

visitors (n = 169) indicated that some places were more crowded than others, and of these visitors, 66% included campsites in their examples while 35% included huts. Appendix 1 summarises other crowding information from Question 3, which indicated that visitors who indicated some focus for campsite crowding (n = 94) specified 'all campsites used' (36%) and Anchorage campsites (20%), and visitors who indicated some focus for hut crowding (n = 59) specified Anchorage Hut (54%). These results indicated issues related to campsite use were the key to crowding perceptions, with hut issues of secondary importance.

These relatively high crowding perceptions (58% crowded) could be interpreted as representing use-levels which are at 'high normal conditions' (refer Appendix 3), suggesting there are problems with perceptions of excessive use-levels. These crowding scores were not significantly linked with overall satisfaction. In other words, higher crowding perceptions were not associated with higher evaluations of dissatisfaction with the trip, or with it being considered worse than expected. While a notable proportion of visitors indicated they did experience crowding, and many experienced higher use-levels than expected, this did not appear to affect how they felt about their overall trip. Despite this finding, the high perceived crowding levels alone suggest that some degree of compromise to the quality of visit experiences was occurring (refer Appendix 3). Subsequent sections in this report present analyses which indicate where future compromises may occur in relation to satisfactions with particular facilities and services (refer Section 4.2), or with perceptions of particular social and physical impacts (refer Section 5.2).

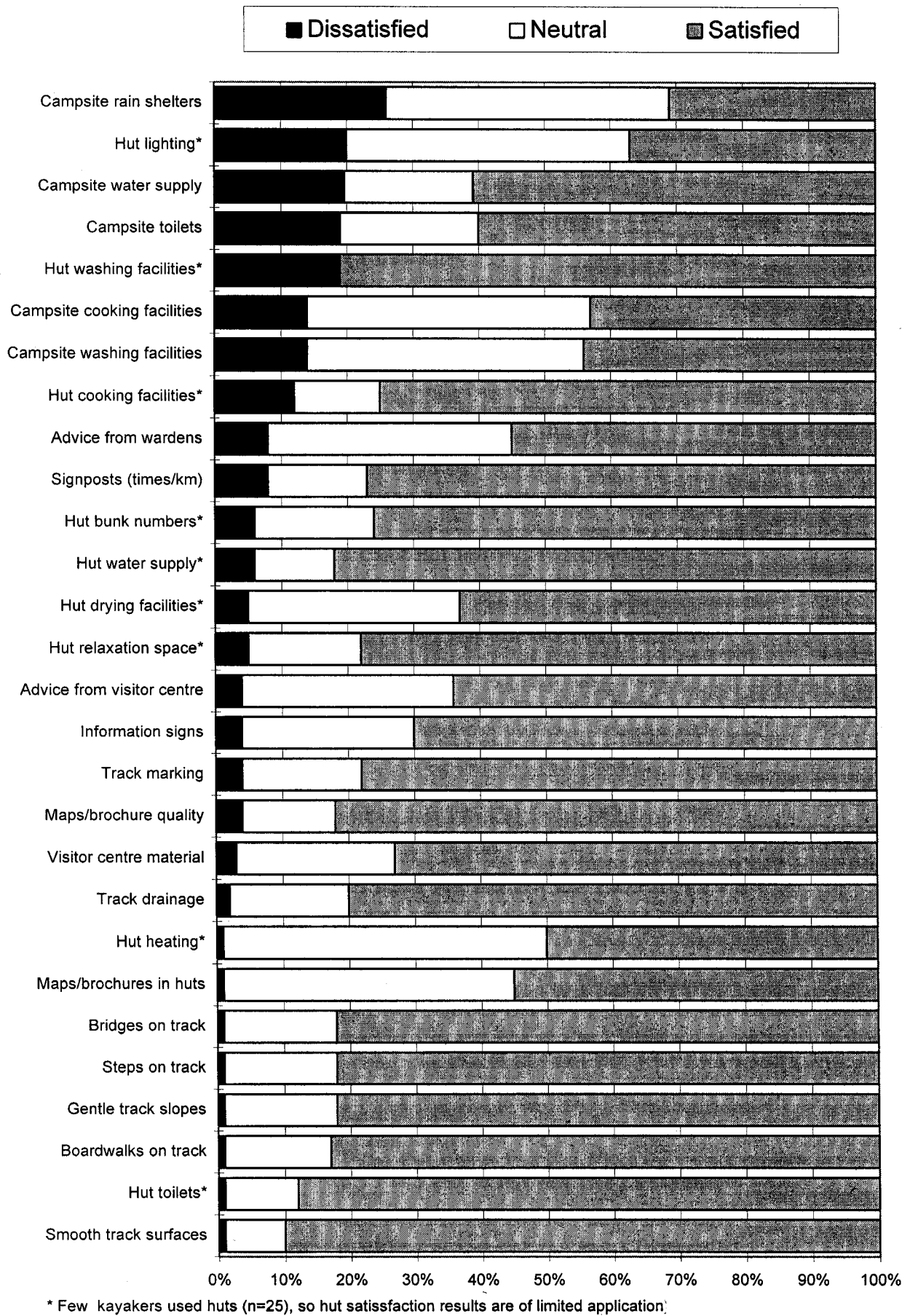


FIGURE 5. SATISFACTIONS WITH THE FACILITIES AND SERVICES PROVIDED (N = 210).