

Assessment of Status, Challenges and Viability of Slum Tourism: Case Study of Kibera Slum in Nairobi, Kenya.

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Abstract

The status of slum tourism was carried out in Kibera slum in Nairobi. The study applied structured and semi-structured questionnaires which were administered to the target population from six villages randomly selected in Kibera slum in Nairobi, Kenya. The Snowball sampling method was used to select respondents in these villages. Observing residents' life style and taking photographs were identified as major tourist activities in Kibera slum while improvement of security and involvement of residents in tourism activities were identified as key ways for promoting slum tourism. The data was analyzed using the Statistical Package for Social Sciences (SPSS). Poor understanding of slum tourism concept and lack of involvement of residents was identified as the major challenge while lack of policy was the other challenge. The data was analyzed using the Statistical Package for Social Sciences (SPSS). Poor understanding of slum tourism concept and lack of involvement of residents was the major challenge while lack of policy was the other challenge. It was identified that there was need for the Government to develop a comprehensive slum tourism policy which would guide on ways of conducting slum tours so that it can benefit both the government and the Resident communities in these slums. The Ministry of Tourism needs to sensitize the slum residents on how they can take advantage of their living conditions to establish Community Based tourism businesses

Key words: Slum, Tourism, Status, Challenges, Benefits

1.0 Introduction

Slums are mostly found in urban areas because people tend to move to the city in search of better life. According to Mowforth (2008), people are living in an increasingly urbanized world and this is likely to accelerate rather than reverse the growth of slums. Global urban transition is only at mid-point with projections showing that over the next 25 years the world's urban population is set to increase to 4.9 billion people by 2030, roughly 60% of the world's total population (UNDESA, 2006). Moreover, the most significant growth is projected to occur in less developed regions with sustained and rapid increases culminating in 3.9 million urban dwellers in these regions by 2030 (UNDESA, 2006). It is the nature of this growth that is of great significance with a rapid increase in the number of the poor, the majority of whom are likely to be concentrated into city slums (UN-HABITAT, 2003). Accumulation of people in a small area leads to both social and economic challenges like very low levels of income and lack of proper sanitation. Such challenges, and the creative activities of slum residents in the effort of overcoming their problems has in recent years proved to be attractive, and people have been attracted to touring the slums.

Slum tourism was established in developing countries in the mid 1990s (Rolfers, 2009). The essential part of this tourism is visiting the most disadvantaged parts of the cities called slums. It is mainly organized in form of the guided tours. Today, a lot of tours are operated and marketed by professional companies. Slum tours are offered in a relatively large scale in the South Africa cities such as Johannesburg and Cape Town, the Indian metropolises of Calcutta, Mumbai and Delhi as well as Rio de Janeiro in Brazil. Those involved in these tours are primarily international tourists. Indeed, the number of slum tourists is constantly increasing. It is estimated that 40,000 tourists visit De Janeiro slums each year, while in Cape Town the estimated figures are around 300,000 (Rolfes, 2009). Tour firms have therefore realized that slums are an attraction and are organizing slum tours (Armstrong, 2005) which are slowly becoming a common phenomenon in the cities of the developing countries. For instance, slum tourism is well established in Brazil where it started in 1992 in a shanty town in Rio de Janeiro (Funke, 2008). It then spread to the rest of the world including Africa, particularly in South Africa where it is well established. Today it has spread to other parts of African countries, including the Kibera slums in Nairobi, Kenya.

Kibera is the most visited slum in Kenya (Asudi, 2008). Tours to Kibera slum are organized by Victoria Safaris Tours and Travel Company. Victoria safaris started this new idea of Kenya slum tourism as a means of creating awareness of the plight of the poor in Kenya to both foreign and domestic tourists. According to Mowforth (2008), the intention was to eradicate the slums in Kenya as a long term measure using tourism business and reducing poverty by engaging the poor to participate more effectively in tourism development in Kenya and by increasing the net benefit from tourism as a short term measure to the slum community.

Kenya markets and promotes herself as a tourist destination through Kenya Tourism Board (KTB). Currently, Kenya's major tourism products include wildlife, sandy beaches, cultural attractions and the numerous scenic geomorphological formations. According to Martin (2008), various tourism products need to be developed for the tourism industry to grow and enhance customer satisfaction. In addition, Lea (1988) states that lack of diversity encourages mass tourism mainly to the parks and game reserves that receive a huge number of tourists at any one given time. This in the long run stresses the game parks and reserves and negatively affects the environment.

Slum tourism targets the disadvantaged communities and therefore it is a good form of Pro-Poor Tourism (PPT). PPT aims at unlocking opportunities for the poor for economic gain, livelihood benefits, or participation in decision-making (Ashley *et. al.*, 2001) in which slum tourism has lot of potential. Slum tourism can also help in shifting focus from environment and wildlife-based tourism to poverty-reducing tourism which will have more benefits to the poor and less impact to the environment, hence the need for this study.

1.1. Tourist Attractions in Slums

Tourists visit destinations because they are attractive to them and also because they offer them a different experience. Tourism attractions are divided into two; man-made and natural (Cooper *et. al.*, 2005). The natural attractions include the landscape, climate, vegetation, forests and wildlife. Man-made attractions are composed of the product of history, culture, artificially-created entertainment and events.

