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SECTORAL PROBLEMS OF THE DAILY BOAT TRIP COMPANIES: CASE OF FETHİYE*

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ABSTRACT

Maritime tourism, which has recently been on the agenda with increasing importance in the globalizing world, has become an effective factor for the tourism sector and an important criterion for destination preference in the world. Maritime tourism, which is entertain and recreational industry facing the sea, has rapidly developed in tourism activities in recent years. In addition to the resource creation and employment development of the economy, maritime tourism will contribute to the development of many sectors in its fields of activity and has also played an important role in regional development. Fethiye is the centre of charm with its islands, natural bays and its long shoreline in terms of marine tourism. Fethiye and its region enable every kind of marine tourism activities in terms of geographical and climatic conditions. All the maritime tourism facility and business administration activities are in service in Fethiye. Daily boat trip administration is also one of the marine tourism factors which is intensively in service. Thousands of native and foreign tourists join daily boat trips to see Fethiye and islands around Fethiye.

In this work by reaching 107 out of 139 daily boat trip businesses located in Fethiye, via face to face survey, they were asked to assess 16 sectoral problems which were detected upon pre-interviews and point out their own views. In the reliability test Cronbach's Alpha value was found to be 0.845; as a result of the test performed, the data was found to have been not normally distributed and for the necessary analyses non-parametric methods were utilised. It also evaluated problems and

* This article is prepared to benefit from the master thesis of 'Sectoral Problems Of The Daily Trip Boats Of Fethiye Province'.

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thoughts uttered by daily boat trip business administrators after questionnaire data were analysed.

STRUCTURED ABSTRACT

Purpose of the study; to investigate the problems of daily trip boats in Fethiye, to determine the problems encountered by the enterprises in their activities and to find out the problems that the day trip boats operators consider the most important.

When national and international literature is examined, many studies about maritime tourism have been encountered. In general, the contribution of maritime tourism to the general tourism economy is examined. At the same time, there are studies related to the management of maritime tourism facilities and vehicles. However, no one-to-one scientific data has been found on this subject within the scope of daily trip boats management, which is one of the enterprises of maritime tourism vehicles. Therefore, the subject of the research is unique in the scientific medium.

The purpose of the study was to investigate the sectoral problems of daily boat trip businesses in Fethiye, Muğla. 139 daily boat trip business administrators were presented problems by means of survey and they were asked to assess them. 107 operators participated in the study. A survey was used in the research as a data collection tool. In order to develop the survey questions, individual interviews carried out with the authorities from Fethiye Chamber of Shipping and Muğla Provincial Directorate of Culture and Tourism, the presidents of Association of Fethiye Motor Yacht Charters, Association of Çalış Motor Yacht Charters, Association of Ölüdeniz Motor Yacht Charters, and Association of Göcek Motor Yacht Charters, data from the institutions, and oral and written sources were used.

In research; in order to collect the data objectively and to perform various analyses with statistical analysis techniques, questionnaire technique was used through one-to-one interviews. Non-parametric methods were used in the analysis of research data. In the statistical analysis of the data, frequency analysis was applied to examine the percentage of the opinions given to the problems and then Kruskal-Wallis test was used to determine whether there was any difference between the groups.

107 out of 139 daily trip boats operators participated in the study. According to the responses to the survey, 39.3% of the businesses are registered to the association of Fethiye 12 Island Motor Yacht Company. 34.6% of the business administrators range between the ages of 35-44, 40.2 % of them are graduates of high school and their equivalents, and 35.5% of them have been working in this sector for over 20 years. 61.7% of the daily boat trips have a capacity of less than 50 passengers and 38.3% of the businesses have two staff. Considering the views of the daily boat trip business administrators to the questions about the problems they have, they could not reach a consensus only about the problems arising from the cleaning and capacity of sailing routes and refuelling operation not taking place in reliable settings. Apart from this business administrators mostly stated the view "I totally agree". Thus, it was

understood that the business administrators encountered and observed the problems determined by the authorities.

According to the association the businesses are registered to, there is no difference with the problems of lack of standardized capacity of passengers on board and open public bays being owned by private property owners. There are differences between the other problems as many problems result from the location where the tours depart.

According to the number of staff working for the organizations, differences occur with the problems of lack of special moorings reserved for boats, lack of boat yard for boats, increasing number of lines due to easy entry to the sector, lack of stabilisation for the number of lines in service, decreasing customer demand as a result of increasing regional sea pollution, and inadequate waste disposal system. As the capacity of the boats increases, the number of their staff increases, and thus, the problems differ.

