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CONSTRUCTED ENVIRONMENT AS UNKEMPT ISSUE IN NORTH EAST INDIAN TOURISM: A REVIEW BASED TRIANGULATION FOR RESEARCH

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Abstract

Northeast India witnesses a good prospect for the growth of the tourism sector with its rich natural resources, despite its underdevelopment and challenges. Though, this region is rich by natural endowment, tourism as the dependent economic activity has not yet got its momentum. Tourists are not interested in visiting the tourist spots but are rather interested in exploring and enjoy the new environment. The reason behind is crude lacking of well planned and well designed, economically motivated construction and constructed environment. Considering the importance of constructed environment for tourism, this paper reviews the concepts of constructed environment and the present status of constructed environment of Manipur and Nagaland states. On the backdrop of constructed environment on tourism, tourists psychology need a thorough assessment. This paper proposes full range research to understand concern for constructed environment by the policymakers, constructors, and stakeholders in developing and executing tourism plan.

Keywords: Constructed Environment, Tourism Psychology, Sustainable Tourism, Tourist Satisfaction.

1. Introduction

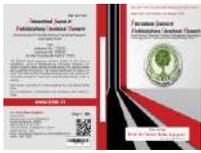
Constructed environment relates to the human-made environment that brings the setting of human activities and sees tourist satisfaction (Mastura *et al.*, 2015). The Northeast India region is rich in natural resources such as dense forests, the highest rainfall in the world, and a river system that nests the region for flora and fauna has brought the attention for tourist industries to flourish in the region. A global report from UNWTO indicates that international tourist arrival (overnight) multiplied by 6% in 2018 to reach the 1.4 billion marks, which has been achieved 2 years ahead (UNWTO, 2019). Factors responsible for fast tourism growth: increase in the transportation, infrastructure, communication, technology, and logistics, advance in wealth and disposal income of the sightseer, behavior, and globalization (Sonja and Ivana, 2016; Matias *et al.*, 2007; Nusrath *et al.*, 2014). Corresponding to World Travel and Tourism Council's (WTTC) research reveals that the sector recorded 10.4% of global GDP and 319 million jobs, or 10% of the overall job in 2018 (Global Economic Impact & Trend, 2019). The region needs well planning and execution in the infrastructure sector, as the region is far lacking behind as compared to other parts of the country (Prasian *et al.*, 2017; Acharjee *et al.*, 2013; Sarmah, 2018; Chutia, 2015; Gogoi, 2017; Kalita D. J., 2016; Rizal *et al.*, 2013). Notably, tourism industries cannot be explored in the region due to lack of infrastructure despite all the effort made by both the central and regional governments along with the public awareness campaign (Incredible India, 2017-2018). According to Butler's tourist area, the life cycle model recommends that tourism destinations progress through six evolution stages of exploration, involvement, development, consolidation, stagnation, and decline. The cycle deals with the sale of fresh destination products generated and evolves over a while corresponding to development phases (Butler, 2006).

1.1 Aims and Scope

Noting the prominence of constructed environment for the growth of tourism industries this is an opportunity to highlight the status and comprehensively study. The paper seeks to provide detail and review the constructed environment in the region. Although many works of literature had highlighted the need for improvement in infrastructure and service facilities, it has brought to the notice that constructed environment is not studied elaborately. The review aims to highlight the constructed environment and analyze its impact on tourism over some time. The central argument of this paper is that no research work has been convincing demonstrated apart from highlighting the issues.

1.2 Objectives

1. To describe constructed environment from the perspective of tourism
2. To propose constructed environment as the one important aspect for tourism research and tourism development.



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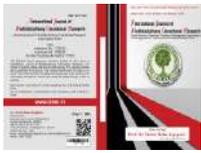


1.3 Methodology

The present study is descriptive in nature keeping in view of the lack of literature on constructed environment. The triangulated reviews for discover Constructed Environment in Tourism as problem and issue of research. Analysing the secondary data obtained from various sources, such as, report, newspaper, journals, books, and websites were considered as the source of literature in this paper.

