

















Gozo Tourism Establishments Survey July to September 2019

1. Nature of Business			
Answer Choices			Response Percent
1	Hotel		16.67%
2	Boutique Hotel		2.08%
3	B & B		2.08%
4	Guesthouses		2.08%
5	Self-Catering		31.25%
6	Restaurant		20.83%
7	Diving Centre		6.25%
8	Transport		4.17%
9	Tourist Attraction		2.08%
10	Tourist Agency/DMC/Travel Agency		2.08%
11	Real Estate		2.08%
12	Retreats & Detox Health Centres		2.08%
13	Tourism Consultants		0.00%
14	Other (please specify):	<input type="checkbox"/>	6.25%
Other (please specify): (3)			
1	29/10/2019 14:19 PM ID: 129887079	Hostel	
2	30/10/2019 09:54 AM ID: 129928966	Bar	
3	30/10/2019 14:16 PM ID: 129947967	Gozo Climbing Association	


2. How do you rate your business performance during the period July to September 2019?

Answer Choices			Response Percent
1	Bad		8.16%
2	Fair		38.78%
3	Good		38.78%
4	Very Good		14.29%



Comments: (8)

1	29/10/2019 14:30 PM ID: 129888649	August strong, September slow
2	29/10/2019 15:37 PM ID: 129894630	Though it was quite a good season, it was the worst in the last 5 years.
3	30/10/2019 08:04 AM ID: 129922412	Not so many people about and those that were did not want to spend much money. Normally 10 dives in a week reduced to maybe 2 instead.
4	30/10/2019 08:59 AM ID: 129924940	Terribly bad. A lot of numbers roaming around with no money to spend
5	30/10/2019 09:16 AM ID: 129925868	Actually between bad and fair
6	30/10/2019 14:16 PM ID: 129947967	Even is this time we had over 200 Tourist used the climbing Areas.
7	01/11/2019 12:01 PM ID: 130052001	However guests are very average and not high spenders
8	06/11/2019 13:11 PM ID: 130409033	

3. How do you rate your business performance this period July to September 2019 when compared with same period July to September of 2018

Answer Choices			Response Percent
1	Less than period July to September of last year		48.98%





3. How do you rate your business performance this period July to September 2019 when compared with same period July to September of 2018

2	Equal to the period July to September of last year		30.61%	
3	Better than the period July to September of last year		20.41%	

Comments: (5)

1	29/10/2019 13:47 PM ID: 129884571	Compared to same months as 2018, we experienced a decrease in figures.
2	29/10/2019 14:04 PM ID: 129885030	We only opened last year, so we were slightly better than last year. Not much data for us to compare really.
3	30/10/2019 08:04 AM ID: 129922412	No walk in trade for the incidentals, mask & snorkel etc.
4	30/10/2019 08:59 AM ID: 129924940	it was a hopeless case
5	01/11/2019 12:01 PM ID: 130052001	As numbers are concerned the same level but the average spent is less

4. PERFORMANCE OF THE DOMESTIC (MALTESE) MARKET How did the Domestic Market effect your business performance during the period July to September 2019?

Answer Choices			Response Percent	
1	Bad		4.35%	
2	Fair		41.30%	
3	Good		47.83%	
4	Very Good		6.52%	




Comments: (5)

1	29/10/2019 14:04 PM ID: 129885030	Accommodation prices are too high
2	29/10/2019 14:19 PM ID: 129887079	We have foreigner guests from abroad

4. PERFORMANCE OF THE DOMESTIC (MALTESE) MARKET How did the Domestic Market effect your business performance during the period July to September 2019?

3	30/10/2019 08:59 AM ID: 129924940	Less Maltese with spending power visited Gozo.
4	30/10/2019 09:16 AM ID: 129925868	it's a very small percentage which remains the same throughout the years
5	14/11/2019 11:43 AM ID: 130863449	We operate mainly for the foreign clients





5. PERFORMANCE OF THE DOMESTIC (MALTESE) MARKET How did the Domestic Market effect your business performance during the period July to September 2019 when compared with same period of 2018?

Answer Choices			Response Percent
1	Less than the period July to September of last year		29.79%
2	Equal to the period July to September of last year		46.81%
3	Better than the period July to September of last year		23.40%

Comments: (4)

1	29/10/2019 14:04 PM ID: 129885030	High accommodation and food costs and low diving prices result in little to nothing left over.
2	30/10/2019 08:59 AM ID: 129924940	
3	01/11/2019 12:01 PM ID: 130052001	The improvement in Gozo Channel time table helped alot
4	14/11/2019 11:43 AM ID: 130863449	Same as above




6. PERFORMANCE OF THE FOREIGN MARKET How did the Foreign Market effect your business performance during the period July to September 2019?