According to Rolfers (2009), who conducted an empirical study on township tourism with focus on Soweto slum, the main tourism motivation to the city slums include country's culture and the residents' living conditions. Children also play important role in many tours because they dance and sing to the tourists during the school visits. Children frequently surround or follow the visitors who use these situations as opportunities to take photographs. Some of the residents expose their poverty to the tourists so as to offer possibility to have their situations improved through donations to their projects.

1.2 Social-Economic Challenges in Kibera Slum in Kenya

About 60% of the youths below 21 years are illiterate or semi-literate, majority have primary education only (Funke, 2008). Lack of jobs is the main problem and has led to social ills such as alcoholism, drug abuse and crime. About 80% of the population is either infected or affected by the AIDS scourge (Funke, 2008). Slums lack clean drinking water, proper plumbing, and access to health care facilities, poor electrification and other public services such as schools (Asudi, 2008).

From a report of UN- HABITAT (2008), water and sanitation is still a key problem in Kibera. The report acknowledges that over the years, Kibera has received significant investment (both physical and financial) to alleviate the poor conditions that exist with respect to water, sanitation and health but no significant impact has been made. Other issues reflected in the report include little effort that has been made to link sanitation to income generation and livelihood for Kibera's residents. The vast majority of water and sanitation initiatives have not been integrated. It is therefore imperative that water, solid waste, sanitation, and drainage need to be addressed simultaneously in settlements like Kibera if there is to be a perceivable improvement in the living environment.

Although slum communities in Kibera engage themselves in economic activities they still do face numerous challenges as reflected by the studies above. Other slum communities from where slum tourism has been embraced have benefited socially and economically. Although there is no research carried out to show the contribution of slum tourism in other slums, slum tourism has given slum communities with an opportunity to improve their living conditions, in that it provides them with job opportunities. Slum tourism therefore has the potential to improve the social economic status of Kibera slum community.

1.3 Benefits of Pro-poor Slum Tourism.

Tourism is known to significantly contribute to development, both directly and indirectly. Traditional tourism heavily relies on natural attractions which with time get negatively affected (Singh, 2004). For this reason new forms of tourism are now being developed. Slum tourism is one such development. Modern tourism targets at improving social economic situations of the local communities, an aspect that makes it pro-poor. According to Cooper *et al* (2005), new tourism is a force capable of dramatically improving economic and social well being of the communities across the globe. For instance, pro-poor tourism focuses on poverty reduction. Pro-poor forms of tourism possess three elements as stated by Cooper *et. Al.*, (2005). Firstly it accelerates growth and development of local areas. Secondly, it improves the distribution of income and wealth, and thirdly, it accelerates social development. According to David (2005), any type of tourism that aims at generating benefits for the poor and to unlock the opportunities for the poor is pro-poor. According to Ashley *et. al.*, (2001) Pro-Poor tourism seeks to improve the economy for poor people. It enhances linkages between tourism businesses and poor people, so that poor people are able to participate more effectively in tourism development.

Benefits of pro-poor tourism are diverse. According to Cooper *et al* (2005) they include making destinations safer, reduce possible hostile attitudes from the local community and making the destination more attractive by

reducing the number of shanty towns and beggars. Slum tourism has great potential to offer these benefits. Although not being specific to slum tourism, Singh (2004) divides benefits of pro-poor tourism to poor people into two broad categories, namely economic and non-economic. The first category includes job opportunities and small enterprise opportunities. The second one includes infrastructure and healthcare. These create opportunities for economic activities to slum communities. According to Michael (2007), the poor must have access to economic activities which they can use to change their destiny. They should be empowered to strengthen their participation in decision making. Pro-Poor tourism therefore, can facilitate the growth of small enterprises in the slums and this will encourage slum residents to actively participate in economic activities.

2.0 MATERIAL AND RESEARCH METHODS

2.1 Location of the Study

The study was carried out in Kibera slums in Nairobi, which is the biggest slum in Kenya. It stretches from Langata Road to the east and Ngong Road to the west (Figure 1). Kibera slum originated in 1918, as a Nubian soldier's settlement. Kibera slum is an area roughly 5 kilometers squared southwest of city centre of Nairobi.

