Visitors experience on their visit to jantar mantar tourism essay



Aim: To understand how destinations are presented to visitors for them to be able to have an experience.

This research paper seeks to find out about the experience build of visitors on their visit to a monument, in this case, Jantar Mantar. Jantar Mantar is a place of great historical, astronomical, and astrological value and is in existence since 1724. It is an Observatory built by Jaipur's Maharaja Jai Singh Sawai II on the order of the Mughal Emperor, Muhammad Shah to develop a medium to record and compile all the astronomical data and future predictions of time, related to study of the movements of sun, moon, and other planetary bodies.

Four more observatories were built by the same Maharaja in other parts of India. The observatory in Delhi was the first observatory built by him.

Aim of the Project is to explore number of related questions, including:

- 1. What are visitor's reactions on their visit to Jantar Mantar?
- 2. How have other tourist places been developed for improving the experience of visitors?

These questions were explored through literature review, contextual study, interviews and questionnaires and observations.

The paper concludes by analyzing the findings from the data collected and coming up with recommendations for Jantar Mantar Authority (Archeological Survey of India) to consider some changes in the way they present themselves to their audience, i. e., to the visitors.

Research Questions and Data Collection Method

Contextual study and literature study

Introduction: Jantar Mantar also known as Yantra Mantra which means "calculation instrument" in Delhi is the place to observe the movements of the Sun, stars and other planetary bodies. It's an astronomical, astrological observatory, a sun dial. It is a monument which has great astronomical and astrological values attached to it.

Build: In 1724 by Jaipur's Maharaja, Jai Singh Sawai II, on the order of Mughal King, Muhammad Shah. Later king build four other observatories in India, in Jaipur, Ujjain, Mathura and Varanasi.

Location: It is situated in the Parliament Street near the Connaught Place.

Admission fee: INR 5 for Indians and INR 100 for the Foreigners.

Admission timing: Open from sunrise to sunset.

How to reach: Rickshaws, taxis, bus, metro can help you reach this place in time.

Nearest railway station: Delhi Railway Station.

Nearest metro station: Connaught Metro Station.

Reason for it's building: To revise the astronomical tables. The monument was built as the significance of a Sun Dial, and to record the astronomical

data and future predictions of time, the purpose was to study of the movements of sun, moon, and other planetary bodies.

What is an Observatory?

"A room or building housing an astronomical telescope or other scientific equipment for the study of natural phenomena." Http://oxforddictionaries. com/view/entry/m en gb0571970#m en gb0571970

Oldest Observatories in the world: Chinese archaeologists claim that they have found the world's oldest observatory, dating back to some 4, 100 years ago, in North China's, Taosi, Shanxi Province. He Nu, a researcher from the Institute of Archaeology of the Chinese Academy of Social Sciences, said "the observatory was not only used for observing astronomical phenomena but also for sacrificial rites."

Other discovered sites that fall under the category of the "world's oldest astronomical observatory," includes one in Goseck, Germany, that was constructed around 7, 000 years ago, it is called a "sun temple" and other is the "German Stonehenge" with construction beginning around 4, 000 to 5, 000 years ago. Standing Stones of Callanish in Scotland, are older than Stone henge, being constructed around 2900-2600 BC. In Egypt Nabta Playa, are around 6, 000 to 8, 000 years old.

One of the oldest known sites in the world is "Gobekli Tepe, Turkey" which is around 11, 000-year-old ruins at Gobekli Tepe.

http://www.chinadaily.com.cn/english/doc/2005-10/31/content_488952.

htm

Some observatories build during 1700's:

- · 1724: Indian observatory of Sawai Jai Singh at Delhi
- · 1725: St. Petersburg observatory at Royal Academy
- · 1732: Indian observatories at Varanasi, Ujjain, Mathura.
- · 1734: Indian observatory of Sawai Jai Singh at Jaipur
- · 1758: John Dollond reinvents the achromatic lens
- · 1780: Florence Specola observatory

Instruments which comprises of Jantar Mantar:

The Samrat Yantra:

As the name says "Samrat" which means Supreme. The name completely justifies the instrument because it is in the shape of a giant triangle which represents a sun-dial. Measuring 70 feet in height, 114 feet in length and 10 feet thick which depicts the hours, the minutes and seconds of the day. Its hypotenuse is parallel to the axis of the Earth. It is used to depict Delhi's local time.