2. Constructed Environment (CE)

The constructed environment is human-built which mainly include building, street, garden, bridge, parks, and even the natural environment changed by a human being or for a definite purpose (Australia G. o., 2019). It can be stated as human-made surroundings that provide the necessity of human-like proper accommodation (apartment, camping site, guest house), infrastructure (airport, bridge, harbor, railway, road structure), amenities (bar, club, restaurant, coffee shops), leisure and recreation facility (casino, sports building, park), telecommunication and other proper mass communication accessibility, availability of food as per the requirement of the tourist convenient, and cultural facility (theatre, museum, gallery, showroom, monument) (Goeldner and Ritchie, 2012). According to Harry and Parpairus has recommended that the hauling capability approach can be figured out in terms of three main elements: natural environment, man-made environment, and social environment, to which a fourth one, time, should still be added (Harry and Parpairus, 2000). Progress in the destination triggers geological, monetary, political, and communal developments, the entire environment of the tourism industries is involved (Mastura *et al.*, 2015). Accessibility is one of the guidelines to be considered while constructing the environment. The entire tourist spot should be conveniently accessible through multiple modes of transport. Transport businesses have attained an important rank in the global structure system and are looked at as one of the most prominent factors of tourism infrastructure. Transport infrastructures mainly consist of material conditions such as routes like airway, land, and waterway, means like vehicles, traffic control system, handling facilities such as standard station and restroom. Lohmann and Duval have stated that people travel covering varying distances by various means for various reasons. And airline services contribute to both transportation and promotion of destinations (Lohmann and Duval, 2011). Electronic service acts as the main source of competitive advantage, covering all the customer's expectations and needs, and thereby improving the quality of customer relations (Arwa *et al.*, 2020). The Concept of e-banking is seen as a strategic mechanism to reduce problems such as over-relying on a cash system, save the government in printing cash, complaints from customers are regarding ATMs link failures and security for the tourist. The government has been taking up steps for e-banking penetration in rural areas. Another reason for the low penetration of IT innovation is the limited trading in the northeastern region of India (Boro, Prospects and Challenges of Technological Innovation in Banking Industry of North East India, 2015). According to Karabuğa and his co-authors stated that renewable energy should be considered an integral part of tourism (Karabuğa *et al.*, 2015). It is to be noted that constructed environment should primarily base on the principle of sustainable tourism (D'Amore and Kalifungwa, 2013). Renewable source of energy is a promising innovative segment in the development of tourism infrastructure and according to Prinsloo, renewable energy enhances development activity in an area and strengthen the economy (Prinsloo, 2015). Another aspect to measure the growth of tourism can be done through the availability of hotel rooms, which is one of the important infrastructure facility requirements for the industry (Suresh Babu and Maran, 2013). Another important factor is the accommodation and catering facilities. Usually, tourists are more interested where good food and lodging are available at a reasonable price near the tourist spot. Research needs to carry to identify the economic condition of the tourist and whether the available lodging and food service meet the expectation depending on the economic condition of the tourist. An amenity is one of the essential components in the constructed environment for the growth of tourism. It is to be noted that tourism activities are well maintained and whether there are facilities available in the environment would be able to handle any emergency. Ancillary (supplementary) services such as internet, hospital, insurance, telecommunication network, banking service, will help to hold/retain tourists for a longer duration of time. Accommodation and catering facilities are one of the essential factors for attracting tourists. Banking service is another important aspect of tourism. According to Mitham, online banking relies heavily on online platforms, indicating that there can be a substantial loss if there is any crash, hack, or attack by a virus (Mitham, 2017). Through e-banking, tourists can access accounts, transact trade, sending funds or retrieve information on products and services through electronic without any paper transactions diligently (Sharma, 2014; Pandey *et al.*, 2016). Flora, fauna, and natural attracting sight can be considered as the constructed environment by protecting the area and nature treks, where the tourist gets the opportunity to get in contact with the wildlife, for example, bird watching, and safari (Faridi, 2017). To have ecotourism artificially is to talk about the billions of investments and north-east India region are blessed with such natural resources make huge proof visitors expect for such tourists. Tourism stations involve a vast variety of products and services to fulfill the expectation and interest of different visitors, the sector has the potential to utilized resources, products, and services from separate sectors, which are regarded as the constructed environment (João Romão, 2018). Construction can be carried out in the form of grand convention complexes that provide all kinds of facilities with maximum accommodation. Moreover, tourists are more interested when they are provided with proper information which the host has to offer. Information can be spread using social media and other modern technology.



