.0	91	3.9	.804
Firewood supply	10	3.5	89	3.9	.261
Availability of pre-visit park information	66	3.8	129	3.9	.243
Presence of rangers and other staff	59	3.9	126	3.8	.549
Access roads	52	3.9	100	3.6	.967
Range of challenging walking tracks	34	3.9	80	3.3	.010

Note: Cells with shading denote statistically significant differences (p<.05) between subgroups for satisfaction with specific attributes.

General Comments

The questionnaire provided respondents with the opportunity to give additional comments on any aspect of their visit. Unedited responses and comments are contained in Appendix B of this report. Those who provided general comments on their visit to Mungo NP touched on a wide range of issues relating to the management of the park and its visitors. On close examination of the comments, it became evident that a few recurring key themes were identified by many respondents. Following (in no particular order) are those management themes which were most commonly remarked upon:

- Both support and opposition to the sealing of access roads into Mungo national park;
- Support for employing more Aboriginal rangers and tour guides;
- Observations of inappropriate behaviour of some park visitors, including not complying with requests to remove shoes at the Walls of China and noisy behaviour at the Main Camp;
- A perceived lack of staff and rangers in the park’s Visitor Centre;
- The need for more information and signage on cultural and natural features in the park;
- An awareness among visitors of the need to protect Aboriginal culture and heritage in the park;
- The inadequacy of warnings from NPWS on road closures in the park resulting from wet weather; and
- Guided tours (both commercial and NPWS discovery) were praised.

Specific Management Actions at Mungo NP

Questions were included in the survey asking respondents to indicate their support or opposition for two possible management actions. Visitors were asked to indicate their level of agreement with statements relating to those management actions on a five-point scale, where 1=strongly disagree and 5=strongly agree. In response to the statement, “*In order to protect significant Aboriginal sites, people should only be able to visit the ‘Walls of China’ on a guided tour*”, 43 percent of all respondents either disagreed or strongly disagreed with this statement, 38 percent agreed or strongly agreed with it, and 19 percent were neutral (Table 29).

Cross-tabulations with chi-square tests were conducted to determine if there were any significant differences in opinions based on three independent variables: length of visit, previous experience in Mungo NP, and guided tour participation. Results indicated there were significant differences in opinions depending on length of visit and guided tour participation, but not for previous experience in Mungo NP. Day visitors, for example, were significantly more supportive (49 percent agreed or strongly agreed) of restricting access to the Walls of China to guided tours only compared to overnight visitors (32 percent). Visitors’ opinions on this issue were even more significantly affected according to whether or not they had participated in a guided tour while visiting the park. Support for restrictions on access to the Walls of China was significantly higher among those respondents who had participated in a discovery or commercial tour during their visit (56 percent) compared to independent visitors (23 percent).

Table 29. Respondents opinions on restricting access at Walls of China to guided tours only

Restricted access to Walls of China	Strongly disagree (%)	Disagree (%)	Neutral (%)	Agree (%)	Strongly agree (%)
All respondents	16.4	26.3	19.2	16.4	21.6
Day visitor*	11.1	22.2	18.1	12.5	36.1
Overnight visitor	19.4	28.8	20.1	18.0	13.7
Participated in discovery/ commercial tour*	10.9	14.7	18.6	20.9	34.9
Did not participate in discovery/ commercial tour	20.4	36.9	20.4	10.7	11.7

* Denotes statistically significant differences (p<.05) between subgroups based on percentages

The second possible management action on which the opinions of respondents sought related to the statement, “*The road to Mungo NP should be sealed with bitumen*”. Using the same five-point scale as above, results in Table 30 reveal that more than half (55 percent) of all respondents opposed sealing the road. A further twenty-four percent were neutral on the issue, while only 21 percent expressed support.

Again, cross-tabulations with chi-square tests were conducted to determine if there were any significant differences in opinions on this hypothetical management action based on two independent variables: length of visit and previous experience in Mungo NP. Results indicated there were no significant differences in opinions depending on either length of visit or previous experience in Mungo NP.

Table 30. Respondents opinions on sealing the access road into Mungo NP

Sealing access road into Mungo NP	Strongly disagree (%)	Disagree (%)	Neutral (%)	Agree (%)	Strongly agree (%)
All respondents	29.4	25.7	24.3	14.0	6.5

Prioritising Management Actions and Planning

This section presents a data analysis method that provides guidance for management in prioritising their actions and making appropriate and well informed planning decisions (Oh 2001). It does so by linking the satisfaction data with data on the importance visitors place on certain aspects of a national park experience. This method is known as importance-performance analysis (IPA), with performance in this case being measured by visitor satisfaction. The method has been applied to indicate where actions to improve the current level of performance might be required. IPA does not, however, indicate precisely what form of action is needed to improve levels of visitor satisfaction (performance), and it is up to park management to determine what is most appropriate in the circumstances.

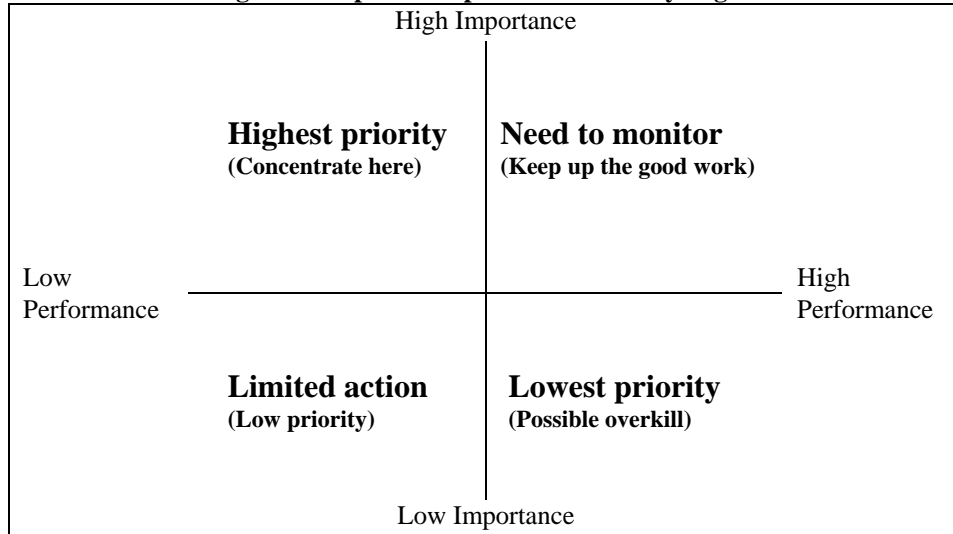
IPA combines measures of attribute importance and performance and plots them on a two-dimensional grid divided into four quadrants, with importance variables forming the vertical axis and performance (satisfaction) variables forming the horizontal axis. The perceived importance and performance of each park attribute is measured through the calculation of average scores which are then plotted on the grid. Presentation of results on an importance-performance grid (Figure 1) allows easier management interpretation of the data and increases their usefulness in optimising management and planning decisions at the strategic and site (destination) levels.

Interpretation of the grid is straightforward. In the upper right quadrant (I) are variables that are considered by visitors to be of high importance and have a high level of performance (satisfaction). This quadrant is usually referred to as “keep up the good work” and items can be considered as major strengths of the particular site (destination). An attribute located in this quadrant, however, needs to be monitored by management regularly to ensure performance (satisfaction) is maintained. In the upper left quadrant (II), referred to as “concentrate here”, are variables considered to be of high importance but rated low in terms of current performance (satisfaction). These variables can be considered major weaknesses requiring high management priority so that satisfaction levels are improved.

The lower left quadrant (III), referred to as “low priority”, contains variables that are of low importance and low performance (satisfaction). These attributes are considered minor weaknesses, and while management should be aware, they do not need to invest considerable amounts of resources to improving satisfaction given their low importance. Finally, in the lower right quadrant (IV), referred to as “possible overkill”, are variables that are performing well, and hence can be considered minor strengths, but they are considered not important by visitors. It may indicate that management has directed too many resources to these attributes in the past.

