
**FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT
AN INDUSTRIAL TRAINING REPORT CARRIED OUT IN MURCHISON FALLS
NATIONAL PARK
FROM 2ND JUNE 2025 – 31ST JULY 2025
BY
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BU/UG/2023 /2265**



**AN INDUSTRIAL TRAINING REPORT SUBMITTED TO THE FACULTY OF
MANAGEMENT SCIENCES IN PARTIAL FULLFILMENT OF THE
REQUIREMENTS FOR THE AWARD OF A BACHELOR'S DEGREE OF
TOURISM AND TRAVEL MANAGEMENT OF BUSITEMA UNIVERSITY**

AUGUST 2025

DECLARATION

I **Kalira Adolf BU/UG/2023/2265**, declare that the information in this report is true to the best of my knowledge that I acquired from the industrial training that lasted for two months (8 weeks) in Murchison Falls National Park and has not been submitted by any scholar of any institute for higher learning for any award.

Name KALIRA ADOLF

Signature 

Date 24th July 2025

APPROVAL

This is to certify that **KALIRA ADOLF** attached to Murchison Falls National Park and has successfully completed a two months training. I have carefully read the contents of this report and it is appropriate, therefore, it meets the academic partial requirements for the under graduate Bachelor's degree in Tourism and Travel Management at Busitema university as approved by:

Academic Supervisor

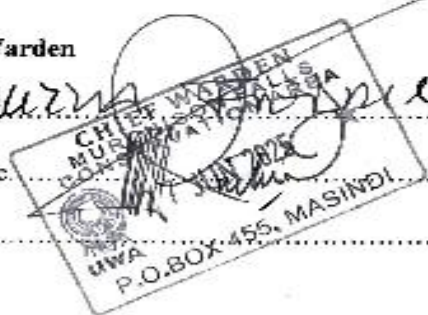
Name... WEGGIE JOSEPH
Signature... Weggie
Date... 23/07/2025

fr **Senior Warden Tourism**

Name... Kagoro Allison
Signature... Kagoro
Date... 25/07/2025

Chief Warden

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Date... [Blank]



DEDICATION

I dedicate this report to my beloved parents, Mr. Ssendendo John Bosco, Madam Namata Irene, my grandmother Madam Nakayiki Federesi and all my supportive family members who are always praying for my success and blessings in every aspect in addition to their love and affection towards my studies, not forgetting the Almighty God who gave me the strength and power to overcome all the difficulties.

I also dedicate this report to my gallant lecturers especially Mr. Wampande Jowalie Ahmed who is also the Head of Department, Mr. Wejuli Joseph who worked tirelessly and always guided me in almost every aspect.

Finally, I dedicate this report to my fellow colleagues as well as my course mates studying tourism and hospitality across the all country.

ACKNOWLEDGMENT

Firstly, glory and praise be to the **Almighty God**, for his great love and mercy upon my Life, indeed Glory be to His name. I thank the Almighty God for blessing me and granting me knowledge and wisdom, that has enabled me, to write and compile this report.

I also appreciate my beloved parents, my grandmother, my uncles and my aunts for their render less efforts towards my academic journey in moral, financial and spiritual aspects, may the Almighty Lord reward them abundantly.

I cannot fail to acknowledge the work done by the management of **UWA** and the administration of Murchison Falls National Park for having granted, me permission to carry out my industrial training in their organization. My gratitude also goes to each and every one who put in anything for my training to be successful including UWA Staff, Paraa Students` Centre, and the list is endless. You were a blessing to my life.

I also thank all the staff of Busitema University for the support given to me, especially the department of Tourism and hospitality management; I really appreciate the support.

May the Almighty God bless you abundantly.

TABLE OF CONTENTS.

DECLARATION.....	ii
APPROVAL	Error! Bookmark not defined.
DEDICATION.....	iv
ACKNOWLEDGMENT	v
LIST OF ACRONYMS	x
ABSTRACT.....	xi
CHAPTER ONE: INTRODUCTION/ BACKGROUND.....	1
1.0 Introduction.....	1
1.1 Background Describing the Internship Program	1
1.2 Objectives of the internship.....	3
1.4 Introduction/Description of the Organization	3
1.4.1Uganda Wildlife Authority	3
1.4.2 UWA’s Motto, Vision, Mission, Objectives and Core values.....	4
1.5 Background of MFNP	5
1.6 MFCA Organizational Structure.....	6
1.7 Location of MFNP	7
1.8 Map of MFNP	7
1.9 Accessibility to the Park	7
1.10 Climate of MFNP	8
1.11 The Geology and the Landscape	8
1.12 Ecology of Murchison Falls National Park	8
1.13 Socio-economic aspects	9
1.13.1 Fishing.	9
1.13.2 Craftsmanship.	9
1.13.3 Accommodation.....	9
1.13.4 Medical facilities.	10
1.13.5 Trading.....	10
1.13.6 Education.	10
1.14 Departments in Murchison Falls National Park	10
1.14.1 Tourism department.....	10
1.14.2 Law enforcement department	10
1.14.3 Community Conservation department.....	11

1.14.4 Research and Ecological Monitoring department	11
1.14.5 Veterinary department	12
1.14.6 Administration department	12
1.14.7 Accounts department	12
1.14.7 Engineering department.....	12
1.15 Tourist activities done at Murchison Falls National Park	13
1.16 Tourist attractions in MFNP.....	16
CHAPTER TWO: MATERIALS AND METHODS.....	19
2.1 Methods.....	19
2.1.1 Observation method.....	19
2.1.2 Photographing.....	19
2.1.3 Recording.....	19
2.1.4 Focused discussions.....	20
2.1.5 Interview method.....	20
2.1.6 Simple random sampling method.....	20
2.1.7 Analysis of secondary data method	20
2.1.8 Experimental method.....	20
2.1.9 Survey method:.....	21
2.1.10 Nature walks	21
2.2 Materials used in the field.....	21
2.2.1 Digital camera.....	21
2.2.2 Smart phone	21
2.2.3 Pen and Note book.....	21
2.2.4 Binoculars	22
2.2.5 Land cruisers.....	22
2.2.6 Bird guide book	22
2.2.7 UWA leaflets	22
CHAPTER THREE: PRESENTATION OF RESULTS AND DISCUSSION OF INTERNSHIP ISSUES.....	23
3.0 Introduction	23
3.1 Results and Discussion of findings.....	23
3.2 Results and Discussion of Internship (Tours and Travel/Hospitality) Issues	24
3.3 Proposed Solutions to the Tourism Issues at the Internship Place.....	26

CHAPTER FOUR: ATTACHMENT EXPERIENCES BY THE STUDENT.....	35
4.0 INTRODUCTION	35
4.1 SKILLS LEARNT AND HOW RELEVANT THEY WERE TO MY PROFESSIONAL AND CAREER GROWTH.....	35
4.1.1 Guiding and nature interpretation.....	35
4.1.2 Adaptability skills.....	35
4.1.3 Team Work.....	35
4.1.4 Time management skills.....	36
4.1.5 Record Keeping	36
4.1.6 Client/Visitor handling and customer care	36
4.1.7 Problem solving skills	36
4.1.8 Leadership skills.....	36
4.1.9 Listening skills.....	37
4.1.10 Planning skills.....	37
4.2 EVALUATION OF THE STRENGTHS AND WEAKNESS, OPPORTUNITIES AND THREATS OF MFNP.	37
4.2.1 Strength.....	37
4.2.2 Weaknesses.....	38
4.2.3 Opportunities	39
4.2.4 Threats	40
4.3 LEVEL OF ACCOMPLISHMENT OF OTHER ACTIVITIES ASSIGNED TO STUDENT BY THE FIELD SUPERVISOR.....	41
CHAPTER FIVE: CONCLUSION AND RECOMMENDATIONS	43
5.0 INTRODUCTION	43
5.1 RECOMMENDATIONS.....	43
5.1.1 To the Organization (MFNP)	43
5.1.2 Recommendations to the university	44
5.2 CONCLUSION	45
REFERENCES.....	46
APPENDICES	47
APPENDIX I: A letter of introduction to the organization.	47
APPENDIX II: During my visit to the Top of Murchison Falls.	47
APPENDIX III: During the tour guiding sessions.....	48
APPENDIX IV: During the offloading of the dismantled wire snares.	48

APPENDIX V: During the school outreach programme at Ngwedo Seed S.S.	49
APPENDIX VI: During the cleaning of the life jackets.	49
APPENDIX VII: A group photo with our Academic Supervisor.....	50

LIST OF ACRONYMS

UWA- Uganda Wildlife Authority

MFNP- Murchison Falls National Park

CW-Chief Warden

M&R-Monitoring and Research

PSL- Paraa Safari Lodge

PA- Protected Area

VIC- Visitors' Information Center

WACC- Warden Accounts

WLE- Warden Law Enforcement

WT- Warden Tourism

DRC- Democratic Republic of Congo

MOU-Memorandum of Understanding

ABSTRACT

This report entails a two months industrial training carried out in Murchison Falls National Park particularly describing the life time of the training step by step as analyzed below;

Chapter One, describes information concerning introduction of internship, objectives of internships, historical background of Murchison Falls National Park, departments, accessibility, maps showing the geographical location and size of the park plus various tourism products and services. In addition to the above it also highlights the history, mission, vision, goals, objectives and the organizational structure of Uganda Wildlife Authority.

Chapter Two, this chapter basically covers the materials and methods used in the field to achieve the internship objectives.

Chapter Three, clearly illustrates a discussion on the results attained from my internship project, basing on the activities carried out during the internship

Chapter Four presents the skills learnt during the field attachment, how relevant to my professional and career growth. This chapter also evaluates the strength and weakness of Murchison Falls National Park. It also highlights other activities assigned by the field supervisor, level of accomplishment and how relevant the activities were to my professional growth.

Chapter Five covers the overall conclusions and recommendations covering chapter two, three, and four.

CHAPTER ONE: INTRODUCTION/ BACKGROUND

1.0 Introduction

The first chapter includes the background describing the internship program, the organizational background and the internship objectives.