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3. Tourism

According to UNWTO, tourism is a social, cultural, and economic event that brings about individuals from one edge of the world to the outside environment for business or personal reasons (UNWTO, 2008). Tourism is an activity connected to traveling done by an individual and residing outside their normal atmosphere for sligher than one year for recreation, business, or other purposes (Tugberkugurlu, 2010). According to Anjan and Binod, tourism is an economic activity with immense global importance (Agarwal *et al.*, 2015). Some of the tourist-attracting festivals are Hornbill Festival (Nagaland), Bihu (Assam), Losar (Arunachal Pradesh), Nongkrem Dance Festival (Meghalaya), etc. are some of the important festivals in the region (Cook, 2019). In terms of cultural, tradition, and natural resources, the region is far richer than other parts of the country, although it occupies only 8% of the country. Tourists from various countries travel to India to avail of cost-effective and superior health care in terms of surgical procedures and medical attention. Tourism industries are actively supported by small businesses. Which mainly consist of small-sized industries and are competent in economic restructuring, consumer market grouping, and saturation in resource-defined settings (Tatianaa *et al.*, 2015). Tourism helps support transport services and infrastructure across the country (Stainton, 2020). Lack of proper marketing channel for communication and the changes in the choices and concern for ecology by a tourist has made the industry sift its basic trend of mere visiting heritage sites to another trend like cultural, educational, protected areas, adventure, medical tourism, pilgrimage tourism, business tourism, cruise tourism, wildlife tourism, culinary, dark tourism, sports tourism and eco-tourism. Among all types, cultural tourism, adventure, and wildlife tourism are famous in the northeast region of India. Eco-tourism in the state Manipur can generate employment opportunities and economic surplus without any damage to the ecology (Dhiren *et al.*, 2016). According to Stainton, cultural tourism is the action of moving to specific destinations to explore and encounter a different society. This may consist of activities such as; observing events and fairs, touring galleries, and enjoying the local cuisine and refreshments (Stainton, 2020). Tourism growth can be harnessed as a means for fighting poverty and rural development (Krishnakhi Choudhury *et al.*, 2018). Camilleri stated that where there is an inland waterway, opportunities for recreation and tourism exist. Furthermore, tourism demand is directly proportional to the potential traveler who is seeking leisure time with disposable income (Camilleri, 2018). Tourists are motivated to travel and explore for a variety of factors such as social, economic, demographic, and psychological factors. Tourists can be classified as transient, who dwell for less than 24 hours and compromise the expense incurred and chooses specific tourism products such as transport facilities, better service, accommodation, and other amusement activities.

3.1 Sustainable Tourism

The theory is used in the context of achieving economic growth without compromising the environment and culture. This is made possible by responsible management of resources. Tourism attractions are to be maintained efficiently and can lead to degradation of the environment. Tourism development should be controlled, as it can result in strong leakage rather than benefiting the host economies. This can be achieved by establishing the relationship between the government, private and public. Encouraging the promotion of local products and stimulating the local community to produce quality goods and services, will help in controlling the leakage and sustain the ecology. With an increase in concern for the environment, there is a rise in concern about pollution and its impact on the planet. The tourist usually creates a negative impact by introducing a disruptive influence on local traditions and social norms (Rawat *et al.*, 2000). The consumer tries to reduce carbon emission by taking public transport and influences society to favour those companies featuring environmental protection (Chen, 2017). It is a fresh concept that consists of assuming a standard of economic obligation for the long-term conservation of the resources (Goodwin, 2014). Economic assistance can be of direct or spontaneous contributions to management firms or NGOs, which may likewise mean adopting practices that, limit the negative impacts of tourism (Pedersen, 2002). Sustainability businesses are compatible environmentally and successful economically (Paulina *et al.*, 2014). It is to be viewed that sustainable tourism development is massively reliant on the goodwill, loyalty, and engagement of resident communities (Gursoy *et al.*, 2002). According to Stankova and Kaleychev emphasis should be taken up to strengthen the collaboration between the public sector and tourism and related business at the regional level (Stankova and Kaleychev, 2020). Tourists, investors, and policymakers are increasingly demanding the tourism business to be accountable and liable for carbon emissions and reports. To achieve greater achievements and long-term cost savings, the tourism industry has a high-cost incentive to take up sustainable energy, producing sense for solely economic, as well as for the globe. Related to the airlines making aircraft lighter, used of biofuels, hotel saving power with key-cards or towel reuse, or hospitality supporting local communities with energy services and related monetary opportunities, tourism industries are at the forefront for a sustainable plan. According to Jiaying Lu and Sanjay, sustainable tourism is poorly represented in developing countries (Sanjay *et al.*, 2009). The application of sustainability principles in tourism will serve best in preserving the destinations from degrading in a social, cultural, and environmental way. Sustainable tourism can be successful only when four of its essential constituent elements, economic, social, cultural, and environmental components are given equal priorities irrespective of the differences (Rakicevik *et al.*, 2012). Moreover, tourist seeks for sustainable tourism services and are responsible oriented therefore tourist are keen to select sustainable tourism service packages



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as proposed by various tourism organization (Dalia et al., 2021). Coordination of policies, pro-active planning, understanding the limitation of tourism growth, education, and commitment of all the bodies involved in tourism industries are pre-requisites of a successful linking between tourism and sustainable development (Butler, 2009). Another interesting aspect of sustainable tourism is highlighted by Emaad Muhanna, where tourism industries are managed by a community and creates an attractive environment in the spirit of volunteerism and strengthen the community (Muhanna, 2006). From the perspective of a tourist, the practice of sustainable tourism is more desirable as it stimulates the local economy and will result in preserving the tourist destination. Tourism and construction contribute to the overall economic value chain, which results in sustainability (UNWTO, 2018). Ecotourism is another strategy to promote the sustainable development of tourism.