The position within a quadrant is also significant in interpreting the results of this analysis. The closer an attribute is to an outer corner of the grid the clearer are the implications for action. This is particularly so in relation to the upper left quadrant. A position close to the upper left corner would mean that the attribute is of very high importance but is performing very poorly. This would signal an urgent need for substantial improvement. Conversely, the closer an attribute is to the centre of the grid the more ambiguous is its position. The use of importance-performance grids does, however, require careful consideration in relation to the construction of the grid. The positioning of the axes representing importance and performance (satisfaction) data is not necessarily straightforward and requires a subjective judgment on the part of the researcher or manager as to where to locate them. Different methods will result in different outcomes in terms of the final positioning of attributes in one of the four quadrants. The approach most commonly used is to divide both the importance and performance (satisfaction) dimensions of the grid at the average score for all attributes. Using this method, managers and planners are more assured that the attributes are relatively equally divided into more and less important attributes and that items do not cluster into one half or quadrant of the importance-performance grid. It is also important to note that the positioning of the grid axes is indicative of an attributes’ relative rather than absolute performance, thus signalling areas most in need of improvement, even though in most cases, performance might be satisfactory.

Figure 1. Importance-performance analysis grid

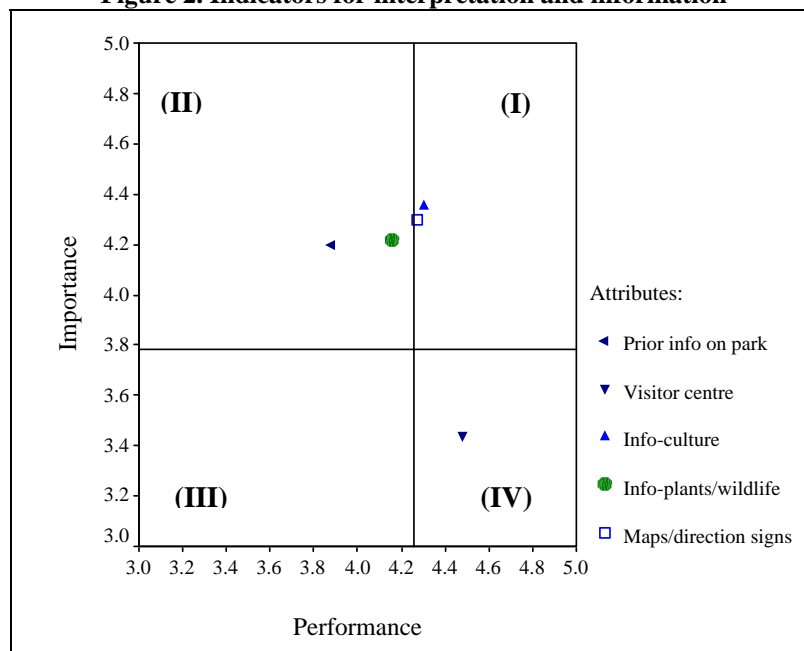


For this study, three importance-performance grids were developed, with each grid highlighting management strengths and areas of concern in relation to three distinct managerial foci. The three foci relate to interpretation and information, environment and experience, and facility maintenance. The survey measured five park attributes relating to interpretation and information, ten relating to environmental and experience attributes, and ten relating to facility and maintenance aspects.

Interpretation and Information

Five park attributes relating to interpretation and information were measured for both importance and performance. Two of the 5 interpretation and information attributes in Mungo NP fell into the “concentrate here” quadrant (Figure 2). The availability of on-park information in relation to plants and animals, and the availability of pre-visit information on Mungo NP were identified as attributes where park managers should direct most of their attention to improving visitor satisfaction levels. Two attributes, maps and directional signage, and on-park information on the cultural history of the area, fell into the “keep up the good work” quadrant, however they are close to quadrant II. One item, visitor centre, fell into the “possible overkill” quadrant indicating that although visitors expressed high satisfaction, it was considered to be of relatively low importance. Thus, while information for visitors is obviously considered important by most people, it would appear that a visitor centre is not necessarily considered to be the most appropriate medium for ‘delivering’ this information.

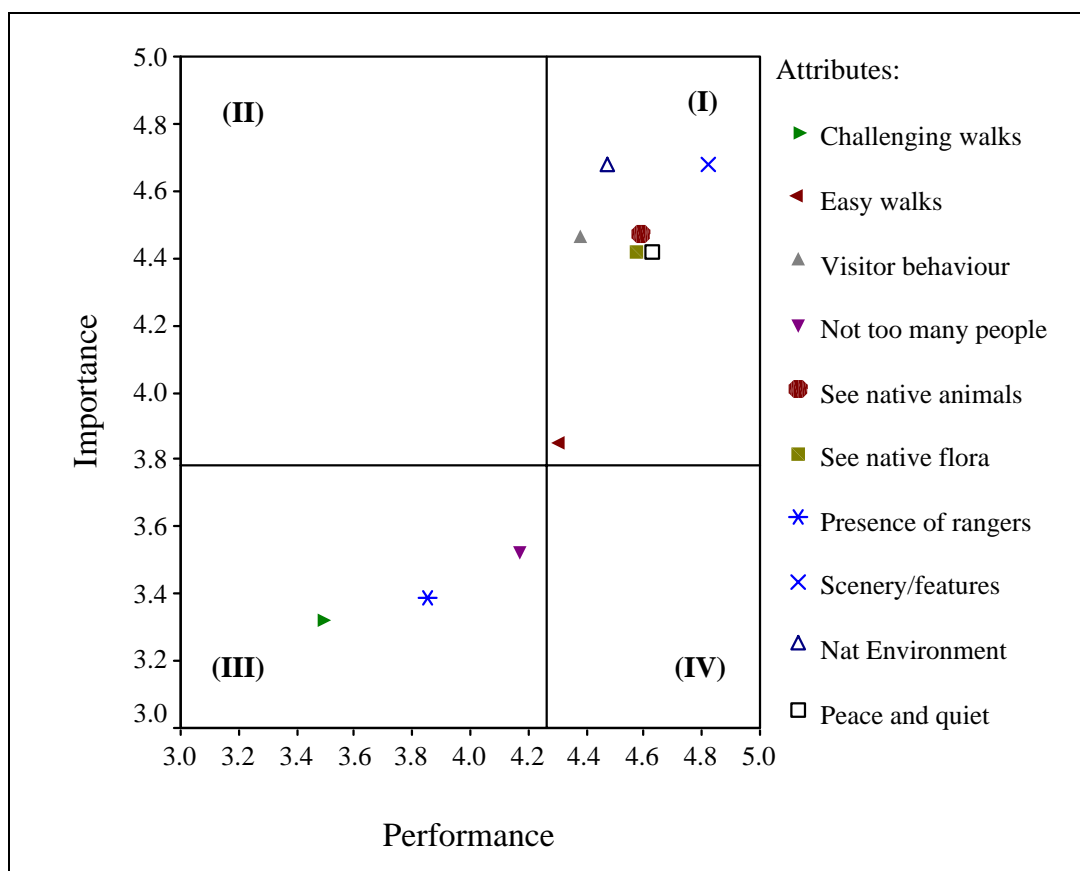
Figure 2. Indicators for interpretation and information



Environment and Experience

Ten park attributes relating to environmental and experiential dimensions of the visit were measured for both importance and performance. No items fell into the “concentrate here” quadrant (Figure 3), while the following seven items fell into the “keep up the good work” quadrant: scenery and unique natural features, peace and quiet, opportunities to see both native flora and fauna, unspoiled natural environment, range of easy walking tracks, and behaviour of other visitors. The position of ‘visitor behaviour’ close to the vertical axis suggests that it needs to be closely monitored. The position of ‘range of easy walking tracks’ on the satisfaction scale is similarly marginal although it could be considered of less concern currently given its marginal position in relation to the importance scale. No attributes were in the “possible overkill” quadrant while three items, namely, range of challenging walking tracks, presence of rangers, and encountering not too many other people fell into the “low priority” quadrant.