1.1 Background Describing the Internship Program

Since the 1970s universities, in development countries started introducing academic departments to promote and enhance the teaching tourism at university level. This arose from a recognition that tourism was significantly taking up a position as the world's single largest industry. This scenario has not changed in any way: and instead the 21st century forecasts indicate that there is great potential for continued growth in the tourism sector than most other sectors. This is true even in the east African region where Uganda lies. Tourism as a professional academic discipline is not well established in most universities and institutes in developing countries. The situation is worsened by the few fully established tourism programs in African universities. The department of geography, Makerere University this need and started a bachelor of tourism program in 1997 as a stepping stone for the establishment of the department of tourism and hospitality management in future.

Tourism has a well-defined academic community and borrows some concepts and theories from other disciplines to help investigate and explain particular phenomenon and practices of tourism. In the revised tourism programme, we consider a substantial contribution from three disciplinary perspectives necessary for a bachelor of tourism that operates on the knowledge based platform as indicated below:

Environmental and geographical sciences

Economic sciences (marketing is the core discipline, but economics and management sciences are relevant)

Social sciences (sociology is the core discipline, but contributions from psychology, anthropology, history, law and political science are regarded relevant)

The main purpose of this attachment is to give students a chance to relate to what they learn in class to real field conditions. This is meant to develop their ingenuity and skills to become well trained and groomed professionals as required by the industry. Therefore students are advised to give training the due attention demanded. The students will be attached to an appropriate tourism and hospitality firm that will expose them to a range of skills and competencies required from the sector. In addition to the services offered to the industry, the

activities undertaken during the field attachment 1 should also aim at supporting students learning. Over the eight weeks period of field attachment 1, the student is expected to be supervised by the academic and field supervisor's the academic supervisor is expected to visit the student twice during the eight weeks but the student should be in more regular contact with the field supervisor.

An internship is a professional learning experience that offers a meaningful, practical work related to a student's field of study or career interest. An internship gives a student the opportunity for career exploration and development, and to learn new skills. Usually the internship training lasts for few months. The main purpose of this internship is to give students a chance to relate what they learn in class to real field conditions. This is meant to develop their ingenuity and skills to become well trained and groomed professionals as required by the industry.

It was a two months study to Murchison Falls National Park in Masindi district, in Western Uganda. We received of the internship placement letters from the university which were introducing us to the organization. I submitted my personal hand written application letter together with the attached letter from the university to the organization requesting for a place to do internship in one of the parks. Acceptance letters were given from Uganda Wildlife Authority by the help of the human resource manager after clearing for insurance fee with ICEA Lion Insurance Company and this showed that we could report to our allocated parks. . The internship has given me a chance of gaining experience in conservation as well as eco-tourism. I have developed various skills especially nature interpretation to become a well-trained guide and conservationist as it is needed by the globe we are living in now.

The training has virtually opened my eyes as far as interpreting most natural aspects is concerned for example integrating the theoretical things that I studied to real field

The work of conservation was not an easy task as it needs financial backup and hence development of protected areas to tourist destinations. It is for its broadness that several departments were designed to ease that hectic work. In my case, however, my training was specifically attached to the tourism department but at times I took part in the work in other departments like law enforcement.

1.2 Objectives of the internship

- To get acquainted with tourism and hospitality industry enterprise and organization
- To understand peculiarities of their operations and role of team carrying out their activities
- To develop ability to blend into a team, understand structure and operations of enterprise
- To develop the capacity of analyzing assessing and developing suggestions for business improvement

1.3 Expected results of the course

- At the end of the internship, the student should
 - Strengthen their theoretical knowledge about tourism and hospitality enterprises that offer lodging, catering, tour and travel or leisure organization services as well as to gain insight into the aspects of pricing/costing, financial calculations and documents, work intensity, client relation and their needs.
 - Acquire professional competences such as team adaption skills, communication and team work, and ability to serve clients
- Tourism and travel management course is a practical course that requires imparting of techniques and skills directly to students in the field where they hope to work. Thus is the reason the university organized the industrial training for bachelor students of tourism and travel management as the curriculum requires.

1.4 Introduction/Description of the Organization

1.4.1 Uganda Wildlife Authority

This is a semi-autonomous government agency that conserves and manages wildlife for the people of Uganda and the whole world. This agency was established in 1996 after the merging of Uganda national parks and the game department. UWA was mandated to ensure sustainable management of wildlife resources and supervise wildlife activities in Uganda both within and outside protected areas. With 10 national parks and 13 wildlife reserves, UWA's role in managing the country's tourism industry and attracting investors to the sector has been a significant. It also manages 5 community wildlife management areas and 4 wildlife sanctuaries.

1.4.2 UWA's Motto, Vision, Mission, Objectives and Core values

Motto

“Conserving for Generations”

Vision

"To be the leading, self- sustaining wildlife conservation agency that transforms Uganda into one of the best ecotourism destinations in Africa”

Mission

“To conserve, economically develop and sustainably manage the wildlife and protected areas of Uganda in partnership with neighboring communities and other stakeholders for the benefit of the people of Uganda and the global community.”

Goals and Objectives

- To conserve the protected area network in order to enhance their social, economic and environment values to mankind.
- To enhance community benefits from wildlife conservation and protected area management.
- To promote a sustainable development based on social conservation practices.
- To build relationships and good will among partners and stakeholders to enhance UWA's effort to adhere its mission.
- To integrate culture and indigenous knowledge into conservation of natural resources and protected area management.
- To get the opportunity to interact with stakeholders and potential employers thus understanding field situations.

Core values

Commitment to conservation; Responsible staff upholding conservation ethics and values in the sense of love for nature.

Teamwork; An organization whose staff take collective responsibility and own decisions taken in the best interest of the organization to achieve a common goal.

Customer care and quality service; An organization with hospitable staff offering a range of services in line with best practice to the satisfaction of customers.

Professionalism; An organization with competent staff, striving for excellence with selflessness, compassion and empathy accepting a commitment to serve with dedication and self-improvement within the profession.

Integrity; An organization with are accountable, honest, trustful and morally upright of one's action and adherence to moral and ethical principle.

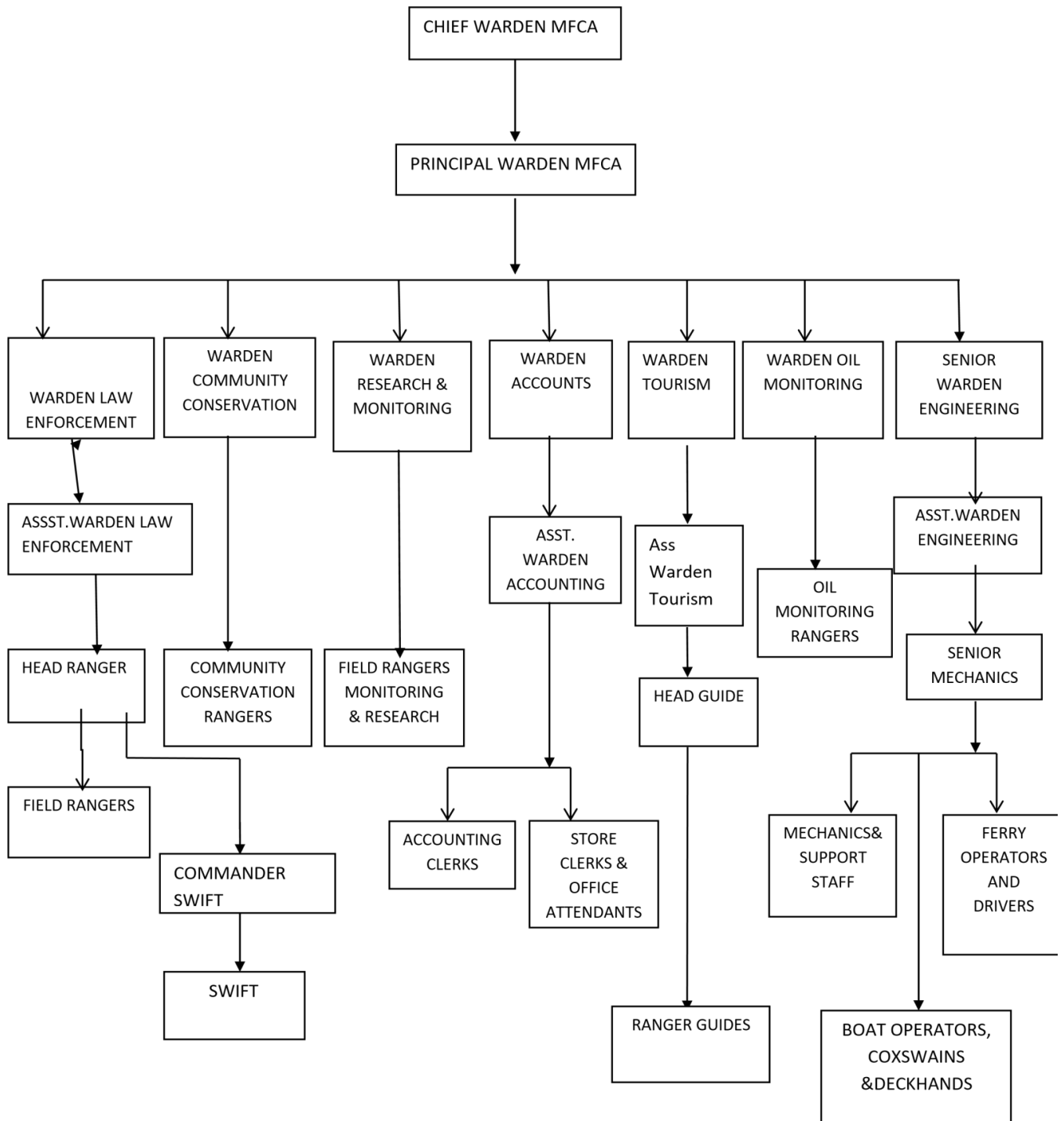
1.5 Background of MFNP

The 3,840km² Murchison Falls National Park is one of Uganda's oldest protected areas. Originally gazetted as the Bunyoro and Gulu Wildlife Reserve in 1926, it was upgraded to form one of Uganda's first national parks in 1952 and so, it is Uganda's largest and oldest conservation area, hosting 76 species of mammals and over 451 birds. The 5072km² expanse of Murchison Falls NP and the contiguous Karuma and Bugungu Wildlife Reserves are managed collectively as the Murchison Falls Conservation Area. At Murchison Falls, the Nile explodes through an 6m wide gorge and plunges 45m into the 'Devil's Cauldron.' The boat trip along the Nile to Murchison Falls is one of East Africa's top wildlife spectacles.