4. Tourist’s Psychology

Tourist psychology can be understood from Maslow’s hierarchy of needs. According to Philip Kotler, people are more motivated to fulfill basic needs before moving to higher needs (Kotler et al., 1999). This theory holds for tourists. Motivators are the internal psychological influences affecting tourist choices. Tourists are motivated to take part in the event when the environment fulfills the basic need and security. Safety needs- this is a reflection of undesired pathological characters (crime/theft/ecological vandalism, etc.). Social needs, tourism are mostly social-oriented activities apart from eco-tourism, wildlife tourism, and medical tourism. Tourist expects to have a good social life at the spot and seek to be a part of the regional social life by exploring it. The taste of social life is one of the motivator factors which tourist wants to experience. Higher levels of needs are dictated as esteem and self-actualization need. These refer to the overall satisfaction of tourist experience after exploring the event. This satisfaction triggers self-actualization and ultimately results in a positive experience and negative experience as per the satisfaction experienced by the tourist. The levels of self-actualization depend on the overall experience related to the structure, social, and quality of tourism services (Fodness, 1994; Yousaf et al., 2018). Understanding the psychology is significant to meet the tourist’s needs and desires, concerning the tourist perception of “perfect holidays”. Tourism industries wouldn’t exist, had there been no motivation to travel. This refers to the willingness of tourists to spend time, money, explore, and get good experience to become a brand loyal to the event (Iso-Ahola, 1982). It is noted through many studies on psychology and motivations for tourism that individuals travel for more than one reason. Tourism is the outcome of a combination of motives or motivators. The framework of push-pull is used as the motivator factors. Tourists are pushed by internal forces such as rest, relaxation, prestige, adventure, social interaction, and at the same time pull by external forces such as interest in a destination’s attributes (Baniya and Paudel, 2016). A tourist takes up traveling to seek pleasure and aside from usual routine life. Seeking pure pleasure becomes a major factor for motivation (Michael et al., 1992). To make the tourist spot desirable for the tourist visit, factors influencing tourist in taking decision and psychology needs to be analysed. Understanding the tourist needs and desires will be the key factor to make the tourist loyal.

5. Constructor’s Perception

Constructors are the policymakers, builders, contractors, and engineers who are engaged in constructing the environment for human benefit. The decisions of the constructors play a vital part in bringing changes in the constructed environment. In developing country policy are made base on the basic needs of the public, with less concern from the tourist’s prospect. The construction of infrastructure and development projects heavily depends on the policymakers in developing countries. Unskilled and inexperienced labor force used with outdated technology is some of the major issues in a developing country, which will impact the construction, carried out. Any major project carries out for the development becomes an opportunity for the policymakers and bureaucrats for extortion, which results in poor construction results. Does the constructor consider tourist attraction before and during policy-making and implementation? Is the budget allocated in time and sufficient enough? Whether the constructor is provided with well equip resources? Are some of the research questions bases on the perception of constructors considering tourism industries?

6. Literature Review

Tourism is one of the fastest-growing industries and it has been rapidly improving in northeast India. Several works of literature are carried out relating to the industries in the region highlighting the growth and various factors which are directly impacting the tourism industries in the region. Some of the important studies are summarized as followed:

6.1 Review based on Objectives

Table -1: Tourism Research Focus by Objectives (NE-India)

Table with 3 columns: SLNo., Objective (s), Author (s). Row 1: 1, Infrastructure development and its significance, Surabhi (2015), Jovanovic and Ivana (2016), and Bordoloi and Agarwal (2015)



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2	To highlights problems, challenges, and development of the industries	Majid and Asima (2014), Prasain & Zou (2017), Choudhury, <i>et al.</i> (2018), Das (2017), Priya and Dhiren (2016), and Sujith and Jisha (2017)
3	To explore tourism, opportunity, and tourism role for economic growth	Kalita (2016), Meena and Das (2013), Afrin <i>et al.</i> (2013), and Sikder (2014).

The above tabulation shows some of the existing literature and its contribution to the sector. Problems, challenges, and development of the sector are the major objectives of the existing literature, followed by infrastructure development and exploring of the industries.

Table 2: Methodological Focus in Tourism Research in NE-India

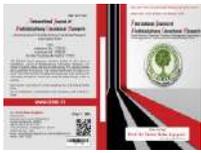
Methodological Focus	Researchers/ Authors
Qualitative Research Based on Secondary Data & Analysis	Praveen & Asokan (2016), Majid & Asima (2014), Prasain & Zou (2017), Choudhury <i>et al.</i> (2018), Meena and Das (2013), Ghulam <i>et al.</i> (2013), Bordoloi & Agarwal (2015), Sikder (2014), Laskar (2020), Chowdhury (2010), and Sujith & Jisha (2017)
Primary Data Based and Causal and Correlation	Kalita (2016), Jovanovic & Ivana (2016)
Mixed Method	Borse (2017), Boro (2015), Priya & Dhiren (2016), Kalita J (2016), Elavarasi & Sundaram (2017), and Das (2017)
Case Analysis	Moira, Edwards & Foley (2016), and Surabhi (2015)

The above table shows the nature of methodology for adopted in the most of tourism studies. Furthermore, the table highlight that most of the studies are carried out with the help of secondary data analysis and are followed by mixed method. Adoption of statistical tools methodology in most of the study in tourism is limited, which indicates that most of the studies are qualitative in nature.