As stated by the business administrators, they complain about lack of interest of the local administrations, having only one boat yard in Fethiye, monopoly price of the boat yard, unsuitable location of the boat yard and crew training offered by the private sector.

When the all study and the personal opinions of the daily boat trip business administrators are examined, it is revealed that there are serious problems that need to be solved in the day trip management business sector for Fethiye. Since there are no previous studies in this area, the research is intended to explain the current situation and identify problems. Based on this study, it is suggested to be examined in more depth by sector authorities and to try to provide constructive solutions to the problems.

Keywords: Maritime Tourism, Fethiye, Daily Boat Trip Business Administration.

GÜNÜBİRLİK GEZİ TEKNELERİ İŞLETMELERİNİN SEKTÖREL PROBLEMLERİ: FETHİYE ÖRNEĞİ¹

ÖZET

Küreselleşen dünyada önemli bir etkisi olan denizler ile birlikte son zamanlarda gündemde olan ve önemi artan deniz turizmi turizm sektörü için etkin bir faktör ve dünyada destinasyon tercihi için önemli bir kriter olmuştur. Denize dönük bir eğlence ve dinlenme endüstrisi olan deniz turizmi, turizm aktiviteleri içerisinde son yıllarda hızla gelişme göstermiştir. Deniz turizmi, ekonomiye kaynak yaratma ve istihdam geliştirmenin yanı sıra, faaliyet alanlarında birçok sektörün gelişmesini sağlayacak, bölgesel kalkınmada da önemli bir rol üstlenmiştir. Fethiye ilçesi deniz turizmi açısından uzun kıyı şeridi, doğal koyları ve adalarıyla bir cazibe merkezidir. Coğrafi ve iklim koşulları açısından Fethiye ve çevresi her türlü deniz turizmi faaliyetlerinin uygulanabilmesine imkân sağlamaktadır. Fethiye’de tüm deniz turizmi tesis ve işletmecilik

¹ Bu makale, ‘Fethiye İlçesindeki Günübirlik Gezi Teknelerinin Sektörel Problemleri’ yüksek lisans tezinden faydalanılarak hazırlanmıştır.

faaliyetleri yapılmaktadır. Günübirlik gezi tekneleri işletmeciliği de Fethiye’de yoğun olarak faaliyet gösteren deniz turizmi unsurlarından biridir. Her yıl binlerce yerli ve yabancı turist Fethiye ve çevresindeki adaları görmek için günübirlik gezi turlarına katılmaktadır.

Bu çalışmada Fethiye’de bulunan 139 günübirlik gezi teknesi işletmesinin 107 tanesine yüz yüze anket yoluyla ulaşılarak, ön görüşmeler sonucu tespit edilen 16 sektörel sorunu değerlendirmeleri ve kendi görüşlerini de belirtmeleri istenmiştir. Güvenilirlik testinde Cronbach’s Alpha değeri 0,845 bulunmuş, yapılan test sonucunda verilerin normal dağılmadığı görülmüş ve gerekli analizler için non-parametrik yöntemlerden yararlanılmıştır.

İncelenen anket verilerinin ardından da günübirlik gezi tekneleri işletmecilerinin kendi kalemlerinden dile getirdikleri sorunlar ve düşünceler değerlendirilmiştir.

Anahtar Kelimeler: Deniz Turizmi, Fethiye, Günübirlik Gezi Tekneleri İşletmeciliği

INTRODUCTION

Tourism aims at meeting people’s needs resulting from their travels for different purposes (curiosity, religion, culture, health, sports, participation in congress/meetings, family visits, and etc..) and accommodation in the country where they visit and also it is the art of accepting and welcoming people staying in places outside their usual environment mainly for fun, leisure and relaxation based on the conditions that do not have commercial, political, and permanent settlement aims (Gürdal, 1995: 7).

Tourism has become one of the greatest sectors of the world in the last century. As a result of the rapid globalization, the removal of geographic boundaries between the countries, globalization of investments, meeting different nations with different cultures, use of common languages anywhere in the world and exchange of culture enable development of tourism (Aykurt Kurnaz, Kurnaz, Uçar, Uçar, 2012: 75).