The park is bisected by the Victoria Nile which races west through the park for 80km, descending a series of rapids before exploding through a narrow (6m) gap in the remnant rift valley cliffs. This 45m plunge drains the last of the river's energy transforming the torrent into a broad, placid stream that flows quietly across the rift valley floor towards Lake Albert. The river below the Falls provides one of Uganda's finest wildlife spectacles. Regular visitors to the riverbank include elephants, giraffes and buffaloes while hippos, Nile crocodiles and aquatic birds are permanent residents. The 1951 film "The African Queen" starring Humphrey Bogart was filmed on Lake Albert and the Nile below Murchison Falls. Other notable visitors to the park include Winston Churchill, Theodore Roosevelt, Ernest Hemingway and several British royals.

The northern section of the park contains savanna and borassus palms, acacia trees and riverine woodland. The south is dominated by bush and forest. Murchison Falls National Park lies at the northern end of the Albertine Rift Valley where the sweeping Bunyoro escarpment merges into a vast, palm-dotted savannah.

1.6 MFCA Organizational Structure



1.7 Location of MFNP

The park straddles the Ugandan districts of Buliisa, Nwoya, Kiryandongo, Pakwach, Oyam, and Masindi. The driving distance from Masindi, the nearest large town, to the Kibanda area of the national park is about 72 km (45 mi). This area is about 283 km (176 mi), by road, north-west of Kampala, the capital and largest city of Uganda. The coordinates of the park near the Kibanda area are 02°11'15.0"N, 31°46'53.0"E (Latitude:2.187499; Longitude:31.781400).

1.8 Map of MFNP



1.9 Accessibility to the Park

Air

The park can be accessed using charter flights which can land at Pakuba air strip north of the Nile and 19Km from Paraa. The air strip can be reached using chartered air craft from

Entebbe International air or kajjansi. Other air strips in the park include Chobe to the east and Bugungu to the south of Paraa.

Road

Murchison falls National Park can be accessed or reached using the main entry gates i.e. the Northern entrance gates and southern entrance gates. With Northern entrance gates the park can be reached on the north side of the Nile via the Chobe, Wangkwar, Tangi gates and these are accessed from Kampala- Pakwach road which crosses the Nile at Karuma falls in the northeastern corner of the park 260Km from Kampala. In the southern the park can also be reached through Kichumbanyobo gate, Mubaku gate and Bugungu Therefore the park can be accessed through its 6 main gates i.e. 86Km which enters the 2 Park through Kichumbanyobo gate, 16Km from Masindi, Bugungu gate 13km, Tangi gate 28km, Wankwar gate 38km and Chobe gate 78Km-from the park headquarters.

1.10 Climate of MFNP

During the day, the temperature is around 25-32⁰C, making this one of the hottest regions in Uganda. Nights are cooler, dropping to around 18⁰C. Rainfall is low, though when it arrives it falls in torrential storms.

1.11 The Geology and the Landscape

Murchison falls national park sits on the shore of Lake Albert, in North West Uganda. It's known for Murchison falls, where the Victoria Nile River surges through a narrow gap over a massive drop. Park wildlife includes elephants and hippos, and there are chimpanzees in the Kaniyo -Pabidi mahogany forest. The Lake Albert Delta is home to rare shoebill storks. There are game fish in the cascades of Karuma falls. There is still active seismic and volcanic activity in vicinity of Rwenzori Mountains and in other part of East Africa. Further back in time, about 20 million years ago, before all of the earth movements, fossil evidence suggests the existence of an ancient large lake, perhaps covering most of East Africa. The myth and mystery of the great river Nile and its source is what brought the first visitor to Murchison falls. Certainly, man have been in this area for at least 150000 years as tools have been discovered at several sites in the Paraa and Chobe areas of the park.

1.12 Ecology of Murchison Falls National Park

Conservation at Murchison falls national park is based on the biological diversity within the park. The system is at the convergence zone of four biomass of which each has unique flora and funa. The Nile also forms the nerve around which animals in the park depend on for

watering, breeding and also roosting. Murchison falls national park is famously known for having the most powerful waterfall in the world, where the longest river in the world squeezes a 7-meter gap and then drops down 45meters. The climate of Murchison falls national park is a tropical climate area and becomes hot and the average temperature of the area is quite uniform yearly.

1.13 Socio-economic aspects

Several activities are carried out in Murchison Falls National Park and they include;

1.13.1 Fishing.

Fishing is among the prominent economic activities carried out in MFNP due to presence of the Lake Albert, Victoria Nile which are a home of various fish species like tilapia, lungfish, cat fish, mudfish, “Nang Nang” among more types of fish, though fishing is not allowed in the breeding zone of the Albert Nile. The fish caught is sold on a local market around the park and some taken to DRC.

1.13.2 Craftsmanship.

A number of people around the park are craftsmen who make souvenirs which are expensively sold to tourists. Many people buy them for memories about the tourism destination. This business has improved lives of very many people in areas like Pakwach, Buliisa among others as an alternative source of income.

1.13.3 Accommodation

A range of privately operated accommodation facilities in and around the park caters for up-market, medium range and budget visitors. UWA operates a campsite and a students’ centre dormitory style with 60 beds at North Paraa. Camping is also possible at the Top of the Falls. Other concessionaires include Chobe Safari Lodge, which is undoubtedly the gem in Uganda's crown of tourism destinations. Offers breathtaking panoramic views, coupled with the sounds of the River Nile's magnificent rapids, sets the scene for an adventure that will impress even the most discerning of visitors Paraa Safari Lodge; Gives you the unforgettable experience and memories of Uganda’s hospitality Pakuba Safari Lodge; Strategically located along the River Nile offering breathtaking views and spectacular scenery that enhances an excellent wild experience.

The owners of these facilities are earning large sums of money for the services provided to tourists. The facilities also employ many people from the community to offer different services thus improving standards of living.

1.13.4 Medical facilities.

There are health centers inside the park which provide medical services to the populations around for example Paraa Health center III. Sometimes outreach services are extended to the communities.

1.13.5 Trading.

Trading is a day-to-day activity since people buy needs every time, farming is not allowed in the park and it doesn't mean people will not eat people do trading in and outside the park, some small retail shops have also been sighted in the park which do sale goods to staff members and the community, serious trading is carried out in Pakwach, Masindi, Buliisa, among other towns.

1.13.6 Education.

Within and outside MFNP, there are various primary and secondary schools which have come up as a result of tourism in the park. Such schools include Paraa Primary School among others. Some were donations from NGOs, government and other tertiary institutions around Pakwach and Masindi were setup to meet the labor needs in the tourism sector.

1.14 Departments in Murchison Falls National Park

1.14.1 Tourism department

Tourism being among the major values of the park, there is the tourism department that is responsible for all tourism related issues and activities within the park.

The tourism department headed by the Senior Warden Tourism is concerned with all attractions, accommodation and other tourist aspects in the park

The Senior Tourism Warden is the overseer of department with help of the head guide and other departments in the park for proper service delivery to tourists.

1.14.2 Law enforcement department

The law enforcement department is headed by Warden Law Enforcement; it is majorly in line of protection of the park's property, people and all the fauna and flora

It does this through monitoring the park, making patrols both foot, marine and drones to make sure that the place is poaching free.

The department has four units which include;

- **Intelligence unit**, this section is headed by an intelligence officer; under him are intelligence staff. The unit provides necessary information/intelligence about illegal

activities in the park and shares it with operations commander who later responds to the intelligence through deployment of patrol rangers.

- **Operation unit**, this section is headed by an operation commander responsible for commanding and dispatching ranger forces to different sections of the PA for patrol.
- **Investigation unit**: this unit is headed by Assistant Warden Investigations. It handles formal complaints from law enforcement. For example, Investigate and interview the accused and also carryout investigation at crime of scene with some exhibits witness the incidence and follow-up files for the suspects until they are charge guilty or innocent in the courts of law.
- **Prosecution unit**, this unit is headed by Assistant Warden Prosecution and it performs a major role of prosecuting suspects in court.

1.14.3 Community Conservation department

This department is headed by Community Education Officer. This is another department that helps conservation take place and also leads co-existence

It is through this department that the community benefits from the park, 20% of revenue generated from park entrance is given and shared among the community around the park, this helps in conservation since the community also do benefit from the park

Through this department still, Memorandum of Understandings (MOUs) are made between the community and the park in different aspects

Community projects with help from the park are also funded that is to say; the bee keeping project where people were allowed to put their bee hives in a specific place within the park. Other projects include, rabbit rearing, goat keeping among others. The department is also responsible for human wildlife conflicts mitigation.

1.14.4 Research and Ecological Monitoring department.

It is headed by the Senior Warden Research and Ecological Monitoring. This department is responsible for the wellbeing of animals and plants in the park,

It's under this department that animals are treated

It's also the responsibility of the monitoring and research department to carryout animals' census

Research about various animal and plant species is also done under this department including the disease out breaks and how they can be solved,

Decisions on when and how to eliminate certain species among others is also taken by this department

1.14.5 Veterinary department

Headed by the Principal Warden Veterinary. This department is responsible for the wellbeing of animals in the park,

1.14.6 Administration department

This is headed by Chief Warden (CW) who is the overall head of the conservation area and its responsibilities are;

- To coordinate and supervise the implementation of protected areas management programs within a conservation area in accordance with the approved management plans, policies and laws.
- Supervise, monitor and coordinate field staff during implementation of activities in and around the protected area (PA) in line with the annual operation plan (AOP), General Management Plan (GMP) and Human Resource Manual (HRM).
- Appraise staff within the conservation area.
- Prepares and submits annual operation plans (AOPs) as well as situational, monthly, quarterly and annual reports to the office of the Director conservation.

