
**FACULTY OF MANAGEMENT SCIENCES
PALLISA CAMPUS
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
MIKISA MELISA MARY
BU/UP/2023 /1308**



**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 **MIKISA MELISA MARY BU/UP/2023/1308**, declare that the information in my report is true to the best of my knowledge that I acquired from the industrial training that was for two months (8 weeks) in Murchison Falls National Park and it has not been submitted by any student of any institute for higher learning for any award.

Name.. MIKISA MELISA MARY

Signature.. 

Date.. 24TH JULY 2025

APPROVAL

This is to certify that **MIKISA MELISA MARY** 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

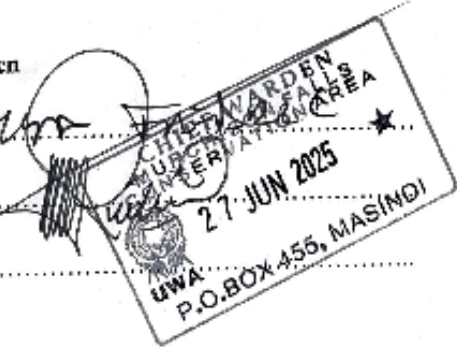
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Date: 25/07/2025

Chief Warden

Name: [Handwritten Signature]
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DEDICATION

I dedicate this report to my loving parents, Mr.Tanga George, Madam Nafula Beatrice and all my supportive family members who are always praying for my success and blessings in my studies. I thank the Almighty God who gave me the strength and power to overcome all the tough times.

I also dedicate this report to my lecturers especially Mr. Wampande Jowalie Ahmed who is the Head of the tourism Department, Mr. Wejuli Joseph who always guided me in my studies.

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

ACKNOWLEDGMENT

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

I also appreciate my beloved parents and siblings for the financial and academic support that they have rendered towards my academic journey, may the Almighty God reward them abundantly.

I acknowledge the work done by the management of Uganda Wildlife Authority, **UWA** and the administration of Murchison Falls National Park for having granted me with an opportunity to carry out my industrial training in their organization. My gratitude also goes to each and every one who put in efforts for my training to be successful including UWA Staff, Paraa students' center and many others. You were a blessing to my internship stay.

I greatly 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
ACRONYMS	viii
ABSTRACT	ix
CHAPTER ONE: INTRODUCTION/ BACKGROUND	1
1.0 Introduction	1
1.1 Background Describing the Internship Program	1
1.2 Objectives of the internship	2
1.3 Introduction/Description of the Organization	2
1.3.1 Uganda Wildlife Authority	2
1.2.2 UWA’s Motto, Vision, Mission, Objectives and Core values	2
1.4 Background of Murchison Falls National Park	4
1.5 MFCA Organizational Structure	4
1.6 Location of Murchison Falls National Park	5
1.7 Map of MFNP.	6
1.8 Socio-economic aspects	6
1.8.1 Fishing	6
1.8.2 Craftsmanship	7
1.8.3 Accommodation	7
1.8.4 Medical facilities.	7
1.8.5 Trading.	7
1.8.6 Education	7
1.9 Departments in Murchison Falls National Park	7
1.10 Tourist activities done at Murchison Falls National Park	9
1.11 Tourist attractions in MFNP	11

CHAPTER TWO: MATERIAL AND METHODS	13
2.0 Introduction	13
2.1 Summary of the materials and methods used	14
MATERIALS USED;	14
METHODS USED;	14
2.2 Description of materials and methods used at work place	14
2.2.1 Materials;	14
2.2.2 Methods Used:	15
CHAPTER THREE: PRESENTATION OF RESULTS AND DISCUSSION OF INTERNSHIP ISSUES	16
3.0 Introduction	16
3.1 Results and Discussion of findings	16
3.2 Results and Discussion of Internship Issues	18
3.3 Presentation of well detailed areas for improvement.	20
CHAPTER FOUR: ATTACHMENT EXPERIENCES BY THE STUDENTS	27
4.0 Introduction	27
4.1 Skills Learnt and How Relevant they were to my Professional and Career Growth .	27
4.2 Evaluation of the Strengths and Weakness, Opportunities and Threats of Organization	28
4.2.1 Strength	28
4.2.2 Weakness	29
4.2.3 Opportunities	29
4.2.4 Threats	30
4.3 Level of Accomplishment of Other Activities Assigned to Student by the Field Supervisor.	32
CHAPTER FIVE: RECOMMENDATIONS AND CONCLUSIONS	32
5.0 Introduction	32
5. 1 Recommendations	32
5.1.1 To the national park;	32
5.1.2 To the University	33
5.2 CONCLUSION	34
5.3 REFERENCES	35

ACRONYMS

MFNP- Murchison Falls National Park

CW- Chief Warden

CC- Community Conservation

PSL- Paraa Safari Lodge

PA- Protected Area

UWA- Uganda Wildlife Authority

VIC- Visitors' Information Center

WACC- Warden Accounts

WCE- Warden Civil Engineering

WLE- Warden Law Enforcement

MOU--Memorandum of Understanding

ABSTRACT

This report contains 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, 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

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.