Tourism varies considering the destinations visited, the age of people and the number of people, the socio-economic conditions and the purposes of people (Kozak, 2008: 19-32). One of the forms of tourism based on the purposes of the visitors is maritime tourism, an industry oriented for relaxation and entertainment for sea. Maritime tourism has developed rapidly among the other tourism activities in recent years. Due to the pressure of urban life, the sector has developed rapidly because of the people’s increasing desire for sea, nature and being engaged in activities, their reaction to the standard lifestyle, increase in economic welfare and technological advancements (Ercanik, 2003: 29).

Basiron (1997) and Orams (1999) define “*maritime tourism as the temporary short-term movement of people to destinations outside their usual environment and activities within a marine setting*”.

Moreover, Orams describe “*maritime tourism as a particular form of tourism which includes those recreational activities that involve travel away from one's place of residence, which have their host or focus on the marine environment*” (Orams 1999: 9). Lekakou and Tzannatos (2001) describe maritime tourism “*as a particular form of tourism which is the search of a more direct and more permanent contact of the tourist with the ocean (sea)*”. Maritime tourism includes a wide range of activities pertaining to the sea and the coasts. It also includes a wide range of activities such as water skiing, pedalo, beach camping, marine wildlife observation, sport fishing, and tours (Collins, 2007: 112).

Eagles and McCool (2002) state that the growth rate of maritime tourism has surpassed the other forms of tourism. Asafu-Adjaye and Tapsuwan (2008) determined that maritime tourism made important contributions to global economy. Although the awareness about economic and environmental effects and sustainability consciousness related to maritime tourism has increased, the number of studies carried out in this field is rather scarce (Hall, 2001). The rare number of studies has increased as the maritime tourism started to increase its popularity.

Maritime Tourism has been defined as professional activities carried out with the intention of tourism by sea vehicles on sea and the other professional activities which support it (DTO, 2010: 131). These professional activities include maritime tourism facilities enterprises, sea vehicles and their companies. Maritime tourism facilities and enterprises consist of cruise ports, marinas, their companies and other facilities (dock, jetty, board yard) companies. Maritime tourism vehicles and businesses involve cruise ships and lines, yachting organizations, daily boat trip companies, scuba-diving tourism, water sports businesses and other maritime tourism companies (DTO).

It was after the 80s that maritime tourism gained momentum in our country. In addition to, economic and social contributions it makes, maritime tourism has a considerably important place in general tourism sector with its contributions to advertising activities and the foreign currency inflow (Suyabasmaz, 2015:46). Maritime tourism with its 20% share in tourism revenues has become an important sector.

Coastal leisure shipping (daily boat trips) which has been operated intensively in the Southern Aegean coast in Turkey and included the bays and islands has been completed in one day. These tours are realized by people knowing each other via chartering private boats or by professional leisure crafts or boats involving people who buy standard package tours. Schooners, a type of sailing vessel unique to our country, have been used for such trips (Atlay and et al, 2013).

Coastal leisure shipping (daily boat trips) is one of the maritime tourism components, vessels, and business organizations. According to the item 24 of the regulation of maritime tourism, "Day-ships are a maritime tourism vehicle which pick up and drop off passengers in the harbour for the purpose of trip, sport, recreational-leisure activities, and tourism in the same day and have a certificate of seaworthiness".

Day-ships are vessels that are seaworthy and have an ability to float and move on the sea and they depart and return to the same port on the same day and perform tours for tourists on a pre-determined route within the harbour or a 100-mile limited port area (Arat, 2006: 19).

These studies related to marine tourism were found when the literature is examined; (Arlı, 2012), (Gürsoy etc., 2018), (Chen, M., J., Balomenou, C., K., Poulaki, P. and Lagos, D., 2016), (Garrod, B. and Gössling, S., 2008), (Göksu, Y. and Atik, O., 2016), Kozan, G. Y., Özdemir, S. S. and Günlü, E., 2014), (Arikan, H.A., Aydın, A., Baydağ, C., Acar, F., 2000), (Orams, M., and M. Lück, 2013), (Harriott, 2012), (Hawkins Jp, Roberts Cm., 1994), (Wiener, Cs., Needham, Md, Wilkinson, Pf, 2009), (Gayle Jennings, 2003).

Fethiye is one of the 13 districts of Muğla. Moreover, it is the second most populated one and the sixth largest district considering area. It is 121 kilometres away from Muğla. Fethiye is a very suitable region for maritime tourism with its 102 km coastline and its favourable climate. Within the context of maritime tourism, all activities are realized in Fethiye (District Governorship of Fethiye).