1.14.7 Accounts department

This is headed by Senior Warden Accounts. This department is responsible for the following;

- Coordinates and supervises revenue collections.
- Preparation of bank reconciliation statement.
- Manages expenditures for the operation funds in the protected areas
- Prepares staff payrolls
- Manages tax obligations and remits to the relevant tax authorities
- It also ensures all assets of the organization are put to proper use

1.14.7 Engineering department

This is headed by Warden Engineering. This is concerned with handling all engineering duties. It is responsible for the following;

- Conducts planning construction and maintenance of all infrastructures.
- Maintenance of machines, vehicles, sewage systems.
- In charge of transport in all departments of the park.

1.15 Tourist activities done at Murchison Falls National Park

Game drives

This is done under game tracks to the different species of flora and fauna. The park's prime game viewing area lies on the Buligi Peninsula, a triangle of grassland bounded by the Victoria Nile entering Lake Albert, and the Albert Nile flowing out of it. Expect to see elephant, buffalo, antelopes and giraffe and keep your fingers crossed for lion and leopard. The game track network converges at Delta Point where the Nile flows north out of Lake Albert; this is a convenient place to stop for refreshments and view water birds offshore and distant hippos.

While much of the southern part of MFNP is covered by bush and forest, a delightful tract of savanna rolls down to the river from the Rabongo road in the very center of the park. Vehicle tracks have recently been opened in this area, which thanks to substantial herds of Uganda kob, is becoming known as a prime location for lions.

Other animals which can be sighted include; warthogs, baboons, waterbucks, oribis, Jackson's hartebeasts among others.

▪ Launch cruise

This is done on Victoria Nile for the fascinating species that inhabit the park. The launch voyage upriver from Paraa to see the Murchison Falls exploding through the cliffs at the head of Fajao Gorge is the park's oldest and most popular excursion. The 3 hour return trip passes a wealth of riverside wildlife on the way, including resident hippos and crocodiles and visiting elephants, buffaloes, hippos, Nile Crocodiles, among others. Excursions are run by UWA and private operators.

In addition to that, Delta boat cruises boats also run downriver from Paraa to explore the Nile Delta where a maze of channels threads between wetland islands that choke the river's exit into Lake Albert. These are rich in waterbirds, most notably the shoebill. This iconic rarity is best sighted in the delta during the December-February and June-September dry seasons.

▪ Nature walks

Tourists get to explore the wild on foot while in Murchison Falls Conservation area. There is a trail at Paraa winds throughout low hills, gullies and forest around the river. Nature walks happen at top of the falls, Kaniyo Pabidi and Rabongo Forest. Rabongo Forest Ecotourism Centre is located in an island of tropical river forest in the south-east of the conservation area.

Savannah grasslands surround the forest. With a tour guide, one can explore primates like the Red tailed monkeys, Black & white colored monkeys, Chimpanzees, birds, trees and medicinal plants. Kaniyo Pabidi is a serene area of natural forest within Budongo Forest Reserve, where you can walk beneath mature Mahogany and ironwood trees. Chimpanzee tracking is the most famous activity. You certainly see many forest birds, including the Chocolate backed Kingfisher, the White-thighed Hornbill, and Puvell's Illadopsis found nowhere else in East Africa. Kaniyo Pabidi is on the Masindi – Paraa road, 8 kms from Kichumbanyobo gate.

- **Birding**

MFNP is a home of over 451 bird species. Birding activities overlap with the wildlife viewing locations described above. Highlights include easy sightings of resident and water birds on the cruise to the Falls, thrilling shoebill sightings in the Nile delta and careful searches for rare and restricted range forest species in Kaniyo Pabidi Forest.

Bird species commonly seen include; Pia piac, White faced whistling duck, Spotted Mourning Thrush, Vitelline Masked Weaver, Silver Bird, Bluff-bellied Warbler, Blue-napped Mousebird, Chestnut-crowned Sparrow-weaver, Black-headed Gonolek, Green-winged Ptyilia, and Black-headed Batis, White-rumped Seed-eater

Common Nocturnal Species include: Verreaux's owls, Nightjars such as long tailed and Pennat-winged nightjar which usually is watched between the months of March – September. Also available is the amazing standard-winged nightjar watched from November to February. Other bird species include: African Skimmer, White African fish eagle, long-toed plover, Gray Crowned crane, Goliath Heron and more

- **Chimpanzee tracking**

Chimpanzee tracking is quite an exciting and unforgettable experience done in Budongo forest a home of mahogany tree species, birds and primates. Chimpanzee tracking starts in the morning with a guide who leads you to the tracking trails in search for them, an activity which can last 30 to 6 hours depending from where last seen the previous day. Once are

located an hour is given to the trackers to observe their way of life in the jungle watch them playing, grooming their younger ones, swinging on the tree branches, feeding among others.

- **Sport fishing**

Murchison falls is among the leading parks where sport fishing in Uganda is conducted. Sport fishing in Murchison falls is done mainly as a sport and is among the main activities along the Nile. It involves catching fish by casting lures; this method is used for catching larger fish species like the Nile perch and some cat fish. There other method used for catching fish is the use of live bait like worms, termites to catch smaller fish species like the Tiger fish, also you can catch them using the spinning method.

Fishing is mainly done along the Victoria Nile which involves catching fish along rocky surfaces, the bottom of the falls mainly the Devil's Cauldron, and at the banks of the Nile by the anglers. Fishing along the Nile is an exciting experience though you are advised to take caution of the Hippos and Nile crocodiles especially while fishing at the River banks.

- **Cultural encounters.**

Murchison Falls National Park offers several opportunities for cultural encounters, allowing visitors to experience the traditions and lifestyles of the local communities. These encounters can include visits to villages, cultural performances, and opportunities to purchase local crafts. Below are some of the cultural experiences in and around Murchison Falls:

- Community visits. Visitors can explore nearby villages like Mubako and interact with the locals, learning about their daily lives, traditions, and customs. The Boomu Women's Group is a notable example, offering insights into their crafts, food preparation, and community tours.
- Cultural performances. Local troupes often perform traditional dances and music, showcasing the rich cultural heritage of the Alur and Acholi communities. These performances may be accompanied by traditional instruments like the "Adungu".
- Crafts and Souvenirs. Visitors can purchase handmade crafts from local artisans at markets and craft shops. These crafts may include beaded jewelry, woven baskets, and wooden carvings.

1.16 Tourist attractions in MFNP

Murchison Falls National Park is the largest National Park in Uganda. Additionally, it is one of the most popular and visited national park in Uganda. Murchison Falls National Park has a variety of plant, animal and bird species. It has 76 mammal species, 451 bird species, 51 reptile species and 13 primate species.

Murchison Falls National Park is a true nature's endowment both in its northern and southern sectors. The park also comprises of five wildlife reserves being Karuma, Bugungu, Ajai, East Madi and Kabwoya which add on its rich biodiversity. In its 3893sqkm, there are a variety of tourist attractions ranging from the geological factors to wildlife and anthropogenic features all attracting different kinds of people. Below are the major tourist attractions in Murchison Falls National Park;

✓ **Murchison Water Falls**

Among the main attractions in Murchison Falls National Park is the Murchison Falls. It is also called *Kabalega Falls* basing on the history it carries from the famous king of Bunyoro kingdom called Kabalega. In 1860s, the first European to see the falls was Sir Samuel Baker and his wife Florence Baker, and he named it after a geologist called Roderick Murchison from England the president of the Royal Geographical Society. And later the whole national park was named after the falls in 1954 when it was officially established.

The water runs so fast from the River Nile and reaching this point, it tries to squeeze through the small gorge of just 7 meters with hard rocks bordering the sides of the gorge. The pressure, at which the water penetrates through the gorge, creates a rumbling sound and trembles the ground due to the force it uses. It's indeed magical to be at the falls, for the water forms a misty situation when it hits the rocks hard.

✓ **The Rothschild's Endangered Giraffes**

Rothschild's giraffes are wild animals that have been seen in other places in Africa and are interestingly also found in Murchison Falls National Park. The giraffes are among the main attractions and are peaceful wild animals with all looks and behaviours so royal. This is an amazing experience and also during the game drive, they all parade in the trees with their necks stretched like models on the walkway.

✓ **Kaniyo Pabidi forest**

Kaniyo pabidi forest is a Jane Goodall research station for the primates, it is also another area of comedy with a number of primate species but the most famous is the habituated chimpanzees. Kaniyo Pabidi forest is 8 km from Kichumbanyobo gate; the forest is well linked with another group of attractions which is the chimpanzee tracking trails. During the low season you can do a full day chimpanzee habituated; it start at exactly 6am in the morning in order to catch up with the chimps as they get down from their nests in the trees, then you spend the whole day learning the chimpanzee behaviours.

✓ **Nyamsika cliffs.**

The Nyamsika cliffs are a notable area within Murchison Falls National Park in Uganda, known for their scenic views and as a breeding ground for various wildlife. They are situated along the Victoria Nile and are also a popular spot for fishing.

The cliffs offer stunning views of the Victoria Nile, with the river widening significantly in this area.

The area was historically inhabited by the Fajao people, who used the cliffs for rituals and punishment.

The cliffs serve as a habitat for red-throated bee-eaters, monitor lizards, Nile crocodiles, and hippos. The wider part of the Nile at Nyamsika creates fishing pools, attracting anglers and making it a prime fishing location.

✓ **Budongo forest**

Budongo forest is one of its kind, a place where tourism is highly practiced. Recorded from Budongo are more than 360 bird species, some 290 butterflies, 130 moths, 465 trees, and 24 mammals, of which 9 are primates.

