THE SOCIAL AND ENVIRONMENTAL IMPACT OF THE EXPONENTIAL TOURISM DEVELOPMENT IN THE UNITED ARAB EMIRATES: PERSPECTIVES FROM ARAB NATIONALS AND EXPATRIATE RESIDENTS OF DUBAI AND ABU DHABI.

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April 2018
**Declaration:**

“I declare that this dissertation has not already been accepted in substance for any degree and is not concurrently submitted in candidature for any degree. It is the result of my own independent research except where otherwise stated”.

Brandon Neville Clack.

Signed:

Date:

Word count:
Abstract:
This dissertation project was an investigation into a set of findings based on both primary and secondary data research in an attempt to answer the aim of the project which was: “To critically analyse the social and environmental impact tourism development has on the UAE from perspectives of Arab nationals and Expatriate residents of Dubai and Abu Dhabi”. There are five chapters within this dissertation beginning with an introduction to the investigation. Chapter two encompasses a literature review where the author has attempted to research all academic literature theory and previous similar experiments carried out concerning the study of exponential tourism development and its effects on host community and those involved. The third chapter concerns the methodology which examines and illustrates the methods behind this research project including the reliability and validity of research. Chapter four contains the results and findings of the primary research as well as the authors discussion on various themes which have become apparent following the semi-structured interviews carried out. The author finishes by concluding his findings and making recommendations for further research in the area.

The author came to the conclusion that the views and perceptions of residents in the United Arab Emirates are overall positive however the UAE has somewhat lost its original heritage, culture and identity but not for the worse but rather to keep up with the modern lifestyle. The UAE has adopted an international identity and give off the opinion that they are happy with what is happening in the country and the direction it has taken towards tourism and its development. Although the positives outweighed the negatives the author remains cautious to the fact that the country is losing its original identity leaving very little history behind that show the true humble beginnings the country came from and replacing it with a new luxurious identity heavily influenced by the western way of life. The Dubai Municipalities General Projects Department Director noted:

We are losing our built heritage at the rate of one historic building a day. Unless they are protected by law, there’s little that can be done to reverse the process.

(Paradkar, 2006, p. 29)

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Acknowledgements:
This dissertation has been a challenging project for the author, consuming his time and proven very stressful however with that being said the author does enjoy a challenge and in the end, it proved to be very interesting and enjoyable as well as an eye opener for the author. This dissertation has been completed thanks to the help of various individuals which the author would like to pay his thanks to.

Firstly, thank you to Vicky Richards my dissertation tutor for her time, commitment and guidance to facing me in the right direction with both this project and third year as a whole. I am aware I may have proven to be a difficult student at the best of times but you stuck with me till the very end and for that I am extremely grateful.

I would also like to thank my family, in particular my mom and dad who have supported me throughout my three years at Cardiff Metropolitan University I couldn’t have done it without you. Thanks to you I am proud to be the first in the family to attend university full time, turns out moms constant nagging was for the better good.

To my grandparents who took me in to their home when I first moved over from South Africa to Wales, thank you for putting up with all my antics and proving to be supportive and helpful when you really didn’t have to. To my Granny who past away suddenly in the beginning of the year (2018) a special thanks for everything you did for me, in a way you took on the role as my mom during my stay, with you always checking up on me and making sure I was okay.

And lastly thank you to all those who took part in my interviews providing me with key information that was detrimental to my findings for this research project.
List of Abbreviations:
UAE: United Arab Emirates.
MICE: Meetings, Incentives, Conferences and Exhibitions

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Chapter one: Introduction

1.1 Introduction:

The United Arab Emirates (UAE) has become an extremely popular destination for tourism as well as a growing business hub due to its central location on the globe as well as many other factors that the author will make apparent throughout this project. This research will attempt to analyse and discuss views and opinions expressed by the Arab nationals and expatriate residents of the UAE on their views of the exponential tourism development. This will be done over five chapters including a literature review, this is where the author analyses previously written academic work done on similar research undertaken. The structure and methodology for the study is then presented followed by analysis and discussion of the results obtained from the semi-structured interviews. To finish the research the author concludes that even though positives outweighed the negative impacts of the exponential tourism development the author is aware that the country is losing its original identity of nomadic beginnings with a strong trade route to now being heavily western influenced.

1.2 Background:

The UAE consists of seven states also known as the seven Emirates the most popular being Dubai and Abu Dhabi which is the capital. Although the two states are roughly only an hour apart they differ slightly with Abu Dhabi although the capital it is less known in the tourism industry in comparison to Dubai, Table 1.2.1 illustrates some notable differences between the two states gathered by Helen Alison (2017) who is a writer for yourabudhabiguide.com.

<table>
<thead>
<tr>
<th>Abu Dhabi (Capital):</th>
<th>Dubai:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lesser international tourism market therefore less known.</td>
<td>Once a barren desert to now being a tourist hot spot.</td>
</tr>
<tr>
<td>More traditional with a lesser night life being more orientated with stunning parks and boulevards.</td>
<td>Majority of the population are expatriates and only a very small fraction are actually Emirati.</td>
</tr>
</tbody>
</table>
Family orientated hence the legal system being more regimental. | Bigger night life with extravagant construction, benefits of a metropolis.
---|---
Richer of the two states due to its oil and it is also the hub for political activities. | Tourism plays a massive part in keeping the local economy afloat. Innovative offshore tourism development maintaining its attractiveness. Also has a booming financial service sector
---|---
Lower costs of living compared to Dubai | Offers more to an international market.
---|---

1.3 Problem:
The way in which the United Arab Emirates shows itself off as a luxurious tourist destination full of glitz and glam offering a better way of life one of high taste and quite literally gold finishes, is one that millions strive to achieve thus making it such an attractive destination. However, this is far from what they truly are, the nomadic Arab nationals once living with strict cultural sharia laws that forbid many activities undertaken in the western world have been influenced and ultimately adopted other cultures into their own this has some pros and cons but as a whole the Arab national identity is depleting within the UAE predominantly within Dubai to keep the tourism sector booming.

Sharia law refers to the Islamic legal system and translated to English it means “the clear, well-trodden path to water”. It is described as a law that aims to help Muslims understand how they must lead their lives from every aspect in accordance to Gods wishes. A minority of Muslim thinkers say that Arabs engaging in western societies in the modern world means punishment should be left to god (BBCNews, 2014). With that being said alone it is clear that Dubai has Brocken these sharia law rules with modern day activities such as the consumption of alcohol and a very relaxed dress code and perhaps this is why Dubai has such a low population of Arab nationals. Sharia law have extreme consequences when breaking laws that it is seen to be very controversial to many modern-day societies. There are two types of offences in sharia law ‘hadd’ is a serious crime such as theft punishable by amputation or in extreme cases death by stoning and then the second type is ‘tazir’ this is whereby the punishment is left to the judge. This is a very different law that the modern world would find to be unacceptable and barbaric given the change in times, this is also not taking
place within Dubai however it is part of their culture so brings to light the change tourism has bought onto the country, the author would perceive this to be a positive culture depletion given the circumstances however the culture heritage being depleted is a problem that needs to be managed and preserved.

1.4 Rationale:
The author ultimately decided to investigate the UAE and perceptions of the Arab nationals and expatriate residents as he himself is an expatriate of Saudi Arabia spending months at a time within Dubai. With a strong interest in tourism the Author wanted to evaluate its effects as it has become such a big sector contributing heavily towards the economy and changed the way the UAE depicts itself to the rest of the world. When people think of the UAE generally they think of Billionaire lifestyle and oil but times have since changes and the tourism and events industry are heavily shaping the future of the country that has been relatively unexplored and investigated.

1.5 Aims and Objectives:
Aim:
To critically analyse the social and environmental impact the tourism development has on the United Arab Emirates from the perspectives of Arab nationals and expatriate residents of Dubai and Abu Dhabi.

Objectives:
- To critically review the literature on how acculturation affects Arab nationals and expatriate residents.
- To research the economic, social and environmental impact of tourism and to what extent expatriates contribute.
- To examine the acculturation within the UAE and determine whether or not its Islamic rooted traditions are being depleted due to western influence used to attract tourists from afar by structuring individual semi-structured interviews with both Arab nationals and expatriate residents of the UAE.
- To make conclusions and recommendations in order to create awareness guidelines for future visitors.
Chapter Two: Literature Review

2.1 Introduction:
The purpose of this dissertation is to investigate and critically analyse the social and environmental impact the development of tourism has on the UAE. The author has found an abundance of literature reviewing such impacts on countries around the world and the impact they have had in shaping the economy, political movements and tourist’s status of those countries. However, there is a lack of material relating to the social and environmental impact the exponential tourism development has within the UAE from perspectives of Arab nationals and expatriate residents.

A literature review according to Machi and McEvoy (2009) is a written documentation that logically argues and promotes previous research done on the topic at hand from credible evidence. This literature review aims to find key evidence of previous research undertaken on similar issues relating to social and environmental impacts tourism development has on both UAE nationals and expatriate residents of the UAE from credible academic sources.

2.2 The Tourism System:

The tourism development within the UAE has experienced exponential growth with states such as Dubai that was once a barren desert that has since immersed into one of the fastest growing and leading cities in the world (Fitzgerald, 2017). The city of Dubai was ranked number 11 by momentum index (JLL’s CMI, 2017) who take many aspects into account such as infrastructure, economy and various other measures to help rank a city.

The tourism system in figure 2.2.1 (Newsome, Moore, Dowling 2013) can be seen as a very complex system with many different aspects that interconnect and are always changing, one change in the system will have a domino effect with all outcomes of the system influencing each other. The tourism model seen in figure 2.2.1 embraces many elements which focus primarily on tourism’s environmental, social and economic. The system is based on traditional views of systems incorporating inputs, processes, outputs and feedback (Newsome, Moore and Dowling, 2013).

“*The inputs include elements of demand or markets, that is, the prospective tourist’s motivation for and ability to travel, as well as supply, that is, the destination resource,*
with its attractions, services, information and hosts. Process include economic, social and environmental interactions, which may have positive and/or negative outputs (impacts). Feedback allows for the planning of appropriate controls, capacities, policies and strategies for tourism growth while minimising adverse impacts.” (Newsome, Moore and Dowling, 2013).
FIGURE 2.2.1: The tourism system
2.3 Sustainable Development:

The Triple bottom line model (Figure 2.3.1) adapted from the United Nations Development Programme (UNDP) Rio Declaration on Sustainability (1992) can be integrated to meet the specifications of the UAE. The UNDP suggest that using the triple bottom line model will allow for social, environmental and economic progress to assist in strengthening the sustainable development of a country.

John Elkington started measuring sustainability in the mid-1990s by encompassing the framework to measure performance in corporate America. The triple bottom line (TBL) is an accounting framework that many businesses have adopted to evaluate their performance by incorporating three key dimensions of performance; social, environmental and economical. By implementing and corresponding these three elements it will bring to light any issues that may overlap allowing for an in-depth analysis to develop a stronger strategic plan that will ultimately strengthen the three strands of sustainable development as illustrated in figure 2.3.1. The TBL is very flexible that it allows organisations or countries in this case the UAE to apply the concept in a suitable manner that is fit for purpose to fulfil their specific needs (Slapper and Hall, 2011).

Figure 2.3.1: the triple bottom line

“Today the economic development benefits of tourism are being seen as a key opportunity for area based conservation by other conservationists and developers” (Orbasli, 2000). One could suggest that what Orbasli is saying in his statement can be seen as justifiable due to the drastic changes made in the UAE’s economic growth.
and how successful states within the UAE such as Dubai and Abu Dhabi have improved over the past few years. Sarah Algethami a reporter for the gulf news tourism released a report about how and why the UAE has become a leading tourism destination in the region thus backing up Orbasli’s statement made in 2000 proving that the economic development has become a success for the region (Algethami, 2013). 42 years ago, the UAE’s seven emirates unification was established and tourism development has only gone up from the creation of airlines such as Emirates and Etihad airways, airports, metro station world class shopping malls and many other major attractions contributing to the overall growth. Dubai was once a small trading hub but since it has now risen to become an international tourism destination for both leisure and business “through the infrastructure developed to cater to these markets” (Hewett, 2018).

The economic growth seen within Dubai has been immense thus allowing for money to be invested in environmentally friendly construction to take place and strategically planned for, greener environmentally friendly construction is seen as attractive thus further enhancing Dubai’s popularity.

Sustainable tourism describes policies, practices and programmes that include tourist’s expectations with regard to natural resource management, but also includes what the needs of communities that support or are indirectly affected by tourism projects and the environment (UNEP, 2011). Sustainable tourism aims to be energy efficient, climate friendly, minimise waste, conserve biodiversity, cultural heritage, support intercultural understanding and integrate local communities with the main objective to improve livelihoods and reduce poverty (Newsome, Moore and Dowling, 2013). Dubai’s ruler and vice president Sheikh Mohammad Bin Rashid has plans for the country to be 75% solar energy reliant by 2050, the Dubai Electricity and Water Authority has confirmed the contracted to build the world’s largest concentrated solar power facility in the country (Hanley, 2017).

2.4 Tourism Development and Destination development:

Visit England (2014) defines a destination management plan as “a shared statement of intent to manage a destination over a stated period of time, articulating the roles of the different stakeholders and identifying clear actions that they will take and the
apportionment of resources”. It is in the authors view that a destination management plan is a process that seeks to work with all aspects of a given destination that promote to a visitor’s overall experience taking into account all those affected by evaluating the needs of the visitors, local businesses, residents and the environmental needs.

Ritchie and Crouch suggest that sustainable and competitive destinations require supporting factors and resources (2003). These factors include comparative advantages resource endowments such as historical & cultural resources as well as infrastructure & superstructure as well as competitive advantage resource deployments such as growth & development and efficiency & effectiveness. Dubai’s modernisation of the economy and financial development has helped raise its competitive advantage (Stephenson, 2014). Ritchie and Crouch developed a model for steps to get from a comparative advantage by resource endowment to a competitive advantage through resource deployment, this is done in five steps that include Quality, Sustainability, Innovation, Experiences and Competitiveness these all interlink and once achieved it is said that competitive advantage should be obtained (Ritchie & Crouch, 2003).

Within the UAE’s seven states Dubai is the honeypot destination as it is particularly popular due to its capability of providing needs and wants that cater to a wide range of target markets from young to old. One could suggest that the problem with Dubai being a honeypot destination is that it attracts both local Arab nationals with traditions beliefs and tourists who do not follow the same cultural norms as Arabs do therefore needs and desires are conflicting.

2.4.1. Economic impact:

“A destination endowed with a wealth of resources may not be as competitive as a destination that is lacking in resources but that utilizes the little it has more effectively” (Ritchie and Crouch 2003:23). The UAE was originally reliant on its wealth from its oil industry as recently as the 1990s but this has since changed due to the government turning more of it focus on the tourism sector (DTCM, 2013). The country is now a popular international tourism destination known for its wealth, architecture and all-round beauty (Sharpley, 2008).
Traditionally Dubai’s economy was based on camel breeding, fishing, pearling and sea trade, however in 1920 pearling decreased due to technological advances and other factors (Kazim, 2000). UAE’s economic success was primarily due to the production and exploration of oil, however in the 1990s Dubai had an economic diversification policy because of the steady depletion of its oil (Dubai Strategic Plan – 2015, 2007, p. 21). Modernisation of the economy as well as massive development in the financial sector of the UAE led to an expeditious population growth.

Both travel and tourism are vital elements of the world economy as the sector provides employment, tax revenue and development incentives to a number of economies. Travel and tourism helps to enable other industries to develop through its role in supporting businesses, meetings, and convention travel as well as providing a leisure environment in many locations more recently the term ‘bleisure’ that is a mix of both business and pleasure. Tourism is considered an export industry yet international tourism product never leaves the country where it is produced. Instead of bringing the product to the consumer the consumer is brought to the product. According to the world trade organisation (WTO), “tourism is one of the top five export categories for over 80 percent of the world's countries, and is one of the principal sources of foreign currency earnings for at least 38 percent of countries (UNEP 2001).”

As an additional benefit, tourism developments are typically considered amenities and improvements to the quality of life in a place, and as such their impacts are perceived to be beneficial. However, like most economic activities, tourism developments take up space, cost money and use resources. Dependant on the level of tourism development, its impacts can have broad social, cultural and physical implications. An example within the UAE of built sites that generate its own tourism market include the Burj Dubai which is the world's tallest building (2008) in Dubai.

Abu Dhabi can be seen as supply driven and Dubai seen as demand driven although both destinations use supply and driven methods they each use more of one than the other e.g. Dubai has marketed an exceptional tourism image where Abu Dhabi has a more strong culture rich in oil economy and can be seen as less influenced far less by the Western way. In 2016 it was reported that tourism contributed $64 billion (WTTC, 2016) to the UAE’s economy with predictions said to see this double within the next ten years (Thefirstgroup, 2018).
2.4.2. Destination image:
Destination image refers to the promoted elements of a destination that ultimately determine the appeal to visitors (Page and Connell, 2014). It is in the authors' personal view from research that the way in which a destination markets itself is detrimental to its success, a poor destination marketing plan or lack thereof can turn potential tourists to look the other way.