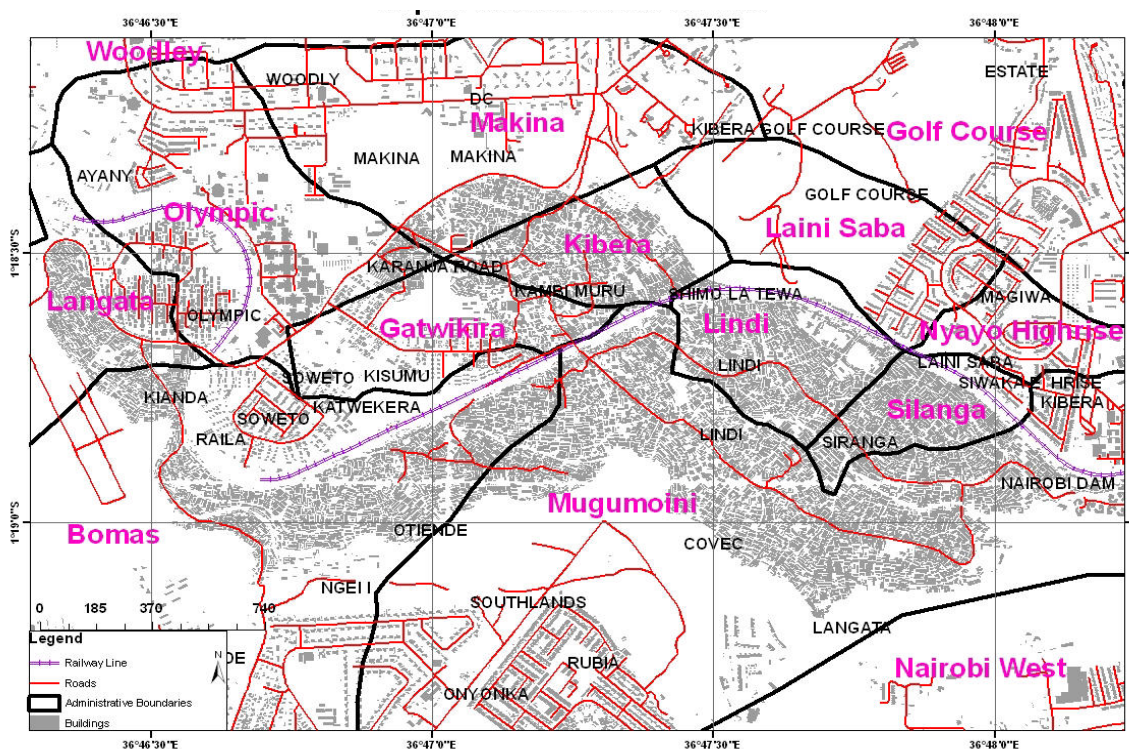


Figure 1. Map of Kibera Slum: Nairobi.

2.2 Housing

The average size of residential houses (shacks) in this area is 12ft x 12ft built with mud walls, screened with concrete, a corrugated tin roof, dirt or concrete floor. The cost is about Ksh 700 per Month (£6). These shacks often house up to 8 or more, many sleeping on the floor.

2.3 The population

All the people are African. The original settlers were the Nubian people from the Kenyan/Sudanese border – they now occupy about 15% of Kibera, are mostly Muslim and are also mostly shack owners (Smedt, 2010; 2011). The other shack owners are mostly Kikuyu (the majority tribe in Nairobi) – although in most cases they do not live there but are absentee landlords. The majority of the tenants are Luo, Luhya and some Kamba – these people are from the west of Kenya. There are many tensions in Kibera, particularly tribal tensions between the Luo & Kikuyu, but also between landlord and tenant and those with and without jobs.

The 2009 Kenya Population and Housing Census reported Kibera's population as 170,070 (Karanja, 2010). The Kibera slum was previously thought to be one of the biggest informal urban settlements in the world. Several actors had provided and published over the years growing estimations of the size of its population, most of them stating that it was the largest slum in Africa with the number of people there reaching over 1 million. According to Mike Davis, a well known expert on urban slums, Kibera had a population of about 800,000 people (UN-Habitat, 2013) International Housing Coalition (IHC) talked about more than half a million people UN-Habitat

had released several estimations ranging between 350,000 and 1 million people (UN-Habitat,2013) These statistics mainly come out of analysis of aerial pictures of the area. IRIN estimated a population density of 2000 residents per hectare.

In 2008 an independent team of researchers began a door-by-door survey named “Map Kibera Project” with the aim to map physical and socio-demographic features of the slum. A trained team of locals, after having developed an ad-hoc surveying methodology, has so far gathered census data of over 15,000 people and completed the mapping of 5000 structures, services (public toilets, schools), and infrastructures (drainage system, water and electricity supply) in the village of Kianda. On the basis of data collected in Kianda, the MKP team estimated that the whole Kibera slum could be inhabited by a total population ranging from 235,000 to a maximum of 270,000 people, dramatically scaling down all previous figures (Marras, 2010; 2012).

The breakdown of ethnic groups inhabiting Kibera and their gender-specific representation is Luo: 34.9% (male), 35.4% (female); Luyia: 26.5% (male), 32.5% (female); Nubian: 11.6% (male), 9.1% (female); Kikuyu: 7.9% (male), 6.4% (female); Kamba: 7.5% (male), 10.3% (female); Kisii: 6.4% (male), 2.2% (female); Other: 5.2% (male), 4.1% (female) (Annabel and Matheka, 2012)

2.4 Infrastructure

The Uganda Railway line linking Mombasa, Nairobi and Kisumu on Lake Victoria (Figure 2) began about 1901 under the British colonial empire. The British government gave Kenyan soldiers in its regional army in early 20th century, the right to live on public land near the railway tracks, which created Kibera (Smedt, 2011)



Figure 2. Railway Tracks in Kibera, Nairobi Kenya.

The Uganda Railway Line passes through the centre of the neighbourhood, providing passengers aboard the train a firsthand view of the slum. Kibera has a railway station, but most residents use buses and *matatus* to reach the city centre; carjacking, irresponsible driving, and poor traffic law enforcement are chronic issues.

Kibera is heavily polluted by human refuse, garbage, soot, dust, and other wastes. The slum is contaminated with human and animal feces, due to the open sewage system and the frequent use of "flying toilets". The lack of sanitation combined with poor nutrition among residents accounts for many illnesses and diseases. There is a community radio station, *Pamoja Fm* which has been a pivotal tool towards not only upgrading Kibera slum but also all the slums in Nairobi. *Kibera Journal* has existed since November 2006. The paper covers issues affecting the people of Kibera, and it has played an important role in training the youth in basic journalism skills that they use to cover issues in their communities.