Answer Choices			Response Percent
1	Bad		14.29%
2	Fair		34.69%
3	Good		34.69%
4	Very Good		16.33%

Comments: (4)

1	29/10/2019 14:04 PM ID: 129885030	Egypt opened up fully this year offering rock bottom prices. Gozo dive sites have no marine life left, nothing to see compared to Egypt and Turkey.
2	30/10/2019 08:59 AM ID: 129924940	a lot of hiver-sack tourists roaming around spending 5.00 euro a day.
3	30/10/2019 09:16 AM ID: 129925868	also between bad and fair
4	05/11/2019 12:38 PM ID: 130298873	Tourists who are coming over do not have the spending power they used to have in past years

7. PERFORMANCE OF THE FOREIGN MARKET How did the Foreign Market effect your business performance during the period July to September 2019 when compared with same period of last year 2018?

Answer Choices			Response Percent
1	Less than period July to September of last year		48.98%
2	Equal to period July to September of last year		28.57%
3	Better than period July to September of last year		22.45%





Comments: (2)

1	29/10/2019 14:04 PM ID: 129885030	Not much data for us to compare as we only opened in middle of last year.
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7. PERFORMANCE OF THE FOREIGN MARKET How did the Foreign Market effect your business performance during the period July to September 2019 when compared with same period of last year 2018?

2	30/10/2019 08:59 AM ID: 129924940	It was a terrible summer with 30% less sales.
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8. BUSINESS REVENUE How do you rate the Revenue generated by your business during the period July to September 2019?

Answer Choices			Response Percent
1	Bad		16.67%
2	Fair		37.50%
3	Good		37.50%
4	Very Good		8.33%

Comments: (3)

1	29/10/2019 14:04 PM ID: 129885030	Diving is cheap on Gozo compared to many EU countries, but we have no marine life to offer. The diving industry here survives only; profit for small businesses is small, instructors want more money to pay for accommodation and food.
2	30/10/2019 08:59 AM ID: 129924940	it was a hopeless season
3	30/10/2019 14:16 PM ID: 129947967	We are an NGO.

9. BUSINESS REVENUEHow do you rate the Revenue generated by your business during the period July to September 2019 when compared with same period of last year 2018?

Answer Choices			Response Percent
1	Less than period July to September of last year		47.92%
2	Equal to period July to September of last year		33.33%
3	Better than period July to September of last year		18.75%

9. BUSINESS REVENUE How do you rate the Revenue generated by your business during the period July to September 2019 when compared with same period of last year 2018?

Comments: (3)

1	29/10/2019 14:04 PM ID: 129885030	The prices have not changed much over the years to dive on Gozo. Now many are feeling the squeeze through higher accommodation costs, instructor fees, food prices and lack of diving tourism.
2	30/10/2019 08:59 AM ID: 129924940	Let's hope we have less visitors with more potential spending power.
3	30/10/2019 14:16 PM ID: 129947967	NGO

10. BUSINESS DIFFICULTIES AND DRAWBACKS A. What main factors are currently limiting your Business performance (you can tick more than one option)

Answer Choices		Response Percent
1	None	0.00%
2	Insufficient demand	37.50%
3	Shortage of Employees	43.75%
4	Operating Costs	47.92%
5	Financial Costs	14.58%
6	Road Works	8.33%
7	Administrative Bureaucracy	22.92%
8	Other (please specify):	29.17%

Other (please specify): (14)

1	29/10/2019 14:18 PM ID: 129887720	lack of support to train staff to improve service quality
2	29/10/2019 14:19 PM ID: 129887079	too much traffic
3	29/10/2019 14:28 PM ID: 129888486	Too many lower cost bnb's
4	29/10/2019 15:45 PM ID: 129894836	Double Insularity

10. BUSINESS DIFFICULTIES AND DRAWBACKS. What main factors are currently limiting your Business performance (you can tick more than one option)

5	29/10/2019 16:17 PM ID: 129897834	Connectivity
6	29/10/2019 22:09 PM ID: 129914673	Oversupply and price cutting by unlicensed establishments, mainly B&B's
7	30/10/2019 08:59 AM ID: 129924940	Low quality visitors
8	30/10/2019 09:16 AM ID: 129925868	Continuous road works, noise in Marsalforn and all over the Island.
9	30/10/2019 09:44 AM ID: 129925638	
10	30/10/2019 09:49 AM ID: 129928487	Too much low cost competition
11	30/10/2019 17:10 PM ID: 129962442	Too much construction work
12	01/11/2019 12:01 PM ID: 130052001	lawlessness and everybody does what he wants
13	05/11/2019 12:38 PM ID: 130298873	Gozo is not the same too much construction work and we are losing our identity as we have too much foreigners working in the tourism industry which is a pity
14	14/11/2019 11:43 AM ID: 130863449	The slaughter of birds and complete disregard to the environment




Comments: (6)

1	29/10/2019 14:04 PM ID: 129885030	Price increase for almost everything; Instructors require more income to survive on Gozo. A fall in diver tourism as other countries re-open and have more to offer in marine life.
2	29/10/2019 14:30 PM ID: 129888649	Employee shortage created an enormous wage pressure, payroll grew significantly
3	30/10/2019 08:04 AM ID: 129922412	Less tourists = less demand
4	30/10/2019 09:16 AM ID: 129925868	Moreover higher cost in various fields alongside tourism and daily cost such as rentals etc. Compared to other destinations, Malta is getting too expensive if one compares price with value
5	30/10/2019 14:16 PM ID: 129947967	NGO

10. BUSINESS DIFFICULTIES AND DRAWBACKS A. What main factors are currently limiting your Business performance (you can tick more than one option)

6	31/10/2019 15:59 PM ID: 130011818	Electricity costs affect margins.
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11. BUSINESS DIFFICULTIES AND DRAWBACKS How has your business situation develop over the period July to September 2019?