Chimpanzee tracking has become an activity popular with eco-tourists, necessitating behavioral guidelines for visitors in order to avoid undue disturbance of both animals and the forest. Trails have been cut crossing the forest, initially to ease access for research workers and since then used by visitors.

The forest is a natural habitat to over 600 chimpanzees, of which a small community has been habituated for eco-tourism purposes. This family consists of over 80 individuals permitting visitors an outstanding opportunity to view these incredible apes in their natural location.

Other primate species include the black and white colobus monkeys, blue monkeys, olive baboons, and grey-cheeked mangabeys.

CHAPTER TWO: MATERIALS AND METHODS

This chapter gives the details of the methods; materials used in the field, to achieve the internship objectives.

2.1 Methods

A method is a particular procedure for accomplishing something. It can also be defined as a process of attaining set of objectives.

2.1.1 Observation method

This is a method of data collection that involves watching people, events, noting physical characteristics in their natural setting. It involves the use of sensory organs like the eyes, nose and ears. The method is so effective that enables one to master whatever he or she notices.

I used this method effectively; to critically observe many physical features at Murchison Falls national park for example I observed various bird species such as the Pia piac, White-faced whistling duck, Northern red bishop, Spur winged lapwing among others, tree species like the sausage tree, acacia gerradii, and many others.

2.1.2 Photographing

This refers to a method of data collection that involves the use of technological equipment such as a phone camera, or digital camera to capture pictures of different items or features.

I used this method, to take pictures during my stay at Murchison Falls National Park.

By use of this method, I was also able to take pictures of various animal and plant species in the park.

This method was effective, that it helped me to collect a lot of information at the same time, though it also had some shortcomings like low battery of my phone called Samsung Galaxy A05s.

2.1.3 Recording

This is a method of data collection, that involves noting down or writing down, whatever one, one considers to be important. This method involves the use of tools like pens, books, note books, pencils and among others.

I used this method using tools like pens, notebooks, pencils, papers, phone memory among others to keep information concerning flora and fauna and especially while birding as I noted bird characteristics, sketched the shape and made different lists every time I bird watched.

I used also this method to note vital information, from our field supervisors, like Mr. Taban Bruhan, Mr. Owesigye Jonah, For example, I was able to note down various products and services at Murchison Falls national park, for example game drives, launch cruises, bush camping, chimpanzee tracking and many others.

2.1.4 Focused discussions

It is concerned with being in a group of people and you through a topic for brain storming with an intention of collecting or hearing their different opinions.

I used this method several times to collect information from students about the importance of the park to them as well as in the communities. In addition, I attained information on the roles of wetlands to the communities around.

2.1.5 Interview method

This is the face-to-face interaction where verbal and oral questions are asked directly and respondent give verbal answers. This helped us get skills on how to answer the questions if the tourists ask. For example, Mr. Bernard would answer most of the questions that I would raise.

Through this method, I was also able to ask about the gates in Murchison Falls national park which include; Kichumbanyobo, Tangi, Wankwar, Bugungu, Mubako, Chobe gates.

2.1.6 Simple random sampling method.

In this method, some community members who were not part of the guiding team were asked some questions. Like Mr. Peter who told me about the different birds in Murchison Falls National Park as he was once a guide.

2.1.7 Analysis of secondary data method

This refers to the method of data collection that involves the use of already established information. It involves the use of magazines, guide book, informational charts among others. I was able to use this method by reading the Uganda wildlife magazine about Murchison Falls National Park to get more information. I also used informational charts, at my area of attachment that provided me more information. for example Murchison Falls National Park has over 451 recorded bird species.

2.1.8 Experimental method.

This is the kind of data collection that may be used to assess theoretical knowledge, with the use of this method I directly involved into the activities such as game drive, boat cruise on the

Victoria Nile. These activities therefore helped me to collect more information and how to handle tourists who wants to do such activities on the trip.

2.1.9 Survey method:

Where we toured around the park while identifying different plant, bird and animal species for example warthogs, oribis, black and white colobus monkeys, red throated bee eater, bush pig, among others.

2.1.10 Nature walks

This involves guided walks on short or long nature trails. I took several of them at Paraa in search of bird species to the bird hide point.

2.2 Materials used in the field

The following are the tools and materials I used in the field to collect data, so that I achieve the objects.

2.2.1 Digital camera

A digital camera is an electronic hardware device that takes or captures photographs and stores the images on its memory. The images are then transferred to the computer for editing or sharing to other devices. I used a digital camera to take different photos while in the field. Such photos would guide me in writing my internship report.

2.2.2 Smart phone

This refers to a multipurpose electronic device that combines mobile telephone and computing functions into one unit. I used my smart phone Samsung Galaxy A50s, to take pictures, record videos while in the field.

I also used my smart phone, to record audios from different tour guides. The audio recordings would be used for reference and remembrance. It helped me remember the information that was given through commentary by the guides hence acquiring the tour guiding skills.

2.2.3 Pen and Note book

I used my pen and book, to write down the different attractions of MFNP such as Murchison Falls, Budongo forest, Nyamsika cliffs among others.

Additionally, we used the pens and books to write down the proceedings during the internship, for example names of different bird species. This helped me keep the records of the internship in a hard and hand-written copy for future reference and use.

2.2.4 Binoculars

These are optical instruments, usually handled that help to provide a magnified stereoscopic view of distant objects. The binoculars helped me in sightseeing, for the features that were far away, also helped me in the activity of bird-watching while identifying different bird species at a distance. For example, I was able to identify different bird species on the Victoria Nile for example the African fish eagle, saddle billed stock, little egret, among others.

2.2.5 Land cruisers

This material was used as transport means for transporting us from Paraa student`s centre to the field and coming back. We used different landcruiser vehicles of different departments in the field.

2.2.6 Bird guide book

The Bird guide book is a book that contains various East Africa bird species; we used this guide book during the birding sessions. It helped us while tracking for certain bird species in the field.

2.2.7 UWA leaflets

These Leaflets I found them at the national park`s library. They benefited me a lot since they contain a lot of information like the attractions and history of Murchison Fall national park.

CHAPTER THREE: PRESENTATION OF RESULTS AND DISCUSSION OF INTERNSHIP ISSUES

3.0 Introduction

This chapter entails detailed information about the materials and methods that I used while at workplace, results and discussions, areas of improvement and proposed solutions to the problems faced by the organization.

3.1 Results and Discussion of findings

As the first objective which states” **to get acquainted with tourism and hospitality industry enterprises and organizations**”

In line of the above mentioned objective, I really got acquainted with both tourism and hospitality industry enterprise and organizations when I was fully given an opportunity to engage in the tourism department when I was involved in a game drive where I guided tourists, launch cruise activity done on the Victoria Nile to the bottom of Murchison Falls with tourists, in birding and nature walk sessions, in the hospitality department I was also given ample time to involve in hospitality industry when I visited Paraa Safari Lodge as well as the visitors information center which is the center of the park responsible for receiving clients and clearance of clients

The second objective being” to understand peculiarities of their operations and the role of team and carrying out their activities”

MFNP is a well-established organization with professionally trained personnel straight from the warden in charge down to labourers, which in MFNP I was fully exposed on the operations of the place and how work is done in team work, the partnership of the tourism police, Uganda People`s Defence Forces (UPDF) and the law enforcement department says it all not forgetting the Clerk and the boat operators together with the guides who work hand in hand to satisfy clients.

Third objective says” *to develop ability to blend into a team, understand structure and operations of enterprise*” I was able to incorporate with the staff at UWA as evidenced by cleaning the lower cottages as a team, cleaning the boats and helping in tour guiding. This was of great importance as working in a team makes work easy. More so, I was able to understand the structure and operation of Murchison Falls National Park through orientations, self-reading at VIC, interviews with the tour guides etc. for example the Head Guide Mr.

Taban Bruhan was able to orient us more about tourism in MFNP. This enabled me blend into the organization as quickly as possible.

The fourth objective which says *”to develop the capacity of analyzing, assessing and developing suggestions for business improvement* I was able to understand that MFNP gives back to the community in a way that when the revenue is collected twenty percent of the revenue collected is given back to the community and this majorly done to support small business in the community to ensure that the people around the park get to benefit directly from the park and this is done by opening projects that also support conservation for example when this money is given back to the community they get to use it for opening up projects like bee keeping ,planting trees hence improving on the standards of living of the community ,members and also benefiting the environment I was also able to suggest some ways on how to improve business in MFNP through improved marketing, customer service, among others. This was developed through looking at the areas of weakness and providing the possible solutions.by doing this, MFNP will attract many tourism and thus generating a lot of revenue

3.2 Results and Discussion of Internship (Tours and Travel/Hospitality) Issues

Poor transport and communication facilities:

Movement to the other part of the world from Paraa was very hard as there are no public means of transport and it is over 25km from Paraa to Pakwach. It was always a tag of war to connect to other destinations unless given a ride and not forgetting the poor and unreliable telephone networks where at times our lines would go off while replaced by those in Congo.

Poaching

This refers to the illegal hunting and killing of wildlife and many animals have been lost in the hands of poachers. This has led to the extinction of some unique species like Rhinos and also attributed to the rampant decline in numbers for others for example the elephants and lion populations.

Diseases

This is a remarkable challenge to the park as it has severely contributed to the decline of wildlife in the park. Examples include Anthrax, Bovine TB, small pox, and foot and mouth disease, giraffe skin disease among others. The recent scenario was the death of thousands of hippos in 2007 which exponentially reduced their population.

Invasive species

These are alien plant species which take over the lives of indigenous plants where they exist and are not even palatable to animals. They spread quickly leading to extinction of other useful species and hence making the ecosystem less suitable for the wildlife. This is a great challenge as it leads to the migration of animals as well as extinction of non-tolerant species for example giraffes in MFNP.

Road kills/ accidents

Most drivers are ruthless and do not follow the speed limit cautions assigned to them while in national parks. This has immensely led to the loss of animals as they are innocently knocked and killed by the over speeding drivers both on the highway and the feeder roads inside the park. For example the recent incident where an elephant was knocked dead by an over speeding trailer.