The Tourist Area Life Cycle (TALC) created by Butler (1980) as seen in figure 2.4.2.1 can aid in marketing a destination by showing where a destination stands on the life cycle and from there they can see what they need to do to improve. For example, Dubai would be in its rejuvenation stage because of the constant innovative development with major projects such as the Dubai 2020 expo thus always keeping Dubai current it may experience reduced growth but in the current economic climate it is the authors' belief that a decline won’t be seen for many years to come. By using the cycle, the UAE can change or develop certain aspects to target a specific market to maintain growth for example the Dubai 2020 expo will be attracting leisure tourism this is tourists who fall under business tourists but also fit in time for leisure after work.

*Figure 2.4.2.1: the tourist life cycle*

![Tourist Area Life Cycle](image)

(Butler, 1980)

The two promotional strategies that are used to get a product to a specific target market are push and pull factors (Surbhi, 2016). Push factors are internal motives or forces that cause tourists to seek activities to decrease their needs, while pull factors are destination generated forces and the data that tourists hold about a destination
International Tourism and Events management

(Gnoth, 1997) this can include social and cultural characteristics associated with a
destination. Most push factors are intrinsic motivators referring to “…behaviour that is
driven by internal rewards” (Cherry, 2017), such as the desire for escape, rest and
relaxation, adventure and social interaction. Pull factors arise due to the attractiveness
of a destination, including beaches, recreation facilities and cultural attractions (Uysal
and Jurowski, 1994). Traditionally it is said that push factors are considered important
in initialising travel desire, while pull factors are considered more pivotal in explaining
a destinations choice (Crompton, 1979, Bello and Etzel, 1985).

2.4.3 Rapid Urbanisation and Immigration:

Due to the exceptional growth of tourism development many Arabs are moving into
the new developments as opposed to their older village like quarters as the modern
more western way of life is seen as more appealing and easier due the improved living
conditions and communal desire to participate in the modern economy (Kuban, 1978,
Warren & Fethi, 1984). By mid-June 2010 the UAE total population had reached 8.26
million, of that only 947,997 represented Emirati whilst non-nationals numbered
7,316,073 (Sanbridge, 2010). A more culturally focused tourism agenda has the
capability to help socially sustain and ground local communities as well as their
identities that are ultimately threatened by the rapid urbanisation and westernisation
(Stephenson, 2014).

Within the middle east rapid urbanisation as well as modernisation have had drastic
impacts on ‘Islamic cities’ thus threatening the historical districts and local heritage
(Orbasli, 2007). There have been initiatives in Dubai to restore selected areas,
predominantly those viewed to be aesthetically conductive and authentically pleasing
to the ‘tourist gaze’ (Urry, 1990). Phases have been initiated to conserve Bastakiy’ Ya
district, that is home to about forty traditional buildings close to Dubai creek, which
recalls the earlier life in the region. This district was the location where merchants had
first settled from Southern Persia (Stephenson, 2014). Lack of local life and social
continuity (Orbasli, 2007, p. 181) suggests the districts culturally disconnected from its
past. Many historical buildings depreciated and eventually destroyed in the 1980’s
(Elshestawy, 2010). Roughly only 300 of the 3000 historic buildings in Dubai survived
the modern expansion (Paradkar, 2006). The Dubai Municipalities General Projects
Department Director noted:
“We are losing our built heritage at the rate of one historic building a day. Unless they are protected by law, there’s little that can be done to reverse the process.” (Paradkar, 2006, p. 29)

A predominant issue of the sociological study of tourism is with regard to the cultural decrease of the destination and the problematic role of non-indigenous forms of tourism development. It has been established that tourism is undoubtedly linked up to the modernisation process, having both a direct and indirect effect on cultures and local societies (Erisman, 1983; Nunez, 1963; Turner & Ash, 1975), and therefore can perceived as “the enemy of authenticity and cultural identity” (Turner & Ash, 1975, p. 197).

The tourism development within Dubai has become attractive amongst academia (Bagaeen, 2007; Balakrishan, 2008; Govers & Go, 2005, 2009; Henderson, 2006a, 2006b; Junemo, 2004; Sharpley, 2008; Yeoman, 2008). Although there is an abundance of literature on Dubai as a visionary form of tourism development there are negative aspects such as persistent environmental concerns, international division of labour issues (Sharpley, 2008). Limitations in access to natural and cultural heritage attractions (Henderson, 2006a, 2006b) and issues in which ‘brand Dubai’ are positioned due to the lack of utilisation of local representations and the culturally informed imagery (Govers & Go, 2005, 2009).

2.5. Acculturation and sociocultural impacts:
“more recently, work has started to focus more on sociological-based concerns about the social impacts of tourism” (Stephenson & Ali-Knight, 2010).

Acculturation is a term that was introduced by anthropologists to refer to cultural changes that emerge from intercultural contact, such as that being experienced in the UAE with reference to Dubai and Abu Dhabi in regard to the ever-growing expatriate population of whom make up roughly 90% of the population (Worldpopulationreview, 2018). “Acculturation comprehends those phenomena, which result when groups of individuals having different cultures come into continuous first-hand contact with subsequent changes in the original culture patterns of either or both groups” (Redfield et al., 1936 p. 974).

Fast forward to 2018 and it is clear the core definition has not changed however Nicki Lisa Cole, Ph.D. expands on this definition stating that it is also when one culture
adopts practices and values of another culture, more commonly found in minority groups adopting elements of a majorities culture (Cole, 2017).

It is the authors belief that after getting a clearer understanding of what acculturation is, it is visibly taking place in the UAE from the clear majority of expatriates residing within the country they hold the majority of the population therefore have a higher influence on the culture e.g. holidays such as Christmas and Easter are largely celebrated in Dubai even though it is not part of the Arab culture therefore hold a strong western influence.

Sociocultural impacts of tourism relate to how societal value systems, individual behaviour, social relationships, lifestyles, modes of expression and community structures change. The primary focus of sociocultural impacts tends to be that of the host community and in this case, it refers to the people who reside in the tourist destinations of the UAE (Page and Connell, 2014). Sociocultural impacts are “about the effects on the people of host communities, of their direct and indirect associations with tourists” (Mathieson and Wall, 1982). Lea (1998) outlines the dimensions of tourist-host encounters that provides a starting point that helps to define social and cultural aspects, as illustrated in Figure 2.5.1.

**Figure 2.5.1: The dimensions of tourist-host encounters**

![Figure 2.5.1: The dimensions of tourist-host encounters](source)

Source: Modified from Shaw and Williams (1994: 87)

It is the authors belief that the sociocultural factors are larger scale forces within cultures and societies that affect the thoughts, feelings and behaviours and in this context help resolve effects on the host communities direct and indirect relationships.
The large proportion of expatriates that have moved to places such as Dubai and Abu Dhabi for work have had a drastic impact on the social norms and tourism behaviour in the UAE (Daher, 2007). The impacts can be described as “involves changes to the norms, values and beliefs of individuals that guide and rationalise their cognition of themselves and their society.” (Stone, 2011, p. 11).

“… when there is large contrast between the culture of the receiving society and the origin culture, then it is likely that impacts will be great.” (Burns and Holden, 1995).

This statement is clear considering the culture differences between that of the Arab nationals whose religion is Muslim and Westerners that is predominantly Christianity.

2.6. Chapter summary:

The author aims to use this research opportunity to critically analyse the social and environmental impact tourism development has on the UAE from perspectives of Arab nationals and expatriate residents of Dubai and Abu Dhabi. The author will be examining the positive and negative perceptions of exponential tourism development within the UAE as well as bringing to light the differences that the researcher has noted in relationship to the cultures and how they coincide as depicted in the Venn diagram illustrated in figure 2.6.1.

figure 2.6.1: Venn diagram
Chapter 3: Methodology

3.1 Justification and research processes:
This chapter aims to explore the research processes adopted for this research project and attempts to explain and justify the reasons for choosing the particular research methods to investigate the authors research question.

The study will aim to investigate the perceptions of Arab nationals and expatriate residents residing within the United Arab Emirates with regards to the social and environmental impacts of the exponential tourism development.

3.2 Ethics approval:

The initial step in this research study is detrimental for the study to take place and that is for the author to complete and obtain ethical approval. This is to ensure all activities and approaches within the research were morally and ethically correct in order to continue. For approval to be obtained the author had to complete necessary documentation that explained what he planned to do along with a draft of the interview questions and a proposal as well as drafting together consent forms for each participant to complete. This was submitted to the Cardiff Metropolitan University Ethics Board who then approved the documentation, thus giving the author the right to continue his research. The ethic form and approval can be found in appendix A.

3.3 Introduction to research: Qualitative vs. Quantitative:

The two most recognised methods of research are that of Qualitative research and Quantitative research. In Gnosh and Chopras ‘Dictionary of research methods’ (2003) define these two types of data as follows

“Qualitative data is data in the form of descriptive accounts of observations or data which is classified by type.

Quantitative data is data which can be expressed numerically or classified by some numerical value.”

According to Lancaster (2005) Quantitative data is more objective and scientific than qualitative thus it is associated with the traditional scientific approaches to research as used in physical science. Quantitative data is measured in numbers therefore it is generally analysed using statistical techniques to test validity. Qualitative data refers
to data that is not subjected to quantitative or numerical analysis. But rather it is associated with phenomena that can’t or is difficult to quantify.

The primary research method that the author has undertaken within this dissertation is that of Qualitative research as he aims to gather an in depth understanding of social and environmental impacts tourism development is having on the UAE. However quantitative data will come in to effect when comparing numerical statistics to compare growth within regions as a result of tourism and its development.

3.3.1 Qualitative research:

‘in social sciences, achieving a thorough understanding of a situation often requires constructing a model of events and how people interact’ (Black, 1999 p.2). Therefore, in this case Qualitative research is likely to be used as the author hopes to understand the Arab nationals and expatriate resident’s views and attitudes and statistical data would not be appropriate.

“*The essential features of qualitative research are the correct choice of appropriate methods and theories; the recognition and analysis of different perspectives; the researchers’ reflections on their research as part of the process of knowledge production; and the variety of approaches and methods.*” (Flick, 1998 p.4).

This research paper will be exploring the acculturation of people in relations to the impacts of exponential tourism development in the UAE from Arab nationals and expatriate residents within Dubai and Abu Dhabi. This method will allow the author to investigate difference in opinion and develop a better knowledge and general understanding of the impacts. As a result of the outcomes the researcher hopes to offer some recommendations for future research.

3.4 primary versus secondary research strategy:

Data can be referred to as the raw material of problem solving and decision making (Lancaster, 2005). Primary versus secondary data suggested by Saunders et al (2003) is one of the most fundamental distinctions between types or categories of data. Primary data is closely related to methods and techniques of data collection and in the case of this dissertation it will be done through semi-structured interviews.
Secondary data is information that already exists that was not primarily collected and is the starting point of data collection. Secondary data consists of internal and external data sources; internal referring to company information from data bases or reports and external data refers to data that if published in reports, government surveys, internal and web-based sources of information (Lancaster, 2005).

3.5 sampling
Cluster sampling for the expatriate residents as the researcher himself was part of the expatriate community therefore knew a cluster of individuals who would be willing to partake in the semi-structured interviews. Lehtonen & Pahkinen (2004, p.70) define cluster sampling as “Naturally formed groups of population elements such as households, villages, city blocks, ore schools are often used for sampling and data collection.”

Snow ball sampling was used for the expatriate residents of the UAE as the author is part of the expatriate community it can be hard to reach them face to face so interviews where done via skype. Babbie (2008, p.208) states that “Snowball refers to the process of accumulation as each located subject suggests other subjects.” The author then began the snowball sampling by emailing the target population starting with expatriates the author knew personally, and requesting they pass on the authors information to anyone who fit the target they thought would be willing to participate.

After sampling was completed a total of five expatriates and three Arab nationals where interviewed. Although both sample groups where small they helped aid in the findings towards the study, the views and opinions should not be generalised or considered as views of the whole community but rather a small scale of insights backed up with previous findings to generate a better understanding.

3.6 analysis:

Data analysis of the interviews explained by Schuh (2011) is a tremendously time-consuming process whereby each interview must first be transcribed and then put into themes to better understand the findings. This was not a problem for the author as he only had to analyse a total of six interviews, whereby the questions where already asked within themes so the process of analysis was not too time consuming. The purpose of analysing the data is to process the data and convert it into information,
this information can then be used for explanation or for decision making (Lancaster, 2005).

When analysing qualitative research Guerra-Lopez (2007, p. 103) explains;

"Qualitative observations can be ordered by source and by impact, or sorted according to general themes and specific findings. Checking the frequency of qualitative observations will begin to merge qualitative into quantitative data."

The questions asked to both the Expatriates and the Arab nationals where very similar and put into themes, this helped the author to maintain a clear understanding of the answers thus allowing to conclude on how both demographics are affected by the exponential tourism development within the UAE. Due to the layout of the questions the author was able to sort the results out in chronological order and within the topic of the question in relation to themes.

The author decided to use the Thematic Coding to analyse all the interview results, this is a popular method for organising data;

"The coding method is a procedure for organising the text of the transcripts, and discovering patterns within that organizational structure. By using our coding method you will be able to discover patterns that you cannot see directly in the massive amount of text that you are faced with when you begin to analyse your transcripts. You will then develop your theory from these patterns." (Silverstein, 2003, p. 4).

Grounded theory was also used to analyse the data obtained as it is used to categorise data collected and puts the information into themes with relation to the similarity, thus helping to distinguish characteristics. Grounded theory can be explained as “… theory that was derived from data systematically gathered and analysed through the research process” (Strauss and Corbin, 1998, p. 12).

3.7 Semi-structured interview:

A semi-structured interview is an informal relaxed interview whereby the candidates are asked questions relating to topics and depending on the response the person conducting the interview, may be flexible and steer the interview into areas that appear more promising from the point of view of providing rich data and additional insights. This form of an interview is more of an interview with questions being asked that relate
to the topic at hand (Lancaster, 2005 p.134). The author will be conducting these interviews with both Arab nationals and expatriates of the UAE.

The author encountered a few limitations, the initial intention was to hold a focus group for the Arab nationals to generate a debate amongst them however the decision to change from a focus group to an in depth semi structured interviews for the Arab nationals was a decision made by the author. This is because with limited time it was not possible to gather enough participants at one specific time for various reasons such as having busy schedules. It is also in the authors opinion that by conducting individual interviews the participants views and opinions would not be influenced due to other people’s views in the room. This decision will also eliminate any bias views and ensure each person’s view will be private, because each Arab national wanted to keep their identity anonymous this also allowed to gather views from both male and females individually. The author believed conducting the interviews on a one to one basis within a safe friendly environment would allow the participants to relax and freely share their views.

The semi-structured interviews with the expatriates are conducted via Skype due to the expatriates residing within the UAE or elsewhere, therefore the author was unable to conduct the interviews face to face but the concept remained the same and proved to be effective from the data gathered.

3.7.1 Interview Design:

The questions implemented on the participants partaking in the interviews where set up in an open-ended manner as this helps to encourage an expressive answer from the participants own knowledge and allow them to share feelings (Mediacollege, 2018).

All the interviews where between ten and twenty minutes long and took place in a private safe place. All interviews implemented with the Expatriates took place via Skype and a time that was suitable for both the participants and the Author. All the interviews implemented with the Arab nationals took place in a private pre-booked study room at an agreed time within the University of Cardiff Metropolitan.

The questions were asked in a specific detailed format (see appendix 3A), this allowed for little to no probing therefore allowing a better flow. Some participants went so far
in depth that it opened up answers to questions the author did not originally consider answering thus helping to generate new ideas and topics to be considered and generate conclusions and better understanding during the analysis.

3.7.2 Pilot Study:

A Pilot study is a trial run of the questions to be asked to the participants partaking in the semi-structured interviews. This trial run allows for the testing, validity and suitability of the questions with a subsample of respondents who share similar characteristics to those in the main sample to be interviewed, in the author's case he was fortunate enough to have a close knit of friends who fit the criteria. This allowed the author to identify issues with the questions and topics he looked to cover within the interviews and amend any questions that might have been too personal or may have offended participants that would end up jeopardising the author's research. The pilot study allowed the author to refine and develop the questions to be asked in the interview allowing for better flow and responses (Gill and Johnson, 2010).

3.8 Reliability and Validity:

Reliability and validity are two detrimental principles when it comes to the assessment of research (Miller, 2003). Reliability is defined by Joppe (2000), cited in Golafshani (2003);

"The extent to which results are consistent over time and an accurate representation of the total population under study is referred to as reliability and if the results of a study can be reproduced under a similar methodology, then the research instrument is considered to be reliable."