2.5 Target Population

The target population of the study was 800,000 residents of Kibera slum (Ministry of Housing, 2006) who live in a total of 12 villages in the slum, 160 employees of KTB and 38 employees of Victoria safaris. The slum residences were targeted because that's where most of slum tours have been taking place (Asudi, 2008). On the other hand KTB employees were involved in the study because they are knowledgeable as a result of researches they have conducted as well as they market tourism products. Victoria safaris is currently the only firm that offers touring services to slums and the employees are therefore knowledgeable in the area of study and therefore they would give the important information that would be helpful in achieving the research objectives.

2.6 Sampling Techniques

Stratified sampling technique was used. There were three strata of the population comprising of Kibera residents, KTB employees and Victoria safaris employees. Simple random sampling was used to select 6 (50%) villages in

Kibera. Snowball sampling method was then used to select respondents in those six villages. The initial subjects were identified using purposive technique; only those who had interacted with slum tourists were selected. The identified subjects then directed the researcher to others that they knew had interacted with tourists. The subjects from the KTB were selected using simple random sampling method while all subjects from Victoria Safaris participated in the study.

3.0 RESULTS AND DISCUSSIONS

Results in figure 3.1 indicates that all the respondents from the three categories overwhelmingly ascertained that tourists visited Kibera slum, as only 2% of the respondents from Kibera indicated that tourists did not visit Kibera. This implies that tourists were interested in visiting Kibera slum and majority of Kibera residents had interacted with them. This also implies that Kibera slum is a tourist attraction.

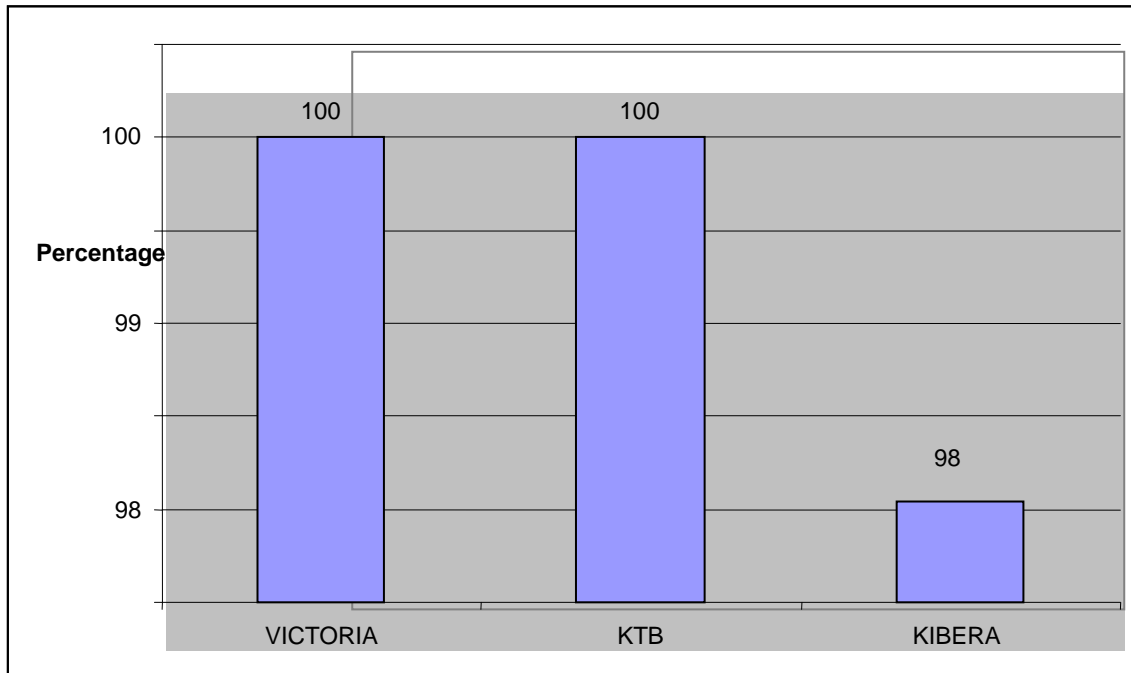


Figure 3.1 Indications of tourists’ visitors to Kibera

3.2 Contribution and Potential of Slum Tourism as Pro-Poor

Victoria Safaris, Kibera residents and K.T.B respondents were asked whether slum tourism could lead to improvement of the living conditions in Kibera. Their responses are reflected in figure 3.2.

All respondents of Victoria Safaris, 38 (100%), responded in favour of slum tourism as being a pro-poor activity, 323 (84%) Kibera residents indicated that slum tourism could bring positive change to poverty in Kibera and 32 (64%) KTB respondents also responded in the same way.

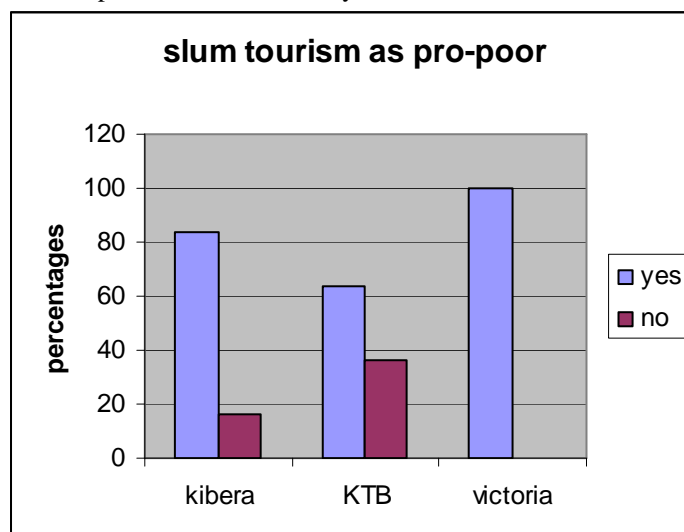


Figure 3.2 Respondents’ Views on Slum Tourism being a Pro-Poor Activity.