The facts and findings highlighted in this literature are interesting. These are pointing out a few major issues, all other factors, and necessary steps that need to be handled seriously by the policymakers and constructor for the growth of tourism industries. Infrastructure is far lacking behind and investment is needed in infrastructure sectors, to attract more tourists according to Surabhi (2015), Jovanovic & Ivana (2016), Praveen & Asokan (2016), Majid & Asima (2014), Sikder (2014), and Borse (2017). Tourism policy, public and private collaboration, and well planning are essential to explore tourism Priya and Dhiren (2016), Afrin *et al.* (2013), Prasain & Zou (2017). Media enhancement for promotion and there should be less restriction to the traveler Boro (2015), and, Sujith and Jisha (2017).

It is inferable that tourism industries are impacted by constructed environment, which much of the literature has pointed out as infrastructure, policies, and promotion strategies. The constructed environment is essential for the rapid growth of tourism in the region. It is in this context; the literature is practically silent about the study on the impact of the constructed environment in tourism. From the review, here we found the extreme gap of work questioning deficiency of efforts on tourist’s satisfaction and the perceptions of the constructor and policymakers. This gap motivates the author to ask “whether the policymakers, stakeholders, and constructor are conscious enough to understand the want and needs of tourists?”. Finding the answer to this raised question will be a genuine work for the development of tourism industries.

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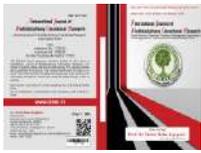


7. Status of CE in Select Tourists Destinations of NE-India

Transportation is a prerequisite for any development activity, which mainly comprises roads, railways, airways, and waterways. States like Nagaland and Manipur still rely on the traditional mode of transport such as the roadway, and there is no proper railway connection. Transportation can be broadly classified as highway and local. Although there are two airports, it is meant for economic class people. Manipur at present has only two hydel power plants working to fulfil the demand of 27 lakhs of the population and it is worse for Nagaland, as it relies on the neighbouring state. Medical tourism is another emerging branch of the tourism industry. The cost of medical benefits in India is 30% fewer than the western countries and the cheapest in South-East Asia, which makes the region, establish the potential to attract numerous patients from overseas (Roymedhi and Gitartha, 2017). At present, the two states have no 5-star hotels for accommodation and leisure. The cash drought in most of the ATMs and practice of cash mode of the transaction has caused a serious problem to the tourist. A natural site such as Dzukou valley, Shirui hill, and Loktak Lake are some of the tourist-attracting natural environments, which facilitate the flow of tourists. According to TOI, the region lags on the internet, mobile connectivity (Kalita P. , 2018). The impact of network issues is more severe in hill stations as compared to Valley Station or destination. The region is rich in cultures, strategic location, and natural resources that become the driving forces for a tourist attraction (Prasian et al., 2017; P. Deb Burman et al.; Acharjee et al., 2013; Gogoi, 2017). Massive construction of any leader or important person or deity in the region can be another important site for tourist attraction. The Statue of Unity in Gujarat attracts an average of 8,500 tourists per day (Time, 2019). While the Statue of Liberty attracts approximately 4.24 million in the year 2019 (Lock, 2020). North-East India has a prominent leader, freedom fighter, and religious leader, which can be given the same mark of respect as The Statue of Unity, Statue of Liberty, or Christ the Redeemer. Narayan Baruah (Baruah, 2020) has been pointing out that the main hindrance for tourism expansion and unequal performance in the region is due to inadequate finances, shortage of infrastructure, transport, lack of alternative modes of transport, marketing, border issues, terror effect and permit period. According to Uttam Kumar Sikder, tourism infrastructure is adequate in the entire region, thereby providing a good transport and communication network with sufficient provision for accommodation near the tourist spot with civic amenities the region has a good prospect for income generation (Sikder, Tourism & Economic Growth of North East Indian States, 2014).