Pollution

There is still a big challenge to control pollution levels in the country as most of the people are ignorant about the detrimental effects caused by wastes. A common practice is car dumping where passengers throw their wastes through the window to the park premises not minding especially school buses throwing mainly empty plastic soda bottles. In addition, the communities in the park drop several wastes in the water bodies around the park for example plastics, polythene bags and not forgetting washing and bathing from the lakes which increases the BOD of those lakes hence death of aquatic residents like fish.

Additionally, there is also air and noise pollution by Total Energies which is extracting petroleum in the park which disturbs the biodiversity in the park.

Inadequate government support

A lot of revenue is generated from Murchison Falls National Park, however, a little is ploughed back and this results into over exploitation of the park resources for example the poor infrastructures like roads and staff quarters, limited vehicles to run park activities as well as boats which are in a poor state.

Inadequate recreational facilities

There are a few facilities in the park to cater for all categories of tourists. This sometimes forces clients to sleep far north in Pakwach town and yet are supposed to carry out their activities inside at early hours of the day which is inconveniencing for example during the peak season all accommodation facilities can be fully booked and others run around with nowhere to rest from. Also restaurants are expensive for the local tourists and yet there is need to promote domestic tourism for Uganda to be the best tourist destination.

Encroachment

Most communities in and adjacent to the park are either fishermen or grazers. These illegally extend their boundaries into park premises especially the herdsmen in the northern sector who graze their cattle in the national park reducing pastures for wild animals as well as disease transmission. Similarly, the fishermen encroach on Victoria Nile and part of Albert Nile which were reserved as a breeding area for fish for the survival of all their dependants (birds, crocodiles and others) whereby they lay nets in that reserve at night hence starving other creatures.

3.3 Proposed Solutions to the Tourism Issues at the Internship Place.

I propose that the roads in the park need to be worked on as most of them which are used in the game drives are poor most especially during the rainy season to enable easy accessibility by the tourists.

I propose that poaching of wildlife animals for either meat, ivory or the skins need to be monitored and the criminals arrested as this can reduce on the number of animals in the park hence low number of visitors visiting the park.

I propose that there is a need to train employees more languages to interpret different tourist since we witnessed that problem to explain to different tourists who are coming from different countries like France, Spain and India because people from those countries would speak languages that were so difficult to interpret in different department.

I propose that there were some areas for improvement on accommodation especially at Paraa students centre because the rooms which are there are not enough to accommodate different guests.

I propose that there is need for some improvement in Pumba's view and Hippo Dream restaurants in stocking some items in case the visitors could need items like sodas, some Continental food which was missing at times. This can be improved by carrying out thorough research on some offers required by the guests.

I propose that there is some need to improve in the area of time management at the workplace. This could affect operations that were to take place at their appropriate time.

I propose that there is need for improvement in recruiting employees in different departments for example at Paraa Jetty because at times there were some delays of some activities like cleaning the boats and cleaning the students Centre so that they can run activities more efficiently.

I propose that there is need for employees within the park in their respective departments should be presented with tags for easy identification.

Below are the departments I participated in while at Murchison Falls National Park;

Tourism department

Tourism being among the major values of the park, there is the tourism department that is responsible for all tourism related issues and activities within the park.

The tourism department headed by the Senior Warden Tourism is concerned with all attractions, accommodation and other tourist aspects in the park

The Senior Tourism Warden Mr. Chemonges Hamuza, is the overseer of department with help of the head guide Mr. Taban Bruhan and other departments in the park for proper service delivery to tourists.

Activities

I participated in game drives in the savanna plains located in the northern side of the park.

I participated in hiking to Murchison Falls the world's most powerful waterfalls.

I also participated in boat cruise to the bottom of the falls.

I also engaged in birding and nature walks.

I also participated in cleaning the boat and the life jackets.

Skills learnt

I learnt tour guiding skills

I also learnt customer service skills I acquired communication skills.

I acquired marketing and promotion skills.

I learnt animal behaviors off different species like lions, leopards, Giraffes, buffalos and many others.

I gained knowledge of various cultures, traditions and customs.

I acquired a skill of problem solving, handling unexpected situations and making quick decisions.



Law enforcement department

The law enforcement department is headed by Warden Law Enforcement and he is called Mr. Kulu Haruna Kirya; it is majorly in line of protection of the park's property, people and all the fauna and flora

It does this through monitoring the park, making patrols both foot, marine and drones to make sure that the place is poaching free.

The department has four units which include;

- **Intelligence unit**, this section is headed by an intelligence officer; under him are intelligence staff. The unit provides necessary information/intelligence about illegal activities in the park and shares it with operations commander who later responds to the intelligence through deployment of patrol rangers.
- **Operation unit**, this section is headed by an operation commander responsible for commanding and dispatching ranger forces to different sections of the PA for patrol.
- **Investigation unit**: this unit is headed by Assistant Warden Investigations. It handles formal complaints from law enforcement. For example, Investigate and interview the accused and also carryout investigation at crime of scene with some exhibits witness the incidence and follow-up files for the suspects until they are charge guilty or innocent in the courts of law.
- **Prosecution unit**, this unit is headed by Assistant Warden Prosecution and it performs a major role of prosecuting suspects in court.

Activities carried out

I participated in patrolling the national park together with the law enforcement team using the mop up patrol.

I also participated in tracking and monitoring illegal activities such as poaching, illegal fishing, charcoal burning among others in the park

I also engaged in the collection of wire snares used by the poachers in the national park.

Skills learnt

I learnt some self-defense skills

I learnt wildlife crimes and their penalties.

I gained legal knowledge by understanding law, regulations and legal procedures.

First aid and emergence response skills, providing basic medical assistance and responding to emergencies effectively.

I gained knowledge of field equipment's like binoculars and GPS.

I learnt risks and methods used by poachers and how to overcome them

I also learnt how to track poachers in the park.

I learnt how to dismantle wire snares used by poachers.



Community Conservation department

This department is headed by Community Education Officer and he is called Mr. Wilson Kagoro. This is another department that helps conservation take place and also leads co-existence

It is through this department that the community benefits from the park, 20% of revenue generated from park entrance is given and shared among the community around the park, this helps in conservation since the community also do benefit from the park

Through this department still, Memorandum of Understandings (MOUs) are made between the community and the park in different aspects

Community projects with help from the park are also funded that is to say; the bee keeping project where people were allowed to put their bee hives in a specific place within the park. Other projects include, rabbit rearing, goat keeping among others. The department is also responsible for human wildlife conflicts mitigation.

Activities carried out.

I participated in the inspection of the electric fence near River Waiga in Bugugngu wildlife reserve.

I also engaged in sensitization of the students at Ngwedo Seed Secondary School about the importance of environmental conservation.

I also participated in the touring of the community projects that is to say the rabbit rearing project at Mubako.

I also engaged in community sensitization at Ngwedo Trading Centre about the importance of environmental conservation.

I also participated in tree planting at Ngwedo Seed Secondary School.

Skills learnt

I learnt the operation of the electric fence.

I also gained some skills in rabbit rearing.

I learnt waste management practices such as litter collection and disposal.



Ecological Monitoring and Research department.

It is headed by the Senior Warden Research and Ecological Monitoring and he is called Mr. Kato Raymond. This department is responsible for the wellbeing of animals and plants in the park,

It's under this department that animals are treated.

It's also the responsibility of the monitoring and research department to carryout animals` census.

Research about various animal and plant species is also done under this department including the disease out breaks and how they can be solved,

Decisions on when and how to eliminate certain species among others is also taken by this department

Activities carried out.

I participated in the collection of weather data.

I also engaged in collecting dung samples of elephants by Wildlife Conservation Society to determine whether they are stressed by the oil activities.

Skills learnt.

I learnt different habitat management practices such as habitat restoration.

I learnt data collection skills such as collecting weather data.



Veterinary department

Headed by the Principal Warden Veterinary and she is called Doctor Driciru Margret. This department is responsible for the wellbeing of animals in the park,

Activities carried out.

I participated in monitoring and surveillance of wildlife.

I participated in treatment of different animals like buffaloes and giraffes.

I participated in rescuing of animals against wire snare attacks.

Skills learnt.

I learnt how to treat different animals like buffaloes, giraffes among others.

I learnt how to rescue animals from wire snare attacks.



Administration department

This is headed by Chief Warden (CW) who is the overall head of the conservation area and its responsibilities are;

- To coordinate and supervise the implementation of protected areas management programs within a conservation area in accordance with the approved management plans, policies and laws.
- Supervise, monitor and coordinate field staff during implementation of activities in and around the protected area (PA) in line with the annual operation plan (AOP), General Management Plan (GMP) and Human Resource Manual (HRM).
- Appraise staff within the conservation area.
- Prepares and submits annual operation plans AOPs) as well as situational, monthly, quarterly and annual reports to the office of the Director conservation.

Skills learnt.

I learnt about organization skills.

I also learnt about record keeping skills.

I also learnt about the hierarchy of administration in MFCA.

Accounts department

This is headed by Senior Warden Accounts and he is called Mr. This department is responsible for the following;

- Coordinates and supervises revenue collections.
- Preparation of bank reconciliation statement.
- Manages expenditures for the operation funds in the protected areas
- Prepares staff payrolls
- Manages tax obligations and remits to the relevant tax authorities
- It also ensures all assets of the organization are put to proper use

Skills learnt.

I learnt accounting skills.

I gained knowledge about the revenue generating projects in the park.

Engineering department

This is headed by Warden Engineering. This is concerned with handling all engineering duties. It is responsible for the following;

- Conducts planning construction and maintenance of all infrastructures.
- Maintenance of machines, vehicles, sewage systems.
- In charge of transport in all departments of the park.

Skills learnt.

I learnt about applying a jerk on a vehicle.

I learnt about different tools used in repairing of vehicles.



CHAPTER FOUR: ATTACHMENT EXPERIENCES BY THE STUDENT.