These findings are in agreement with the Canary Islands Declaration on Tourism in Least Developed Countries (UNLDC III, 2001a) which emphasized on tourism development as an avenue to increase participation in the global economy, alleviate poverty, and achieve socio-economic development for all the people of developing countries.

Table 3.1: Responses from KTB and Victoria Safaris Employees on how Slum Tourism can Improve Living Conditions of Kibera Residents.

| How slum tourism could develop kibera | KTB | Victoria Safaris | Totals |
|--|------------------|------------------|-----------------|
| | Frequency and % | Frequency and % | |
| Offer a platform where tourist will pay for various activities | 4 (8%) | 0 (0%) | 4 (4.5%) |
| Infrastructure | | | |
| Good will and funding | 3 (6%) | 5 (13.2%) | 8 (9.1%) |
| Housing and sanitation | 6 (12%) | 8 (21.1%) | 14 (15.9%) |
| They will organize themselves and exposure | 2 (4%) | 3 (7.9%) | 5 (5.7%) |
| Employment | 8 (16%) | 7 (18.3%) | 15 (17.0%) |
| Security | 21 (42%) | 15 (39.5%) | 36 (40.9%) |
| | 6 (12%) | 0 (0%) | 6 (6.8%) |
| Total | 50 (100%) | 38 (100%) | 88 (100) |

As indicated in Table 3.1 the respondents from KTB and Victoria Safaris pointed out how slum tourism can bring positive growth to Kibera. A higher proportion of the respondents, 21 (42%) out of 50 (100%) KTB respondents and 15 (39.5%) Victoria Safaris employees were of the view that slum tourism would create employment, which would in turn generate revenue and boost investment activities undertaken by the area residents. Secondly, involvement in tourism related issues and activities presented an opportunity for residents to organize themselves and in turn attract significant funding for their activities. This was the view of 8 (16%) KTB respondents and 7 (18.3%) Victoria Safaris respondents. The combined views of the KTB and Victoria Safaris show that slum tourism in Kibera can create employment for the residents, as this was the view of a larger number of them, 36 (81.5%), followed by a proportion of 15 (34.3%) who indicated that such tourism would enable them organize themselves into groups so as to benefit from the tourism activities in the slum.

This implies that slum residents could have equal opportunity like any other Kenyan community to benefit from the Tourism Trust Fund (TFF) whose aim is to contribute to poverty reduction through tourism. Community development is a process by which the efforts of the people are united with those of the governmental authorities to improve the economic, social and cultural conditions of the communities (Chitere, 1994). It is to integrate communities into the life of the nation and enable them to contribute fully to national development. The essential element of this complex is participation by the people in efforts to improve their standard of living with as much reliance as possible on their own initiatives (Chitere, 1994). Having an organized group to offer services to the slum tourists would also have other benefits as highlighted in the literature review; the Soweto slum residence came together and formed an association whose members are tour operators, caterers, entertainers and conference organizers, and their major work is to ensure that Soweto grows and develops into a major tourist destination in South Africa. It was the view of 8 (16%) KTB respondents that the actual interaction between residents and tourists as well as tourism related issues is an exposure that could promote creativity and realization of noble ideas.

3.3 Involvement of Residents in Slum Tourism by Tour Companies.

All the 38 employees of Victoria Safaris interviewed indicated that residents were involved in the tourism activities undertaken in the slum. They cited four ways in which this was done. These were provision of accommodation, and other services as drivers, security and guides. Majority of the Victoria Safaris respondents, 31 (81.6%), indicated that Kibera residents provided security, 16 (42.1%) served as slum tour guides, 14 (36.8%) tour van drivers and according to 7 (18.4%), Kibera residents provided accommodation in form of home stays. It was therefore clear that locals did not form part of management, and therefore did not participate in decision making. This results tally with Dweks (2004) analysis which found out that most of the tours are actually managed by outsiders, while residents act as guides

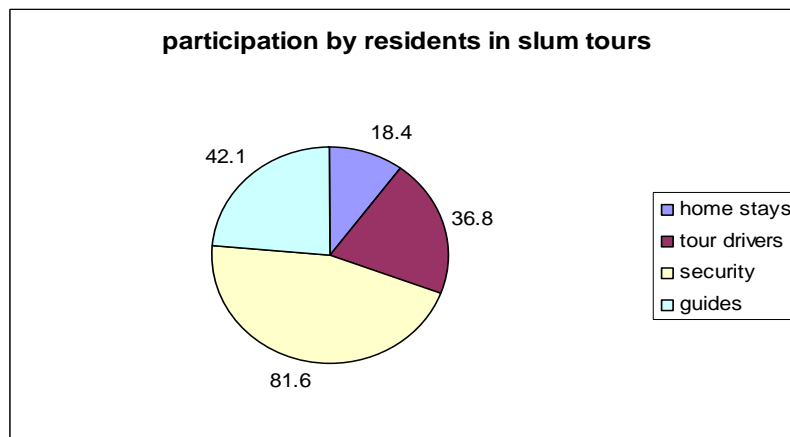


Figure 3.3 Participation of Residents in offering tourism services

According to Rolfers (2009) a strong involvement of the residents in the tours has to be achieved because the interaction between residents and the tourists is a central aspect which determines the benefits of the residents from the whole exercise. It also allows residents to participate in decision making on what should be done which in turn rules out the possibility of residents being forced into humiliation. Rolfers (2009) recommends that community in slums should be deeply involved in arrangement and offering of slum tours to participate in decision making and should be allowed to take part in management of tour firms to fulfill the needs of the local population. The ability of the local people to take their own decisions related to tourism development, according to their own policies without being manipulated by businesspeople in the tourism sector or other multinational companies will concentrate the benefits of the slum tourism to the slum community.