It is suggested by Golafshani (2003) if results show similarity when the same question is repeated to the same demographic the information is stable and this can indicate ‘a high degree of reliability meaning results are repeatable’.

Ghosh and Chopra (2003) define validity as ‘an absence of self-contradiction’. It is clear that the validity as a criteria of data is crucial, if a research methodology does not describe what it is meant to it can be seen as meaningless and even misleading.

There are many different dimensions to the types of validity (Burns 2000; McBurney and White 2004). For the purpose of this study the author will be using concurrent
validity, this is when a comparison is drawn between findings previously done on similar studies and if the results are similar then the test can be seen to have concurrent validity (Burns 2000). Validity means correct steps have taken place and been applied appropriately to find answers to a question, in this research the interviews are valid and the researcher was able to go in depth where necessary to obtain viable answers. Reliability relates to the extent a particular data collection approach will obtain similar or the same results on different occasions. Golafshani (2003) backs this up by explaining that reliability ‘refers to the quality of a measurement procedure that provides repeatability and accuracy’. Goodwin (1996) explains;

"Qualitative research investigations make use of interviews and observations; on a rare basis, questionnaires might also be used. In general, however, the qualitative instruments bear only limited resemblance to the interview and observation strategies in quantitative research."

3.9 Chapter Summary:

To summarise, the project overall approach to researching the exponential tourism development within the UAE from the perceptions of both Arab nationals and expatriate residents residing in Dubai and Abu Dhabi did encounter some constraints and limitations, that being said many advantages where obtained by using the method chosen.

A few areas could be further developed and changed if the research were to be undertaken again. A major constraint/ limitation was that of obtaining a larger number of Arab nationals to interview, many that the author approached showed interest in the study however for various reasons such as time constraints with their busy schedule made it impossible to set up interviews in the given time frame. With that being said the interviews held with the two Arab nationals where so in depth with great detail that it opened the author up to new ideas. The two Arab nationals had a thirty-year age gap difference so was interesting to get the perspectives on certain sectors. With such a small group being interviewed it did allow the author to transcribe the interviews a lot faster than originally thought allowing for better analysis to take place, the information obtained was successful as it proved to be reliable information and backs up information obtained from researchers in the past.
The author suggests that improvements can be made to this research project but will require extensive availability of time and be more appropriate if the author got funded support to travel to the UAE to organise interviews with the local emirates. This would allow for a more in-depth analysis and ability to expand as well as helping the author to obtain a better number of participants making the study more viable.
Chapter 4: Discussion and analysis of results

4.1 Introduction:

This chapter aims to provide the reader with an in-depth analysis of the data collected, as well as providing a discussion of the results obtained from both Arab Nationals and expatriates of the United Arab Emirates. Thematic coding will allow for the themes to be linked and gathered therefore for allowing a critical discussion to be developed. The purpose of analysis is to analyse findings to open up a discussion that will help to further link the literature review and methodology whilst discovering how the findings reflect the objectives of this research.

The results obtained are from the previously gathered semi-structured interviews held with the Arab nationals and expatriate residents residing within the UAE. The results gathered are discussed and drawn together to identify similarities as well as differences on views and opinions expressed from both parties which helped lead to a conclusive opinion and evaluation of the overall perceptions found. Data obtained is that of a small group so should not be used to generalise the opinions of all those residing in the UAE but rather an insight.

4.2 Secondary and Primary data:

Secondary data is vital as it makes use of existing data for research purposes as it is more prevalent, once it is analysed it can offer methodological benefits and contribute to the research undertaken through the generation of new knowledge (Johnston, 2014).

The researcher had access to available secondary data that proved to be of high quality and vital towards the overall findings gathered from a range of sources such as reports, journals, books policies, website content and a range of documents. This allowed the researcher to gain an initial understanding of the social, cultural, economic and environmental impacts the tourism development is having on the UAE with perspectives of expatriates and Arab nationals.

Primary data is the findings collected by the author himself and because this is an exploratory study the researcher used semi-structured interviews as his method of qualitative research as recommended by Saunders et al (2012).
4.3 Semi-structured interviews - Expatriates:

A breakdown of what the researcher found to be of importance from the semi-structured interviews undertaken with the expatriates can be found in Table 4.3.1, refer to appendix E for full interview transcript.

Table 4.3.1: Semi-structured Key Results with Expatriates:

<table>
<thead>
<tr>
<th>Positives:</th>
<th>Negatives:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cultural views on tourism in the UAE:</strong></td>
<td><strong>Barbara:</strong> Dubai especially they really rely on their tourism.</td>
</tr>
<tr>
<td><strong>Craig:</strong> they’ve created this massive playground with everything in it of course tourism is expanding… they can do things that other countries cant.</td>
<td>(in relation to cultural) I guess it may have been depleted slightly but not with any objections.</td>
</tr>
<tr>
<td><strong>Jason:</strong> Dubai is tourism focused… its enriched so many life's.</td>
<td>So, there are actually churches in Dubai… very obliging to you.</td>
</tr>
<tr>
<td><strong>Barbara:</strong> they are putting in metro... because of the 2020. So yes, you could say the transport link will increase tourism to the area.</td>
<td>(in regard to alcohol access during mourning) you could always get it to be perfectly honest.</td>
</tr>
<tr>
<td>Dubai has changed vastly in the 13 years I’ve been there. It’s a very fast-growing country… its built for the tourism.</td>
<td><strong>Craig:</strong> I don’t think its developed for the Arab community of the world and I think it just attracts financial stability.</td>
</tr>
<tr>
<td>the compounds where lovely to live in.</td>
<td>(with reference to Arab national’s culture being influenced) 100% yes they’ve influenced the emirate they influence the Arab way of life, it is heavily western influenced. There is two separate worlds in the Arab world the Sharia law and then there is the UAE law.</td>
</tr>
<tr>
<td>…because we experienced Jeddah, Saudi Arabia moving to Dubai was easier as it was a better quality of life.</td>
<td>There is a fast growth in numbers of people in the UAE including both</td>
</tr>
<tr>
<td><strong>Daphne:</strong> the UAE is planning to make an investment on the infrastructure for expo 2020. But they must take into account how</td>
<td></td>
</tr>
</tbody>
</table>
the expo related infrastructure can be used after the events.

... quite a bit of development with regards to hotels and restaurants and new shopping centres and I would perceive this to be positive.

We didn’t experience any ethnic tension as we respected each other’s cultural differences.

expats and Arab nationals that take part in substance abuse whether it be alcohol or drugs.

Its one huge playground... spend money on alcohol, drugs and sex... they know all about it and its totally against Sharia culture.

Jason: I don’t really think the UAE have strong cultural background they’ve sort of just adopted cultures from all over the world because it is such a diverse country.

...we were all drinking (alcohol) Arabs included.

Daphne: There wasn’t any form of social integration, so we didn’t really socialize with them. There was definitely a segregation.

We did see Arab nationals drinking alcohol.

... we did hear of a couple where the partner converted to Islam.

ENVIRONMENTAL: Barbara: many parks and a lot of greenery... recycled water. More aware than the united states about their environment.

(with reference to palm islands) ... they made it into their own reef and so the fish

Barbara: Definitely an impact like more traffic and noise pollution.

Craig: I don’t think they cared about the environment. Only afterwards did they go back and fix issues because of environmental activists started to take action and the UAE is reliant on tourism so needed to eradicate negative
are coming back... more there now than prior to the build.

yes, they are ethical in terms of the growth of the city as they are aware of the effects they are causing but do cover their tracks. constantly trying to reduce their carbon footprint.

**Jason:** ...they did mess up the environment what's important is they actually went back and sorted it out in the end.

**Daphne:** they are doing it for the right intentions. They need to develop it as tourism is a very important aspect for them now.

its improving the country as a whole and boosting the economy.

**Craig:** Its positive for people on the outside (with reference to tourism development).

reviews to maintain the hype. The intentions are wrong.

I don’t think it’s positive for the people on the inside that being the emiratee.

**Jason:** ... for me was traffic it was awful.

<table>
<thead>
<tr>
<th>SOCIAL AWARENESS:</th>
<th>Daphne: Dubai was very relaxed... life was normal as it is in the western world. (sense of identity).</th>
<th>Craig: to us as living in the UAE it was a playground, a playground for Arabs and Expatriates. They copied the expatriate way of life or tourism way of life and they’ve forgotten about themselves.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Barbara:</strong></td>
<td>they’re (referring to Arab nationals) very proud of what they’ve achieved. Why wouldn’t they be happy with it, they don’t live in tents anymore.</td>
<td>It’s a fantastic place for young people. There is no dress code but obviously they just ask you dress respectfully.</td>
</tr>
</tbody>
</table>
From the outside it’s seen as all glitz and glamor but its home and very family orientated.

**Craig:** Extremely religious they’re extremely sincere people… brilliant people.

**Jason:** they are a very proud people… from a desert to riches.

2km down the road is Sharjah across a river with a little single bridge and that’s where the true UAE people live, with Sharia law… they don’t see eye to eye (Dubai Emirati and Sharjah Emirati) looking at it that way tourism and westernization did change their culture in a way.

(reference to social norm) So you have to learn very quickly on what to say when to say it and how to say it.

**Jason:** What is the original heritage of the country?... I do think there was a loss in their own identity perhaps as western life does take over… Dubai is sort of like America. how they treat the workers that’s not ethical but you can argue that jobs are provided

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**Economical Awareness:**

**Barbara:** it’s been good for the locals because the tourism business obviously here has lifted the country for Dubai.

**Craig:** International cheap labour well no they are not happy they are only there because that’s where the money is. Dubai on the coast with all its development is a farce. 100% they are doing it not for themselves but to attract people to generate money.

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**4.3.2 Social cultural Awareness - Expatriates:**

The UAE is a multicultural country especially within the State of Dubai where majority of the residents are expatriates from around the world making up for 7.8 million compared to the Emirati who only represent 1.4 million, the total population of Dubai
is 9.2 million and the most populated of the seven states (GuidetoDubai, 2016). These expatriates are part of a number of different backgrounds and religions but have all moved to the UAE for mainly work purposes, they live amongst each other as such a diverse community and in some cases adopting and converting religions as Daphne stated (table 4.3.1) “…we did hear of a couple where the partner converted to Islam”. She went onto saying that there was no ethnic tension everyone respected each other and this is obvious from her witnessing religions converting to others.

Tourism can be characterised as creating neo-colonial patterns between dominant areas of tourism and subordinate areas of tourism development e.g. first world countries predominantly western dominating developing countries and at the beginning of the UAE’s growth Dubai would have fallen under the subordinate development adopting the western culture (Stephen, 2009). Travel writer Soo Kim (2016) expresses that Muslim countries have more stringent rules regarding appearance and behaviour of women. Women are expected to cover up in certain Muslim countries but places like Dubai ask that appropriate attire be worn for occasion, with reference to table 4.3.1 Barbara stated that there is “no dress code” it was just about being respectful about what you wear and where obviously leave the bikini for the beach and not the shopping centres. Tourists often disregard these rules or claim to be unaware of certain local standards and wear revealing shorts/skirts and bikinis (Kim, 2016).

Acculturation has occurred within the expatriate community and the host country of the United Arab Emirates, de Kadt (1979) has observed local patterns of host communities and concluded that the host (Dubai) will adopt the lifestyle to reflect those of the tourist (Westerners). Jason (table 4.3.1) “I don’t really think the UAE have a strong cultural background they’ve sort of just adopted cultures from all over the world because it is such a diverse country”. Following on from that statement Barbra (table 4.2.1) mentioned that Dubai’s culture may have depleted to an extent “but not with any objections”. It is clear that the expatriate residents are aware that the UAE’s culture has been influenced by the western world but it should be noted that the UAE is doing nothing to stop it, one could argue that it is the country itself that is promoting this change as they have become so inclined to adopting the western way of life as it can be viewed as easy living. Barbara goes on to talking about how the Arab nationals are very proud of what they have achieved so although the culture may be depleting it doesn’t appear to be a concern of the Arab nationals, they welcome the change. Craig (table 4.3.1) refers to Dubai throughout the interview as a ‘playground’ for both adults and children explaining that it is built to attract tourists as they are able to “do things
other countries can’t" he goes onto saying that the Emirati are so heavily influenced by western culture that he believes there are two separate laws; Sharia law which is visible in Sharjah home to the UAEs traditional lifestyle and the UAE law which is essentially the western world in an Islamic state. States within the UAE such as Dubai and Abu Dhabi have gone as far as to change their laws to allow alcohol to be legalised even though this is against the Islamic faith thus causing tensions and confusion for tourists who travel between states such as Dubai and then Sharjah which is a Sharia compliant state making it less touristic.

4.3.3 Environmental Awareness - Expatriates:

Dubai and Abu Dhabi have made drastic changes to their environments in a very short space in time as to keep up with trends and building a touristic profile. “human environment has always been, to some degree, artificial” (Williams, 1990). Dubai has built man-made islands for the rich and famous to live on thus completely breaking the boundaries quite literally putting themselves on the map. Barbara (table 4.3.1) was an expat there for thirteen years and saw how fast the country was growing and expanding “it’s a very fast-growing country… its built for tourism" with its prime location and ideal weather it’s no wonder why expatriates such as Barbara are fleeing to the country.

Growth in traffic and noise pollution was a noteworthy key issue for expatriates both Barbara and Jason (table 4.3.1) mentioned that it was an issue that they had noticed or it affected them. The Expatriates interviewed all shared the same knowledge in terms of not being very aware of the environmental impacts the exponential tourism development is having on the UAE and the researcher believes there is a lack to care as much knowing that its not there actual home as they all had plans to go back to their native countries. With that being said they all share the same appraisals that the UAE does amend any issues that come its way even in terms of the environment, Barbara was the most aware of the environmental changes the researcher believes this is due to her being the only expatriate interviewed with the longest time living in the UAE of thirteen years and prior to moving over she used to go as a tourist on holiday. Barbara states “they are constantly trying to reduce their carbon footprint” and even mentioning that she thinks they are more aware of the environment than America and are constantly improving the surroundings. However, Craig spoke strongly against the
UAE’s intentions with regard to the environment stating that “I don’t think they cared about the environment. Only afterwards did they go back and fix issues because of environmental activists started to take action and the UAE is reliant on tourism so needed to eradicate negative reviews to maintain the hype. The intentions are wrong.” He proves a valid point as negative impacts should be part of an original plan with a strategy to illuminate the negative impacts on the environment but that’s not the case, problems where only resolved when they proved to be causing issues to the environment to the extent that it deferred from the cities beauty.

4.3.4 Economical awareness - Expatriates:

Within Dubai “…expatriate workers hold 99% of all jobs in the private sector and 91% in the public sector” (Langton, 2008). Jason (table 4.3.1) explained “from desert to riches” and this statement is very true the country was once a barren desert and has grown to be one of the top tourist hot spots and leading city in the world in a short period of time.

“The international economic system has provided an invigorating climate that has fostered the unprecedented growth of tourism in the past and will continue to influence the destiny of the tourist industry (Wall and Mathieson, 2006). This statement is especially true within Dubai due to its growth in the business area creating bleisure tourism a mix between business and pleasure allowing for Dubais tourism industry to flourish. The expo 2020 will allow for businesses from around the world to visit and promote themselves at this prestigious event, one of the expatriates aware of this is Daphne (table 4.3.1) who shows enthusiasm for the event and what it can do for the country but stresses that events to this scale that do contribute heavily to the economy could leave the country worse off with abandoned building come the end of the expo “they must take into account how the expo related infrastructure can be used after the events”. The researchers found that a lot of the infrastructure will be made use of as Dubai has become a business hub for tourists and the MICE industry is an ever growing competitive sector, a location like Dubai with its infrastructure and location will have no problem expanding on this. With the economic power of Dubai, they would be able to demolish any wasted space to make way for relevant space as they can afford to do so.
The country is continuously hosting international meetings and afterwards offering the businessman/women to partake in tourist activities or nearly anything they could possibly want thus making Dubai and Abu Dhabi a prime location for expatriates, as they move over for work purposes on contracts and in the end they go back home or move onto the next country. This growth in business development brings to light the internationalisation that is occurring in reference to the UAE involvement in the international markets, hence the high number of expatriates moving over for work purposes. All expatriates (table 4.3.1) had moved to the UAE for work purposes in a bid to not only make money but make a name for themselves in the business industry within a relatively new country that is one of the fastest growing, contributing to the economy.

Barbara (table 4.3.1) agrees that tourism is “good for the locals because the tourism business obviously here has lifted the country for Dubai.” Looking at its growth is is clear Dubai has been lifted as a whole. However, some unethical actions were taken and currently take place in the way the UAE develops the country in terms of it cheap labour force from South East Asia who’s working standards and treatment is comparable to slavery and a hidden truth kept behind the glitz and glamour (Anderson, 2016). Craig (table 4.3.1) being aware of this was not happy about it and found it to be unethical.