4.0 INTRODUCTION

This chapter basically gives details about the skills learnt in the field attachment and how relevant was the experience to my professional growth. It also covers the strength, weakness, opportunities and threats of the organization.

A skill refers to the expertise or talent needed in order to do a particular job or task.

A professional refers to an activity that a person engages in having the right expertise and knowledge required, so as to earn a living

Career refers to a particular occupation or a job that a person does for a long time or the rest of his life

4.1 SKILLS LEARNT AND HOW RELEVANT THEY WERE TO MY PROFESSIONAL AND CAREER GROWTH.

4.1.1 Guiding and nature interpretation

Having a dream of being the best guide ever, during my internship training at MFNP I learnt guiding and nature interpretation as it's a major factor for proper client satisfaction, the guide must have enough knowledge and information about mammal, plants, geological processes, birds, vegetation among others. After having a first-class hand on in MFNP both on the Victoria Nile during the launch cruise and in the game drives I believe that I now have the skills and can fulfill my dream profession and carrier.

4.1.2 Adaptability skills

This refers to skills that enable a person to get used to a particular external or unusual environment or situation, for a specified period of time. MFNP was unusual to me, but I managed to get used to the place plus the environmental conditions.

4.1.3 Team Work

Tourism being not a one-man business, it calls for many departments to fully satisfy a client it's at this point that team work is really vital and important while caring out my internship training in MFNP it was a best definition of team work as all departments and sectors straight from the tourism department, community conservation, law enforcement among others do work together for a fabulous client satisfaction. Standing in for others and taking group

responsibility was among the skill that I learnt and hopefully they have mended me into an outstanding person in this competitive world.

4.1.4 Time management skills

Time management refers to skills that involve organizing and planning how to divide time different activities effectively. I was able to manage my time effectively, for example I used to wake up us early in the morning at exactly 06:00am such that I can organize for activities of that day.

4.1.5 Record Keeping

In this modern world, any person who lacks the record keeping skills is not close to success, MFNP being a very big establishment, record keeping is key almost in all departments i.e. in the finance department which deals with money every single penny should be recorded for accountability, in M&R were statistics should be followed for proper planning among others MFNP gave me an outstanding skill that will not only help me as a professional guide but also as a successful person in the world.

4.1.6 Client/Visitor handling and customer care

Clients being the kings and queens as far as tourism is concerned, client handling becomes so vital in the no matter they are in wrong, we must still treat them well. While I MFNP I learnt about client handling and customer care in various departments that is to say, at the VIC when making reservations on phone calls as well as receiving guests, thanks to the team of MFNP that acquainted me with the knowledge of handling all kinds of customers.

4.1.7 Problem solving skills

This refers to the ability to provide solutions to any problems or challenges one is facing, or a particular group of people. During our nature walk, we faced a challenge of an elephant which nearly attacked us and so our head guide Mr. Taban Bruhan had to shoot in the air and the problem was solved amicably.

4.1.8 Leadership skills.

Leadership skills refer to skills that involve the ability to lead and influence others, in different situations. It involves the ability to think and provide quick decision making to various challenges and problems. I was chosen to be representing all the students from Busitema University a task I did to its best.

4.1.9 Listening skills

Listening skills refers, refers to the ability to use ones senses and understand the information that is being communicated effectively. Good listeners always try to understand what is being communicated. I was able to listen to all my field supervisors whenever they were giving me crucial information.

4.1.10 Planning skills

This refers to skills that enable a person to organize, prepare and arrange for particular activities using the available resources effectively. I had pre planning before going to the national park, through preparatory reading about the park. In addition to that, I also arranged the items which were needed in the activities such as binoculars, gum boots, laptops, towel, log book, among others.

Conclusively, the planning skills enabled me to achieve the recess term objectives.

4.2 EVALUATION OF THE STRENGTHS AND WEAKNESS, OPPORTUNITIES AND THREATS OF MFNP.

4.2.1 Strength

✓ Size of the national park

The 3893km² MFNP is endowed with a lot of fauna and flora; the national park can be accessed through various routes such as Kampala-Pakwach road, Kampala-Masindi Road among others due to its huge size. This has facilitated a lot of tourism activities through the all year round which is a potential strength to the national park.

✓ Better accommodation facilities

The national park has accommodation facilities ranging from eco lodges, camping sites, students` centers, exclusive cottages. Some of these like the eco-lodges are constructed using the natural materials like wood for purposes of conservation. Some also have African architecture in the way they were built. These include; Paraa Safari Lodge, Chobe Safari Lodge, Entikko Safari Lodge, Pakuba Safari Lodge, among others. This gives tourist amazing experience and comfort hence satisfying them.

✓ Skilled labor force

The national park has experienced guides such as Mr. Taban Bruhan, who is the head guide, Mr. Yusuf. Such people are knowledgeable enough about the flora and fauna of the national park. Through them, we were able to learn various things about the national park including its history.

✓ **Improved transport network**

The highway routes from Kampala the capital city to the MFNP are well constructed. For example, the Kampala-Pakwach Road, Kampala-Masindi road. Such roads enable one to access the national park with a lot of ease and conveniently. This has eased transportation of the tourists to the national park.

✓ **Strong management of UWA (Uganda Wildlife Authority)**

The national park is under the management of UWA. Due to the good management of UWA, this has been strength to the progress and development of the national park, through employing skilled staff, putting up more infrastructures like cottages.

✓ **Security in the national park** There is security in the national park through the game rangers deployed through UWA, that help to keep the safe the visitors, properties, fauna and flora and ensuring peace and harmony in the national park. An example, is that it rare to hear any attack at the park though it is near DRC which has rebels like the Allied democratic Forces (ADF), and M23.

✓ MFNP is endorsed by the big four only missing a rhino, having over 76 mammal species, 451 birds, primates and reptiles do provide a wide range of alternatives to tourists make it a strong park and tourism destination.

4.2.2 Weaknesses

MFNP has however got weaknesses as follow;

Limited marketing

There is also a weakness in the marketing efforts of the national park that makes it to be out-competed from other destinations; hence the national park should also embark on vigorous marketing strategies with the help of the Uganda Tourism Board, so as to market QENP as a tourism destination.

Poor communication network

The communication networks especially MTN, cannot be accessed while in the national park, hence this pose a big challenge to the visitors and a weakness to the national park.

Limited skilled labor. There is concern to increase on the number of skilled guides in the national park, this facilitates more tourism in the national park, thus the government through responsible agencies like UWA, and UTB, should recruit more staff and also train and license local guides.

Limited Park rules and regulations

There is need also to put more rules and regulations to the visitors as they enter the national park, and always reminding them through briefing. This ensures conservation in the national park and sustainable tourism.

Maintenance and servicing of equipment is also a weakness. It came to my notice that little concentration is put on servicing UWA property and maintenance that is to say; the launch boat named “Kiboko” was not in operation for over two months and nothing was being done.

4.2.3 Opportunities

Presence of various physical features and unique attractions. Compared to other destinations MFNP has a lot of physical features starting from the world’s most powerful falls, Murchison Falls, Nyamusika cliffs, Buligi peninsular, Lake Albert, Victoria Nile, valleys, among others. These attract more tourists to the park.

Investment opportunities. There are a lot of virgin and undiscovered opportunities in MFNP, hence more tourism products and services that can be introduced in the area, for example new tourism products like zip lining, canopy walk. This can help to facilitate more tourism activities in the region.

MFNP is the most visited park because it has a variety of wildlife. This therefore puts it at an advantage compared to other parks thus being able to generate high revenue for the government.

MFNP has an opportunity of the compensations program in case of any accidents and other issues arising which reduces on unwanted behavior like poaching. This therefore enables conservation and also promotes tourism in the park.

MFNP has an opportunity of erecting of the electric fence which reduces on the chances of wild animals escaping to the nearby community that would otherwise destroy their property and sometimes loss of lives.

MFNP involves stakeholders and partners for example the community, government etc. and other partners who aid in funding it and also provide Labor. This reduces on shortage of Labor and funds.

MFNP has an opportunity of government policy on revenue share of 20%. this revenue is collected and given back to the community to help develop it. This therefore plays a very big role of reducing resistance from the community.

4.2.4 Threats

Competition from other national park and destinations

As a destination and a national park, it faces stiff completion from other national parks like Queen Elizabeth National Park, Kidepo Valley National Park, Kibale National Park among others. Such national parks tend to attract a lot of tourists, hence MFNP with less number of tourists. They also have unique and amazing flora and fauna that attracts the tourists to their destinations.

Epidemics like Covid19 and Ebola.

These greatly affect the tourism industry significantly, as it leads to closure of international airports and borders. In addition to that, it also limits the number of tourists who can travel, hence reducing on the level of tourists` inflow. To make matters worse, in September 2022 the government officially announced the outbreak of Ebola in Mubende regions; this also threatened the number of international tourists who wished to travel to Uganda which greatly affected MFNP in terms of tourists` inflow.

The negative attitude of the community.

The attitude of some of the community members around the park is also a threat to the smooth flow and growth off the park for example when the community and conservation department go and carry out sensitization to the community informing them about the importance of conserving the park or when they go and solve the issue of the problem animal the community members tend to be resistant hence leading to slow development of the park.

Poaching

This is referred to as the illegal hunting and killing of animals in protected areas, poaching stands out to be among the threats in MFNP where many animals have been poached and among the animals that extinct are the rhinos among others.

Invasive species

These are also known as the alien plants that have encroached the park through many means ,and these invasive species of plants are not edible by animals neither are they habitants of

the animals and have also made life hard for other species in the park i.e. the sickle bush, among others

Since the park is crossed through by a public road that runs from Masindi to Pakwach via, some ruthless drivers have ended up over speeding and killing many animals that do cross the road as a result on their movements,

Pollution

Big threat to control pollution levels in the country as most of the people are ignorant about the detrimental effects caused by wastes. A common practice is car dumping where passengers throw their wastes through the window to the park premises not minding especially school buses throwing mainly empty plastic soda bottles. In addition, the communities in the park drop several wastes in the water bodies around the park for example plastics, polythene bags and not forgetting washing and bathing from the lakes which increases the BOD of those lakes hence death of aquatic residents like fish.