The Jai Prakash Yantra:

The shape of an instrument is a hollow hemisphere of concave surface with markings on them. One is treated as Northern hemisphere and other as Southern hemisphere and this one is used by Astrologers to make humans horoscopes.

The Ram Yantra:

The shape of the instrument is very interesting in itself, it has windows and the edge of windows have marking inscribed on them, and with the help of those marking the observers can find position of sun and moon. The role of this instrument was to track the eclipse and full moon There are two Ram Yantra's one to track the moon and other to track the Sun.

The Mishra Yantra:

Since the name is "Mishra", which means combination, this instrument is used to depict the time of noon of various cities across the globe and Delhi's local time. It is the only instrument which was not constructed by Maharaja Jai Singh Sawai II.

Ancient India's contributions in the field of astronomy:

The earliest references to astronomy are found in the Rig Veda, which are dated 2000 BC. Astronomical principles were used to explain matters which are related to astrology, like making of a horoscope. Besides from linking astronomy with astrology in ancient India, astronomy continued to develop independently, and resulted into original findings, like:

- · The calculation of eclipse occurrence.
- · Earth's circumference.
- · Theory of gravitation.
- · Proving that sun is a star.

· Finding number of planets under our solar system.

Experience Design:

- " No man's knowledge can go beyond his experience."
- John Locke

Great experiences don't happen by accident.

They are the result of deep thought and deliberation.

- Bill Buxton

Experience design is the practice of designing services, events, and environments with a focus placed on the quality of the user experience by providing a relevant solutions. Experience design draws from many other disciplines psychology, linguistics, architecture, environmental design, hazard analysis, product design, theater, information design, ethnography, brand strategy, interaction design, service design, storytelling, and design thinking.

Touch points are created between people and the place on the basis of ideas, emotions, and memories.

Ronald Jones, describes the practice as working with disciplines, which is an integration between concepts, methods, and theories. According to Jones, the mission of Experience Design is " to persuade, stimulate, inform, envision, entertain, and forecast events, influencing meaning and modifying human behavior."

Experience designers create experiences that brings change in behavior amongst clients, users, visitors, audiences.

Study of how other tourist places have been developed for improving the visitor's experience:

" Eiffel tower, Taj Mahal, Pyramid of Egypt, Great Wall of China provides incredibly powerful image for their respective destinations." These destination works to build an experience for the visitors.

Lubbe Berendien, page 154, part5 Tourism management in Southern Africa

EIFFEL TOWER

Introduction: The Eiffel Tower is located on the bank of the Seine River which is northwestern of the Champ de Mars, Paris. It was build to celebrate 100th anniversary of French revolution. It was built as an entrance arch for an international exposition held in Paris in 1889. After the exposition closed everything was dismantled, the tower remained, to help recover the costs of its construction. It was supposed to be dismantled after 20 years, in 1909, but by then it being useful as a radio transmission tower was discovered by the military.

Http://www. chowhill. co. nz/library-studentawards02. html

Build by: The engineering firm of Alexander Gustave Eiffel.

Height: Till May 28, 1930, Eiffel Tower was the tallest structure till Chrysler building in New York City, United States.

Http://www.atkielski.com/main/EiffelTowerFAQ.html

Reaction of people in 1800's for Eiffel Tower: It was treated as an eye sore. Parisian novelist Guy de Maupassant used to dine very frequently in Eiffel's restaurant because that's the only place where he could not see the tower. He wasn't alone in not liking the structure. If it hadn't proven so useful for radio communications it would have been dismantled in 1909, at the end of the lease period.

Present scenario: Paris tops ranking in global city image study. GfK roper public affairs & media and simon anholt Roper (world's fourth largest market research company) release 2009 City Brands Index, which captures consumer perception of the image and reputation of 50 major cities worldwide.

The Eiffel Tower is the most visited paid monument in the world and it is one of the most recognized structures on earth. In 2009, Paris topped the GfK anholt city brands index and the Eiffel tower is visually a big part of that brand.

http://www.gfkamerica.

com/newsroom/press_releases/single_sites/004195/index. en. html

Eiffel Tower from inside: The structure has three platforms, to reach to different elevations either stairs or elevators can be taken, in which stairs are only allowed till 2nd elevation, to go to the summit elevator is a compulsion.