3.4 Tourists' Activities in Kibera Slum

Tourists, once in a destination, they get involved in various activities. According to the views of respondents, tourists who visit Kibera slum get involved in the activities highlighted in figure 3.4.

Highest proportion of Kibera residents, (95%) indicated that the main activity of the tourists was observing residents' activities, followed by taking of photographs (93%) and giving donations (90%). The responses from the Victoria safaris employees show that the most popular activities of the tourists were socializing and making friends with the locals, undertaking development projects (developing roads, houses and lighting), giving donations and observing resident's activities as evident from the proportion of responses of (87%), (87%), (82%) and (82%) respectively. According to KTB employees, the most popular tourist activities are giving donation as it was indicated by 88% of the respondents, observing residents activities and socializing and making friends as indicated by (84%) and (66%) of the respondents respectively.

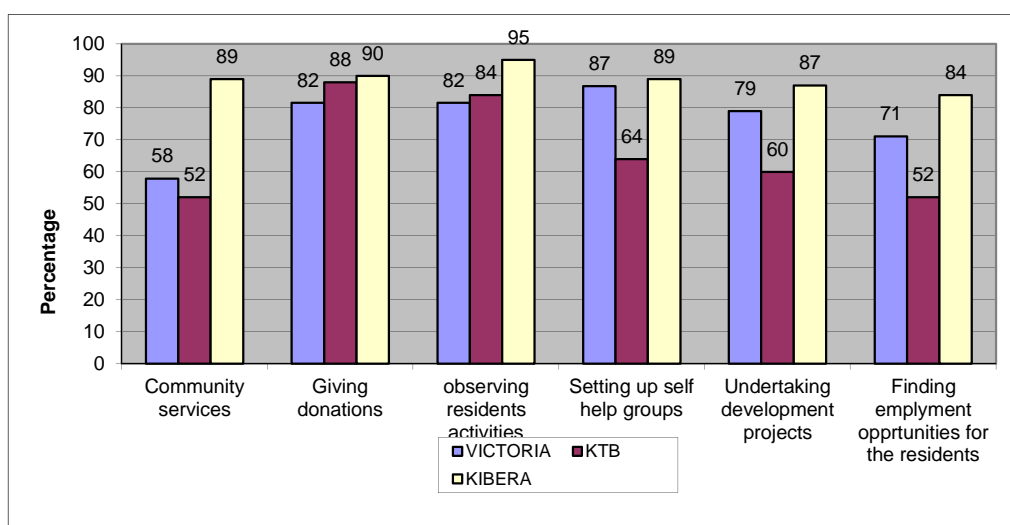


Figure 3. 4 Activities that Tourists Undertake during their Visits to Kibera

According to the Kibera respondents, finding employment opportunities for the residents was least popular as it had less number of respondents, that is, (84%), following by undertaking development projects, setting up self-

help groups, socializing and making friends, and community service as indicated by (87%), (89%), (89%), and (89%) of Kibera respondents respectively. According to Victoria Safaris respondents, community service, taking photographs, finding employment activities for the residents and undertaking development projects are the least popular tourist activities as indicated by (58%), (63%), (71%), and (79%) of Victoria Safaris respondents respectively. On the other hand, the responses from the KTB respondents shown that taking photographs, finding employment for the residents, community service and undertaking development projects are the least tourist activities as indicated by 48%, 52%, 52% and 60% of them respectively.

3.5 The Status of the Slum Tourism in Kibera

Having established the profile of respondents, focus was on the status of slum tourism in Kibera. First, attractions in Kibera slum were identified. According to Cooper (2005), attractions provide a single most important reason for touring a destination. Therefore, it was important to identify the possible main attractions in Kibera. Table 3.2 below shows the responses on the tourist attractions in the slum.

Table 3.2: Tourist Attractions in Kibera slum.

| | Kibera | KTB | Victoria safaris | Totals |
|--|-----------------|-----------------|------------------|------------|
| Attractions | Frequency and % | Frequency and % | Frequency and % | |
| View residents houses | 30 (7.6%) | 6 (12%) | 7 (18%) | 43 (9.1%) |
| View residents activities | 58 (15.3%) | 12 (24%) | 8 (21.1%) | 78 (16.5%) |
| Taking photographs | 123 (32%) | 12 (24%) | 6 (15.8%) | 141(29.9%) |
| View transport system | 26 (6.8%) | 0 | 0 | 26 (5.5%) |
| To get informed about residents problems | 109 (28.4%) | 9 (18%) | 7 (18.4%) | 125(26.5%) |
| Sample residents food | 7 (1.8%) | 0 | 0 | 7 (1.5%) |
| For entertainment | 19 (4.9%) | 11 (22%) | 10 (26.5%) | 40 (8.5%) |
| Any other | 12 (3.2%) | 0 | 0 | 12 (2.5%) |
| Total | 384 (100%) | 50 (100%) | 38 (100%) | 472 (100%) |