4.4 Semi-structured interviews - Arab Nationals

Table 4.4.1 provides a breakdown of what the researcher found to be of importance from the semi-structured interviews undertaken with the Arab nationals, refer to appendix F for full interview transcript. The names have been changed to protect the identity of the Arab nationals as they opted to remain anonymous.

Table 4.4.1: Semi-structured Key Results with Arab Nationals:

<table>
<thead>
<tr>
<th>Positive:</th>
<th>Negative:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cultural and views on tourism in the UAE:</td>
<td>Kareena: they celebrate Christmas even more than their own things because like there is lots of tourism in the UAE especially in Dubai.</td>
</tr>
<tr>
<td>Kareena: I think the locals have been blending with them (expatriates)</td>
<td></td>
</tr>
</tbody>
</table>
because they’re the ones who built that country.
Such a multicultural place and it’s so global.
Abu Dhabi is less tourist and its more moralistic in terms of Islamic… so much more traditional.
**Ahmad:** we all blend well with each other.
We are Christians in my family… a few individuals in the family that still practice the Islamic faith.
Abu Dhabi is trying to hold onto its traditions.

<table>
<thead>
<tr>
<th>Environmental Awareness:</th>
<th>Social Awareness:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kareena:</strong> they’re forced to keep the air clean… their beaches clean to remain attractive. They want it to look very modern Abu Dhabi have the resources and space (to develop tourist industry)</td>
<td><strong>Kareena:</strong> Maybe twenty nationalities in the same classroom (referring to schools).</td>
</tr>
<tr>
<td><strong>Ahmad:</strong> we love how Dubai is developing and how luxurious it is, not to say Abu Dhabi isn’t because we are the richest state but Dubai is more fun. …there may be some negative effects on the environment it is fixed in the end so yes its for the right reasons.</td>
<td><strong>Kareena:</strong> (with reference how the UAE goes about developing and the labour) its unethical. Absolutely nothing is ethical… its just the reality of cheap labour.</td>
</tr>
</tbody>
</table>

Even though it is Islamic country you can get alcohol. So they bend laws a lot to accommodate expatriates.
**Ahmad:** Sharia law is very strict and outdated, I am very respectful of the faith as it is in my ancestor’s history but I grew up Christian.

**Kareena:** there is no recycling which is ridiculous you know for a place that is so developed… a lot of wastage in terms of not recycling.
Sharjah… its like 10 to 15 minutes by border to enter Sharjah but Sharjah is very Sharia compliant its very Islamic. 
Abu Dhab… its not so much like clubbing… more focused on cultural aspects mostly. 
**Ahmad:** We celebrate all the traditions of both Christianity and Islam to accommodate the whole family. 
… during Christmas for example only the Christians in the family will partake and then during Eid only the Muslims within the family take part.

<table>
<thead>
<tr>
<th>Economic</th>
<th>They want the signature people (don’t want the average person)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kareena:</strong> Abu Dhabi because its not very touristy place… they have a lot of oil and they’re much richer than Dubai. They’re using it as a touristic attraction (reference to development) They’re building a metro system that is like a hyperloop… it takes you from Dubai to Abu Dhabi in just a few minutes. <strong>Ahmad:</strong> Dubai is for tourism business. Abu Dhabi is a family city … because it’s not as many tourists there but it’s the business capital especially with the oil… its more respectful compared to Dubai. (with regards to development) I do think its due to western influence but its what the people want, its business.</td>
<td><strong>Ahmad:</strong> more of a separation with the Christian Arab nationals and Islamic Arab nationals but when it comes to business these differences are put aside but in the social way of life it is an obvious divide between us.</td>
</tr>
</tbody>
</table>

**Kareena:** Dubai is managed mostly by expatriates whereas Abu Dhabi is more local because they are taking more care of their people (Arab nationals). **Ahmad:** …the way they go around developing the country is not ethical in terms of the labor force being treated unfairly but its for the greater good.
4.4.2 Sociocultural awareness – Arab Nationals:

“Sociocultural impacts are the outcomes of particular kinds of social relationships that occur between tourists and hosts as a result of their coming into contacts” (Wall and Mathieson). The social and cultural implications of tourism is classified into three categories (Affeld 1975: 109). Firstly the tourist, this is with reference to the demand for tourist services and the incentives, attitudes, and expectations of the tourist and their corresponding purchasing decisions. Secondly the host, this refers to the aspects that are being offered from the tourist services. It concerns the residents of the UAE, the labours engagement in terms of providing services and the local organization of the tourist industry. And thirdly the tourist-host interrelations, the final category is concerned with relationship between the hosts and the guests in terms of the consequences of these interactions.

Wolf (1977 p. 3) simplifies the social and cultural impacts of tourism and stating that the impacts are ‘people impacts’; with regard to how it effects the people in the host community and there direct and indirect associations with tourists. Tourism is able to create a social benefit from “widening of peoples interests generally, in world affairs and to a new understanding of foreigners and foreign tastes” (Peters, 1969 p. 126).

Arab nationals residing in Dubai are outnumbered by expatriate residents yet the culture differences have not caused a divide in the two communities but rather a unity of a multicultural community. As expressed in the interview results from table 4.4.1 both Arab nationals agreed that the Arab community blended well with the expatriates and there was no separation as such. There is a separation however in the city of Sharjah as Kareena stated in the table above “Sharjah is very Sharia compliant its very Islamic”. The city of Sharjah is predominantly made up of Arab nationals and has little to no western influence due its strict laws such as no alcohol, with its strong cultures its less attractive to the expatriates as place of residence and not a very touristic destination. The city has a vision to become the ideal family destination and is aiming to attract more than ten million tourists by 2021 (Sharjahtourism, 2018). Sharjah is less than thirty minutes away from Dubai and an hour from Abu Dhabi yet the laws are much stricter as they are Islamic state, this is a good analogy to make with reference to how much Dubai and Abu Dhabi have changed over the years due to the western influence and to maintain attractive in the tourism/ business industry.
The Arab culture within the UAE has gone from being nomads to evolving into the urban culture and breaking boundaries in terms of their architectural developments such as building the world’s tallest building the Burj Khalifa (Fathy, 2016). The Arab nationals are traditionally of the Islamic faith but has since evolved into Arabs converted to practicing other faiths and religions such as Christianity. Ahmad states in table 4.4.1 that “More of a separation with the Christian Arab nationals and Islamic Arab nationals but when it comes to business these differences are put aside but in the social way of life it is an obvious divide between us”. However, there is no tension between Arabs, expatriate and tourists there is a respect for cultural differences and this seemingly falls under the term acculturation.

Acculturation is the theory whereby two or more cultures come into contact for no specific duration but they become somewhat the same as the other through the process of borrowing (Nunez, 1989 p. 207). Borrowing is influenced by the nature of contact in the given situation, socio-economic profiles of the individuals or groups interacting and the numerical population difference. The higher the population of a certain culture group the higher the chances of the other culture borrowing the traits, for the sake of this research the expatriates hold majority population over the Arab nationals therefore are more influential. Due to the Western world being well developed and wealthier they are less likely to borrow from their hosts in comparison to the hosts borrowing from them, hence why Dubai has succumbed to the western attitudes and values by adapting to the expatriate’s western influences they are able to satisfy the needs of tourists (Wall and Mathieson, 2006 p. 264). And in accordance to information gathered in table 4.4.1 Abu Dhabi is not far behind, acculturation is taking place but at a slower rate as the state maintains its traditional values as they are not reliant on tourism in comparison to Dubai.

Although acculturation may have positive aspects such as cultures coming together in unity the researcher believes that it poses threats due to the rate at which expatriates over took the Arab nationals in numbers within Dubai it caused a heavily western influenced city to emerge in an Arab state. The traditional culture of the Arab nationals has somewhat depleted to make headway for the majority, this may be considerably beneficial to the country’s economy and development but it comes at a loss for their national identity. As per table 4.4.1 Kareena stated that “they bend laws a lot to accommodate expatriates” this is clear with the consumption of alcohol, in accordance
with the Islamic faith and Sharia law this is prohibited along with food such as pork but these items have become widely accessible to the public in the UAE however in Sharjah its it banned and illegal. It is the authors understanding that this has been done to remain an attractive destination however it has become apparent that even the Arab nationals are partaking in activities involving alcohol thus going against their faith, this is happening to the extent that rehabilitation facilities have been built to help those involved in substance abuse including drugs. These facilities would not have needed to be put in place if the UAE had stuck to its strict Sharia laws but if they had done that they wouldn’t have nearly as much tourism as they do now.

4.4.3 Environmental awareness – Arab Nationals:
The urban heritage and traditional settlements are being destroyed to make space for the more appealing modern establishments that grab the attention of tourists who wish to live up a few days of glitz and glam in Dubai situated perfectly on the Persian Gulf (Daher, 2007). The older more traditional living quarters of the Arab nationals have been replaced to make way for futuristic developments, very few areas maintain the nomadic lifestyle and can be found outside the major cities and in the deserts but these are not promoted to the tourists at extent the tourism along the coast is and that is because coastal tourism has a higher market than cultural and Dubai wants to promote themselves as a lavish developed destination. Many insights project Dubai as a visionary form of tourism development however issues and encounters are kept hidden, this includes things such as pressing environmental concerns and labour issues (Sharpley, 2008). The researcher found that the Arab nationals of whom he interviewed (refer to table 4.4.1) acknowledged that the tourism development in the UAE is causing environmental issues and perceived it to be acceptable as in the end any issues that arise where amended. A prime example would be The Palm Jumeirah Island it was a major culprit not only testing the laws of physics by building a man-made island in the middle of the ocean but the negative implications that came with it from changing of currents causing erosion to beaches and disturbing sea life, the team who built the island came up with a plan and amended it even managing to better the sea life by drawing in a larger reef (Daniel, 2017). Kareena (Table 4.4.1) who is a long time Arab national of Dubai stated that “There is no recycling… a lot of wastage”. Only in the last few years has the UAE begun the initiative to recycle this is due to the vast numbers of visitors the country receives so their waste levels are very high, what the
UAE can’t recycle they export (AbuDhabi, 2018). The destination image for the UAE is essential to their economic success as tourists pride themselves on traveling to destinations that are eco-friendly (Page and Connell, 2014).

4.4.4 Economical awareness – Arab Nationals:

This section is closely linked to section 4.4.3 as both the economy and environment coincide due the exponential tourism development. Dubai was able to invest into its tourism industry due its wealth from oil but have since moved focus from oil to the tourism industry and all businesses involved. Expo 2020 is a universal exposition that will be hosted in Dubai and is set to be the biggest one yet it is driven by investments in technologies and will only further benefit the economic stand point of not only Dubai but the UAE as a whole generating even more business and investments and with estimations that expo 2020 will alone boost the economies GDP by more than one percent (Abbas, 2018). "Expo 2020 is one of the major opportunities for businesses to derive benefits. I believe the Dubai government will undertake more initiatives to boost the economy. We think growth in 2018 will be slightly higher than in 2017 and 2019 could be even higher," (Buamaim, 2018).

Many jobs are created in the process of growing the Meetings, Incentives, Conferences and Exhibitions (MICE) sector. Ahmad stated that “The way they go around developing the country is not ethical in terms of the labor force being treated unfairly but it’s for the greater good”. The UAE is guilty for using cheap labor to build their lavish city by taking advantage of the poorer developing countries work force and putting them on what can be perceived as unethical strict contracts with little pay, these people are so desperate that they take the jobs. Kareena (table 4.4.1) argues that “nothing about the UAE is ethical” they have the right intentions in terms of growth but are going about it the wrong way.

The economic development benefits of tourism are perceived to be essential opportunities for area based conservation in the views of both conservationists and developers (Orbasli, 2000). Although that statement is old it couldn’t be any more relevant for Dubai due to its immense success in major development and promoting it in an eco-friendly way, this opens them up to a broader group of people as well as using it as a marketing technique. Both interviewees in table 4.4.1 agree that Dubai is
built for tourists and Abu Dhabi is more traditional, looking at future trends it is clear that Abu Dhabi has a booming business industry and with expo 2020 coming up they could potentially become dominant in the UAE for business tourism such as MICE.

4.5 Chapter summary

The city of Dubai faces limitations in its availability of natural and cultural heritage attractions (Henderson, 2006). According to the Director of the Sheikh Mohammed Centre for Understanding: We have a unique situation in the UAE where locals are a minority and the majority are expats. It is our duty as the minority to introduce our traditions to foreigners who know nothing about our life, our language, and our history. (Flemming, 2011)
Chapter 5: Conclusion and Recommendations

5.1 Introductions:

This final chapter of the report aims to conclude all research undertaken by the researcher by analysing the literature review, methodology, analysis of results as well as concluding the three main themes carried throughout the research; Sociocultural, Environmental and Economical. This chapter also aims to analyse the limitations that were encountered and providing recommendations for future research.

5.2 Evaluation and conclusion of the effects exponential tourism development is having on the UAE:

The exponential tourism development within the UAE and in particular Dubai has helped to drastically improve their economic standing and have put themselves on the map as a tourist hot spot for the rich and famous. It has become apparent that Dubai is not afraid to break boundaries and will do anything to generate a tourism hotspot and remain attractive from building man made islands and the world’s tallest building there’s just no telling what their next plan is but it is clear that the world is watching and that is exactly what they want.

The researcher was able to answer his research question and aim as well as answering all the objectives from how tourism development impacted the economy, sociocultural aspects and the environment from expatriate resident’s influence. Acculturation was critically analysed and proved to be both positive and negative as western life has influence the Arab national’s identity.

5.3 Summary of key findings:

Visit Abu Dhabi (2012) explains; “The UAE society may be described as patriarchal and conservative whose value system is drawn from Islam and a long tradition of Arab customs and tribal code of ethics. However, a combination of moderate Islam and a long tradition of trade and travel have made UAE society tolerant to other cultures and quite liberal in its treatment of women, who enjoy all basic rights and equal opportunities at work and in public office.”
The statement is true in accordance with both primary and secondary data undertaken within the dissertation however the UAE has become more than tolerant of other cultures as they have adopted their way of life in terms of westernisation in order to keep up with tourists’ needs and wants.

The UAE specifically Dubai and Abu Dhabi do not abide by their traditional faith in following Sharia law. The researcher believes that this is the outcome of acculturation whereby different cultures interact and adopt habits, by reflecting back into the literature review the researcher created an Venn diagram (figure 2.6.1) that brings to light key differentiations between both Arab nationals and the expatriate community and how they interlink but after further research it has become apparent that it is the Arab nationals who are adopting the western way of life and the expatriates continuing their normal lifestyle in a foreign country.

Due to Dubai being the honey pot destination of the UAE and having a majority residency of expatriates they have become an extremely modern multicultural city. In order to keep attracting tourists and being inclusive Dubai and Abu Dhabi allow the distribution and consumption of alcohol and the sale of pork, this is totally against the Islam faith especially that it is taking place within an Islamic country it goes to show how much a country will change to enhance and maintain business. What the researcher found to be even more astonishing was that Arab nationals who practice the Islamic faith take part in the consumption of alcohol and substance abuse, sharia law is exceptionally strict and this is against their law and faith. The UAE used to follow the same stringent rules that the state of Sharjah still follows to current date, the comparison between Sharjah and Dubai is that of two different worlds yet they are only an hour apart.

What was also interesting to take note of was that everyone involved in the primary research was aware of the negative impact the tourism development was having on both workers’ rights and the environment and ultimately agreed that it might be unethical but the intentions are correct, in terms of the environment errors encountered where revisited and revised.
5.4 Recommendations for future research and Limitations of this study:

The methods used in this research project achieved the aims and objective of the study. A major limitation of the study was that the author was only able to interview two Arab nationals therefore the opinions shared should not be generalised or considered as views of all Arab nationals but rather a small scale of data backed up with previous research to prove reliability. The interviews did prove to be of valid content as they are in depth and link with secondary findings as well as being useful in the analysis of the research topic and informative on the impacts of exponential tourism development. If the research was to be carried out again the researcher would recommend a larger sample group in order to compare more information.

The South East Asian workers and how they are treated as slaves is a major 21st century concern as it goes against basic human right the way the workers are treated within the UAE, for future research it would be viable to do an in depth analysis of the way in which these ‘slaves’ as such are treated and to what extent the outside world knows about it as all tourists see is the glamour but its these workers who build these tourist spots so is vital more information is done regarding the issue to help resolve it.