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 and put the class knowledge into practice. This is meant to develop their ingenuity and skills to become well trained and groomed professionals as required by the tourism industry.

It was a two months study in Murchison Falls National Park. We received the internship placement letters from the university which were introducing us to the organization. I submitted my hand written application letter together with the attached letter from the university to UWA requesting to do internship in Murchison National Park. Acceptance letters were given from Uganda Wildlife Authority by the help of the human resource manager after clearing the 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 and also to acquire knowledge in the tourism sector at large. 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 today.

The training has helped me in interpreting most natural aspects concerning integrating the theoretical things that I studied to the real field.

The work of conservation was a hard task as it needed financial backup hence development of protected areas to tourist destinations. It is for its broadness that several departments were designed to ease that tiresome work. My training was specifically attached to the tourism department but I took part in the work in other departments like law enforcement and community department.

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 Introduction/Description of the Organization

1.3.1 Uganda Wildlife Authority

This is a semi-autonomous government agency that conserves and manages wildlife for the people of Uganda. 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 12 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 13 wildlife sanctuaries.

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

Motto

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

Vision

" A Global leader in wildlife conservation

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.

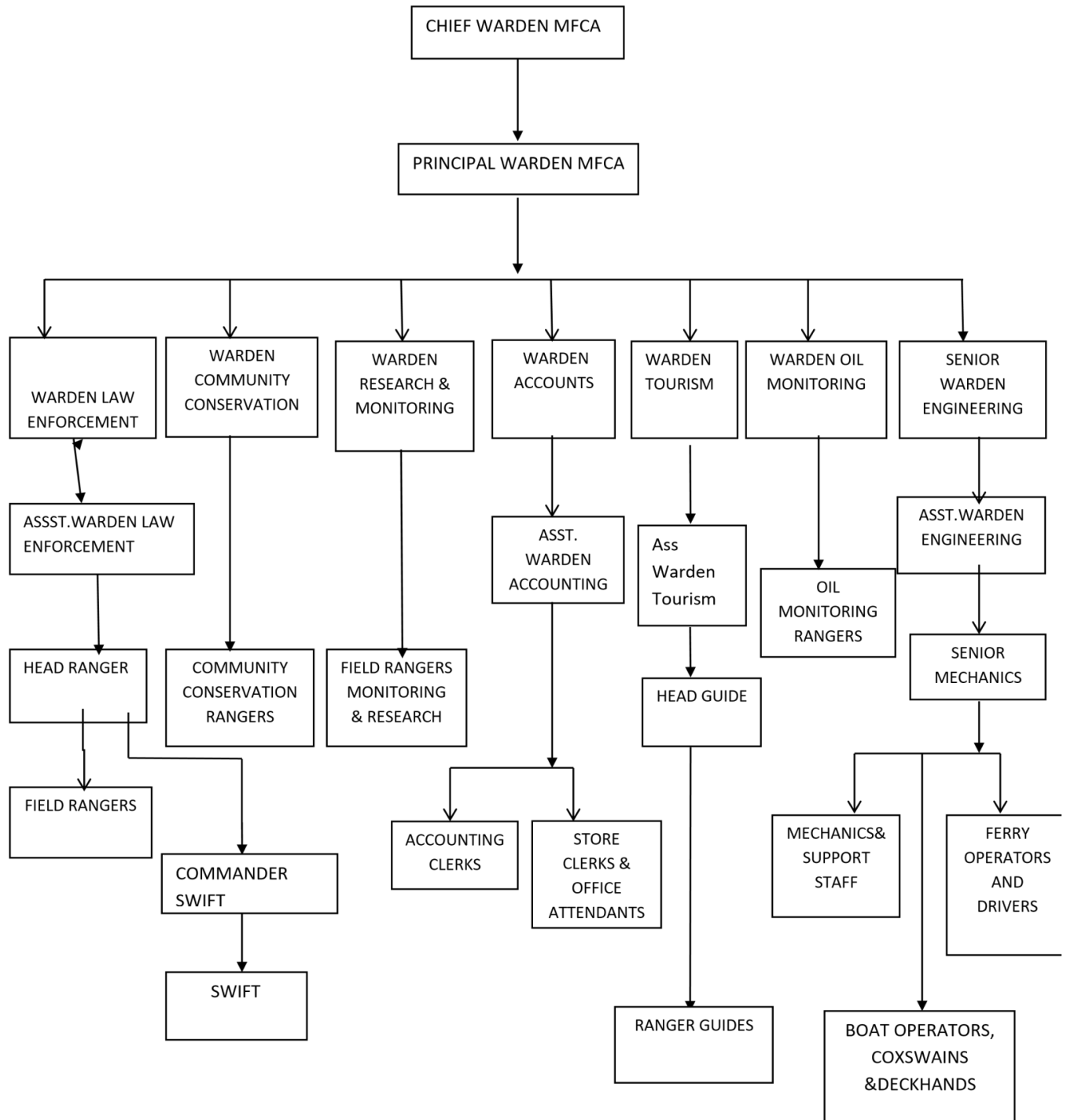
1.4 Background of Murchison Falls National Park