Counting from the ground, there are 347 steps to the first level, 674 steps to the second level, and 1710 steps to the third level. While climbing up one can read the small boards explaining about the history of Eiffel tower.

Http://www. tour-eiffel. fr/teiffel/uk/pratique/acces/page/tarifs. html Facilities for visitors:

Level 1: This is the largest platform, with room for a cafe, post office with special Eiffel Tower stamp and small museum called Cineiffel showing a short film about the history of the Eiffel Tower and, Souvenir shop.

Other attractions on this level include the grand historical staircase, the one Gustave himself used to climb to his office on the top.

http://www.suite101.com/content/eiffel-tower-a-visitors-guide-a114907

http://www.french-at-a-touch.

com/Newsletters_and_Articles/facts_about the eiffel tower vi. htm

Level 2: One can experience viewing Paris with telescope, souvenir shops, animated displays on the operation of the elevators, restaurant.

Http://www. discoverfrance. net/France/Paris/Monuments-Paris/Eiffel. shtml

Level 3: Office of Gustave Eiffel. Scale model presenting the history of the platform.

It is here one will be able to see that the tower is of communication and transmission importance as it has dozens of antennas of radio and television.

There is a table while indicates the Parisian landmarks and distance of Eiffel tower from other places in the world.

http://www. hotelsorbonne. com/fiche/eiffeltower. html

http://www. ukstudentlife. com/Travel/Tours/Paris/EiffelTower. htm

Engraved names: The names of 72 French scientists, engineers and famous individuals were graved by Gustave Eiffel, under the first balcony, with 18 names on each side. This has been done to pay tribute.

Commemorate the French presidency: In mid-2008, the tower was lit from the outside in blue.

Visitors Comments, suggestions, tips and their experience

Paris's Image:

- · Place to fall in love with.
- · For the ultimate romantic feeling, there's no need to travel across the globe.

Words from Eiffel tower manager: Melissa Drumheller::

- · " At nighttime, it's very romantic, " and Eiffel Tower is a popular romantic destination."
- · " During the day, you get a view of all these mountains which is a phenomenal view."

Suggestion by visitors:

- 1. Visit at Night: It is agreed that Eiffel Tower is magical at night, going up to different elevations ad observing streets of Paris is a visual delight, and makes you realize why Paris is called "City of light." http://www.france4families.com/paris/RegionsParisAttractionsEiffelTower. htm
- 2. Tour to mechanical room: Visitors interested in mechanics can have a look of how Eiffel tower works. Original machineries are placed with current Eiffel tower control room, and the visitors can learn about the construction of the tower.

Http://www.parisescapes.com/paris_eiffel_tower_tips.html

Http://www. french-at-a-touch.

com/Newsletters and Articles/facts about the eiffel tower x. htm

3. Send a Postcard: On the First floor of the tower is a post office. Send postcard with Eiffel Tower postmark to make the trip memorable.

Http://www. ukstudentlife. com/Travel/Tours/Paris/EiffelTower. htm

- 4. Souvenirs: Around Eiffel tower one can find many vendors selling the Eiffel tower souvenirs, interested people can buy.
- 5. Visit to the website: visit to the Eiffel tower website's news page, it lists current events taking place on the tower.

Http://www.parisescapes.com/paris_eiffel_tower_tips_page2.html

Http://192. 5. 73. 104/attractions/on_the_strip/eiffeltower. html

Experience of one of the visitor's to Eiffel tower:

- Akash Bhasin

My day started with the touring of the Eiffel tower. The tower has glasswalled elevators which get to the first, second and top platforms. There is a ticket to enter the tower which is around 12-14 euros. Nevertheless, I purchased the ticket and started my journey, the journey of eiffel. Everything about eiffel is special, starting from the entry gate, the glass-walled elevators which gives you a wide view of the lovely city. As there are three levels in the tower, I halted at each one of them as I wanted to have the feel from different altitudes. At last I reached the Top most platform of the eiffel tower. The moment I stepped outside the elevators I was flabbergasted with the view I saw. It was a lifetime view, the one I used to see in my dreams. As I was on a height of 300 meters, there was fear inside but I outstripped it and moved towards the corner. The view of the Paris city I saw from there cannot be defined. It was the most mind-blowing and fabulous scene I have ever in my life. From the top I could see the sienne river just below me, the high-rise just opposite the tower, a playground and traffic moving like ants. The humans from the top were barely visible. On the Top platform, there were arrangements for a pantry and other basic necessities. There was a room in which an effigy of Gustave Eiffel was placed. In another room, there was a list of countries and their distance from the 'Eiffel tower.'