With regard to tourists attractions in Kibera slum, 12(24%) of the KTB respondents indicated that the day-to-day activities of the slum dwellers or residents' lifestyle and photography were the key tourist attractions, while 10 (26.3%) and 123 (32%) Victoria Safaris employees and Kibera residents respectively indicated that entertainment presented by residents (such as dances, singing, drama and cinemas) and photography were main attractions respectively. Residents' challenges like lack of basic needs were the second attraction according to 109 (28.4%) respondents from Kibera. Out of 50 KTB respondents, 11 (22%) viewed entertainment by residents as second attraction. 58 (15.3%) respondents from Kibera indicated residents' day-to-day activities as an attraction while 8 (21.1%) respondents from Victoria Safaris were of the same view. On the overall, a higher number of the respondents across the three groups, 141 (29.9 %) indicated photography as main attraction, followed by tourists' interest in getting informed about residents' problems, 125 (26.5 %) and viewing of residents' activities 78 (16.5%)

3.6 Perceptions on the Tourist Visits in Kibera Slum

Table 3.3 Responses on Perceptions on the Tourist Visits to Kibera Slum

| Respondents | Responses | | | | | Totals |
|------------------|---------------|-------------|---------------|---------------|------------------|-----------|
| | Strongly like | Like | Not sure | Dislike | Strongly dislike | |
| Kibera | 148(38.5%) | 190(49.5%) | 20(5.2%) | 21(5.5%) | 5(1.3%) | 384(100%) |
| KTB | 0(0%) | 30(60%) | 11(22%) | 0(0%) | 9(18%) | 50(100%) |
| Victoria Safaris | 7(18.4%) | 21(55.3%) | 5(13.2%) | 5(13.2%) | 0(0%) | 38(100%) |
| Totals | 155(56.9%) | 241(164.8%) | 36 (40.4%) | 26 (18.7%) | 14 (19.3%) | 472(100%) |

Results presented in Table 3.3 indicates that the opinions of the majority of Kibera respondents, 338 (88%), were in favour of tourism in the slums as evident from those who indicated that they “strongly like” (148, 38.5%) and “like” (190, 49.5%) the tours. These results tally with those reported by Dweks (2004) as quoted by Mowforth (2008) who established that most slum residents viewed the tours in an extremely positive light and some residents gained financially from the venture.

The opinions of the KTB employees on slum tourism were positive because majority 30 (60%), liked the concept, while 11 (22%) were undecided and the remaining 9 (18%) disliked the idea. On the other hand, majority of the Victoria Safaris respondents overwhelmingly supported the idea as 7 (18.4 %) and 21 (55.3%) of them strongly liked and liked the idea respectively giving a total of 28 (73.7%) who favored the venture. 5 (13.2%) were undecided. The responses across the three categories of respondents show that majority 241 (164.8%) followed by 155 (56.9%) expressed their liking for slum tourism in Kibera.

3.7 Benefits Accrued from the Slum Tourism.

The Kibera residents agreed that slum tourism had benefited them in number of ways (Figure 3.5). A larger proportion of Kibera respondents strongly agreed (57%) and agreed (37%) that the venture is beneficial in improving sanitation in the slum. Kibera respondents also strongly agreed and agreed that the venture was of benefit in the following areas; creation of employment (45%, 36%), housing development (52%, 35%), setting self-help groups (53%, 38%), donations (51%, 39%), improvement of infrastructure (52%, 35%) and setting business (52%, 34%).

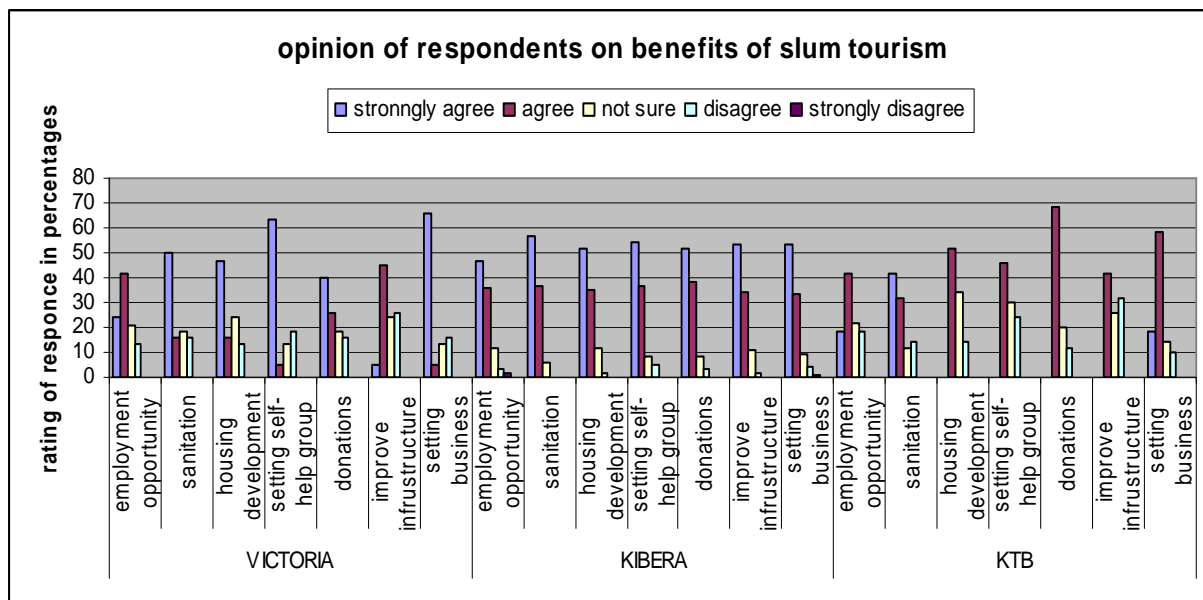


Figure 3.5 Opinions of Respondents on Areas of Benefit from Slum Tourism.