8. Research Connecting Impact of a CE in Tourism

Tourism is an environmentally reliant activity, as visitors seek out attractive, different, or distinctive atmospheres that can hold tourist activities. According to Mckercher, tourism is resource hungry; tourism consumes resources, creates waste, and requires significant infrastructural development (McKercher, 1993). Ramadan Mazrekaj has pointed out that tourism and transportation are interconnected and depend on each other (Mazrekaj, 2020). Therefore, an attractive and healthy environment is important for the long-term success of tourism. Lasansky & McLaren also stated that “the reciprocal relationship between the modern practice of tourism and the built environment... have been inseparable since the first pilgrims descended upon Rome” (Lasansky & McLaren, 2004). With the increase in the tourism sector, it has essentially become a fact that tourism, as a phenomenon, depends on a wide range of factors. Such a factor closely relates to all the construction that is happening in the available space (Specht, 2014). According to João Romão, progress in transport services, networks, and infrastructures, discretionary income, greater holiday periods, and higher importance of recreation season in new lifestyles lead to the advancement of tourism industries (João Romão, 2018). Van Dijk and Geerts Bijlsma (2004) had further asserted that the tourist landscape is by interpretation an established one (Van Dijk and Geerts Bijlsma, 2004). Although the constructed environments are manmade, according to Goeldner and Ritchie (2009), it consists of intangible factors such as food service, entertainment, bar, attraction, etc (Goeldner and Ritchie, 2009). Tourists in earlier times were seeking cultural, knowledge, or religious entertainment, however, today's tourist is searching for "the spectacular" only (Specht, 2014; Foster, 2002). Government and private parties are carrying out hand-in-hand to bring development to the region by introducing a project for the improvement of nationally and universally prominent destinations through Mega Projects. And likewise, the government of India passed 100% FDI in the hostels and tourism industry (Incredible India, 2017-2018; Indian Tourism Statistics, 2017; KPMG, 2015; India; Ministry of Tourism, 2016-17; North Eastern Council, 2017; Kundu et al., 2013; Roy et al., 2017; Dayananda, 2016). Again, it is affirmed that the undeveloped part of a country requires the presence of infrastructure, as well as resort and alternative amenities peculiar to tourism (Kumar, 2018; Agarwal et al., 2015). According to Briassous and Straaten, tourism development precisely depends on the opportunity of pleasant natural and/ or man-made resources in an area that visitors want and compensate for (Briassous and Straaten, 2000). Development of heritage tourism circuits, promotion of traditional handicrafts and textiles, and infrastructure development would bring a positive impact in the region (Rani, 2008). Sorupia has claimed that the increase of transport, infrastructure, and adopting new technologies in the sector speed up the progress of tourism industries (Sorupia, 2005). Tourism development and transport system are closely intertwined, as the movement of people are one of the most important elements of tourism (Pearce et al, 2012; Klemmer et al., 2014). Improvement of tourism infrastructure assists the inferior by increasing tourism-related local regions, adding transport and communication, water supply, energy, and health. In brief, environmental sustainability is a must to enhancing tourism's development. According to Douglas, tourist flow depends on factors such as attractions (monuments,



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natural parks, beaches), accessibility, accommodation, infrastructure, and suprastructure (restaurants, banks, hospitals), which are referred to as constructed environment.

9. Furthering Research on CE in NE India

The study will help in analysing how constructed environment will meet the tourist(s) expectation and examine the perception of the organizers and policymakers. The gap between the tourist's expectation and constructed environment can be analysed by understanding the satisfaction, expectation, want, and needs from the visitor's perspective. Since, it cannot only be fulfilled by the organizers alone, it all depends on the policymakers and builder, for the constructed environment. The construction carried out in and around the area should not be only from the perspective of builder perception, rather it should be oriented toward attractiveness to draw tourists and to meet the expectation of tourists. Another aspect of the study is to make use of the material and resources in an ethical way, which many policymakers considered as an opportunity to make money by making construction of poor quality and through corruption. Such unethical practices make the gap wider and impossible despite improvement in service(s) and efforts from the part of sponsors. The service of the organizer and the sponsors may enhance not only by improving the marketing and promotion but by developing a special tour package and apps, to improve the service development. Another important aspect is to assess why tourist chooses particular destination over other. Understanding such tourist satisfaction patterns by the policymaker, event organizer, and builder will help in the construction of environment and to make the tourism industries exploit the full potential. Similarly, whether the existing constructed environment can maintain the flows of the traveller and whether there is a need for improvement to attract tourists needs to be studied thoroughly. A well-constructed environment acts as a travel motivator and initiates tourist decision-making. From this angle, understanding tourist choice and behavior by the policymakers are essential design of construction of tourism environment as per the need and desire of the tourist. The landscape is no longer considered as a foreground or background, rather a design to attract tourists. Constructions of structure become more ideal, in which the internal logic of the built object takes precedence. From the perspective of visitors, it can be noted that a well-organized and standard environment is needed. Tourists not only are interested in visiting the site but to explore the area and enjoy the new environment. An increase in disposable income and taste preferences of the tourist is another factor to be analysed in a broader spectrum, and not from the perspective of hosting the event alone. Data such as total arrival, total recipients, length of stay, the purpose of travel, nature of tourist's spending, and transportation opted by the visitor to reach the tour destination, will help in understanding the nature of the tourist want and needs. The possible reason for the tourist to travel may not only be the site seeing rather it may be food, habits, hobbies, cultural exploring, accommodation, leisure, etc. Specifically, there is a need for research work on constructed environment in tourism to support policies, makers, designers, businessman, and developers in uplifting tourism sector. There are no means, other than development of constructed environment to make the tourism industries to flourish in the region.