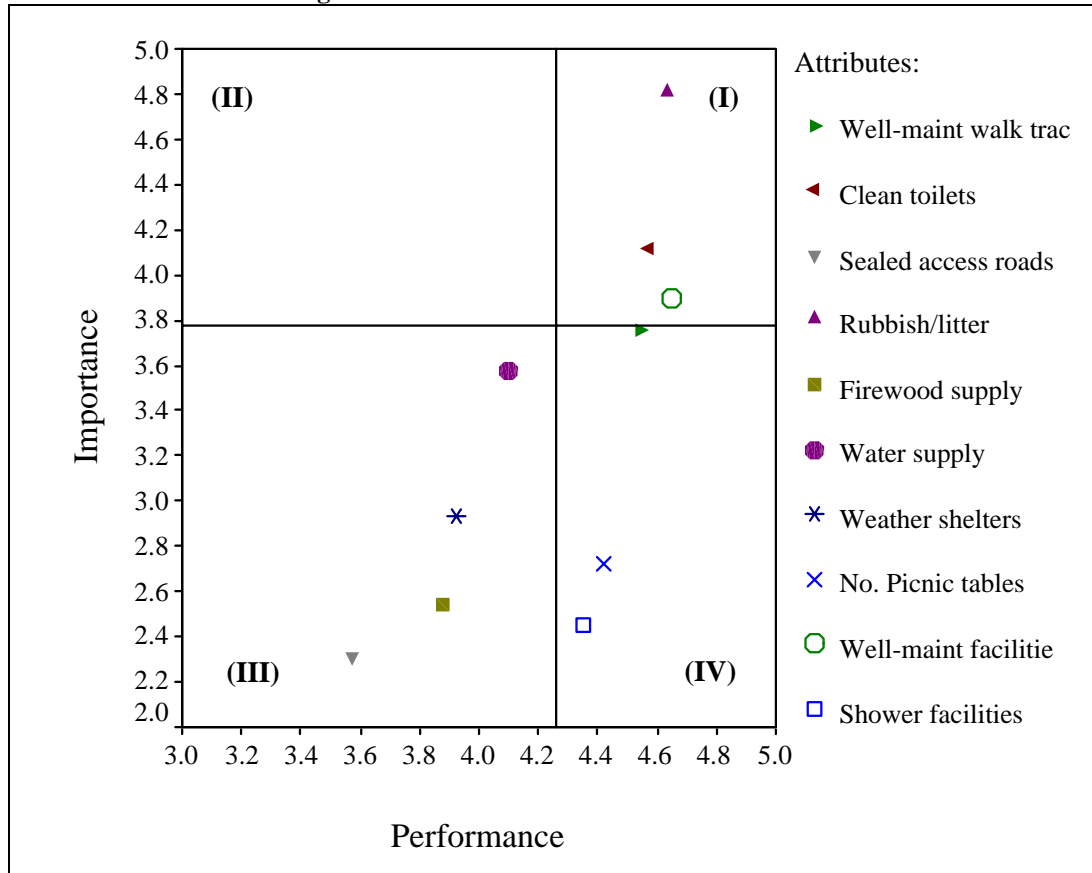
Figure 3. Indicators for environment and experience



Facilities and Maintenance

A further ten park attributes relating to facilities and their maintenance were measured for their importance and performance. No items fell into the “concentrate here” quadrant, while three attributes, rubbish and litter, cleanliness of the toilets, and well-maintained facilities, were in the “keep up the good work” quadrant (Figure 4). Items in the “possible overkill” quadrant included shower facilities and number of picnic tables. Although positioned in the “possible overkill” quadrant, it may be appropriate to treat the ‘well-maintained walking tracks’ attribute similarly to those that fell into the “keep up the good work” section of the grid given its very close proximity to the importance axis. Attributes within the “low priority” quadrant were drinking water supply, firewood supply, weather shelters, and sealed access roads.

Figure 4. Indicators for facilities/maintenance



Threshold Targets: An Alternative Indicator

An alternative method to the use of average scores in importance-performance analysis is the determination and use of performance targets or ‘thresholds’ of visitor satisfaction. Satisfaction targets are utilised in measuring corporate and management performance in many protected area agencies in Australia and overseas. For example, satisfaction performance targets are determined for overall visit satisfaction in some park agencies, while in others, targets are set based on satisfaction with specific park attributes and facilities. Performance targets are generally determined as a percentage figure and range from 70% to 95% of visitors satisfied at those park agencies currently using them. It is important that the setting of percentage targets is decided by the park agency so as to reflect a performance level that matches organisational and management goals.

An advantage of using this method is that it takes into account the range of feelings visitors might have about a certain attribute. A mean score, where people on average are satisfied, hides the possible fact that a significant proportion could be dissatisfied. To achieve a satisfactory performance level on the grids used earlier in this section, for example, required a mean score of 4.2. This could have been achieved by 60% of respondents indicating that they were satisfied or very satisfied with their visit, and 40% saying that they were dissatisfied or very dissatisfied with their visit. The question for park management agencies is whether having 40% of visitors dissatisfied with a particular facility represents an adequate level of performance.

Table 31 thus presents the results of an alternative importance-performance analysis, using a performance target of 80% of visitors being satisfied with each specific attribute. In terms of the way satisfaction was measured in this study this means that, to achieve the target, 80% of respondents would have had to indicate that they were either very satisfied or satisfied with a park attribute. An 80% satisfaction level, of course, is equivalent to a 20% dissatisfaction level. The table thus lists all those attributes for Mungo NP with which more than 20% of respondents did not express satisfaction (very dissatisfied, dissatisfied or neutral). Also included is an importance rating similar to the grid analysis. A rating of ‘high importance’ means the attribute recorded a score of above 3.7 (the mean score across all attributes and the point where the horizontal axis was positioned on the IPA grids); ‘moderate importance’ means a score of between 3.7 and 3.0 (the score at which it was rated on average as being of some importance); and ‘low importance’ means a score of below 3.0.

Availability of pre-visit information emerges as the most significant attribute requiring action based on this analysis, as the only attribute of high importance recording a dissatisfaction level above the threshold. Three other attributes exceeded the threshold but were only rated as of moderate importance. With one of these, ‘range of challenging walking tracks’, nearly half of all respondents expressed dissatisfaction, however given the environment of Mungo this perceived deficiency may be more appropriately addressed by managing visitor expectations. Access roads received the highest level of dissatisfaction but this was considered to be of low importance, and the result may have been affected by the wet weather experienced during the winter survey period.

Table 31. Park attributes not meeting the 80% satisfaction threshold target

Attributes	Not satisfied (%)	Importance
Sealed access roads	51	Low
Range of challenging walking tracks	49	Moderate
Shelters from poor weather	38	Low
Firewood supply	36	Low
Presence of rangers and other staff	35	Moderate
Availability of pre-visit information on Mungo	29	High
Drinking water supply	24	Moderate

Chapter 4

Conclusion

This report has presented results on a wide range of matters relating to visitation to Mungo NP. It has provided extensive details on the characteristics of visitors, their places of origin, what has motivated them to visit and what they do once there, how long they stay, what they see as important in relation to their being able to enjoy their experiences and how satisfied they are with those experiences. It provides direct feedback to the NPWS on such matters as the use and perceived quality of their park information. Taken together, this information allows a composite profile of Mungo NP to be developed from the visitors' perspectives, along with an understanding of how well Mungo NP is currently meeting the needs of its visitors.

Mungo NP can be characterised as a family camping destination where the primary attractions are the opportunities for sightseeing and for enjoying and being close to nature and the outdoors. However, it is apparent from the study that visitors are also seeking opportunities for intellectual engagement through the desire to learn about the cultural history and natural diversity within the park. This emerges as a distinctive feature of the park, marking it as a quite different park from all of the others where UTS has recently conducted surveys. The quality of interpretive material and the mode of delivery emerge as significant issues affecting the quality of visitor experiences in this park. Other visitor requirements are appropriately designed low-key camping sites and walking tracks that facilitate engagement with the environment, and the quality of the experiences appear to be enhanced by the relatively unspoilt setting and encounters with wildlife.

The 'attracting power' of Mungo NP can be described as considerable given the high proportions of first time visitors and the long distances travelled to the park by visitors as a result of its remote location. It is worth noting though that the proportion of repeat visitors could be higher outside school holiday periods during which this visitor study was carried out. Those visiting as part of a commercial tour represent a significant market for Mungo NP.