KTB respondents overwhelmingly agreed (69%) that slum tourism benefited slum residents because of the donations they receive from the donors. A larger proportion of KTB officials also agreed that slum tourism has encouraged the entrepreneur spirit leading to opening of small scale businesses. They also strongly agreed and agreed that slum tourism has created employment opportunities (19% and 41% respectively) and improved sanitation (41% and 31% respectively). They also agreed that slum tourism has contributed to housing development (52%), setting up of self-help group (46%) and improvement of infrastructure (41%). The hand Victoria Safaris employees strongly agreed and agreed on a number of ways slum tourism has of benefit to slum

residents, setting business (65% and 5% respectively), setting self-help groups (63% and 4% respectively), sanitation (50% and 17% respectively), housing development (47% and 15% respectively), creating employment opportunities (23% and 41% respectively) and improving infrastructure (4% and 45% respectively).

3.8 Benefits of Slum Tourism

Kibera residents' view slum tourism as a beneficial venture (Figure 3,6). This is because when asked whether they had benefited, majority 206 (53.6%) responded in affirmative while a proportion of 46.4% indicated that they had not benefited. The Victoria Safaris respondents concurred with Kibera respondents that slum tourism was of benefit to the area residents. Out of 38 respondents,

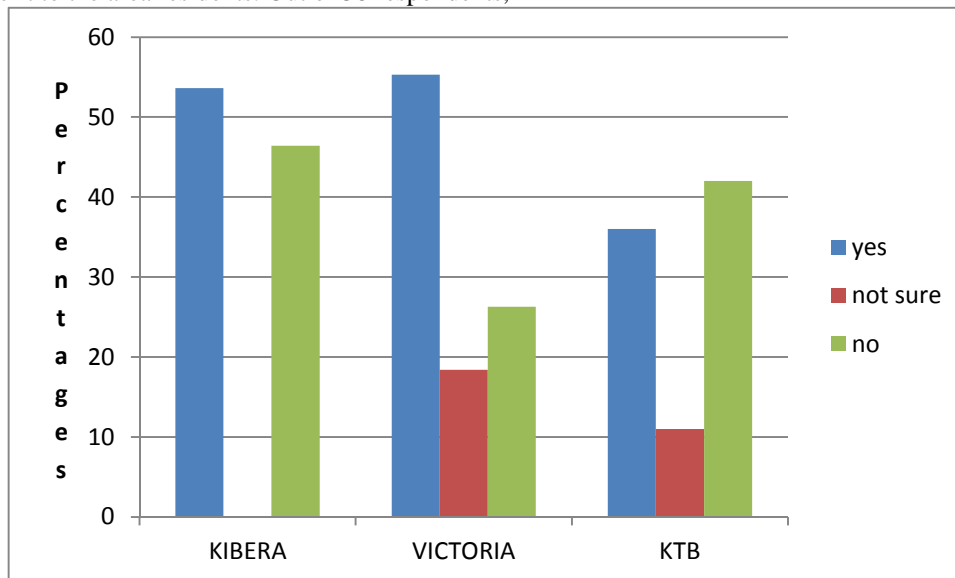


Figure 3.6 Opinion of the Respondents on the Benefits of Slum Tourism

21 (55.3%) indicated that Kibera residents benefited from slum tours, 7 (18.4%) were not sure while 10 (26.3%) were of the view that the residents had not benefited. A larger number of KTB employees indicated that the residents had not benefited from the venture as only 18 (36%) out of 50 respondents were of the view that they had benefited, 11 (22%) were not sure while a larger proportion of 21 (42%) indicated that they had not benefited.

4.0 Conclusions and Recommendations

4.1 Conclusion

The research came up with the following conclusions:-

- Kibera slum is a tourist destination, where the main activities includes;- observing residents way of life, take photographs of the residents and their dwellings and giving donations.
- Slum tourism is economically beneficial to the residents of Kibera as it can create employment and business for them and so it is perceived positively.
- Improvement of security, followed by involvement of residents in the tourist activities are the main measures that need to be addressed to promote slum tourism in Kibera.
- The main challenges to slum tourism are poor understanding of slum tourism concept and lack of comprehensive slum tourism policy.

4.2 Recommendations

The following are the recommendations for policy and practice for slum tourism:

- The government through the Ministry of Tourism should develop a policy that specifically addresses slum tourism and to guide on different roles of the stakeholders with a view to streamlining related activities.
- Tour companies should work towards involving Kibera slum residents in planning and offering slum tours and also ensure that slum tours are not restricted to a routine visit since the tourists may only meet a selected minority.
- The Ministry of Tourism should encourage slum tourism in Kibera as a strategy for pro-poor growth of the slum community.
- Ministry of Tourism should educate and create awareness amongst the residents so that they can carry the business of slum tours themselves as a way of creating employment for them directly.

- e) Kibera slum residents should come together and form a formal an association to attract significant funding for their involvement in tourism services.

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