I saw India distance that was about 6600 kms, I felt great to see that.

I stayed for an hour on that platform and gazed at the view so that I can capture it through my eyes and store in my memory forever and ever. It was lovely, it was great. I actually felt that love in the air, felt like in serene nirvana.

This is the moment of my life I actually lived.

Statue of Liberty

Introduction: The Statue of Liberty or known as Liberty Enlightening the World is a sculpture on Liberty Island in New York Harbor, it was designed by Frédéric Bartholdi on October 28, 1886. The statue was a gifted to the United States by the people of France. The female figure represents Liberates, the Roman goddess of freedom, she holds a torch and a tabula ansata i. e., a tablet which represents the law upon which is inscribed the date of the American Declaration of Independence. A broken chain is placed at her feet. The statue is an iconic symbol of freedom, liberty and of the United States.

Idea and people behind its making: Bartholdi a sculpture was inspired by

French law professor and politician Édouard René de Laboulaye, he

commented in 1865 that " any monument raised to American independence

would properly be a joint project of the French and American peoples."

In June 1871, Bartholdi went to New York Harbor, he their fixed on Bedloe's Island as a site for the statue, because vessels arrive in New York has to cross that island, which is owned by United States government.

In 1875, Laboulaye offered that the French can finance the statue and the Americans canprovide the pedestal and the site for it. Bartholdi visited U. S

President Ulysses S. Grant, where he was assured that is would not be difficult to get the site for the statue. The framework was by Euge-Emmanuel Viollet-le-Duc and Alexandre-Gustave Eiffel.

Public appearance of the statue: Bartholdi completed the head and the arm holding torch, before the statue was completely designed; two pieces were exhibited for publicity at international expositions. The arm was displayed in New York's Madison Square Park between 1876 to 1882.

Fund-raising: Efforts were made to raise funds for construction of pedestal in America, but till 1885 work on the pedestal was a big question due to lack of funds. Publisher Joseph Pulitzer started a drive for donations to complete the project. This campaign inspired over 1, 20, 000 contributors.

Construction and Assembly: The statue was constructed in France and was shipped to United States and it was then assembled on the pedestal of what it was then named Bedloe's Island. The statue's completion was celebrated by New York's first ticker-tape parade and a ceremony by President Grover Cleveland.

Encharge: The statue was under United States Lighthouse Board until 1901, then it was under Department of War till 1933; since then, it has been looked after by the National Park Service.

Renovation: The statue was closed because of renovation in 1938. In the early 1980s, it was found that it had deteriorated to such an extent that a major renovation was required. For the same reason statue was closed from 1984 to 1986. The torch and a large part of the structure were then

replaced. After the September 11, 2001 attacks, the statue was closed for safety reasons. It then reopened in 2004. It's again scheduled to close by late 2011.

Meaning of the statue: The seven rays form a halo or an aureole. They mean the sun, the seven seas, and the seven continents, and the torch represents Liberty enlightens the world. Bartholdi's model's concept, a female figure in represents liberty, wearing a stole (which is a gown and cloak, and it is common in depictions of Roman goddesses). The face was modeled after sculptor's mother Charlotte Beysser Bartholdi. He gave it bold classical look and applied simplified

The erected statue is over a broken chain, it is half-hidden by her robes and it is difficult to see from the ground. He decided on to a tabula ansata, a keystone-shaped tablet which is used to realate to the concept of law, he chose to inscribe "JULY IV MDCCLXXVI", indicating the date of the country's Declaration of Independence.

Usage of the statue as an Icon: 1971 US airmail stamp depicted the head of the Statue of Liberty.

It appeared on coins which were issued to mark its centennial in 1986. An image of the statue was decided for the American eagle platinum bullion coins in 1997. It also appears on the back side of the currently issued series of Presidential Dollar which are currently circulating coins. Two images of the statue's torch also appear on the current ten-dollar bill.