Overall, the survey results reveal that the vast majority of visitors are satisfied with their experiences at Mungo NP. However, in terms of providing highly satisfying experiences, the park has particular strengths and weaknesses. The appropriate management responses to these would normally be to build on and maintain the strengths while improving on the areas of weakness. This report makes no such precise recommendations, even though implications for action do emerge from the analysis. Where appropriate, these implications have been pointed out in the discussion of the results. This is particularly so in relation to the importance-performance analysis presented in Section I, which identified the current strengths and weaknesses. The results of this analysis indicated where there was an apparent need for improvement in some areas of visitor management if enhancing visitor satisfaction was to be pursued as a management objective. Those areas identified as being most in need of immediate management action centred on aspects of visitor information, and included availability of pre-visit park information, interpretive information on plants and animals, and to a slightly lesser degree, on-park maps and directional signage, and interpretive information on the cultural history of the area. The unresolved question, however, is what constitutes an appropriate performance target or set of targets? This is a question which the NPWS itself must resolve overall and/or in relation to specific parks, taking into account all other park management objectives and constraints. The setting of such targets will determine the extent to which the improvements or other actions implied by the results of this study should be undertaken.

4. Before this visit, were you aware that Mungo NP was within the Willandra Lakes Region World Heritage Area? Please tick one

- O₁ Yes O₂ No

5. How long did you stay in Mungo NP on this occasion? Please tick one

- O₁ Less than 2 hours (Go to Question 7) O₃ All day (4 to 8 hours) (Go to Question 7)
 O₂ Half day (2 to 4 hours) (Go to Question 7) O₄ Overnight
 (please specify number of nights) _____

6. Where in the park did you stay overnight? Please tick all that apply

- O₁ Main Camp
 O₂ Belah Camp
 O₃ Shearers Quarters
 O₄ Other (please specify): _____

7. Which of the following best describes the type of group you visited with? Please tick one

- O₁ I was alone O₄ As part of a club or organisation
 O₂ With family and/or friends O₅ As part of a school group
 O₃ As part of a commercial tour O₆ Other _____

8. Including yourself, how many people were in your group? _____

9. In how many vehicles did your group travel here? _____

10. People visit national parks for many reasons. On this visit, how important to you were the following reasons for visiting Mungo National Park? Please circle a number for each reason

Reason for visit	Not important	Of little importance	Somewhat important	Very important	Extremely important
To rest and relax	1	2	3	4	5
To see the sights	1	2	3	4	5
To be with family or friends	1	2	3	4	5
To be close to nature	1	2	3	4	5
To be physically active e.g exercise	1	2	3	4	5
To be alone	1	2	3	4	5
To engage in recreational activities e.g walking	1	2	3	4	5
To develop my personal skills and abilities	1	2	3	4	5
To enjoy nature and the outdoors	1	2	3	4	5
To learn about native animals and plants	1	2	3	4	5
To learn about the cultural history of the area	1	2	3	4	5
Other (please specify):	1	2	3	4	5

11. What activities did you and your group participate in during this visit to Mungo NP? Please tick all activities participated in

- O₁ Camping O₈ Wildlife/plant viewing
 O₂ Relaxing and resting O₉ Sightseeing
 O₃ Bushwalking O₁₀ Cycling
 O₄ 'Discovery Tour' Program O₁₁ Self-guided drive tour
 O₅ Photography O₁₂ Socialising
 O₆ Four wheel driving O₁₃ Commercial tour
 O₇ Picnic/BBQ O₁₄ Other (please specify): _____

Of the activities you ticked above, which would you regard as the *main* activity you and your group participated in? Please specify: _____

14. Think about national parks generally. Using the scale below, please indicate how important each of the following park attributes and services would be to your enjoyment while visiting or staying in national parks. Please circle one number for each attribute

Attribute	Not important	Of little importance	Somewhat important	Very important	Extremely important	No opinion
Maps and directional signs in park	1	2	3	4	5	0
Shower facilities	1	2	3	4	5	0
Peaceful and quiet atmosphere	1	2	3	4	5	0
Well-maintained park facilities	1	2	3	4	5	0
Picnic tables	1	2	3	4	5	0
Shelters from weather	1	2	3	4	5	0
Drinking water supply	1	2	3	4	5	0
Firewood supply	1	2	3	4	5	0
Unspoiled natural environment	1	2	3	4	5	0
Scenery and unique natural features	1	2	3	4	5	0
Information on plants and animals	1	2	3	4	5	0
Information on cultural history of area	1	2	3	4	5	0
Range of easy walking tracks	1	2	3	4	5	0
Range of challenging walking tracks	1	2	3	4	5	0
Absence of rubbish/litter	1	2	3	4	5	0
Presence of rangers and other staff	1	2	3	4	5	0
Opportunities to see native flora	1	2	3	4	5	0
Opportunities to see native wildlife	1	2	3	4	5	0
Sealed access roads	1	2	3	4	5	0
Visitor centre in park	1	2	3	4	5	0
Not too many other people	1	2	3	4	5	0
Behaviour of other visitors	1	2	3	4	5	0
Availability of pre-visit information on park	1	2	3	4	5	0
Clean and well-maintained toilets	1	2	3	4	5	0
Well-maintained walking tracks	1	2	3	4	5	0

STUDY OF VISITOR USE AND SATISFACTION IN MUNGO NATIONAL PARK

15. We are interested in how you felt about various park facilities and features in Mungo NP on this visit. Using the scale below, how satisfied were you with each of the following facilities and features. Please circle a number for each attribute.

Attribute	Very dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very satisfied	Not applicable/ Didn't use
Maps and directional signs in park	1	2	3	4	5	0
Shower facilities	1	2	3	4	5	0
Peaceful and quiet atmosphere	1	2	3	4	5	0
Condition of park facilities	1	2	3	4	5	0
Picnic tables	1	2	3	4	5	0
Shelters from weather	1	2	3	4	5	0
Drinking water supply	1	2	3	4	5	0
Firewood supply	1	2	3	4	5	0
Unspoiled condition of natural environment	1	2	3	4	5	0
Scenery and unique natural features	1	2	3	4	5	0
Information on plants and animals	1	2	3	4	5	0
Information on cultural history of area	1	2	3	4	5	0
Range of easy walking tracks	1	2	3	4	5	0
Range of challenging walking tracks	1	2	3	4	5	0
Amount of rubbish/litter	1	2	3	4	5	0
Presence of rangers and other staff	1	2	3	4	5	0
Opportunities to see native flora	1	2	3	4	5	0
Opportunities to see native wildlife	1	2	3	4	5	0
Sealed access roads	1	2	3	4	5	0
Visitor centre in park	1	2	3	4	5	0
Number of other people in park	1	2	3	4	5	0
Behaviour of other visitors	1	2	3	4	5	0
Availability of pre-visit information on park	1	2	3	4	5	0
Cleanliness and condition of toilets	1	2	3	4	5	0
Condition of walking tracks	1	2	3	4	5	0

16. Overall, how would you describe your feelings about this visit to Mungo NP? Please circle one number only

Terrible	Unhappy	Mostly dissatisfied	Mixed	Mostly satisfied	Pleased	Delighted
1	2	3	4	5	6	7

17. Would you recommend Mungo NP to your friends, family or others?

- O₁ Yes
- O₂ No

If you answered "no" please indicate why _____

18. Where is your usual place of residence? Please specify below

Town/City: _____

Postcode: _____

Country (if overseas): _____

19. In which country were you born?

- O₁ Australia
- O₂ Other – please specify: _____

20. Do you normally speak a language other than English at home? If more than one language, indicate the one that is spoken most often

- O₁ No, English only
- O₂ Yes, other – please specify: _____

21. For everyone in your group including yourself, please indicate the number of males and females in each age category in the appropriate boxes below.