Encroachment

Most communities near the park are either fishermen or grazers. These illegally extend their boundaries into park premises especially the herdsmen in the northern sector who graze their cattle in the national park reducing pastures for wild animals as well as disease transmission. Similarly, the fishermen encroach on the 80km Victoria Nile which were reserved as a breeding area for fish for the survival of all their dependents (birds, crocodiles and others) whereby they lay nets in that reserve at night hence starving other creatures.

Diseases

This is a remarkable threat to the park as it has severely contributed to the decline of wildlife in the park. Examples include Anthrax, Bovine TB, small pox, and foot and mouth disease among others. The recent scenario was the death of thousands of hippos in 2007 which exponentially reduced their population.

4.3 LEVEL OF ACCOMPLISHMENT OF OTHER ACTIVITIES ASSIGNED TO STUDENT BY THE FIELD SUPERVISOR.

There is a series of activities that were assigned to me by the field supervisor and I managed to accomplish them, these include the following.

- I managed to successfully, participate in the tourism products and services found in the national park, such as hiking to the falls, birding, nature walks, launch cruise among others.

- I also managed to also fill the log book successfully, with close assistance from my supervisor; it contained various activities that we engaged in.
- I managed to give a good commentary when I was guiding tourists during the game drives I conducted in the savanna plains of the park.
- I was assigned to do boat Maintenance by Mr. Taban Bruhan when the boat called “Giraffe” was about to resume its operations after its maintenance, an activity that I did to my best and made the launch cruise a success.
- I was also assigned duties of cleaning during the course of my internship for example cleaning the boats, life jackets, library, and the students` centre.

CHAPTER FIVE: CONCLUSION AND RECOMMENDATIONS

5.0 INTRODUCTION

The chapter includes the conclusion and recommendations of the field attachment report held at Murchison Falls National Park.

5.1 RECOMMENDATIONS.

5.1.1 To the Organization (MFNP)

MFNP is a well-organized establishment but there should be some improvements for it to be a far better tourist destination as below,

Improvement on the marketing strategies, I do recommend the development and enhancing on more marketing strategies, apart from the website, more social media platforms like YouTube, X, Facebook, TikTok, Linked In can be used since they are influential in this digital era. The park can also embark on direct marketing strategies like partnering with different tour companies, travel agencies and other stake holders in the industry, so that they can add an impact and also market and bring tourists to the park, as a way of boosting the bookings of the national park.

Sensitization of the local community about the importance of conservation, the national park should always continue to sensitize the local community about conservation, so as to establish good relations with them, this will help to reduce on cases illegal cutting down of trees and encroaching on the resources of the national park like land without permission.

Employing more skilled staff, I also do recommend the management to employ more skilled labor such as rangers, tour guides, and room service attendants and among others. This will facilitate the provision of high quality and excellent services, which will attract more tourists to the park. This should also be combined with periodic assessment and training of the employees to ensure high quality and excellent service delivery.

Introduction of more wildlife species. I recommend the introduction of wildlife species like the remaining big five that is the Rhinoceros in MFNP since the park is having four of the big five that is the elephants, leopards, buffaloes and lions, and this should be done after carrying research and survey, hence once successfully done, it will increase on the products and services offered by the national park, this in turn will also increase on the park collection fees from the tourists.

Diversification of tourism products and services, Due to my observation survey and analysis, I observed that MFNP has many untapped and virgin opportunities and so, I recommend the introduction of the following tourism products and services like canopy walk, zip lining, among others so as to increase on the tourist's inflow to the park.

Pumba's view restaurant being the only UWA restaurant in MFNP has to clearly represent UWA as a meal place to tourists but it needs a lot of improvements in line of purchase of new kitchen ware like plates, cups among others since the one in place look worn-out

At the jetty, boat maintenance should be done as soon as possible to avoid disappointments on days when large launch cruise bookings are done, purchase of new life jackets should be thought of as the ones in place have even lost color

For the law enforcement department, more equipment like binoculars, drones, should also be put in place to ease the work of rangers while carrying out their duties

For the accommodation sector specifically Paraa students' centre, should be thought of and rooms be renovated, there should also be a 24-hour room service provision to assist the guests.

5.1.2 Recommendations to the university

The university should lobby for more funding from the government, since the programme is so wide, practical and expensive hence it needs a lot of exposure and resources inform of money, hence the government should increase on the financial support to enable the scholars reach out to different destinations.

I also recommend the department of tourism and hospitality management at the faculty of management sciences to collaborate with other stake holders in the industry, such as the Uganda Tourism Board, Uganda Wildlife Authority, and Uganda Wildlife Education Center, Uganda Tourism Associations, Uganda Birders Club and among others for the benefit of the tourism scholars, and also enable them to tap various opportunities.

The university should have a thought in logbook improvements; our logbooks had little space for information coverage

The university should also get information on the peak seasons in the park when sending in students for internship since there is a lot to learn with big numbers of tourists.

5.2 CONCLUSION

Conclusively, I thank the Almighty Lord, who enabled me to accomplish my targets, and internship objectives. Additionally, I also thank Him for granting me the power of understanding, knowledge and wisdom that I have used to write this report, May His Holy name be glorified to the highest.

I also appreciate my fellow colleagues, for their spirit of brotherhood they enhanced during and after my internship, I can't also fail to recognize the efforts of our field supervisors foreexample Mr. Taban Bruhan, Mr. Kulu Hamuza Kirya, Mr. Omwesigye Jonah, among others, who always guided us, gave us knowledge and helped us in every aspect during our stay at the national park, May the Lord bless you in your endeavours.

At this moment, I also appreciate the great works of our Head of Department Mr. Wampande Jowalie Ahmed, our academic supervisor Mr. Wejuli Joseph, my classmates, my beloved parents and finally the fraternity of the mighty Busitema University especially the Faculty of Management Sciences.

The internship was of great significance towards my career, I was able to achieve all the required objectives and acquired a lot of applicable and relevant knowledge related to the tourism and hospitality industry, that I started applying up to now. Through this believe I will able to achieve a lot and contribute great achievements to the tourism and hospitality sector of Uganda, and in all developing and transforming Uganda my mighty country as a whole.

Murchison Falls National Park is a destination of choice, that I would first recommend a tourist to go first due to its unique flora and fauna, including various physical features like the falls that facilitate a number of tourism products and services that makes a tourist or visitor to experience a memorable trip for a life time. Some of the products and services include; game drives, launch cruise along the Victoria Nile, birding sessions, hiking of the falls, nature walks, forest trek, primate tracking, to mention but a few, combined with high quality service facilities or amenities in combination with highly qualified and experienced staff team that is always ready to serve the guests.

“Let’s explore Uganda the Pearl of Africa, visit Murchison Falls National Park the world’s most powerful waterfalls and experience the magical nature experience of Uganda.”.

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Google map showing the location of Murchison Falls National Park.

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[https://ugandawildlife.org/national-parks/murchison-falls-national-park-/](https://ugandawildlife.org/national-parks/murchison-falls-national-park/)

Murchison Falls National Park Brochures

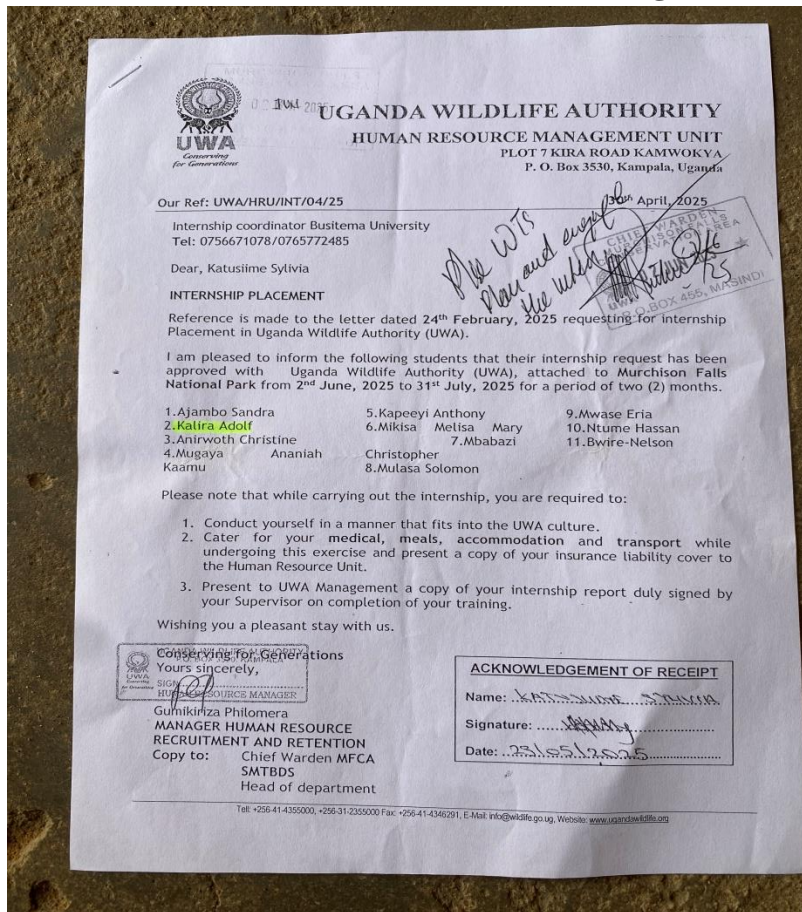
Visitor Information Center- Paraa

Reservations@Ugandawildlife.Go.Ug

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APPENDICES

APPENDIX I: A letter of introduction to the organization.



APPENDIX II: During my visit to the Top of Murchison Falls.



APPENDIX III: During the tour guiding sessions.



APPENDIX IV: During the offloading of the dismantled wire snares.



APPENDIX V: During the school outreach programme at Ngwedo Seed S.S.



APPENDIX VI: During the cleaning of the life jackets.



APPENDIX VII: A group photo with our Academic Supervisor.