Researching into culturally different societies has proven difficult to get in contact with Arab nationals so would recommend in order to get more interviewees and information from local communities it would be more appropriate to spend time over in the UAE to gather appropriate and valid material. The researcher would also recommend that a focus group be put together of both Arab nationals and expatriates of the UAE to generate a friendly debate on their views allowing them to share opinions. It would also prove to be beneficial to gather data from a wider age demographic of participants to compare cultural changes more thoroughly. It would prove to be extremely beneficial if the UAE promoted their own traditions, heritage and culture as this will aid in its preservation and the Arab nationals will be able to hold onto their identity. Many buildings of historic meaning to the country are demolished to make way for tourism development it would be of the researcher’s highest recommendation that they make these protected areas as to hold onto their history and create a tourism destination out of it as to still generate an income.
References:


Marcus L. Stephenson (2014) Tourism, development and ‘destination Dubai’: cultural dilemmas and future challenges, Current Issues in Tourism


Thefirstgroup.com. (2018). Tourism’s contribution to Dubai’s economy revealed. [online] Available at:


APPENDICES:

Appendix A Ethics form:

CARDIFF METROPOLITAN UNIVERSITY
APPLICATION FOR ETHICS APPROVAL

When undertaking a research or enterprise project, Cardiff Met staff and students are obliged to complete this form in order that the ethics implications of that project may be considered.

If the project requires ethics approval from an external agency (e.g., NHS), you will not need to seek additional ethics approval from Cardiff Met. You should however complete Part One of this form and attach a copy of your ethics letter(s) of approval in order that your School has a record of the project.

The document Ethics application guidance notes will help you complete this form. It is available from the Cardiff Met website. The School or Unit in which you are based may also have produced some guidance documents, please consult your supervisor or School Ethics Coordinator.

Once you have completed the form, sign the declaration and forward to the appropriate person(s) in your School or Unit.

PLEASE NOTE:
Participant recruitment or data collection MUST NOT commence until ethics approval has been obtained.

PART ONE

<table>
<thead>
<tr>
<th>Name of applicant:</th>
<th>Brandon Neville Clack</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor (if student project):</td>
<td>Vicky Richards</td>
</tr>
<tr>
<td>School / Unit:</td>
<td>School of management</td>
</tr>
<tr>
<td>Student number (if applicable):</td>
<td>ST20088474</td>
</tr>
<tr>
<td>Programme enrolled on (if applicable):</td>
<td>International tourism and events management</td>
</tr>
<tr>
<td>Project Title:</td>
<td>The social and environmental impact of the exponential tourism development in the United Arab Emirates: Perspectives from Arabs and expat residents of Dubai and Abu Dhabi</td>
</tr>
<tr>
<td>Expected start date of data collection:</td>
<td>15/01/2018</td>
</tr>
<tr>
<td>Approximate duration of data collection:</td>
<td>1 month</td>
</tr>
<tr>
<td>Funding Body (if applicable):</td>
<td>N/A</td>
</tr>
<tr>
<td>Other researcher(s) working on the project:</td>
<td>N/A</td>
</tr>
<tr>
<td>Will the study involve NHS patients or staff?</td>
<td>No</td>
</tr>
<tr>
<td>Will the study involve human samples and/or human cell lines?</td>
<td>No</td>
</tr>
<tr>
<td>Does your project fall entirely within one of the following categories:</td>
<td>No</td>
</tr>
<tr>
<td>Paper based, involving only documents in the public domain</td>
<td>No</td>
</tr>
<tr>
<td><strong>Laboratory based, not involving human participants or human samples</strong></td>
<td>No</td>
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<tr>
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<tr>
<td><strong>Practice based not involving human participants (e.g. curatorial, practice audit)</strong></td>
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</tr>
<tr>
<td><strong>Compulsory projects in professional practice (e.g. Initial Teacher Education)</strong></td>
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</tr>
<tr>
<td><strong>A project for which external approval has been obtained (e.g., NHS)</strong></td>
<td>No</td>
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</table>

If you have answered YES to any of these questions, expand on your answer in the non-technical summary. No further information regarding your project is required.

If you have answered NO to all of these questions, you must complete Part 2 of this form.

**In no more than 150 words, give a non-technical summary of the project**

This project looks to explore how tourism development has affected the culture of Arabs residing in the UAE by doing a comparison case study of Dubai and Abu Dhabi. I seek to discover whether Arab nationals are pro expats moving to their country and the industry growing in favour to attract millions of tourists each year as Dubai has this notion of growing and expanding its economy and creating what others would perceive to be the impossible. I seek to analyse the social and environmental impacts the tourism development has on the UAE and whether the Arabs culture is being depleted to make way for western influence that strongly dominate the country despite the stringent laws set by the government that condemn certain laws that may be acceptable in the western world.

**DECLARATION:**

I confirm that this project conforms with the Cardiff Met Research Governance Framework.

I confirm that I will abide by the Cardiff Met requirements regarding confidentiality and anonymity when conducting this project.

**STUDENTS:** I confirm that I will not disclose any information about this project without the prior approval of my supervisor.

<table>
<thead>
<tr>
<th><strong>Signature of the applicant:</strong></th>
<th><strong>Date:</strong></th>
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</thead>
<tbody>
<tr>
<td>Clack</td>
<td>08/12/2017</td>
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**FOR STUDENT PROJECTS ONLY**

<table>
<thead>
<tr>
<th><strong>Name of supervisor:</strong></th>
<th><strong>Date:</strong></th>
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<tbody>
<tr>
<td>Dr Vicky Richards</td>
<td>08/12/2017</td>
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<table>
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<tr>
<th><strong>Signature of supervisor:</strong></th>
<th><strong>Date:</strong></th>
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<tr>
<td>Richards</td>
<td>08/12/2017</td>
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</table>

**Research Ethics Committee use only**

<table>
<thead>
<tr>
<th><strong>Decision reached:</strong></th>
<th><strong>Project approved:</strong></th>
</tr>
</thead>
</table>
PART TWO

A RESEARCH DESIGN

A1 Will you be using an approved protocol in your project? No

A2 If yes, please state the name and code of the approved protocol to be used

A3 Describe the research design to be used in your project

Research methods:
I will be conducting semi structured interviews; this is a qualitative method of research to be undertaken with expatriate participants who are residing within the UAE. A semi structured interview will allow for new ideas to emerge during the interview and prompt discussion, it also allows participants to raise issues that I might not have considered. I have chosen to do semi structured interviews with the expat residents as they are all in the UAE at the moment so it is easier to do this with each of them individually via skype/ face time, and by doing this individually I will be able to corrolate views from each of them.

I will also be hosting focus groups each consisting of six to ten participants which is also a qualitative form of research to gather views, perceptions, attitudes and beliefs from Arab nationals from the UAE who particularly reside within Dubai and Abu Dhabi. A focus group is a group of people assembled to take part in a discussion on a topic to help generate ideas and create a friendly debate where thoughts and ideas are shared to ultimately help towards finding key information. I have decided to form focus groups with the Arab nationals as I want to gather their collective views on their home country and I have the opportunity to gather enough participants as the individuals that will be participating are current students from Cardiff Metropolitan University studying a range of various courses.

Sample and sampling:
The individuals I seek to interview are both Arab nationals and expatriate residents of the UAE residing in Dubai and Abu Dhabi, the individuals I will be asking to participate is purely from convenience. The expatriate residents range from family friends, past neighbours and friends of friends. The Arab nationals consist of international acquaintances and members of the Cardiff metropolitan Islamic Society. These individuals will be fit to partake in the secondary research of my project because they all have links with the UAE.

I anticipate recruiting 6 – 8 individuals for my semi structured interviews consisting of expatriates because this will provide me with enough information to put towards my research and help me draw to

1 An Approved Protocol is one which has been approved by Cardiff Met to be used under supervision of designated members of staff; a list of approved protocols can be found on the Cardiff Met website here
conclusions. And then two focus groups consisting of Arab nationals with between 6 – 10 individuals in each, the reason I will have two focus groups is because it is said that 6 – 10 individuals in a focus group is ideal and I am in a position where I can recruit a rough estimate of 15 individuals to be confirmed.

Protecting the identity of those willing to take part in my project is a serious matter and I will be asking each person individually if they consent with me using their name or if they would like to remain anonymous, they will also each be asked to fill out a participant consent form prior to getting involved with the project.

Analysis:
The qualitative data collected from the semi structured interviews and the focus groups will be used to gather specific data to help support the proposal by using thematic analysis.

A4 Will the project involve deceptive or covert research? No
A5 If yes, give a rationale for the use of deceptive or covert research
N/A
A6 Will the project have security sensitive implications? No
A7 If yes, please explain what they are and the measures that are proposed to address them
N/A

B PREVIOUS EXPERIENCE
B1 What previous experience of research involving human participants relevant to this project do you have?
In my second year of university I was a participant in a focus group where we discussed issues regarding a disability and shared our personal views and opinions thus contributing to ideas and answers for the interviewee. In high school I had to go around with a questionnaire to ask students what type of food they would like the canteen to serve and from the findings I added up what was most requested and presented my findings to the canteen who then added the item to the menu.

B2 Student project only
What previous experience of research involving human participants relevant to this project does your supervisor have?
The supervisor of this project Vicky Richards, has previous experience of research involving human participants at undergraduate, Masters and PhD level in the areas of public administration, sports and leisure management, tourism, disability and social justice respectively. Her research has involved quantitative and qualitative methods such as questionnaires, focus groups, semi-structured and conversational interviews.

C POTENTIAL RISKS
C1 What potential risks do you foresee?
Potential for participants to drop out of the focus group
Not reaching enough people to participate in the focus group
As my semi structured interviews will be primarily done on skype I have the potential of losing connection as well as battery life on my device to die.
I will also be using a recording device and have no prior experience using this form of technology.
CARDIFF METROPOLITAN UNIVERSITY
APPLICATION FOR ETHICS APPROVAL

With the focus groups done with the Arab nationals I may have an issue having men and women in the same room whereby they won't want to speak as openly. Access to an ideal space to host the focus groups.

C2 How will you deal with the potential risks?

I will add incentives to encourage people to participate such as free soft drinks and appropriate snacks, this should want to stop participants from dropping out and encourage others to join in. I will ensure my devices are fully charged and signal/WIFI strength is at its strongest to ensure no disruption takes place.

With the recording device I will play around with it a few times in the days prior to the focus group/semi structured interview to ensure I know exactly how to use it. In terms of having men and women of Arab nationality in the same room to answer questions I will ask a representative of the Cardiff Metropolitan university Islamic society if this will be acceptable and if not I will amend by having two separate focus groups where the same questions will be asked. I will book a suitable room in advance within the Cardiff Metropolitan University.
**DEVOLVED ETHICS APPROVAL APPLICATION SUMMARY**

<table>
<thead>
<tr>
<th>To be completed by student and supervisor before submission to Ethics Approval Panel</th>
<th>Student Signature;</th>
<th>Supervisor Signature;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for ethics approval</td>
<td>[x]</td>
<td>N/A</td>
</tr>
<tr>
<td>Participant information sheet</td>
<td>[x]</td>
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</tr>
<tr>
<td>Participant consent form</td>
<td>[x]</td>
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<tr>
<td>Pilot interview/s</td>
<td>[x]</td>
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<tr>
<td>Pilot questionnaire/s</td>
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<tr>
<td>Letter/s to participating organisation/s</td>
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<tr>
<td>Confirmation of interviewee participation</td>
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</table>

First Submission [x]  
Resubmission [ ]  
Date: 08/12/2017  

For use by the devolved ethics approval panel:  
Panel Members  
Name  
Signature  

Module leader,  
Chair:  
Vicky Richards  

Supervisor:  

CSM Ethics Committee Representative:  
Nic Halford  

Date: 08/12/17  
Date of Reassessment:  

Outcome:  
Project Approved  
Chair’s Action  
Application not Approved  

Reference number issued: 2016053603  

Comments for projects not fully approved:  

Very minor amendment on consent form + interview question  

The original to be retained by the supervisor and a copy given to the student and module leader.  
In the case of a resubmission being required this original form should be submitted with the resubmission not a new, blank, one.
Appendix B: PARTICIPANT INFORMATION SHEET – SEMI STRUCTURED INTERVIEW

The social and environmental impact of the exponential tourism development in the United Arab Emirates: Perspectives from Arabs and expat residents of Dubai and Abu Dhabi

Cardiff Metropolitan University Protocol Number:

Project summary

The purpose of this research project is to explore the social and environmental impacts tourism development has on the United Arab Emirates. Your participation will enable the collection of data which will form part of a study being undertaken at Cardiff Metropolitan University.

Why have you been asked to participate?

You have been asked to participate because you fit the profile of the population being studied; that is you are either a current or past expatriate resident of Dubai/Abu Dhabi.

During the semi structured interview you will be asked about your personal views and perceptions on the matter at hand.

Your participation is entirely voluntary and you may withdraw at any time.

Project risks

The research involves the completion of a questionnaire and participation in a focus group interview and which will be recorded for later analysis. We are not seeking to collect any sensitive data on you; this study is only to gather personal views from experience in living in the UAE. We do not think that there are any significant risks associated with this study. However, if you do feel that any of the questions are inappropriate then you can stop at any time. Furthermore, you can change your mind and withdraw from the study at any time – I will completely respect your decision.

How we protect your privacy

All the information you provide will be held in confidence. We have taken careful steps to make sure that you cannot be directly identified from the information given by you. Your personal details (e.g. signature on the consent form) will be kept in a
secure location by the research team. When we have finished the study and analysed all the information, the documentation used to gather the raw data will be destroyed except your signed consent form which will be held securely for 5 years. The recordings of the focus groups/ interview will also be held in a secure and confidential environment during the study and destroyed after 5 years.

YOU WILL BE OFFERED A COPY OF THIS INFORMATION SHEET TO KEEP

If you require any further information about this project then please contact:

Brandon clack Cardiff Metropolitan University

Cardiff Metropolitan University email: st20088474@outlook.cardiffmet.ac.uk

Appendix C: Participant consent forms:
PARTICIPANT CONSENT FORM – SEMI STRUCTURED INTERVIEW

Cardiff Metropolitan University Ethics Reference Number:

Participant name or Study ID Number: Kareena Aamer

Title of Project: The social and environmental impact of the exponential tourism development in the United Arab Emirates: Perspectives from Arabs and expat residents of Dubai and Abu Dhabi

Name of Researcher: Brandon Neville Clack

Participant to complete this section: Please initial each box.
1. I confirm that I have read and understand the information sheet for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. [X]

2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. [X]

3. I agree to take part in the above study. [X]

4. I agree to the semi structured interview being recorded. [X]

Yes No

5. I agree to the use of anonymised quotes in publications [X] [ ]

_______________________________________ ___________________
Signature of Participant Date
Mona Bashardoust

_______________________________________ 06.03.2018
Name of person taking consent Date
Brandon Clack__________________________ 06.03.2018
Signature of person taking consent Clack

Cardiff Metropolitan University

Ethics Committee

PARTICIPANT CONSENT FORM – SEMI STRUCTURED INTERVIEW

Cardiff Metropolitan University Ethics Reference Number:

Participant name or Study ID Number: Ahmad Abhaza

Title of Project: The social and environmental impact of the exponential tourism development in the United Arab Emirates: Perspectives from Arabs and expat residents of Dubai and Abu Dhabi

Name of Researcher: Brandon Neville Clack
Participant to complete this section:  Please initial each box.

1. I confirm that I have read and understand the information sheet for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.  
   [A, A]

2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason.  
   [A, A]

3. I agree to take part in the above study.  
   [A, A]

4. I agree to the semi structured interview being recorded.  
   [A, A]

I agree to the use of anonymised quotes in publications

[Yes] [No]

[ X] [ ]

Ahmad Abaza____________________________  _________06/03/2018

Signature of Participant  Date

Brandon Clack____________________________  _________06/03/2018

Name of person taking consent  Date

Clack____________________________

Signature of person taking consent

PARTICIPANT CONSENT FORM – SEMI STRUCTURED INTERVIEW

Cardiff Metropolitan University Ethics Reference Number:
Participant name or Study ID Number: Jason Martinique  
Title of Project: The social and environmental impact of the exponential tourism development in the United Arab Emirates: Perspectives from Arabs and expat residents of Dubai and Abu Dhabi  
Name of Researcher: Brandon Neville Clack

Participant to complete this section: Please initial each box.

5. I confirm that I have read and understand the information sheet for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.  
   J,M

6. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason.  
   J,M

7. I agree to take part in the above study.  
   J,M

8. I agree to the semi structured interview being recorded.  
   J,M

9. I agree to the use of anonymised quotes in publications  
   [X] Yes   [ ] No

Jason Martinique
__________________________________________ 06/03/2018
Signature of Participant  Date

__________________________________________ 06/03/2018
Name of person taking consent  Date

________________________
Signature of person taking consent
PARTICIPANT CONSENT FORM – SEMI STRUCTURED INTERVIEW

Cardiff Metropolitan University Ethics Reference Number:
Participant name or Study ID Number:
Title of Project: The social and environmental impact of the exponential tourism development in the United Arab Emirates: Perspectives from Arabs and expat residents of Dubai and Abu Dhabi
Name of Researcher: Brandon Neville Clack

Participant to complete this section: Please initial each box.