	Age Category							
Gender	<15	15-24	25-34	35-44	45-54	55-64	65-74	75+
Male								
Female								

22. What is your gender and age category?

- | | | | | |
|--------------|----------------|-------|----------------|--------|
| Gender | O ₁ | Male | O ₂ | Female |
| Age Category | O ₁ | <15 | O ₅ | 45-54 |
| | O ₂ | 15-24 | O ₆ | 55-64 |
| | O ₃ | 25-34 | O ₇ | 65-74 |
| | O ₄ | 35-44 | O ₈ | 75+ |

23. What is the highest level of education you have completed or are currently undertaking? Please tick one box

- | | | | |
|----------------|-----------------------------|----------------|---------------------------------------|
| O ₁ | Primary school | O ₄ | TAFE certificate/diploma |
| O ₂ | Secondary school | O ₅ | University - bachelors degree/diploma |
| O ₃ | Trade/technical certificate | O ₆ | University - postgraduate |

24. Which of the following *best* describes your current employment status? Please tick (3) one box

- | | |
|---|---|
| O ₁ Home or family duties | O ₅ Unemployed, looking for work |
| O ₂ Student | O ₆ Retired, not looking for work |
| O ₃ Full-time paid work | O ₇ Volunteer work |
| O ₄ Part-time/casual paid work | O ₈ Other (<i>please specify</i>): |
-

25. If employed, what is your *main* occupation?

26. For the following statements, please indicate the extent to which you agree or disagree. Please circle a number for each statement

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
In order to protect significant Aboriginal sites people should only be able to visit 'The Walls of China' on a guided tour	1	2	3	4	5
The road to Mungo NP should be sealed with bitumen	1	2	3	4	5

Are there any additional comments you wish to make about your visit to Mungo NP?

Thank you very much for taking the time to give us your feedback. It is important. Please place the completed questionnaire in the reply-paid envelope and return to us by mail or alternatively, place it in the box located in the Visitor Centre on your way out.

APPENDIX B: GENERAL COMMENTS

Winter Survey Period, July 2001

Comments of Discovery Tour participants:

1. Comment on firewood use. This is our second visit and on both occasions we witnessed people using timber from around the camp on a large scale. If wood was supplied at camping grounds people would be less inclined to use timber against NP rules and regulations.
2. If I learned that significant Aboriginal sites would be protected only by controlled access I would hope to also learn that some parts of the natural environment could be visited by low impact bushwalking without endangering Aboriginal sites.
3. Installation of feral proof fencing would be good. Feral eradication inside park. Restoration of native fauna e.g. bilby's and numbats. This would encourage me to return with many others many times to see the wonders of the Aboriginal artefacts while seeing endangered animals roam free from predation by feral cats and foxes and loss of habitat due to rabbits.
4. Loved it!
5. Loved it!
6. Lack of sealed access roads means the park is not too full of people. However, the self-guided tour drive was closed the whole 4 days we were here – very disappointing.
7. Mungo NP was our family's first experience with camping. No tv, phones, radio, appliances – fantastic. We all had a great tour with Tony the Ranger and were amazed by the things we walked past without noticing, to be then identified by Tony and explained.
8. I've worked at UNESCO, and I believe this World Heritage site needs to be better displayed. I understand that one globally compelling feature of the site is that the Mungo people are genetically unrelated to, and may have been wiped out by, today's Aborigines. We cut short our planned visit feeling somewhat cheated. We were not told that the 70km loop road might be closed. Surely the Walls of China would be protected better by sealing the road than by constantly repairing it. Patronage and funding might increase if access roads too are sealed. The only Ranger, the excellent Tony took two days off on 9-10 July. Surely in school holidays a replacement ranger can be available all the time.
9. I think the Ranger – Tony is doing a brilliant job.
10. Access and facilities in NPs vary greatly, and are usually appropriate to the level of usage. We appreciate NPs for their natural features and would never avoid a NP because of unsealed access roads or high numbers of other visitors. We see no need to seal the access road to Mungo – an unsealed road naturally limits visitor numbers! Perhaps upgrading the road to an all weather gravel road which was passable in wet weather would be an improvement which would prevent visitors becoming stranded in wet weather, but would still deter those who won't travel on unsealed roads.
11. Considering we had hardly heard of Mungo NP before we planned our trip with friends to the Flinders Ranges, we were most impressed. In fact we stayed 2 nights instead of 1!
12. Better signs from Balranald. Keep up the good work – enjoyed the self drive tour of the park.
13. I had a wonderful time, the accommodation in the Shearers Quarters was very well looked after and pleasant. Tony the Ranger was fantastic, his discovery tours were great, the tours made the visit. Tony was friendly and informative and made the tours very interesting because of his enthusiasm. Without the tours we would have missed a great deal of historical and environmental beauty of the area.

Comments of other survey respondents:

14. One of the most interesting sites I have seen. Well above my expectations. I loved the freedom and trust of being able to walk about basically unrestricted, but I wonder how long this can be so with future increase of tourists.
15. Uplifting experience. Tour guides should be kept to Indigenous people – this is a powerful cultural experience and Aboriginal intellectual property should be maintained.
16. Park Service do a great job keeping facilities clean and providing services – water/wood/rolled roads/rubbish removal. The discovery tours were well presented. There was a good variety of things to do.
17. Very lovely. Great to photograph.
18. Don't let the yobbo's in please. I have spent many a night listening to Jimmy Barnes full blast and I am sick of it.
19. Last year it was good value at \$5.00 per night per car. This year it is \$16.00 for our family and no firewood. We won't visit again.
20. While I know of the fragility of the area I am surprised that we can walk on the Walls of China. An unsealed road protects the park from really universal access – this is good. Aboriginal rangers should be encouraged to become fully qualified. The service should employ qualified Aboriginal guides as well as NPWS guides.
21. Beautiful walking tracks. Walls of China extremely brilliant.
22. To limit the potential damage from footwear, 1- it should be compulsory to remove shoes, and 2- access to the main viewing area, the crossover the lunette step and Vigars Well should be guided or other way controlled. Most people would conform to this.
23. I would have loved to have had access to speak to a ranger or custodian. We had limited time in Mildura and were not aware of the guided tours until it was too late. We would have been happy to pay for a service provided at/by the 'Visitors' Centre. It would also have been great to have more traditional stories and more depth to the information provided about the local custodians. Tell their story! Must add that the no shoe wearing at the Great Walls was brilliant. Our 3year old loved it and I think it brought out the 3year old in all present. I believe that this simple request conveyed respect for the area and its people and gave me a sense of connection to the area. Continue the great work!
24. I have visited Mungo 6 times and I am pleased to say it improves every visit. My overseas friends were delighted and will talk about their experiences on returning home.
25. No staff in attendance at the visitors centre.
26. CD/background music explaining the history/cultural significance of Mungo and the requirements for trip out to Mungo.
27. Cleanliness of toilets, campsites at Main Camp very good. A ranger to be at Visitors Centre (at a predetermined time daily) to allow purchase of goods for sale or to inform of road condition of self guided tour following rain.
28. We were saddened to see people walking around the Walls of China with shoes and boots still on. People taking wood from within the park. sorry the weather has been cold but did not stop us from doing most things we wanted to do. A much better insight into the history of this area. Thank you for all the hard work you have done. Could you please add the distance from say the Woolshed to Wall of China because we did not know how far we had to go at sunset time.
29. Very good National Park – excellent facilities, Shearers Quarters and campsites excellent. Drinking water should be supplied – at cost. Educational/descriptive materials are poor everywhere and at the Visitors Centre, interpretations are abysmal. Should have better descriptions of aboriginal and post-colonial history of area particularly at sites. Analysis and interpretation of paleontology, human and animal required.

Description of the science that has been done here. Much better and more widespread (on drives and walks) descriptions of flora and fauna.