Considering maritime tourism, marinas, yachting, daily boat trip companies, scuba-diving and water sport activities are performed in Fethiye.

Fethiye Branch of Fethiye Chamber of Shipping was established on December 16, 1998 in parallel with the development of maritime tourism sector. It has got nearly 400 members on average.

Its area of responsibility covers the mouth of Eşen Stream and Ekincik Bay and Fethiye and Göcek Port Authorities are located in this area (Fethiye Chamber of Shipping). There are 8 beaches and 2 marinas which are awarded of the blue flag certification in Fethiye (Municipality of Fethiye 2015-1019, Strategic Plan: 21). Moreover, Municipality of Fethiye was chosen by Union of Municipalities (AEMA) which have marinas as the only member out of the European Union in 2008 (DTO, 2015: 200). The coastline which extends from Fethiye to Marmaris / Aksaz has been announced as WATER SPORTS CENTRE and this area has become an important attraction for oarsmen and sailors. International rowing race is held every year in March in the Gulf of Fethiye (DTO 2014 Maritime Sector Report, 2015: 232). Two separate regattas (sailboat racing) are organized by Göcek Yacht Club (GYC) every year on May 19 and November 10 (www.gocekyachtclub.org).

Day and night diving tours around 20 points determined by the experienced diving centres in the region for beginners and experienced divers and comprehensive training courses based on PADI; CMAS, BSAC are organized.

Moreover, Fethiye is the centre of surface water sports, where many sport activities are performed. There are many different types of water sports in Fethiye like rowing, canoeing, hiring a jet ski, renting a boat, inflatable marine crafts and renting a pedalo.

Ferry services have been organized to Rhodes, a Greek island in summer. Moreover, blue voyage cruises from Fethiye to Kaş, Marmaris and Bodrum also daily boat trips from the centre of Fethiye, Çalış, Ölüdeniz and Göcek to the islands within the gulf are organized every day in summer. There are 18 islands within the borders of Fethiye. The main island are Şövalye, Kızılada, Katrancı, Delikli, Tersane, Domuz, Yasıca, Gemile, Ayenikola, Karacaören and these tours are organized to these islands from these four centres. These tours starts between 9.30 and 10.30 finish in the evening.

It is indispensable that marine tourism businesses encounter problems in Fethiye where such intensive and active maritime tourism activities are carried out. This research study aimed at detecting sectoral problems of daily boat trip businesses and also the business administrators views were taken.

MATERIAL AND METHOD

The purpose of the study was to investigate the sectoral problems of daily boat trip businesses in Fethiye, Muğla. 139 daily boat trip business administrators were presented problems by means of survey and they were asked to assess them. 107 operators participated in the study.

A survey was used in the research as a data collection tool. In order to develop the survey questions, individual interviews carried out with the authorities from Fethiye Chamber of Shipping and Muğla Provincial Directorate of Culture and Tourism, the presidents of Association of Fethiye Motor Yacht Charters, Association of Çalış Motor Yacht Charters, Association of Ölüdeniz Motor Yacht Charters, and Association of Göcek Motor Yacht Charters, data from the institutions, and oral and written sources were used.

16 problems were detected in the sector in Fethiye and its environs. These problems are lack of special moorings reserved for boats, lack of boat yard for boats, lack of qualified staff and ship's crew, lack of price stability, lack of rock-bottom price, increasing number of lines as due to being easy to enter the sector, lack of standardization between the boats, lack of deterrent bureaucratic sanctions and fines, local administration's insensitivity to the sectoral problems, not being able to stabilise the number of lines in service, lack of standardized capacity of passengers on board, decrease in customer demand as a result of increasing regional sea pollution, problems arising from the cleaning capacity of sailing routes, introducing compulsory private insurance system, inadequate waste disposal system, open public bays being owned by private property owners, and refuelling operation not taking place in reliable settings. Apart from these, space was left for the operators to write their own personal opinions.

Cronbach's Alpha reliability test was performed to calculate the reliability value of the research study and the value was found to be 0,845. One-Sample Kolmogorov-Smirnov test was used to determine whether or not the data were normally distributed. The test results revealed that the values of significance level were found to be less than 0.05 for all questions and the data were not normally distributed. For this reason, non-parametric methods were used for the analysis of research data. Frequency analysis was used to investigate the percentages of the opinions about the problems for the statistical analysis of data and then Kruskal-Wallis test, a non-parametric test, was used to learn whether or not there was a difference between the groups.