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5. I agree to the use of anonymised quotes in publications
   Yes [ ] No [ ]

6. I would like my organisations’ name to be anonymised in all publications
   [ ]

Signature of Participant:  
Date: 20 FEB 2018

Name of person taking consent:  
Date:

Signature of person taking consent:
PARTICIPANT CONSENT FORM – SEMI STRUCTURED INTERVIEW

Cardiff Metropolitan University Ethics Reference Number:
Participant name or Study ID Number:
Title of Project: The social and environmental impact of the exponential tourism development in the United Arab Emirates: Perspectives from Arab and expat residents of Dubai and Abu Dhabi
Name of Researcher: Brandon Neville Clack

Participant to complete this section: Please initial each box.

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6. I would like my organisations’ name to be anonymised in all publications

[ ] Yes [ ] No

Signature of Participant ___________________________ 19/12/2018 Date __________
Name of person taking consent ___________________________ 19/12/2018 Date __________
Appendix D: Semi structured interviews:

Expatriates:

Order of semi structured interview

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<table>
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<tr>
<td>1.</td>
<td>Ask the participant for approval to use recording device. Ask participant to sign and acknowledge the consent form.</td>
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<td>2.</td>
<td>How long have you lived in the UAE?</td>
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<td>Where are you originally from?</td>
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<td>Where in the UAE do you currently reside?</td>
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5. What was your reasoning to move?

6. What are your views on the large proportion of tourism development and growth in Dubai/ Abu Dhabi, do you perceive it to be positive or negative? And why?

7. Have you noticed an increase in tourism to the area since you moved over?

8. Cultural awareness:
   - Do you think the traditional culture and social ways of the Arabs has been somewhat depleted or effected due to expats and tourism?
   - What did you know about the culture of the UAE before you arrived?
   - What did you learn from the culture when you moved there?
   - Did you experience any culture shock or did you find the environment easy to adapt to?
   - When you first moved to the area up until now have you noticed much change regarding culture whether it be yours changing or the UAE’s Islamic culture changing because of the dominant western way?
   - Did you ever have friends and relatives come over to stay with you?
   - Did you find the Arab nationals to be welcoming towards you?

9. Environmental awareness:
   - Are you aware of the environmental impacts being caused from tourism and the rapid urbanisation of Dubai from a barren desert to one of the world top cities?

   e.g. The purifying of seawater to feed taps, fountains and other various tourist attractions is raising salinity levels.

   The man made palm tree shaped island in Dubai had a significant impact on the surrounding environment causing changes in wildlife, erosion along the coast even wave patterns changed.
(try to get a bit of a friendly debate with the following question add facts and statements to further add to debate)

- A lot of this construction has been done to show the world that Dubai is able to break boundaries with their advanced technological architectural skills however after me telling you some negative affects do you believe Dubai is doing this for the right intentions?

- These architectural advances attract the attention of thousands of tourists each year thus generating money into the economy, although this may be beneficial do you think it is ethical?

10. Social awareness:

- Do you think Arab nationals and other residents are happy with all the changes happening in the UAE in terms of tourism and its development? Please give a reason for your answer.

- Did you find it difficult to adjust and fit into the social norm?

- Where there facilities available for you to practice your own religion?

**Arab nationals:**

Welcome the participant and introduce myself and the project title.

Ensure participant has signed the consent form and copies to the attendee. Remind participant about the recording system.

**Social cultural awareness:**

- Do you believe that the expatriate residents blend well within your community or do you believe its two separate communities entirely?

- Do you partake in events dominated by western culture such as Christmas, Easter, sports events and conferences/exhibitions?

- Has your traditional culture changed from that of your ancestors?
Some of my research led to the belief that Dubai is for the businessman and the fast paced life and for those who enjoy nights out in clubs however in Abu Dhabi it is more family moral based with more stringent laws, would you agree or disagree and please explain.

Abu Dhabi’s legal system is more regimented (meaning it is a lot more strict) in comparison to Dubai, do you think this is to help sustain the Islam culture and avoid the western influence that ultimately dominates Dubai?

Environmental awareness:

- Dubai is a fast-developing country with plans to only get bigger and better each year do you think this has a lot to do with western influence?

- Are you aware of the environmental impacts being caused from tourism and the rapid urbanisation of Dubai from a barren desert to one of the world’s fastest growing cities?

e.g The purifying of seawater to feed taps, fountains and other various tourist attractions is raising salinity levels.

The man-made palm tree shaped island in Dubai had a significant impact on the surrounding environment causing changes in wildlife, erosion along the coast even wave patterns changed.

(try to get a bit of a friendly debate with the following question add facts and statements to further add to debate)

- A lot of this construction has been done to show the world that Dubai is able to break boundaries with there advanced technological architectural skills however after me telling you some negative affects do you believe Dubai is doing this for the right intentions?

- These architectural advances attract the attention of thousands of tourists each year thus generating money into the economy, although this may be beneficial do you think it is ethical?
Abu Dhabi is not far behind in terms of tourism development, in your personal opinions do you think the city feels the need to compare and compete to start drawing in a similar market?

Appendix E Semi-Structured Interviews with Expatriates:

Barbara Browne:

Brandon: So how long did you live in the UAE for?

Barbara: 13 years

Brandon: where are you originally from was it England you said?


Brandon: So when you lived in the UAE did you live in Dubai?

Barbara: Yes, we lived in Dubai the Jebel Ali area.

Brandon: OK, and you where there for 13 years?

Barbara: yes that's correct the same place for 13 years.

Brandon: And so what was your reasoning to move out there?

Barbara: Johns work, so for work purposes.

Brandon: What are your views on the large proportion of tourism development and growth in Dubai. like do you perceive all the tourism to be positive or negative?

Barbara: No positive most definitely it is positive not many negative things at all. And it's been good for the locals we found, you know? Because the tourism business obviously here has lifted the country for Dubai especially but the whole of the country really to a degree where wouldn't have been exposed to all that and they are accepting, there's never been a problem in anything and socially they interact and we interact We are not going to their houses but there's never a problem where as in Saudi Arabia there was us and them it's completely different but no in Dubai and the UAE its fine.

Brandon: yes, like the country used to run just on oil but no obviously tourism has become a major key player within its economy.
Brandon Neville Clack

Barbara: of Course, and I don’t know if you know but Abu Dhabi it’s one of the seven emirates and is the richest of the seven emirates. So, I think they are dependent on the oil or gas but Dubai especially they really do have to rely on their tourism, although they are one country they work as separate emirates in terms of how much finance they each have but Dubai especially they need the tourism.

Brandon: Did you notice an increase in tourism where you lived specifically or was it always Stagnant.

Barbara: Do you mean in Dubai sorry.

Brandon: yes, so the area that you lived in.

Barbara: Jebel Ali tends to be more of an industrial area although they still compound around there. In fact, where we lived they are now putting in a metro straight in front of the compound we used to live in because of the 2020 thing. So yes, you could say the transport link will increase tourism to the area.

Brandon: Oh yes so, the transport links will definitely provide better access for tourism with better routes.

Barbara: yes of course.

Brandon: The next set of questions is on cultural awareness. So, do you think the traditional culture and social ways of the Arab nationals has been somewhat depleted or effected due to expats and tourism, so prayer times and just things being influenced by the western side?

Barbara: Definitely not the prayer times, they still did that like five times a day. The comparison I’m making is with Saudi Arabia because there you knew it was prayer time in the UAE you don't necessarily have a Mosque on every corner so it's not apparent, I mean I guess it may have been depleted slightly but not with any objection. It's something that they have they have understood and We understand it, it's a good Balance.

Brandon: What did you know about the culture of the UAE before you arrived did you do some research prior to moving to Dubai?

Barbara: No not really no hahaha. I’ve been before with my girlfriends a couple of times well more than a couple times every year we used to go for a long weekend so
basically knew and then also Dubai has changed vastly in the 13 years I’ve been there. And vastly from the time i used to go there with my friends up to when I moved out there it is it's a very fast-growing country so you know it's just it is what it is. It's built for the tourism.

**Brandon:** so, you did have prior experience to going there, so there wasn't a culture shock as such.

**Barbara:** no no no didn’t experience that, the compounds where actually lovely to live in.

**Brandon:** What did you learn from the culture when you move there such as Prayer times did that affect your social life in any way like going to shops or...

**Barbara:** no not at all actually, in a way it’s a delight in comparison to Saudi Arabia as we didn’t have to get out the shops or be locked in whilst prayer took place. nothing to learn from it, its just a nicer place to live.

**Brandon:** When you first moved to the area up until when you left did you notice any change in the culture was more relaxed or was it always pretty much the same throughout the whole duration that you were there.

**Barbara:** Pretty much stayed the same. I mean when it came to anything like somebody died in the royal family they would then you know go into mourning you know there would be no alcohol for maybe five days sometimes, but you could always get it to be perfectly honest with you. So no there wasn’t any culture shock at all just. So you see for us it's you know personally for Tom (Husband) and I because we experienced Jeddah, Saudi Arabia and moving to Dubai was easier as it was a better quality of life you know so more relaxed.

**Brandon:** Did this effect your own beliefs, so like in Saudi Arabia you couldn't practice your religion and Christianity.

**Barbara:** So, there are actually churches in Dubai, Sikhs and temples I think they are called. so no they are very obliging to you.

**Brandon:** Did you find the Arab nationals to be welcoming to you? there was never any you in them situation was like a problem.
Barbara: no never been any issues like that, at least not that we were aware of. I mean if you, I mean we know people that have been drunk and they've been picked up and taken to prison overnight. Yeah. So, you know they shouldn't be drunk in the streets anyway. it's nothing that probably wouldn't happen here (England). we actually had a friend who was drunk and being loud and offensive not directly to the Arabs but loud and rude non- the less so the police came and took him away for just 24 hours.

Brandon: so, the next few questions are in relations to the environment. Are you aware of the environmental impacts being caused from tourism like the rapid urbanization and massive developments happening? Dubai is always trying to be the best they can, i mean they are regarded as one of the best cities in the world for various reasons.

Barbara: Yeah definitely there is an impact like more traffic and noise pollution mostly but there are positives as there are many parks and a lot of greenery the water they use is all recycled but obviously cleaned first before being used to water these spaces. They are very aware of the environment very much so. no worse than anywhere esle actually probably better So in fact for instance the states you know they are more aware than the United States are about their environment. Most definitely.

Brandon: okay that's very interesting. and so obviously the manmade island that they made they faced many environmental issues and the activist got involved because it effected the currents of the sea water. So, they had to do various thing to fix as it did affect a whole lot of sea life and animals. Obviously, it's all fixed now because of technology but in the build up to everything it caused a lot of damage.

Barbara: There was also flooding because of it I think. but yes, they realized that they did fix it and they do you know if it's something over looked in the build, they will go back and fix it. For instance, you know obviously there's this situation where there were fish dying but there were very few fish in that area anyway and now especially because it's kind of like they made it into their own reef and so the fish are coming back. In fact, you know the fish there is actually more there now than prior to the build, so it's better off. so yeah, they do try to clean up after themselves.
**Brandon:** yes, it’s very true they do try to fix everything that they do and amend any issues immediately for the better. So, after learning or being more aware of these negative effects do you believe that Dubai is doing it for the right intentions all this tourism development, is it the right move? They are going back and fixing everything so would you agree that it is okay.

**Barbara:** Yes, they are you know they are very aware of the environment. But as for Dubai yeah mean it's like umm Vegas if you will with all the lights and everything and that’s just the way it is and Dubai is sort of like that. That's how they survive because everything they do everything that they put in like the tallest buildings, this that and the other because that's what it's become. But they are very aware of the environment of what he does. And you know obviously tourism development will affect somethings because you can't build a city like that and that's it.

**Brandon:** And it like you said they are going back and amending everything negative as a result of what they do.

**Barbara:** They are very conscious of the fact that yes, they're building these things and moving this and that but they will do other things you know, like constantly trying to reduce their carbon footprint.

**Brandon:** Okay so would you agree that it is ethical because although there may be errors along the way they do come back and fix it.

**Barbara:** having lived there, as I said its they are very aware of what they do and how they do it and know what they’re affecting. So yes, they are ethical in terms of the growth of the city as they are aware of the effects they are causing but do cover their tracks. Making sure they get things done properly and not wasting gallons of water but you know it's recycled.

**Brandon:** That's very interesting. So, moving on from an environmental impact so social awareness, do you think that Arab nationals and other residents are happy with all the changes happening in the UAE in terms of the tourism developments.

**Barbara:** I do yes, they're very proud of what they've achieved very proud.

**Brandon:** yes, they all seem to be willing to get involved with everything.
Barbara: Yeah absolutely. I mean it’s a beautiful city. The buildings are beautiful, the weather is perfect and they look after their roads and infrastructure it is amazing. Why wouldn't they be happy with it, you know because they don’t live in tents anymore, no longer a barren desert. I've never ever seen anything other than Pride with what they have achieved.

Brandon: Did you find it difficult to fit into the social norm or I mean you did say you gave been there before so you did know how the social life actually was.

Barbara: it was very easy for me to fit like my son is actually over there with his little girl and his wife and it's a fantastic place for young people to be you know whether it's the expats or emirate you know there just so much to do. good place to bring up your kids, they have a great educational system set up. Dubai has a bit of a stigma that you can’t dress in certain ways or go certain areas as a tourist but it’s not true there is no dress code but obviously they just ask you dress respectfully but no nothing extreme. It’s a very different place to live from the outside its seen as all glitz and glamor but its home and very family orientated.

Brandon: That’s perfect thank you so much for your time, your provided me with all the information I need.

Barbara: Not a problem, speak to you soon, bye.

Craig Mitchell:

Brandon: Do you mind if I use a recording device to do the interview so I can transcribe later?

Craig: Not at all go right ahead.

Brandon: How long have you lived in the UAE for?

Craig: I lived in Dubai for five years.

Brandon: What was your reasoning to move over to the UAE?

Craig: I went on a contract with an insurance company.
Brandon: Interesting. Okay so lets just dive right into it so what are your views on the large portion of tourism developments in Dubai.

Craig: It is developed for a particular market of the world. I don't think its developed for the Arab community of the world and I think it just attracts financial stability for the area that doesn't actually need it because they have millions investment in oil. So, to us as living in the UAE it was a playground, a playground for Arabs and Expatriates.

Brandon: Okay so do you think the tourism development is positive or negative?

Craig: It's positive for people on the outside. I don't think it's positive for the people on the inside that being the emiratee. [4.7]

Brandon: Have you noticed an increase in tourism in the area since you moved over?

Craig: Well absolutely because the fact that they've created this massive playground with everything in it of course tourism is expanding and they can do things with the money from the oil, they can do things that other countries can't. So I've noticed that they can get people from outside the UAE or outside the Middle East to come into Dubai but they don't really cater for the emiratees themselves, unless your rich

Brandon: The next few questions are on culture awareness. Do you think the traditional culture and social ways of Arabs has been somewhat depleted or affected due to the expats and tourism? I mean expats make up most of the population.

Craig: 100% Yes they've influenced the emiratee they influence the Arab way of life, it is heavily western influenced All you can buy there is American cars Lamborghini Ferraris so I mean that’s what they’ve done they copied the expatriate way of life or tourism way of life and they've forgotten about themselves. They are Arabs and they came from the desert and they're nomads.

Brandon: What did you know about the culture of the UAE before you arrived there.

Craig: Absolutely nothing *laughing*

Brandon: Did you visit the UAE prior to moving over?

Craig: To be honest no.

Brandon: What did you learn from the culture when you moved there.
Craig: They're very honest people. They're very direct people. They have a good core the people but I also learnt that there is two separate worlds in the Arab world the Sharia law and then there is the UAE law.

Brandon: Did you experience any culture shock or did you find it easier to adapt to the environment?

Craig: I was surprised that I could get booze in the UAE because prior to going over I was told it was not allowed. Also, I was surprised to learn that there is a fast growth in numbers of people in the UAE including both expats and Arab nationals that take part in substance abuse whether it be alcohol or drugs.

Brandon: For the full period of time that you where there from beginning to end did you notice much change regarding culture whether it be yours changing and or the UAE Islamic culture changing because of the dominant Western way.

Craig: No not really, I mean everyone just gets on with their own thing the Arabs where there before us I suppose so we all respect each others cultural differences, no judgement. However, two kilometers down the road is Sharjah across a river with a little single bridge and that's where the true UAE people live. With Sharia law and you cross the bridge you go to the Dubai emerati it is completely different. They don't see eye to eye so yes looking at it that way tourism and westernization did change their culture in a way.

Brandon: Did you ever have friends and relatives come over to stay with you.

Craig: Yes, for holidays like Christmas.

Brandon: Did you find the Arab Nationals to be welcoming towards you.

Craig: Yes of course, I went for work so essentially, I was contributing to the economy and helped with growth.

Brandon: The next few questions are on environmental awareness. Are you aware of environmental impacts being caused from tourism and the rapid urbanization of Dubai? So was once a barren desert to now one of the top cities in the world.