30. Significant sites such as Walls of China should be protected and tours would probably be one way of ensuring this. General visiting should not be restricted. The facilities here were very clean, everything tidy and well run. A credit to all! Rangers helpful. Some information on birds and plants needed, and really though there was a lack of information on the pastoralists here, especially at Zanci Homestead.
31. Wonderful place. Keep visitation down.
32. I think that entry on to the dunes at the end of the walk should be limited to guided walks only as I saw people there just walking over special sites and I felt as though they were creating quite a bit of destruction. Thank you for this opportunity.
33. Too little information on native flora and fauna: ID of birds, plant species would have been invaluable.
34. Children must be supervised. Unfortunately some parents are not as responsible as they should be. Maybe adding a sign at the Walls of China platform advising parents of this may help to stop the human damage to the sand dunes/formations. On my previous visit (March 2000) I observed the request respecting the aboriginal heritage to take off my shoes and walk barefoot in this area. It was an inspiring experience and I gained greater understanding about the links that the aborigines feel and have for this great land. Unfortunately, during this same visit I was to come across an aboriginal tour guide with a group of about 10-12 people with him and most of his clients were all wearing shoes whilst walking the Walls of China! A similar sign could also be placed at the top of the Walls of China ridge just east of red top tank.
35. Pleasing to have the comfort of Mungo Lodge to stay in. Self drive tour was excellent. Would like to have seen more or some fossils and bones. Probably should have gone with Ranger but did our own thing.
36. A most interesting archaeological area, to which restricted access should apply (guided tours only).
37. Having read about Mungo NP I have wanted to visit for some time – on getting here I have not been disappointed.
38. Protecting the park means keeping the number of visitors down – unfortunately – and not letting them clamber over the dunes as they will. We have greatly enjoyed over two visits going where we wished. But the time must come for restraint and control. Hence do not seal the access roads – that would open the floodgates, and permit only guided tours to the walls.
39. The toilet air freshener is too strong at visitor centre – smells like old mans aftershave. We came on a tour with Harry Nanya and they were excellent. Would recommend them to anybody. How about the serenity?
40. In your display of “Willandra’s Wildlife” the western blue tongue is said to eat “beetles” – (Ringo would not be amused). Perhaps “beetles” would be better.
41. One toilet at lookout not enough. After a two hour drive on rough road you have a busload of tourists wetting themselves.
42. We were very disappointed that the tour operators did not remove shoes at the Walls of China nor did they insist that the people on the tour do so. If this is the attitude of tour operators to signage and requests, then perhaps they should not be allowed in the park. The only other alternative is to not allow the tours on to the Walls of China or ban everyone – even those doing the correct thing. This would be disappointing though as we found it very interesting to be up close.
43. Information on the Shearers Quarters should be publicised to enable greater affordability.
44. Visitors other than tour groups should not be allowed past the board walk at Walls of China.
45. If Mungo NP is of such cultural significance and importance to Aboriginal culture why is there not any aboriginal presence?

46. I have been visiting relatives on a property adjacent to Mungo NP since the 1960s and have always been aware of its presence and heard relatives talk. We loved our stay here and plan to visit yearly for R&R.
47. The presence of an Aboriginal guide who let us join his commercial tour was enormously helpful and let us understand the Walls much better. With him we 'saw' and understood things we had just walked past when we saw the Lunette at Vigars Well by ourselves earlier in the day. Perhaps a very detailed map/guide to have in hand when walking on the Walls would be helpful for those not on a commercial tour. This was an extraordinarily rich experience for us both. Thank you!
48. We were very impressed with our Aboriginal guide.
49. Mungo Man should be protected and only limited access given to trained people as well as local Aboriginal people. The archaeological sites are of such worldwide significance they should be explored further and great care taken with any more discoveries. I feel very strongly about the lack of care and protection given to Mungo Man and other burial sites. This area is priceless and must be protected.
50. I was surprised that when visiting you could walk anywhere on the Lunette, but also concerned about the long term impact of this. Out of respect for the aboriginal people, I think the area should be preserved well, with little as possible risk of long term effects. The tour should be park based and carried out by aborigines of the area. Also sealing the road is a two-fold concern – if it is sealed more traffic, more exposure, more risk of damage to the area. Not sealed – wet weather, 4wd access would damage the road requiring more maintenance!
51. As a repeat visitor it is pleasing to see the national park entrance fee in action at that national park.
52. It would seem that, in the main, highly motivated and sensitive people tend to make the journey to Mungo NP. Thus, guided and informed access to significant Aboriginal sites should be optional – those who are well-informed and carefully educated in the appropriate manner of moving through the Walls of China should be trusted to do so. I strongly disagree with any sort of access for pets (dogs) into the area. I observed people walking unrestrained dogs early on both mornings.
53. A good quality unsealed road is as good as bitumen. Sealing the road would remove some of the appeal.
54. Sealing roads around Mungo NP and other parks stops the dust from dirt roads covering the roadside vegetation, which I think is important to the countryside. But speed limits should be in place to protect wildlife.
55. Guide information very good for self-drive tours. An enjoyable and culturally rich day for our family.
56. My husband and I used a guided tour from Mildura – I would certainly like the opportunity to stay overnight and spend more time there – however it was certainly worthwhile taking the tour.
57. It was a privilege to be in Mungo NP. Our tour guide was enthusiastic and committed if somewhat fuzzy about some of the archaeological details. It concerned me to see unaccompanied tourists or large tour groups ranging over the lunettes. The artefacts of European history could be developed – for some of us it's a time that we remember but a way of life that was as foreign as traditional. Would a professionally produced A/V help visitors prepare for the complexity of the site? And incidentally, correct some of the well-meaning misinformation of tour guides.
58. Would have liked more information on archaeological findings – locations of, history of, etc. Clean toilets at Main Camp. Did not see ranger entire trip – didn't negatively affect trip – but, well, a bit odd. Stayed in campground, stopping at visitors centre, etc.
59. We feel as a visitor to Mungo NP that without a guided tour, we would have missed out on a lot of history and valuable information which we received when on a guide tour. We thought the sign about taking off your shoes to protect the environment was absolute rubbish. As we were wearing soft sneakers you couldn't even tell that we had been through it. Unlike people with bare feet had just been through and unguided as well!!

60. When we arrived it was raining, all the park roads were closed, initially we were frustrated as we had driven 8 hours to get to the park and could not use the roads. On our last day the roads opened and we could enjoy the wait. The roads should be upgraded to all weather because it is a very long way to come not to be able to see the parks sights.
61. The site numbers from #16 appear to be one out of step with the guide leaflet driving home the Mungo story e.g. at round tank the site number says #23, the leaflet claims #24. This seems to be the problem from #16.
62. We were both surprised and delighted by Mungo. It is quite different to the more “commercial” parks and had a wonderful feel of respect for its past. I felt I was visiting an extremely special place. I’m not sure about “Walls of China”. I loved being able to access it but was also surprised that I could. Group visits would control people’s movements but would also require scheduling that is nice not to have. The advantage for me of guided tours would be accessing more information than the extremely thorough coverage at the visitor centre. I feel concerned that the current system may be hastening the degradation of the Walls.
63. Re question on Aboriginal sites above: only if there is latitude to not be totally guided within tour options. Need to retain some choice and freedom while happy to be guided.
64. This is a unique area and should be protected at all costs.
65. This was our first visit to Mungo. We were travelling in our motorhome. We stopped at the information board at the ‘T’ intersection of the Pooncarie, Ivanhoe/Balranald roads. From this information we were advised of the entrance to the park and that there was a visitor centre some distance down the road. We found the entrance and drove in, came across some buildings, saw the parking area for cars/buses and stopped there. On the way past these buildings we looked out for the visitor centre but couldn’t see any signs. We approached some people preparing a fire in the area adjacent to the car park. A person who I think was a 4wd tour guide said that it wouldn’t be a problem staying in the parking area for the night. In the morning we were approached by the ranger and told that we shouldn’t have “camped” there, afterwards we found out that the building we had thought was private, was the visitor centre. We feel that the ‘small’ sign on the building under the gutter near the roof is not visible when arriving during late hours in the day. The building is also obscured from visitors by trees that are almost at roof height. Our opinion is that there should be better signage at the entrance showing where the main camp is and stating that a fee applies to enter and camp in the park. a larger sign at the visitor centre should be placed at the posts where vehicles stop so it would be more visible. I don’t think we were the first visitors to the park who couldn’t find good directional signage on arrival.
66. Enclosures over sites to minimise loss by erosion, tent site maintenance should be done to a preventative plan rather than campers clearing indiscriminately.
67. Tours should be run only by NPWS and/or Aboriginal owners who are sensitive to the site – and thus tours need to be frequent enough for tourists OR restrict the number of tourists allowed to visit the area at any one time to protect the site. I enjoyed both the ‘Discovery Tour’ (sunset on the Lunette) and the self-drive tour – but if the self-drive tour is contributing to the degradation of the area then perhaps this should be included in a Discovery Tour – as the most important thing is to protect the area.
68. I have enjoyed my stay and hope to come back again.
69. One road in should be sealed ie. Mildura to Mungo or Balranald to Mungo.
70. Restrict private motor vehicles to info centre and main camp, replace by bicycle and bus tours within park. 40,000 years of environmental destruction by mankind should be actively reversed. Encourage native vegetation to grow and reverse soil loss.
71. Sealed roads protect both the ecology and the economy long term, unsealed roads are an indicator of poor management skills. The information bollards on the walking tracks are a great idea. To make the educational experience even better, name tags on corresponding trees and plants will enhance the experience and reinforce and simplify the learning process. Overall gentlemen, I do not like national parks, as up to now I have been put off them by the hard leanings toward “greeny” principles, and a perceived feeling the NPWS were doing their level best to keep the general population out of “their territory”. My visit to Mungo NP has

softened that perception somewhat, this park is user friendly and I notice that under this system the “dreaded humans” have not destroyed it.