FINDINGS

Necessary analyses were performed for the data gathered at the end of the survey by means of statistical analysis program. The results were presented in tables.

Table 1: Demographic Characteristics of the Respondents in a Questionnaire

		Number	Percentage
Association they are registered to	Fethiye 12 island charter	42	39,3
	Çalış Motor Yacht Charter	28	26,2
	Ölüdeniz motor yacht charter	20	18,2
	Göcek motor yacht charter	17	15,9
Total		107	100,00
Age	24 and under	3	2,8
	25 – 34	28	26,2
	35 – 44	37	34,6
	45 – 54	35	32,7
	55 and above	4	3,7
Total		107	100,00
Education	Elementary School	15	14,0
	Secondary School	16	15,0
	High schools and their equivalents	43	40,2
	Graduate Schools and above	33	30,2
Total		107	100,00
Work experience in the sector	1-5 years	9	8,4
	5-10 years	10	9,3
	10-15 years	24	22,4
	15-20 years	26	24,3
	20 years and above	38	35,5
Total		107	100,00
The passenger capacity of the boat	Less than 50	66	61,7
	Between 50-99	28	26,2
	Between 100-150	6	5,6
	More than 150	7	6,5
Total		107	100,00
The number of crew	1 crew	16	15,0
	2 crews	41	38,3
	3 crews	21	19,6
	4 crews	15	14,0
	5 crews and above	14	13,1
Total		107	100,00

According to the responses to the survey, 39.3% of the businesses are registered to the association of Fethiye 12 island motor yacht company. 34.6% of the business administrators range between the ages of 35-44, 40.2 % of them are graduates of high school and their equivalents and 35.5% of them have been working in this sector for over 20 years. 61.7% of the daily boat trips have a capacity of less than 50 passengers and 38.3% of the businesses have two staff. Considering the views of the daily boat trip business administrators to the questions about the problems they have, they could not reach a consensus only about the problems arising from the cleaning and capacity of sailing routes and refuelling operation not taking place in reliable settings. Apart from this, business administrators mostly stated the view “I totally agree”. Thus, it was understood that the business administrators encountered and observed the problems determined by the authorities. According to the analysis of whether or not there was a difference between the responses to the demographic questions in the questionnaire, there was no difference between the answers in terms of business administrators’ age and education. This demonstrates that the problems are perceived the same for all ages and education levels.

According to the association the businesses are registered to, there is no difference with the problems of lack of standardized capacity of passengers on board and open public bays being owned by private property owners. There are differences between the other problems as many problems result from the location where the tours depart.

Table 2: Analysis of Differences between the Responses in Terms of the Association the Businesses Are Registered to

	Chi -Square	Df	Asymp. Sig.
Lack of special moorings reserved for boats	24,950	3	,000*
lack of boat yard for boats	13,708	3	,003*
Lack of qualified staff and ship’s crew to work on board	17,536	3	,001*
Lack of price stability and lack of rock-bottom price	11,822	3	,008*
Increasing number of lines due to easy entry to the sector	18,387	3	,000*
Lack of standardization between the boats in service	8,722	3	,033*
Lack of deterrent bureaucratic sanctions and fines	10,878	3	,012*
Local administration being insensitive to the problems of the industry	12,522	3	,006*
Not being able to stabilise the number of lines in service	11,940	3	,008*
Lack of standardized capacity of passengers on board	7,236	3	,065
Decreasing customer demand as a result of increasing regional sea pollution	27,255	3	,000*
Problems arising from the cleaning and capacity of sailing routes	10,473	3	,015*
Introducing compulsory private insurance system	23,208	3	,000*
Inadequate waste disposal system	22,817	3	,000*
Open public bays being owned by private property owners	3,498	3	,321
Refuelling operation not taking place in reliable settings	11,758	3	,008*

*P<0.05 displays that it is significant in terms of significance level.

Considering the work experience of business administrators in the sector, there are differences considering the problems of lack of special moorings reserved for boats, lack of standardization among the lines in service, and inadequate waste disposal system.