In between 1986 and 2000, New York State had issued license plates on which statue was used. The "Women's National Basketball Association's New York Liberty" uses both the statue's name and its image as their logo. The "New York Rangers" of the "National Hockey League" had the statue's head on their third jersey which began in 1997. The "National Collegiate Athletic Association's" 1996 "Men's Basketball Final Four", again had statue on their jersey and used it as their logo.

Replica in circulation: A tiny version of the original statue, approx. one-fifth the height of the original, was gifted by the American community in Paris to France. For a patriotic tribute, "the Boy Scouts of America", as part to encourage and strengthen the Arm of Liberty campaign in 1949 to 1952, donated about two hundred replicas of the statue to states and municipalities across the United States.

Media: In the movies, the torch of the statue helped to set the climax of director Alfred Hitchcock's 1942film Saboteur. The statue was featured as the most famous cinematic appearances in the 1968 picture Planet of the Apes, in which it was shown half-buried in sand. It was destroyed in the science-fiction films "Independence Day", "The Day After Tomorrow", and "Clover field". In Jack Finney's time-travel novel "Time and Again", the right arm of the statue, played a crucial role.

On October 15, 1924 it was announced to be US National Monument, and in 1984 it was announced to be a UNESCO world heritage site.

Presentation to Public: Inside the statue is a museum for visitors to get to know about the history, importance of the place and about the great minds https://assignbuster.com/visitors-experience-on-their-visit-to-jantar-mantar-tourism-essay/

behind its making, for this the picture gallery is set there, they have audio visual media and multimedia presentations for explaining it easy and convenient way.

For kids special program has been installed to get to know the place better and understand it in fun and easy way. For this a program called "Junior ranger" has been set up in which children from age group of 7-12 can participate. Children are given assignment sheets in which they have to complete the assignment which asks questions about the Statue, answers to which could be found from visiting museum and asking questions from the ranger. In this way the children learn about the statue which will remain with them for time, and as a reward on the completion of the assignment they get certificate and a batch.

The Wall of Honor

The American Immigrant's Wall of Honor at Ellis Island, which is outside the statue, is the largest Wall on which names are written in the world. Over 7, 00, 000 names are currently inscribed.

People can have your family name inscribed at Ellis Island. Along with the inscription people receive a certificate and their names will be listed in Ellis island's website which is an online virtual wall, which can be viewed world wide over the Internet.

Benefits of a Name on the Wall of Honor:

It is a permanent inscription on "The American Immigrant Wall of Honor", which featured exhibit at the "Ellis Island Immigration Museum." https://assignbuster.com/visitors-experience-on-their-visit-to-jantar-mantar-tourism-essay/

A listing is done of the honoree's name and their country of origin, on the "Virtual Wall" where it can be viewed by the world.

And, most importantly, people know that for ages to come their family's name will be on display at "Ellis Island", which honors their family's unique contribution to America's heritage.

Visits to places (for primary data collection):

Red Fort: It is known for magnificent history of India, where Kings stayed and gave their judgement. To explain the history of India to audience the light and sound medium is used as a tool. Human mind retains more when it hears or see, rather than what it reads, so they work on the same lines and presents history in a fun and interesting way.

Gandhi Smriti: It is place where Gandhiji spend last few days of his life. It is an interactive museum, using electronic media. It try to explain about India and Gandhiji's Life, they work on the lines of the more you do it yourself the more you gain. I observed the visitor themselves get so involved that it definitely creates an experience and the visit become worth and does not go waste.

Finding and Analysis

Now in 21st century due to time factor and pollution the marking of the Delhi observatory has become invisible, which means it does not work anymore. Now when visitors visit this place they do not understand how it used to work, because it was all visual game. Though the shadow falls, but the observer needs the marking to find out the time.

Visitors to Jantar Mantar and

Their activities: {VISUALS}

What do visitors do in Jantar Mantar:

- 1. Get their pictures clicked.
- 2. Climb up the stairs.
- 3. Walk.
- 4. Relax.
- 5. Wait when some official work nearby has.
- 6. Some read the description on the boards.
- 7. College goers come to pass time when they bunk classes.
- 8. Couples find this place private.
- 9. Hang out with friends.

There are two options available to describe the instruments at Jantar Mantar, guides, and these descriptive boards.