Craig: Well you see the thing is, like on the coast yes 100% course I mean like Dubai is situated on the Persian gulf, like any city in the world if your city is near the sea it will generally receive massive development which is what's happening take a
look at the Palm Island and Alburj which is the seven star hotel I mean you will find all the luxury but then you travel 3km into the desert outside the domain area, Okay you will find nomads, desert, camels and you are going to find exactly where they came from. So Dubai on the coast with all its development is a farce. So coming back to the environmental issues well yes 100% they are doing it not for themselves but to attract people to generate money because the oil is running out. So yes 100% the tourism and all the development along with it is to grow the industry they are not stupid people they know what they are doing.

Brandon: A lot of this construction has been done to show the world that Dubai is able to break boundaries with the advanced technology and architectural skills however after me telling you some negative effects do you believe Dubai is doing this for the right intention so like going back to when you talked about the Palm Islands it in effected the environment in a very negative way. The whole coastlines was been eroded the fish got affected all of that although they did go back and they fixed it all and apparently the marine life is even better now than it was back then. Do you think that they are doing it for the right reasons?

Craig: Well when they first built it personally I don’t think they cared about the environment or even gave a care in the world about the environment or what impacts it would have, I personally watched them build it with my own eyes. Only afterwards did they go back and fix issues because of environmental activists started to take action and the UAE is reliant on tourism so needed to eradicate negative reviews to maintain the hype that’s the only reason they fixed it all, it’s all about money. What they did was go out there and promote the island to celebrities like David Beckham to own a house there as back then it as the only place you could have a house built in the sea. They didn’t care about the environment the currents the fish or any outcomes like that. So the intentions where wrong it was all about the money, the fact that the marine life thrived after they went back and fixed it was not part of the initial plan that was a benefit out of luck really it was all about the money.

Brandon: These architectural advances attract the attention of tourist from all over the world each year thus generating money into the economy although this may be beneficial do you think it’s ethical.
Craig: I don’t think ethical. It’s all just for money. It’s just a show. Dubai is one big show. It’s like it’s like the Las Vegas of the UAE. It’s one huge playground and that’s all it entices people to spend money on booze, drugs, alcohol and sex. They know all about it and it’s totally against the Sharia culture.

Brandon: Okay the next set of questions are on the social awareness. This last few questions. Do you think Arab nationals and other residents are happy with all the changes happening in the UAE in terms of tourism development?

Craig: Well I think the Arabs are happy because it obviously produces income. But if you want to talk about the Filipinos the Indians and the employees, international cheap labor well then no they are not happy they are only there because that’s where the money is not because they actually endorsing the UAE where the Arabs are, because the Arabs don’t really work. So when they got thousands of tourist coming in then they happy. But the Filipinos Bangladeshis the Indians the Pakistanis they are not happy about living there really, they are there for a need and that’s called money.

Brandon: Did you find it difficult to adjust and fit into the social norm.

Craig: I mean no not really like I can fit into the social norm anywhere in the world you just have to watch your p’s and q’s though with the Arab population because they are very different kind of cultural race. So you have to learn very quickly on what to say when to say it and how to say it. But they are extremely religious they’re extremely sincere people. And when you learn that and get into that they are brilliant people.

Daphne Mitchell:

Brandon: So, before I ask you any questions I would like to ask for your approval that I can record you.

Daphne: You may record me.

Brandon: So how long have you lived in the UAE for?
Daphne: We lived there for five years.

Brandon: Where are you originally from?

Daphne: From South Africa.

Brandon: Where in the UAE did you live?

Daphne: We lived in Dubai.

Brandon: What was your reason for moving to Dubai?

Daphne: My husband got a work contract for five years, hence us making the move.

Brandon: Did you work when you went over?

Daphne: I did some volunteer work at the schools.

Brandon: So, what are your views on the large proportion of tourism developments and growth in Dubai do you perceive the growth in tourism to be a positive thing for the country or negative.

Daphne: I’m not too sure like we don’t live there anymore but there was quite a bit of development with regards to hotels and restaurants and new shopping centers and I would perceive this to be positive giving the declining reserve of oil so to focus on sectors like tourism to sustain economic growth it’s a good idea. I think it's a good idea anyway.

Brandon: Okay so you do think it is having a positive impact then with the whole community?

Daphne: Yes, definitely.

Brandon: Have you noticed an increase in tourism to the area since you moved over up until you left. Was there an increase or just remain the same?

Daphne: Yes, I mean I no longer reside there but still keep in close contact with the expatriate community they did say that visitor stays are a bit longer and also a lot of stop overs in Dubai some for the shopping and some just basically passing through.

Brandon: The next few questions are cultural related. Do you think the traditional culture and social ways of the Arab nationals has somewhat depleted or been
affected due to the expatriates and tourism because obviously they are a Muslim country and everything?

**Daphne:** From my personal experience despite our cultural differences we didn't experience any ethnic tension as we respected each other's cultural differences, we were also very mindful over Eid because it marks the end of Ramadan. So we would be mindful of the also the consumption of alcohol. we didn't notice prayer times as such but I was aware that my Arab friends were praying.

**Brandon:** What did you know about the culture of the UAE before you arrived?

**Daphne:** I didn't know too much about the culture before I arrived in Dubai, didn't really know much.

**Brandon:** Did you visit Dubai before you moved over there?

**Daphne:** No, I didn’t.

**Brandon:** What did you learn from the culture when you moved over then, because going in not really knowing what to expect must have been a shock.

**Daphne:** To be honest nothing really like comparing to Saudi Arabia where prayer times are played on loud speakers and shops close and if you’re in the shop they lock you in and tills are shut until prayer was over but Dubai was very relaxed in that sense, life was normal as it is in the western world.

**Brandon:** Did you experience any culture shock or did you find the environment easy to adapt to.

**Daphne:** I was aware of the Muslim faith, to dress appropriate and prayer times especially on religious days. I prepared my mind set for it and to be respectful of the way I was as I was just a visitor as far as I was concerned so with that in mind I adjusted easily enough. It was strange in a sense that when first moved over on Thursday and Friday was the weekend not Saturday and Sunday but that did change later on.

**Brandon:** When you first moved to that area up until the time that you left did you notice much change regarding culture whether it was your own sort of changing such as maybe stopping the practice of your faith.
**Daphne:** I personally did not notice any change in the Arab culture however having said that we did hear of a couple where the partner converted to Islam. We did see Arab nationals drinking alcohol but overall western influence did not affect the Arab culture so to speak from my perspective.

**Brandon:** Did you ever bring your family/ friends over to visit you?

**Daphne:** Yes, my parents came over for a visit and they absolutely loved the lifestyle and embraced and enjoyed the cultural differences. They loved visiting the attractions and the shopping experience and like me they obviously loved the weather and the beaches.

**Brandon:** Did you find the Arab nationals to be welcoming towards you or was there a divide.

**Daphne:** We found some of them to be helpful and informative. There wasn’t any form of social integration, so we didn’t really socialize with them.

**Brandon:** So would you say that it was a you and them living situation, but friendly?

**Daphne:** There was definitely a segregation, like I said we wouldn’t social with them. I didn’t really have much exposure with them but from what I could tell they were pretty okay with us.

**Brandon:** So the next few questions on the environment. Are you aware of environmental impacts being caused from the tourism and the rapid urbanization of Dubai? So originally a barren desert to now being one of the world's top cities with infrastructure and development.

**Daphne:** No not really but from what expats say about current trends it becomes apparent that Dubai will continue to grow helping capital investments. Apparently, the UAE is planning to make an investment on the infrastructure for expo 2020. But they must take into account how the Expo related infrastructure can be used after the events.

**Brandon:** So obviously they are changing loads with regards to the development in the UAE so purifying sea water to feed taps and fountains and various tourist attractions thus affecting the salinity levels and then also when they made that Palm
Tree Island they effected the whole shoreline and everything so this caused a negative impact.

**Daphne:** Yes I did read about that but didn’t really understand what the impacts was on the island they built was but I believe there was a lot of negativity out of that.

**Brandon:** What had happened is it effected the sea life and caused erosion on the coast but at the end of the day they did go back and fix there errors and now there is actually more fish now than there was prior to the development, so the marine life is even better now. But the initial damage was a shock to the Marine. So, with that in mind do you think that they are doing the right intentions.

**Daphne:** Yes absolutely I think they are doing it for the right intentions. They need to develop it as tourism is a very important aspect for them now. As previously stated obviously the oil is not what it used to be for Dubai, I’d say they are heavily reliant on tourism to keep the economy afloat.

**Brandon:** So these architectural advances attract the attention of thousands of tourists each year that's generating money into the economy. Do you think it is ethical, as land is being taken up for the development?

**Daphne:** Yes because they not being affected by it at the end of the day its improving the country as a whole and boosting the economy.

**Brandon:** Okay so next set of questions will be about the social awareness. So do you think Arab nationals and other residents are happy with all the changes happening in the UAE in terms of its development.

**Daphne:** I think it’s good for economic growth and development. I don't think they would be opposed to it. But I mean personally I don't know how the Arab nations think about it so can’t answer the question accurately but I don't think it's detrimental to them.

**Brandon:** Did you find it difficult to adjust and fit into the social norm.

**Daphne:** To be honest no I just adjusted my mindset to the environment and got on with it because basically to survive that’s what you have to do. I met other expats who where neighbors and became part of that community.

**Brandon:** Thank you that's all the questions I have for you.
Jason Martinique:

Brandon: So how long did you live in the UAE for?

Jason: 8 years

Brandon: Where are you originally from?

Jason: Australia.

Brandon: So when you lived in the UAE where did you live?

Jason: I live in Abu Dhabi but did a lot of my work in Dubai.

Brandon: And what was your reasoning to move out there?

Jason: I got a job as a financial advisor I won’t say what company but they offered me a contract to go over to Abu Dhabi and I jumped at the opportunity. I worked between two branches in Dubai and Abu Dhabi.

Brandon: What are your views on the large proportion of tourism development and growth in the UAE. like do you perceive all the tourism to be positive or negative?

Jason: Honestly, I think it’s great like its helped to develop the country immensely, gaining global recognition i mean you could look at it as like what is the original heritage of the country? it was a desert but like most countries they have developed themselves only difference is they have developed extremely fast and have immense wealth due to the oil that allowed them to invest into the tourism industry. so yes positive just look at how its enriched so many life’s.

Brandon: Yes like the country used to run just on oil but no obviously tourism has become a major key player within its economy.

Jason: Compared to Abu Dhabi who is the richest of the seven emirate they are like the business hub and oil run economy but Dubai is tourism focused with strong financial standing.

Brandon: Did you notice an increase in tourism where you lived specifically or was it always Stagnant.
Jason: Yes immensely and working in a bank as a financial advisor I helped with projects in hotel development and that was most of our business came from all the tourism development of hotels. so much is being developed over there it’s amazing.

brandon: The next set of questions is on cultural awareness. Do you think the traditional culture and social ways of the Arab nationals has been somewhat depleted or effected due to expats and tourism, so prayer times and just things being influenced by the western side?

Jason: Well i actually never really knew when prayer times where but some of my colleagues would disappear randomly and that’s how I knew it was prayer time, but it never effected business in anyway. I don’t really think the UAE have strong cultural background they’ve sort of just adopted cultures from all over the world because it is such a diverse country I mean there national holidays are celebrated but its not as noticeable as those off the western world but that’s because of how diverse the area is.

brandon: What did you know about the culture of the UAE before you arrived did you do some research prior to moving to Dubai?

Jason: To be honest I didn’t really do any research as such like I was informed about just being respectful but they are not strict like other Arab culture, but going back to respect that’s applied to any culture like that’s the appropriate thing. I did go to the area when I was younger for holiday so I sort of had an idea on what to expect.

brandon: Did you experience any culture shock?

Jason: No not at all, it felt like home and home is what you make of it i missed some family and friends but that’s it really and with social media it’s not hard to stay in contact.

brandon: What did you learn from the culture when you move there such as Prayer times did that affect your social life in any way like going to shops.

Jason: I didn’t learn anything of their culture I was respectful to them and vice versa and like I previously said I didn’t even notice prayer times life went on as usual, just very hot.
Brandon Neville Clack

Brandon: When you first moved to the area up until when you left did you notice any change in the culture was it more relaxed or was it always pretty much the same throughout the whole duration that you were there.

Jason: No not really, I mean a few more cultural places opened up but that’s just more development I suppose but yes it was always very relaxed. I do think there was a loss in there own identity perhaps as western life does take over i guess, feel guilty saying that because in a way I guess I’m part of that problem, but I went on business so money is the goal really.

Brandon: Was your own cultural identity lost?

Jason: No I didn’t have any cultural identity to begin with really like I’m a non-believer, and just adapted myself to the situation, Dubai is sort of like America I guess. so easy to adapt to.

Brandon: Did you find the Arab nationals to be welcoming to you?

Jason: They were very welcoming and we used to socialize at work events but I always kept my personal life and work life separate but when we did meet up it was always very friendly, they a very friendly people. It’s just all about being respectful, I had a work colleague who got drunk at a work social and we were all drinking Arabs included but he had a bit too much, think he was from the UK and he caused an argument and a bit of a scene which actually resulted in him losing his job so he was sent back home, so know your boundaries and how far you can push them it might have been acceptable in the UK but he was removed without any point based system due to his unacceptable behavior.

Brandon: The next few questions are in relations to the environment. Are you aware of the environmental impacts being caused from tourism like the rapid urbanization and massive developments happening? Dubai is always trying to be the best they can, i mean they are regarded as one of the best cities in the world for various reasons.

Jason: Yes with all the development and such a fast growing country I lived far from work so the noticeable thing for me was traffic it was awful. and I was very aware of the development as I was in the financial sector but I just moved closer to work.
**Brandon:** Okay that’s very interesting. And so obviously the manmade island that they made they faced many environmental issues and the activist got involved because it effected the currents of the sea water. So they had to do various things to fix as it did effect a whole lot of sea life and animals. Obviously it’s all fixed now because of technology but in the build up to everything it caused a lot of damage. There was also flooding because of it.

**Jason:** Funny that you mention that because I’ve actually just brought property on the island for holiday purposes but although they did mess up the environment what’s important is they actually went back and sorted it out in the end.

**Brandon:** Oh wow that’s amazing congrats on your purchase I’m very jealous. So after learning or being more aware of these negative effects do you believe that Dubai is doing it for the right intentions all this tourism development, is it the right move? They are going back and fixing everything so would you agree that it is okay.

**Jason:** I mean yes it’s okay, they have the intention that growth and money is the end goal and that’s the countries aim is growth in economy that’s the countries intentions and they are achieving it. as long as they are fixing the environment I don’t see why it should be seen as negative. they are aware of the environment now though especially and its helped them promote the country in a better light.

**Brandon:** Very true. Okay so would you agree that it is ethical because although there may be errors along the way they do come back and fix it.

**Jason:** Yes I believe its ethical however in some of the builds and how they treat the workers that’s not ethical but you can argue that jobs are provided but I’d rather not get into that as it is a very touchy subject.

**Brandon:** That's very interesting an interview I had with an Arab national told me about some of the negative effects of the builders who are helping develop the country and it is sad. So, moving on from an environmental impact and onto social awareness, do you think that Arab nationals and other residents are happy with all the changes happening in the UAE in terms of the tourism developments.

**Jason:** Most definitely they are a very proud people who aspire to be the best, and they are the best it’s really amazing to see how the country has developed from a desert to riches.
brandon: Yes they do seem to be happy I suppose if they wanted they would have just stopped.

Jason: Yes of course but they are so money focused that I don’t think Stop is in there vocabulary at least where I worked anyways.

brandon: Did you find it difficult to fit into the social norm?

Jason: I moved over as a young adult looking to achieve the best so as a young adult it was great and catered to my every need and want, a taste of heaven if you will. I consider myself very lucky but not without hard work along the way. I even fell in love with my now wife who’s from the Netherlands and we both only have great things to say and recommend the country to anyone looking to make a name for themselves in the business sector.

brandon: Congratulations on your success and marriage thank you for your time, that concludes our interview.

Jason: Not a problem best of luck, bye.

Appendix F: Semi-Structured Interviews with Arab nationals

Kareena Aamer:

Brandon: Where in the UAE are you from?

Kareena: I am from Dubai.

Brandon: Okay so the next few questions are about the social cultural awareness. Do you believe that the expatriate residents blend well within your community or do you think that it's two separate communities of the expatriates and the Arab nationals?