72. If access was with a guided tour, the tours should be more frequent than those at Mutawintji NP.
73. I hope to bring my husband back to see this wonderful spot.
74. Since we were unable to take the tour because of rain I will plan to return and preferably stay at the site. Our guide Graham was excellent.
75. Re question 26: Attitudes are changing. Access to such developments as at Mungo NP helps this and helps funding to do more. Still some areas may well be sacrosanct and need high protection. You are the best judges of this. I found the flush of flowering ‘fireweed’ disturbing. It is detested in the Hunter Valley, but I do not know whether it is exotic or natural, but am tempted to rip it out.
76. Terrific!
77. I would have liked to ask a local person questions about local things. No doubt boring for a person answering but helpful for visitors. Also think a guided tour of the Walls should be available daily. Most people not able to interpret what they are seeing and therefore causing unintentional damage to area. Also think tour would probably be best done by an Aboriginal person from this area. This would also solve my first point.
78. Fantastic facilities – the best we’ve seen yet! The toilets were immaculate, the visitor centre informative, lots of interesting stuff to see and do. Lighting in toilets and sheltered area (Main camp area) is a blissful idea – especially using solar energy. Even the wind break made of old fence posts impressed us. Great soundtracks and use in visitor info centre.
79. The park should always be viewed from a strong Aboriginal historical perspective. Only Aboriginal tour guides. A lot of discretion to be used re archaeological digs and research – so as not to turn it into another Egypt. Don’t allow an onslaught of 4wd tracks.
80. Very pleasant and organised.
81. Concerning question 26, I don’t think a first time visitor can judge how important these issues are – how do local Aboriginal communities feel? How much impact are visitors having? My gut feeling is that the one access site is unlikely to threaten the totality of the archaeological/geomorphic features. Is there evidence of willful damage to the sites? A guided tour would be good option to explain the significance of the site. Kakadu trusts people to view some sites on their own. I also get the impression that erosion is the biggest threat to the sites.

Spring Survey Period, September-October 2001

Comments of Discovery Tour participants:

1. We were unable to speak to staff at visitor centre to a) obtain a parks pass, and b) obtain the flora and bird list. The visitor centre was unmanned for the whole of our visit.
2. Don’t seal the road, its busy enough now. As to the Walls of China, I write this having loved the experience of visiting the walls with a guide. Learning a few ground rules and enjoying them and also enforcing “no climbing, shoes etc, to the children”. We were thoroughly disgusted to see families letting their children climb all over the lunettes wall the following day. Could the cost of the tours however please be kept to a minimum at certain NPWS. The aboriginal led tours are too expensive to participate in as a family group.
3. Yes, I feel the use of a \$5 firewood supply system is an excellent method of allowing people to have a ‘campfire experience’. Our family were most disturbed to witness a group of Victorian campers at Lake Cawndilla camping area in Kinchega literally stripping every fallen branch in the area to feed their campfires. We hope \$5 honesty system at Mungo is maintained and perhaps used at other parks. Quite simply, if there are fireplaces provided there has to be firewood provided. Our extensive camping

experience in national parks sadly shows that we must be the only ones who bring our own firewood into parks designated as BYOF!!

4. It would be hoped that trust in human goodness would ensure that people, when called on to be responsible, would be capable of respecting the area. If this proved not to be true then by all means insist on guided tours to ensure maintenance of the area. We loved it and tried not to make a dent even in the sand. What a beautiful area.
5. Some areas should be open public access, other fenced off areas for guided tours only while some areas fenced off for research only.

Comments of other survey respondents:

6. Despite the horrors of commercialism it should be possible to buy books, guides and post cards of the area. There must be "a human" to answer questions, for emergencies etc.
7. I would like to see more information on native plants and animals, and which plants are weeds (or introduced species). Fireweed and Pattersons Curse are widespread so I wondered if other plants were native or introduced.
8. People who are camping should not have to pay a vehicle use fee for every day, just a park entry fee.
9. Protect areas that need protection and let people wander around where possible. Money should be spent on feral animal control rather than road 'upgrading', gravel road is fine as long as fairly well maintained. Good culture interpretive signs were displayed, but it would be good to have more explanation on plants and wildlife. Would be good to have more replica's of the archaeological findings and a bit more scientific explanations. Hope you can implement some of the findings of this study.
10. If the main access road was sealed, it would enable too many people with little interest in the environment access therefore creating major problems of vandalism and irresponsible persons venturing into the park especially at night.
11. I think that the implication that the present day aboriginal clans are direct descendents of the Mungo man/woman misrepresent the status of knowledge of aboriginal habitation of this country. If this is not known then it should not be implied. I do however commend the action of involving those who 'speak for the land' at Mungo in its planning and ongoing development.
12. Wonderful!
13. Unfortunately the weather did not allow us to spend enough time looking around. It was extremely windy and this made it very uncomfortable to be outside. The ranger presentation was very informative especially considering the adverse weather.
14. Two of us are aboriginal people from other areas of Australia and we were very impressed with Graham's tour for Nanya Tours. We also were very pleased by the signage in the park – the attitude just clearly and non-judgementally shown on the signs (self-guided tour and generally in the park). Please keep the facilities simple and small as they are.
15. Delighted – particularly with rangers information.
16. Loved the park! It was my first visit in this kind of environment and I'll definitely do it again. I would have liked a bit more information on the plants available at the park (visitors centre perhaps). But there was some info, I'm a botany student, and therefore I might want more plant info than your average joe.
17. I was very impressed with the viewing lookout from the Main camp out over Mungo lake and to the walls of china, fantastic!
18. Would like fellow Australians to know about it – and yet don't want it to be overrun. Not much chance I suppose considering the distance from major centres.