Answer Choices			Response Percent
1	Improved		22.92%
2	Remain unchanged		50.00%
3	Deteriorated		27.08%

Comments: (4)

1	30/10/2019 08:04 AM ID: 129922412	Not sure I understand the question.
2	30/10/2019 09:44 AM ID: 129925638	Unregistered rental properties and B&Bs all over Gozo.
3	30/10/2019 14:16 PM ID: 129947967	NGO
4	01/11/2019 12:01 PM ID: 130052001	more numbers maybe, more supply of accommodation units and less employees in the sector

12. How did the introduction of the Fourth Ferry effect your business?

Answer Choices			Response Percent
1	Fair		6.12%
2	Good		26.53%
3	Very Good		46.94%
4	No effect		20.41%

12. How did the introduction of the Fourth Ferry effect your business?

Comments: (6)

1	29/10/2019 13:47 PM ID: 129884571	Less waiting time for our guests to cross over to Gozo.
2	29/10/2019 14:30 PM ID: 129888649	Game changer, very positive for our local guests especially
3	29/10/2019 16:25 PM ID: 129898284	For better and frequent trips
4	30/10/2019 08:59 AM ID: 129924940	It was the only good thing this summer.
5	30/10/2019 14:16 PM ID: 129947967	We can't proof this.
6	01/11/2019 12:01 PM ID: 130052001	Cannot understand why such a measure took years to be introduced. The procrastination and in decisions are very detrimental to tourism on Gozo

13. If your business was effected with the introduction of the Fourth Ferry, do you believe that the under seabed Tunnel as proposed by the Government is still needed?

Answer Choices		Response Percent
1	Yes	8.89%
2	No	91.11%

Comments: (11)

1	29/10/2019 14:04 PM ID: 129885030	If the tunnel is really built, Gozo will become a one-day destination. Divers will stay in Malta and come and dive Gozo twice per week, or even more. We have seen over the last two years a big increase in Maltese diving centres coming to Gozo on a daily basis.
2	29/10/2019 14:30 PM ID: 129888649	not in the short run... long run to be assessed considering the level playing field for Gozitan inhabitants
3	30/10/2019 06:09 AM ID: 129919525	We need a more reliable, efficient, silent (please note its operating noise level is continuously heard from Ghajnsielem, Qala and parts of Nadur households) and environmental friendly fourth ferry - a fast ferry service as well a helicopter link between the islands. Linking permanently the two islands will be the worst ever decision taken in regards to Gozo and Malta. As far as tourism is concerned, please re-explain to the Minister of Gozo that the PRIMARY reason why tourists take the extra mile to come to Gozo is because of its tranquility and peacefulness. Creating a miniature of busy traffic jam and overbuilt Malta would without doubt kill the hen which lays the eggs. Our repeaters are very worried about

13. If your business was effected with the introduction of the Fourth Ferry, do you believe that the under seabed Tunnel as proposed by the Government is still needed?

		this situation and do ask many questions hoping the whole plan is put on the shelf. Thank you.
4	30/10/2019 08:59 AM ID: 129924940	no comment
5	30/10/2019 09:16 AM ID: 129925868	A definite NO as it will devalue Gozo as a tourist destination and generate a great impact on nature
6	30/10/2019 14:16 PM ID: 129947967	NO - NO - NO !!!
7	01/11/2019 08:41 AM ID: 130036149	As proposed by the Government, my business will suffer as Gozo would become more a day trip destination with fewer overnights in Gozo. The tunnel should only be for passengers as otherwise the environment and quality of life will suffer.
8	01/11/2019 12:01 PM ID: 130052001	The intro of the fourth ferry simply showed how empty the arguments by the pro tunnel are. The tunnel will only serve 15 Gozitan heavy weight businessmen, making Gozo and the Gozitans while the bask in the sun overlooking a valley or the sea.
9	01/11/2019 14:18 PM ID: 130063067	In my opinion there is no need for a tunnel, all is needed is the work of the 4th ferry plus a fast ferry to Valletta.
10	05/11/2019 12:38 PM ID: 130298873	Still there should be improvements with the fourth ferry since the one which joined the Gozo Channel fleet lately is not suitable to operate in rough seas.
11	15/11/2019 15:37 PM ID: 131031848	No one coming on Holiday has ever complained about the Ferry except if there was long waits and one had a plane to catch.