Table 3: Analysis of Differences between the Responses in Terms of Work Experience of the Business Administrators in the Sector

	Chi -Square	Df	Asymp. Sig.
Lack of special moorings reserved for boats	12,470	4	,014*
Lack of boat yard for boats	4,680	4	,322
Lack of qualified staff and ship's crew to work on board	6,223	4	,183
Lack of price stability and lack of rock-bottom price	5,025	4	,285
Increasing number of lines due to easy entry to the sector	3,334	4	,504
Lack of standardization between the boats in service	6,415	4	,170
Lack of deterrent bureaucratic sanctions and fines	7,354	4	,118
Local administration being insensitive to the problems of the industry	7,106	4	,130
Not being able to stabilise the number of lines in service	12,059	4	,017*
Lack of standardized capacity of passengers on board	2,887	4	,577
Decreasing customer demand as a result of increasing regional sea pollution	4,555	4	,336
Problems arising from the cleaning and capacity of sailing routes	,637	4	,959
Introducing compulsory private insurance system	6,342	4	,175
Inadequate waste disposal system	9,614	4	,047*
Open public bays being owned by private property owners	6,449	4	,168
Refuelling operation not taking place in reliable settings	2,103	4	,717

*P<0.05 displays that it is significant in terms of significance level.

Considering the boats' passenger capacity, there are differences with the problems of lack of special moorings reserved for boats, lack of price stability and lack of rock-bottom price, and decreasing customer demand as a result of increasing regional sea pollution. As the capacity of the boats change, some of their problems differ.

Table 4: Analysis of Differences between the Responses According to the Boats' Passenger Capacity

	Chi -Square	Df	Asymp. Sig.
Lack of special moorings reserved for boats	11,387	3	,010*
Lack of boat yard for boats	4,549	3	,208
Lack of qualified staff and ship's crew to work on board	4,318	3	,229
Lack of price stability and lack of rock-bottom price	12,856	3	,005*
Increasing number of lines due to easy entry to the sector	5,743	3	,125
Lack of standardization between the boats in service	1,910	3	,591
Lack of deterrent bureaucratic sanctions and fines	2,698	3	,440
Local administration being insensitive to the problems of the industry	7,495	3	,058
Not being able to stabilise the number of lines in service	4,554	3	,208
Lack of standardized capacity of passengers on board	,622	3	,891
Decreasing customer demand as a result of increasing regional sea pollution	14,427	3	,002*
Problems arising from the cleaning and capacity of sailing routes	5,170	3	,160
Introducing compulsory private insurance system	4,836	3	,184
Inadequate waste disposal system	6,031	3	,110
Open public bays being owned by private property owners	3,796	3	,284
Refuelling operation not taking place in reliable settings	2,050	3	,562

* P<0.05 displays that it is significant in terms of significance level.

According to the number of staff working for the businesses, differences occur with the problems of lack of special moorings reserved for boats, lack of boat yard for boats, increasing number of lines due to easy entry to the sector, not stabilising the number of lines in service, decreasing customer demand as a result of increasing regional sea pollution, and inadequate waste disposal system. As the capacity of the boats increase, the number of their staff increases and thus, the problems differ.

Table 5: Analysis of Differences between the Responses According to the Number of Staff Working in the Organizations

	Chi -Square	Df	Asymp. Sig.
Lack of special moorings reserved for boats	12,112	4	,017*
lack of boat yard for boats	9,559	4	,049*
Lack of qualified staff and ship's crew to work on board	2,916	4	,572
Lack of price stability and lack of rock-bottom price	7,164	4	,127
Increasing number of lines due to easy entry to the sector	13,974	4	,007*
Lack of standardization among the boats in service	1,197	4	,879
Lack of deterrent bureaucratic sanctions and fines	8,834	4	,065
Local administration being insensitive to the problems of the industry	7,372	4	,117
Not being able to stabilise the number of lines in service	11,845	4	,019*
Lack of standardized capacity of passengers on board	8,639	4	,071
Decreasing customer demand as a result of increasing regional sea pollution	19,486	4	,001*
Problems arising from the cleaning and capacity of sailing routes	4,222	4	,377
Introducing compulsory private insurance system	6,907	4	,141
Inadequate waste disposal system	9,701	4	,046*
Open public bays being owned by private property owners	6,740	4	,150
Refuelling operation not taking place in reliable settings	2,554	4	,635

* P<0.05 displays that it is significant in terms of significance level.

The problems uttered and written by the daily boat trip business administrators in the personal opinion part added at the end of the questionnaire address the following issues but the administrators mostly complain about the number of lines which are not stabilised. A lot of lines cause congestion for mooring (shelter for shipping), traffic jam in sea routes, and arising technical problems while getting service for electricity, taking water and disposal of sewage water systems.