10. Conclusion

The study intended to delineate the impact of constructed environment on tourism industries in the selected region through the existing literature and research. Despite various literature, research articles, and research reports are available, a serious demand for detail analysis to understand the impact of constructed environment in tourism in the context of North East India. It is really doubtful that whether the policies makers, constructor, and stakeholders, understand the concept and significance of constructed environment in the context tourism. As the initiative and steps from the government side are far lagging behind, whereas, expectations of the tourist are rising in contrast. Therefore, the region should understand the important, and need to conscious enough to understand the implication of well-planned constructed environment. The review could describe the expectation of visitors from the host in the wider spectrum, while considering the role and responsibility of constructor, builder, and policymakers in the construction of the environment. The responsibility and the consciousness of the policymaker, builders, contractor, and engineers are essential for the growth of the industries and are impacted by the constructed environment. This observation leads to a discussion on the constructed environment as a driving force with the ambition of tourism growth.

With this brief note the paper accomplished in highlighting constructed environment, along with an over view on the impact of constructed environment on tourism industries. In conclusion, we say feel relevant to say, having a competence in constructed environment is very much essential. The policies makers should not emphasise on tourism policy clichés only with their perception, rather, they must be conscious enough to work as per the expectation of tourists. There lie real challenges. Our study will be in focus on it.

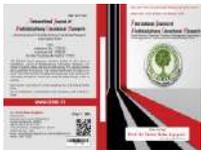


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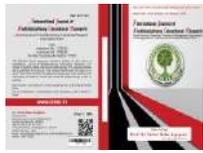
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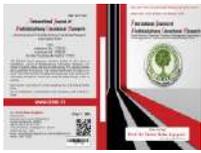
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Appendix Review Matrix-1

S. No.	Particular	Objectives	Methodology	Findings
1	The Value of Architecture to Tourism by Moira, Edwards & Foley (2016)	To analyze the Value of architecture to tourism. To preserve and conserve key heritage site	Case study	Design and iconic architecture of buildings attract the visitor.
2	Archaeotourism: An Approach to Heritage Conservation and Area Development by Surabhi (2015)	To conserve key heritage sites. Creating awareness of archaeological sites. Facilitating Market opportunity & social development.	Exploratory & Case study	Branding, collaborating, infrastructure, private sector, marketing effort, and event will promote archaeotourism.
3	Infrastructureas Determinant of Tourism Development, Countries of Southeast Europe by Jovanovic & Ivana (2016)	Significance of infrastructure	Pearson Correlation	IntensiveInvestment in infrastructure is needed for tourism development.
4	A Comparative Study of Tourism Industry in North-Eastern States of India by Praveen & Asokan (2016)	To study tourism industry comparatively in North-East States of India	Secondary data & statistical tools	Lack of infrastructure is the major problem for the imbalance development of tourism in North-East India.
5	A Review of Tourism Development in India by Majid & Asima (2014)	To review development of tourism in India	Secondary data, discussion & field visit (2011 & 2012)	Indian tourism department needs to invest in infrastructure through the Public-Private Partnership (PPP).



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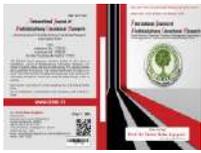
6	A Study on the Factors Responsible For the Development of Eco-Tourism in Tamil Nadu by Elavarasi & Sundaram (2017)	The factor responsible for eco-tourism development and to promote in Tamil Nadu	Sample, questionnaire, primary, secondary data & statistical tools	Eco-tourism and conservation of the environment can be achieved by carefully planning & execution by the government, tourist officials & corporations from the public.
7	North-Eastern States Tourism: Exploring the Unexplored On Earth by Prasain & Liang Zou (2017)	Explore tourism opportunity, problem, growth & development, solution of tourism in North-East India.	Secondary data & descriptive study.	The public-private partnership needs to enhance the development of infrastructure. Along with the recognition of tourist fest by the government.
8	Rural Tourism of North East India: Prospects and Challenges by Krishnakhi Choudhury, Dr. Papiya Dutta, and Samiran Patgiri (2018)	To understand the prospects of rural tourism in North-East India. To identify various challenges of rural tourism.	Secondary data collection and analysis	Rural development implies both the economic betterment of people and greater social transformation. Rural tourism is multi-faceted in nature
9	Prospects and problems of tourism in Assam by Runumi Das (2017)	To review the various tourism destination in Assam. To assess the potentialities of tourism in Assam. To unearth the problems which affect the tourism industry	Evaluative and Descriptive	The development of the tourism industry largely depends on tourism development policy and people's co-operation and consciousness.
10	Tourism in river island Majuli: prospects and problems by Jyoti Kalita (2016)	Explore tourism opportunities at Majuli, the reason for the visit & opinion.	Primary data & Survey	Majuli island has a huge potential for tourism as there is rich cultural heritage, flora & fauna.
11	A Study on Eco-Tourism Potential in Tripura, North-East India by Bajrang Lal Meena and Nibedita Das (2013)	To identify the natural resources present in different eco-tourist spots of Tripura. To assess the inflow of tourists for the last few years, both domestic and foreign. To evaluate the possibilities for the development of nature-based tourist spots in the state	Secondary data and Questionnaire	Improvement in transportation facilities is essential. More "Tourist Police" to cater to the need of the Tourists.
12	Environmental Effects of Tourism by Md. GhulamRabbany, Sharmin Afrin, Airin Rahman, Faijul Islam, and Fazlul Hoque (2013)	To see the positive and negative impact of tourism on the environment. To develop a model to minimize the negative impact of tourism on the environment. To determine the direct impact of tourist activities in the respective tourism areas.	Literature survey and secondary information	Everybody should be conscious of the negative impact of tourism and take the proper steps to lessen the problem