Kareena: I believe that you know like the UAE is got a very high percentage of expats in comparison to the number of the locals. The locals are the emirates, so the number of locals is much less than the expats and the country. But in the past you know it was like the number of locals really less than the expats. So, I think that the locals have been blending with them because overall they're the ones who built that country you know their industry was built up by expats because they were like a
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desert you know years ago. So, I believe that the people were expats there they just have the name expats because the UAE doesn't give citizenship to anyone no matter how many years you are there. So they are with the label of expats even though they have lived all their life there and you know they were born there were grown up there so they're not really expats if you look at citizens there and without legal document. So I think in that sense the blending part that in itself makes people cautious. Like, they know the culture they know the traditions. So they don't feel like outsiders most of them I'm talking about the expats been there for many years not the ones who have just moved there. So in that sense they do blend but because in the UAE they have so many rights for the locals which they don't give to expats. But that is the point when it comes to employment, yet the emirates get like four times more pay down the local expatriates so that causes you know a distance in fairness and in you know like things like quality of life.

Brandon: That is very interesting. Do you partake in any events dominated by Western influence for examples like Christmas Easter or even sports events.

Kareena: Yes it is very prevalent there because like on Christmas they put in Christmas trees in all the shopping malls they go full-fledged even like sometimes they celebrate Christmas even more than their own things because like there is lots of tourism in UAE especially in Dubai. Dubai runs on tourism you know their main income is from tourism. So because of that they try to you know like pulling people from Europe and things like that would be they hype it up a lot. So Christmas and things and then like especially like there is rugby 7's so it's like a huge event there. And even though alcohol is not permitted like as like things that you can get it in the hotels even though it is Islamic country you can get alcohol. So they bend laws a lot to accommodate expatriates.

Brandon: So do you celebrate Christmas and other western influenced traditions like that?

Kareena: Yes I do.

Brandon: So has your traditional culture changed from that of your ancestors.

Kareena: Well as I said since I was born there you know it's like for me that is Where I have been brought up and I think in terms of my answer if you look at it because
you're born into such a multicultural place and it's so global and like I speak five
languages and that itself is like you know when you speak so many languages and
you meet so many people from all across the world and you know it's like they call it
like a global world there. Because it's like everybody is from different parts and like
even in school it's like we have people from maybe sometimes 20 nationalities in the
same classroom which is amazing. So it's like you know you become a global person
and you don't think of a certain culture and then you adjust your perspective, you
don't think about it but if you think of the ancestors who had lived in a different time in
a different place you can see that how much difference it is. So yes it makes a huge
difference.

**Brandon:** So some of my research has led to the belief that Dubai is more for the
businessman/ women and for a fast paced life and those who enjoy nights out in
clubs. However, Abu Dhabi is more family moral based with stricter laws in
comparison to Dubai even though it's only an hour away. So would you agree with
that the laws are a bit different? It's more strict in Abu Dhabi than in Dubai.

**Kareena:** Well you know the laws are not different, well it's like Sharjah is very much
closer to Dubai than Abu Dhabi. Sharjah You must have heard about it, its like 10 to
15 minutes by border to enter Sharjah but Sharjah is a very Sharia compliant it's very
Islamic place so you can absolutely drink there at all. So it's like a different country
where you can all go to the beach with the bikini you know, whereas in Dubai it's
very prevalent even in Abu Dhabi as well it is very much. Like in Abu Dhabi you do a
lot of clubs you get a lot of hotels but the thing is Abu Dhabi is much bigger than
Dubai and Abu Dhabi because it's not a very touristy place that's the reason why
there is less touristic because they have a lot of oil and they're much richer than
Dubai. So you might be thinking UAE is a country but like its made up of seven
states each one of them have their own leaders and their own like sets of rules and
things and Abu Dhabi is their capital. People think Dubai is the capital but it is not.
And Abu Dhabi is very rich so they don't rely completely on tourism because they
have a lot of oil, Dubai doesn't. Dubai has been out of oil for a very long time and
that's why they are spending on tourism and that's why Abu Dhabi is less tourists
and it's more moralistic in terms of Islamic because it's not so much like clubbing and
night out and based on tourism you know, they're more focused on cultural aspects
mostly. And of course, the world knows Dubai much better than they know Abu Dhabi.

**Brandon:** So Abu Dhabi's legal systems more regimented, so it's a lot more strict. So it is a little bit stricter than Dubai. Do you think this is to help sustain the Islam culture and avoid Western influence that is ultimately dominates Dubai?

**Kareena:** I think kind of yes because as I said it's the capital and they are Sheiks which are the leaders and the top family in the UAE the top leaders are from Abu Dhabi and they live there. And that's why like there are so much more traditional and in terms of like preserving their own traditional culture, they really try because that's the hub that's the capital. They try to keep it more cultural and keep it more traditional then you know Dubai.

**Brandon:** So the next few questions are just on environmental awareness. So Dubai is a fast paced developing country with plans to only get bigger and better each year. And do you think this is a lot to do with the Western influence or just them wanting to better themselves.

**Kareena:** Well it's a lot of political as well. You know. I'm just telling you like you know it's a very different aspect and perspective that. This is confidential right?. your not going to name me are you?

**Brandon:** It's up to you if you want to remain anonymous or not.

**Kareena:** I don't want my name to be used because you know all the things the information its much in-depth and not many people can see it from that aspect because people see Dubai and UAE from the out. And if you look at it from the inside part. So what is influencing Dubai? The main thing is oil because they don't have any income it's a very small place it used to be a desert like just around 40 or 50 years ago there was nothing because I remember like 30 years ago when I was like just born and then and I was like seven eight years old and I can remember the country and there were hardly any towers and things that you can see now hardly any cars in the streets. So it's unbelievable the way the city has grown you know from nothing to what it is now. And I think a lot of it is political. And. Because they want to develop and they're using their tourism and they're using their own aspect as in like there location in the Middle East because there is a lot of war going on around in the
middle east area's as well. So they have become a hub there you know to as a people who want to get access to so many other countries like Iran like Saudi Arabia because Saudi Arabia has a lot of restrictions and Qatar is much more restricted. Kuwait is much more restricted so geographically located and politically located there they're using that as an advantage like Iran is very reserved. So a lot of people who want to you know, deal with these countries and do business with this country just because of geographic location being so close to this country they use it as a hub so they carry out their businesses from there and that's one of the main influences of why Dubai is doing so well.

**Brandon:** Are you aware of the environmental impacts being caused from tourism and the rapid urbanization of Dubai from like what you previously said it was a desert essentially and now it's one of the world's fastest growing cities. So they had to purify tons of seawater to make it into drinking water. And then to develop the Palm Islands there was lots of erosion and sea pollution. Although there was lot of damage caused to the ecosystem they did fix it in the end. Do you think they're doing for the right reasons even though they are amending issues that occurred?

**Kareena:** Well they are doing it for the right reason. Well they have no choice because their country is a very small country. Dubai is a very small city their land space is very limited, so they have no choice but to be very careful with if they want to keep growing because there is only a limited space of area they can use to develop that place. And if they're not going to be careful with the environment and the pollution and things like that their country is just going to collapse you know and nobody is going to go over there and that's why they're forced to keep the air clean you know keep their beaches clean to remain attractive, so yes environmentally but still I feel like there is no recycling which is ridiculous you know for a place that is so developed, they have a long way I think to go. There's a lot of wastage in terms of natural resources it is a lot of wastage in terms of you not recycling things. And they just import and export and import everything they want and even sand, flowers everything is imported there even sometimes they export their trash and things like that because they don't have space. So I think they have a long way to go to keep up with the world's standards.
Brandon: A lot of the construction has been done to show the world that Dubai is able to break boundaries with their advanced technology and their amazing architectural skills. However, after you living there and seeming some of the effects some of the negative effects that these buildings have caused, Do you think Dubai has the right intentions in building these massive buildings.

Kareena: Well again this goes back to as I said they have very limited space to grow. So they have no choice but to just build them up and up. And they're also used as in if you look at the buildings in Dubai and you look at New York and a lot of iconic buildings around the world. A lot of them is photocopy especially from New York. A lot of the buildings like Dusit Thani and a lot of the buildings they are just like that. So I think they're using it as a touristic attraction. And another point is like they want to make it look very modern like Singaporean places like that. The other point is they don't have space so they have no choice to keep building high sky scrapers so that is the thing. But in terms of that what was the second part of the question again. so sorry the environment is that others of how it effects?.

Brandon: Yes so obviously it is taking up a lot of space and using up loads of the resources.

Kareena: Ah yes so for example Dubai has one of the best infrastructure with roads and transportation and their metro system is really good, like the way they are developing this is unbelievable. Right now they're building a metro system that is like a hyperloop but it's not called hyperloop I think it's called something else but anyway, it takes you from Dubai to Abu Dhabi in just a few minutes or so. They are building a very good infrastructure for the tourists that’s again because they have no choice. The way that the country is developing in terms of like skyscraper if you keep building stacks and stacks then you can't have like that many cars on the road and you can’t have space for those things. So they have to make a very good infrastructure, they have like boats, Like they use like boat taxis like the taxis in the water and they are building a lot of water canals and like creeks. like water canals are running across the city. They're using their building like artificial canals to use it as a transportation so it's not just by road. they are making another way to use it as well to travel.
Brandon: So a lot of the architectural advances do attract them thousands if not millions of tourists every year. It is benefiting the country but do you think it's ethical. Like do you think it's okay for what they're doing with the resources and they're getting cheap labor.

Kareena: Of course it's unethical. Nothing about them is ethical in Dubai. Nothing. Absolutely nothing is ethical I believe because and I'm sorry to say that it's just the reality of cheap labour as you said. Like the fact that they don't give citizenship and rights to the people who built that country. It's ridiculous I don't think this happens else. You know it's like people who spend all their lives some of them not just their grandparents and you know they've been there for generations and they are just looked at as outsiders. And another thing which is really unethical about the UAE is once you hit the 60 year old they just don't renew your residence visa. So even though you've lived there most of your life unless you're very rich and you're a big businessman and things like that if you're just a middle class person and you are living there and you know like once you reach the age of 60 where they think there's no use of you anymore they just cancel you and no matter how many years you've lived or your family's there and your kids are there, They just send you back to your country. So you are seen as a very wasted thing whereas if you go to Dubai you were there, I don't know how many years ago you where there but you will never see old people there. Did you see old people there? you don't see old people there! And then what happens to the old people? You don't see handicapped people there. Like, why? where's this special needs people is it that everybody is healthy there? Why don't you see people in wheelchairs away and you see people with the you know because it's so unethical there they just the top of the line. You know they want the signature people, whoever looks good and rich you know corporate stuff they want it. If they don’t want you there they just throw you out. I think it's ridiculous.

Brandon: Okay this is the last question. Abu Dhabi is not far behind in terms of tourism and tourism developments in your personal opinion do you think the city feels the need to compare and compete to start drawing in a similar market or do you think they are happy to stay as an oil rich destination.

Kareena: Well the oil is kind of running out in the UAE but Abu Dhabi is much richer than Dubai they have the resources. I don't know if you've heard of the Burj Khalifa
the world's tallest building. The Burj Khalifa once it was being constructed like again this is insider information not many people from outside know this but it used to be called Burj Dubai you can research about it. It used to be called Burj Dubai but because Dubai could not afford to build it anymore it's called Burj Khalifa. Khalifa is the main guy who was the main Sheik of the UAE. So he's the main ruler of the UAE. And he is the one who paid for it and he's the one who supported this building to develop. So in that sense Dubai is much behind in terms of resources and even in terms of space. So what they're focusing on is mainly now you know tourism and things like that but they have a limited scope for how much they grow whereas Abu Dhabi have the resources they have space and things that they have. I think they have a large scope to develop but at the same time they I don't think they want to compete with Dubai in that sense because like look at Etihad airlines that the airline for Abu Dhabi being Emirates airline used to be the best airline from Dubai. Etihad has become even better than Emirates in some senses. They are more luxurious more well-paid, people in Abu Dhabi are still paid so much more than people in Dubai. So a lot of people who are from the UAE prefer to work in Abu Dhabi. Dubai is managed mostly by expats whereas Abu Dhabi is more local because they are taking more care of their people.

Brandon: That's perfect, thank you so much for taking your time to answer these questions I really appreciate it.

Ahmad Abaza:

Brandon: Where in the UAE are you from?

Ahmad: I am from Al Khalidiya, Abu Dhabi.

Brandon: Do you believe that the expatriate residents blend well within your community or do you believe its two separate communities entirely?

Ahmad: Yes I do believe we all blend well with each other. There are some Compounds that I believe are just expatriate residents but there’s no separation as such.
Brandon: Do you partake in any events dominated by Western influence for examples like Christmas Easter or even sports events?

Ahmad: Yes most of my family does, we are Christians in my family it’s just my dad, grandparents and ancestors and a few individuals in the family that still practice the Islamic faith.

Brandon: Oh, okay that’s very interesting so majority of your family is now of Christian faith, is there a reason for this? As it is perceived that Arab nationals are predominantly that of the Muslim faith?

Ahmad: Yes most of us are Christians, its actually more common in Dubai and Abu Dhabi. My mom converted before my sister and I were born this is because Sharia law is very strict and outdated, I am very respectful of the faith as it is in my ancestors history but I grew up Christian so we celebrate all the traditions of both Christianity and Islam to accommodate the whole family.

Brandon: I have done previous research on Sharia law and with some of your family being Islamic are they okay with you being Christian.

Ahmad: My dad was very angry when my mom converted but he agreed with her as its an easier and better way of life for us. We have lost contact with many family members. Its actually more of a separation with the Christian Arab nationals and Islamic Arab nationals but when it comes to business these differences are put aside but in the social way of life it is an obvious divide between us. We don’t celebrate all traditions together as the two faiths do not coincide with certain traditions, during Christmas for example only the Christians in the family will partake and then during Eid only the Muslims within the family take part.

Brandon: That is very interesting, but it’s very nice that there isn’t a big divide in the family like I know you said some family don’t talk to you anymore but it’s nice to know not everyone has stopped communication and that there is still a respect.

Ahmad: I think its old fashioned for the UAE to be living with Sharia law I respect the culture differences but with the way the country is developing times are changing and with so many residents practicing different religions there is no way only one faith would be allowed, The UAE is very futuristic and welcomes all we are a multicultural country.
Brandon: So some of my research has led to the belief that Dubai is more for the businessman/women and for a fast-paced life and those who enjoy nights out in clubs. However Abu Dhabi is more family moral based with stricter laws in comparison to Dubai even though its only an hour away. So would you agree with that the laws are a bit different, its more strict in Abu Dhabi than in Dubai.

Ahmad: Dubai is for tourism business and is a fast-paced yet relaxing life and they do have better night clubs than Abu Dhabi. Abu Dhabi is a family city but I think that’s only because it’s not as many tourists there but it’s the business capital especially with the oil. I wouldn’t say its stricter I would rather say its more respectful compared to Dubai.

Brandon: So Abu Dhabi’s legal systems more regimented, so it's a lot more strict. So it is a little bit stricter than Dubai. Do you think this is to help sustain the Islam culture and avoid Western influence that is ultimately dominates Dubai?

Ahmad: It would make sense if that is the reason as there are many Sheiks who live in Abu Dhabi so they are Islamic so to sustain the Islam culture would make sense. Abu Dhabi is more cultural as it’s the capital and try to maintain that because compared to Dubai who is extremely multicultural and as you say they are very westernized, Abu Dhabi is trying to hold onto its traditions.

Brandon: So the next few questions are just on environmental awareness. So Dubai is a fast-paced developing country with plans to only get bigger and better each year. And do you think this is a lot to do with the Western influence or just them wanting to better themselves. And do you think this will spread to Abu Dhabi?

Ahmad: Honestly as an Arab national we love how Dubai is developing and how luxurious it is, not to say Abu Dhabi isn’t because we are the richest state but Dubai is more fun. I do think its due to western influence but its what the people want its business. I do think tourism in Abu Dhabi will spread but at a slower rate as the focus is on Dubai they always have something going on always.

Brandon: Are you aware of the environmental impacts being caused from tourism and the rapid urbanization of Dubai? So they had to purify tons of seawater to make it into drinking water. And then to develop the Palm Islands there was lots of erosion and sea pollution. Although there was lot of damage caused to the ecosystem they
did fix it in the end. Do you think they're doing for the right reasons even though they are amending issues that occurred?

Ahmad: So although there may be some negative effects on the environment it is fixed in the end so yes its for the right reasons. Building massive skyscrapers and making their own islands its amazing and attracts the attention of millions of tourists every year, they are very clever and money focused they know that everything they do will attract the attention of millions and therefore bringing in more money. I am very proud of my country and we are only going up, literally.

Brandon: they might be doing it for the right intentions as jobs are created and its bettering the overall image of the country, do you think it is ethical?

Ahmad: I must admit that the way they go around developing the country is not ethical in terms of the labor force being treated unfairly but its for the greater good. If they could find an even balance between it all then yes it would be ethical.

Brandon: so would you say they have the right intentions but are going about it the wrong way as we can both agree that it is not ethical?

Ahmad: Yes it might sound odd but its true.

Brandon: thank you for your time, this information will prove to be vital for my dissertation.

Ahmad: No problem Brandon.
Appendix G: turnitin receipt