Moreover, another problem related to the number of lines is that the boats which are not registered to the association are engaged in activity and also share mooring and the service the other boat lines get. Lack of mooring causes the drop-off and pick-up area to be limited and also lack of space for private service vehicles by which passengers are brought.

In addition, high number of boats but lack of standardization among the boats and different passenger capacity lead to variety in price and unfortunately this causes unfair competition. Business administrators demand standardization of capacities or fixed-price or prices to fall of rock-bottom levels.

Business administrators defend that local administration and the authorities of chamber of shipping ignore them and their problems and also they do not approach to solution-oriented discussions or suggestions. The business administrators feel themselves neglected institutionally. The daily boat trip business administrators state that they are ready to engage in dialogue with the authorities and they intend to do their share. They also demand that chambers and the local administrators should implement the arrangements they made or will make by receiving their opinions.

As stated, there is only one boat yard in Fethiye. Both the manufacturing of schooners and also the annual ship maintenance and repairs are carried out in this place. Because the boat yard is a monopoly, it offers them an opportunity to apply whatever price policy they decree for services. Particularly, the prices are challenging for small boat owners. The business administrators demand a boat yard which they own.

The crew training is offered by the private sector and the crews take this training and examinations in every five years. This situation is a financial burden for the business administrators and they suggest that this training should be offered by the relevant vocational schools. Moreover, it is a problem for the business administrators because those who have been working as a ship operator for years are checked in every five years.

RESULTS

This study aimed at investigating the sectoral problems of the daily boat trip businesses in Fethiye, Muğla. Within this context, 139 daily boat trip business administrators were asked questions via survey and they were asked to evaluate them. 107 operators were reached and the study was carried out.

The research study's Cronbach's Alpha reliability coefficient was 0,845 and the data were not normally distributed. Thus, non-parametric methods were used for the research data analysis. Frequency analysis was used for the statistical analysis of the data in order to examine the percentages of the opinions stated about the problems and then Kruskal-Wallis test was performed to learn whether or not there was a difference between the groups. Considering the responses to the questions, 39.3% of the businesses are registered to the association of Fethiye 12 island motor yacht company. 34.6% of the business administrators range between the ages of 35-44, 40.2 % of them are graduates of high school and their equivalents, and 35.5% of them have been working in this sector for over 20 years. 61.7% of the daily boat trip businesses that participated in the survey have less than 50 passenger capacity and in 38,3% of the businesses, there are only two staff working. According to the analysis of whether or not there was a difference between the responses to the demographic questions in the survey, there was no difference between the responses in terms of business administrators' age and education. Thus, this reveals that the problems are perceived the same for all ages and education levels.

According to the association the businesses are registered to, no difference occurs with the problems of lack of standardized passenger capacity on board and open public bays being privately owned because many problems result from the location where the tours depart.

Considering the work experience of business administrators in the sector, there are differences considering the problems of lack of special moorings reserved for boats, lack of standardization between the lines in service, and inadequate waste disposal system. This determines that the problems that the participants perceived varied with the increasing experience.

Considering the boats' passenger capacity, there are differences with the problems of lack of special moorings reserved for boats, lack of price stability and lack of rock-bottom price, decreasing customer demand as a result of increasing regional sea pollution. As the boats' capacity change, the realization of the problems based on boat yard and price differ.

According to the number of staff working for the organizations, differences occur with the problems of lack of special moorings reserved for boats, lack of boat yard for boats, increasing number of lines due to easy entry to the sector, lack of stabilisation for the number of lines in service, decreasing customer demand as a result of increasing regional sea pollution, and inadequate waste disposal system. As the capacity of the boats increases, the number of their staff increases, and thus, the problems differ.

As stated by the business administrators, they complain about lack of interest of the local administrations, having only one boat yard in Fethiye, monopoly price of the boat yard, unsuitable location of the boat yard and crew training offered by the private sector.

When all of the workers and business administrators' personal opinions are examined, there comes out very serious problems which need to be resolved in daily boat trip administration for Fethiye. Because no other study has been carried out in this field, this study is carried out to explain the current situation and identify the problems. Considering the findings of this study, it is suggested that the sector should be examined in-depth by the local and national authorities and constructive solutions should be offered for the problems.

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