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13	Tourism Potentiality & Infrastructure Planning in North East India: Present Status and Future Outlook by Anjan Kumar Bordoloi and Binod Kr. Agarwal (2015)	To highlights, the Tourism Potentialities in North East India along with its infrastructural standing in the light of Vision-2020 and develops a road map to promote improved socio-economic relations with South-East Asian countries	Secondary data collection and analysis	The primary hurdles of publicity, tools of infrastructure facilitation, and administrative and security review and reform ought to be first taken into consideration in conjunction with community participation for the successful execution of a dynamic tourism policy
14	An Analytical Study of Ecotourism And its Prospects in Manipur by Priya and Dhiren (2016)	To study about Manipur Ecotourism. To study and examine all the necessary things needed. To study the potential of Manipur tourism places. To study and analyze the different aspects of Manipur Ecotourism.	Primary and Secondary data collection and analysis	The Tourism Department and Government of Manipur require additional measures and promotional strategies to improve the prospects of ecotourism in the state
15	Tourism & Economic Growth of North-East Indian States by Uttam Kumar Sikder (2014)	To access the role of tourism in the economic growth of Northeast India	Secondary data collection and analysis	Tourism infrastructure is inadequate in the entire north-eastern states in India.
1	A Study on the Tourism Industry of North East India with Reference to its Recent Growth and Revenue Generation by Baharul Alom Laskar (2020)	To analyze the trends and patterns of domestic and foreign tourist inflow into the North Eastern States during the time period 2005-06 to 2016-17. To analyze the state-wise annual growth rate of tourist inflow both domestic and foreign To examine the growth rate of revenue earning of selected North-Eastern states and its contribution to state GDPs of these states during 2005-06 to 2013-14.	Secondary data collection and analysis	On average, states like Nagaland and Manipur has the least number of domestic tourist inflows. The smallest state Sikkim occupies the dominant position in the case of foreign tourist inflow compared to the rest of the northeastern states. Assam has also experienced a rising trend in the case of foreign tourist inflow with a slight downtrend during the time period 2014-16.
17	Tourism Industry and Economic Development of Assam by Jayashree Chowdhury (2010)	To examine the potential of tourism in fostering economic development in North-East India. To study the trends in the flow of tourists to North-East India. To identify the impediments that restrict the development of tourism in North-East India.	Secondary data collection and analysis	Proper development of infrastructure, tourist facilities, enhancement of communication networks, etc. Enhancement of the role of media in promoting tourism States to identify inter-state circuits for relaxing RAP/PAP/ILP regime. Proper coordination and monitoring amongst various agencies and bodies of tourism



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18	Prospects and Challenges of Technological Innovation in Banking Industry of North East India by Kamaleswar Boro (2015)	To identify issues and challenges related to using technological innovations in operations among banks. To know trends and prospects of technological innovations used in banks in North East India	Primary and Secondary data collection and analysis	Major customer complaints from customers are regarding ATM machines link. Technological innovations have fewer avenues for usage in the region. Due to limited trading in the Northeast region, IT innovations have so far not been highly penetrated.
19	A Need of Development of Heritage Tourism: A Case Study of Ankai Fort, Maharashtra by Prof. Nitin Bajirao Borse (2017)	To highlight the potential of Ankai fort and surrounding for the development of heritage tourism. To collect the information about the structure, places, and caves in the premises of Ankai fort. To suggest the measures for the development of Ankai fort as a tourist destination.	Primary and Secondary data collection and analysis	This region is lagging behind in agriculture and industrial development. Lacks of infrastructure tourists were not interested to stay or spend considerable time in this location; consequently, there is a limitation on their spending.
20	Tourism in India: Opportunities and Challenges by Sujith T S and Jisha M K. (2017)	To understand the Indian tourism industry. To find out opportunities and threats of Indian tourism.	Secondary data collection and analysis	India's size and massive natural, geographic, cultural, and artistic diversity offer enormous opportunities for the travel and tourism industry. Promotion and aggressive marketing measures undertaken by the government are expected to aid the arrival of tourists.