Visitors visit and their feedback:

One of the visitors to the observatory was a Physics professor from Bangalore, he was extremely keen to understand the instruments because of which he went through every descriptive boards. He was able to get a fair idea that different instruments are used for different purpose. But he was not able to understand how it used to work, what are the different components in an instrument about which is described in board.

He was bit upset on his visit, so he gave suggestions to improve the place.

- 1. To have a scale model of all the instruments, so that the visitors can visually observe the time without imagining reading description about it.
- 2. As the place is closed in night, and it has a lot of meaning for night time i.
- e, stars are tracked by using instruments, so to make the visitors clear picture

Gallery should be developed.

- 3. Descriptive boards can be more for one instrument as one board which has too much of text is bit unpleasant to read, it will increase the amount of information which the visitors get.
- 4. Mentioning of other near by places in Jantar Mantar.
- 5. The descriptions could be more in audio visual form which the will enable the visitor to retain the images in mind.
- 6. Package should be developed for educational trips to the place.

From other visitors:

Something should be done to bring out it functional value to the visitors as the main aim to visit the observatory is to observe time.

Current image of Jantar Mantar from visitors point of view:

So now Jantar Mantar has built an image for itself in the mind of visitors' especially local people, which is that it's a place

1. To have fun,

- 2. Where you can hang out,
- 3. It has apparently become the famous place for the couples because of which many youngsters go there for bird watching,
- 4. it is famous for all protest related activities in the city.

Visitors see this place like this because what they want they do not get to see that there, i. e., The working observatory.

Visitors from the entire globe come to view this ancient astronomical delight to fill their curious minds about the usage of the various tools and methods applied during those past centuries for calculations and predictions, but their curious minds remains unanswered.

For now Jantar Mantar is not creating or have impact on visitors mind, it fails when it comes to leave an impact on visitors mind. It's not the fault of the place or the monument since it is an observatory and visitors visit it to see how in ancient time, these giant structures used to work, they come with curious minds which apparently remains curious because there answers do not get solved, as the observatory is a non working structure now as its marking has got erased over the period of time.

A place builds its image at following step:-

On the visit plays a major role as the visitors come to the place and experience it but if that experience is not memorable or something that person does not feel proud about his post visit activities would not be there,

as in the visitor will not spread about it, will not post anything/less on internet, will not be encouraged to write articles.

1st visitor's post visit become the prior to visit of the 2nd visitor, so it's a circle/ chain which is followed.

Example: when the 1st visitor visits to Eiffel tower, on the visit he is offered a package to experience so many things, and he takes back home a bag full of experience and memories so post visit he will be encouraged to spread about it amongst the friends, will upload pictures, write up on internet and will share the memories with people around, will have souvenir to share, and will be encouraged to write an article. :: this is what happens when people come after their tour to Eiffel.

Now his post visit will be prior to visit for other potential visitors, who will be encouraged to plan a visit to the place.

Conclusion

Jantar Mantar being an astronomical and astrological observatory has all visual appeal and because of it's non working instruments its main motive has disappeared. Visitors visit a place like observatory expecting to make observations using instruments, markings and shadow but on their arrival the scenario changes. In short, their experiences are not great in terms of gaining or understanding the purpose of the monument.

While the other tourist places attract more tourists and have a better name because they let their purpose of existence come across the people and they make sure it does not wash off, which creates a space in memory of visitors.

Synopsis

Jantar Mantar, Delhi, is place which holds great astronomical and astrological value since 1700's when it was build my Jaipur's Maharaja Jai Singh Sawai II, to track the stars, sun and moon placement.

The present day scenario is that everything sells because it try to creates a memory or emotional bond with the people.

Jantar Mantar is one of the monuments which attracts large number of audiences one of the reason except for its values is that its in Connaught place. Observatory is not working now, the visitors except for large red structure don't get to see anything as the observatory is something in which you observe and not imagine, the same happens with every visitors. A lot of imaginations go in for those who are interested in knowing the working of observatory, which can be misleading.

Now, it's the age to sell place by providing a unique experience, the other tourists places are doing it by creating an whole package for the visitors, which they can take home as a nice experience.

Travel has become a part of lifestyle and tourist plans there tour keeping in mind the place which suits there style.

The tourist places follow it, although it make the place commercial and might hurt the sentiments of the stake holders, but for doing so related authorities should agree and then think about the changes, and improvements.

It's the time when Jantar Mantar s