19. If there is a move to seal access road who does this serve? I would suggest the tourism industry. It is easy to get here already. As soon as it is more accessible more people will come. With increased numbers will come demand for more facilities, commercial facilities etc. This has happened in other parks – natural values/cultural values should be first priority. No more metal interpretive signs, lookouts etc. Provide information in booklets, visitor centre but don't pollute the natural areas with visual intrusions. This is happening in many parks – lookouts, walking trails etc, which actually spoil the natural features people come to see. I've been coming here for 23 years and obviously expect some changes over that time and overall the park is very similar. Please no major infrastructure changes that will open the area up for commercial purposes.
20. We thought it was very appropriate to be directed to remove our shoes at the Walls of China. Apart from doing less damage to environment, it is strongly symbolic of the sacredness of where you are placing each foot. Thank you for taking this on!
21. Visitor centre displays were excellent. Signage on access roads could be much better. Please get the signposts, with an indication of mileage fixed asap.
22. Perhaps funds could be made available to improve the quality of the display in the information centre. I feel the Tourist Information Centre should promote equally all tour guides. Our tour guide was excellent and yet appears to be given the least importance!! John Grima of Jumbeena Enterprises of aboriginal descent is so passionate about Mungo, he fills any visitor with enthusiasm and an insatiable desire for further knowledge of this amazing area.
23. Maybe if the park gets busier it will be necessary to limit access to the Walls of China. I don't think this point has been reached yet. If the road is sealed this would certainly increase the number of visitors and this remarkable area could become another Uluru, which, in my opinion, has been totally spoiled by an excessive number of tourists.
24. Will hopefully return. Would liked to have been able to get post cards and information at visitors centre. More info on cultural history and significance.
25. I find the balance between access and protection extremely well done and an example to many other parks. Normally we like parks less organised but because of the cultural and historical significance the way it is done here is most appropriate. Thank you very much for making it available to us.
26. We had a great time. Overall the information provided was excellent. We felt that the drive tour allowed access to all but also seemed to limit the access for preservation of the park. Although access to the Walls should be for everyone, access should be more limited e.g. we observed a number of people refraining from removing their shoes!!
27. Busy at Main Camp and noisy. Is this a place for children under 3 years?
28. Would like to see evidence of aboriginal occupation in situ e.g. fireplaces, campsites.
29. Access onto dunes more closely monitored e.g. removing shoes, children climbing on mounds, breaking crust. Or free access to end of boardwalk only – ranger accompanied onto dunes.
30. Tourist Information Centres at Hay and Balranald very helpful. All maps, books etc supplied or purchased there. Surprised that so little is available at visitor centre, pressure due to no ranger present. Cost of the day pass very reasonable.
31. I found it confusing that the dams were called "tanks" – surely this is not an Australian name! I am not an experienced bird watcher but I saw 19 different species in the park and I was very pleased with this.
32. The woolshed and visitors centre very interesting. I enjoyed them both very much.
33. Camping areas: while pleasant enough if there were very few other campers, on our 3 visits since 1998 the main camping area has been too crowded for our enjoyment. The area should be extended and the apparently inevitable "nodes" should be larger and much farther apart. We sleep in our vehicle and we are tired of sleeping in the carpark in national parks because of these nodes separating our car from the rest of

our camp. Belah camp is quieter, but probably only because of the ban on fires. I feel it is important for city people to be given the opportunity to camp in isolation, out of sight and hearing of anyone else, if desired. In NSW the opportunity to experience this is very limited unless one has access to pastoral properties. If NPWS don't provide opportunities for solitary, car-based camping, most people will never experience it.

34. The information given by the ranger revealed much that I was unaware of previously and I found it quite fascinating.
35. More information available on request. Childrens tour (self guided).
36. Better promotion of Mungo Lodge as an alternative accommodation facility – it's so close to park and should be promoted jointly with NPWS. This type of accommodation promotion would encourage more visitors to park and to also spend more time in area.
37. Aboriginal tour guides should be encouraged as they have knowledge and expertise. Fantastic place to visit.
38. Originally planned a one night stay – stayed an extra night due to the interest value and presentation of park. One of the best national parks we have visited. Due to lack of firewood and risk of fire – prohibit fires!! People can be idiots when looking for wood – lets not encourage them, let alone the fact that some campers fires can be seen from the space shuttle!! Great park, keep it up!
39. The main impression I happily take away is the competence, friendliness and knowledge of the guides. It is the best value and happiest tour I have experienced.
40. Saw Mallee Outback Expeditions from Mildura take group out and didn't remove shoes (on Walls of China) and it was not a hot day. More info about Mungo man and woman and aboriginal people that lived here, and Rufus River massacre circumstances, fauna.
41. I felt privileged to be able to roam on the walls with unlimited time to sketch etc. The barefoot policy was not adhered to by myself or anyone else I saw (probably because one doesn't know what to expect) and in any case would be a form of torture in summer. Absolutely loved the place but disappointed at lack of info, re pictures/evidence of the worlds earliest cremation and subsequent human remains finds. Maybe this is all in 'the book' unavailable at NPWS Balranald and also at visitor centre. Was pleased to purchase the book on archaeology of Oceania though.
42. At visitors centre, more time should be given to the history of the aboriginals, more dream-time and cultural info to give a better feel for that culture. At different times you want different things out of camping – sometimes to be away from everyone and enjoying the bush and other times to see a sight like Mungo where you don't expect to be on your own. The self-guided drive was a varied experience with different things to see and different types of walks/activities.
43. This is my fourth visit to Mungo in the last 10 years and my first visit with my wife – she loves it too!! So we most certainly will come back.
44. Shelter from the strong winds at each camp site. Even if it is just vertical posts as per the main shelter.
45. Thoroughly enjoyed our stay. The main camp was really nice and to wander on the sand dunes was bliss.
46. Would like to see larger camp sites – access to shade under trees for vehicle. Found the visual aids telling the story of Mungo NP so absorbing and interesting – great presentation. Sound effects were great too, excellent work. Thank you!
47. The park is accessible to genuine park visitors. Over emphasis should not be placed on tourism and its so-called gains from guided tour operators. Who really derives benefits from these other than the operators themselves. Similarly, "greenies" should not be allowed to 'lock up' parks to genuine visitors not mesmerised by impractical over-protection of such sights. Outback parks should remain a challenge to genuine users of these most important assets.
48. Appreciated the facilities and minimal impact buildings, toilets etc. Disappointed at lack of cultural info/tours and unable to buy guidebook here.

49. Why when most people visit parks on the weekends is there no Ranger here on Saturday??
50. Brian (our guide) clarified the history, geology, natural features of the park – excellent.
51. The rangers were very friendly and helpful. Lovely camping areas.
52. Park was absolutely brilliant – walls of china quite surreal – almost like an imagined moonscape. Visitor centre and other gathered information fantastic with regard to gaining an understanding of the significance of Mungo NP in terms of natural history and indigenous and European settlement. Only criticism is lack of signage to main camping ground as we came in along the sealed road to Pooncarrie and took the unsealed turnoff from there and had a few problems finding the camp site.
53. Loved the main camp even though it rained all night! Very interesting park, especially the old woolshed (my husband is an ex-shearer) and the walls of china.
54. I think if the road to Mungo was totally sealed you may have more visitors to Mungo.

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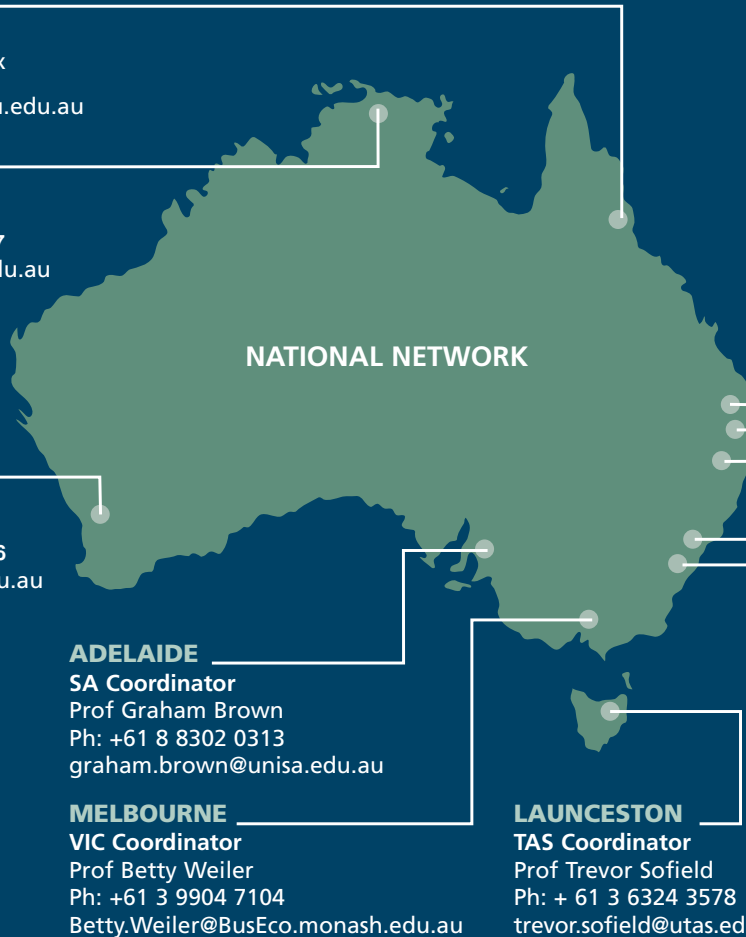
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