The 3,840km² Murchison Falls National Park is the oldest and largest National Park in Uganda. Originally gazetted as the Bunyoro Gulu Wildlife Reserve in 1926, it was upgraded to form one of Uganda's first national parks in 1952. The 5072km² expanse of Murchison Falls NP and the contiguous Karuma and Bugungu Wildlife Reserves are managed collectively as the Murchison Falls Conservation Areas. At Murchison Falls, the Nile explodes through a 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 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. First gazetted as a game reserve in 1926 it is Uganda's largest and oldest conservation area, hosting 76 species of mammals and over 451 birds. 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.

1.5 MFCA Organizational Structure

1.6 Location of Murchison Falls National Park



Murchison Falls National Park is located in the North Western region of Uganda. It is located north west of Kampala the capital city of Uganda. The park is spreads its boundaries to districts like,

Masindi, Buliisa, Kiryandongo, Oyam, Packwach and Nwoya and it spans in land to form the shores of Lake Albert and over the Bunyoro escarpment and around Karuma falls wildlife reserve. Getting to Murchison Falls national park is easy and affordable as one can decide to travel by bus and spend about 3hours from Kampala. Other travelers decide to fly from Entebbe Kajjansi airport to the Chobe, Pakuba and Bugungu Airstrips which is the quickest means of transport to the park.

1.7 Map of MFNP.



1.8 Socio-economic aspects

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

1.8.1 Fishing.

Fishing is among the prominent economic activities carried out in MFNP due to presence of the Lake Albert and Albert Nile which are a home of various fish species like tilapia, lungfish, cat fish, mudfish among more types of fish, though fishing is not allowed in the breeding zones of the the park. The fish caught is sold in the local markets and some locals sell the fish across the roads.

1.8.2 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 the lives of the local community as an alternative source of income.

1.8.3 Accommodation

The inflow of tourists both internationally and domestically has brought demand for accommodation facilities for the tourists. These include Paraa Safari Lodge, chobe Safari Lodge, Entikko Safari Lodge, Pakuba Safari Lodge, and UWA students' center and many more. 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 of the locals and Uganda at large.

1.8.4 Medical facilities.

There are health centers in the park which provide medical services to the people within the park. For examples Paraa Health Centre III that offers free medication to people living within the park.

1.8.5 Trading.

Trading is a day-to-day activity since people buy needs every time, farming not allowed in the park doesn't mean people will not have something to feed on, they would rather go outside the park and carryout trading and some people operate small retail businesses while the local women move around selling food stuff to the staff members. Trading is carried out in towns like Packwach, Masindi, Bulisa and Nwoya

1.8.6 Education.

Within and outside MFNP, there are various primary and secondary schools which have come up as a result of tourism in the park. Some are donations from NGOs, government for example Paraa Primary School located inside the park

1.9 Departments in 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 par

The tourism department headed by the warden Tourism who is known as Mr. Chemonges Hamza is concerned with all attractions, accommodations and other tourist aspects in the park

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

Community Conservation department

This department is headed by the Community Education Officer known as Wilson Kagolo

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 i.e. The bee keeping project were people were allowed to put their bee hives in a specific place within the park. The department is also responsible for human wildlife conflicts mitigation

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.

Law enforcement

The law enforcement department is headed by Warden Law enforcement who is known as Mr. Kulu Hamza Kirya, it enforces the law to protect wildlife and its natural habitat.

It protects the park through patrols for example foot, marine, drones, mop up and round patrols to make sure that the place is poach free.

Accounts department

This is headed by Senior Warden Accounts and it 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

Ecological Monitoring and Research

Headed by the Warden Monitoring and Research, this department is responsible for the wellbeing of wildlife in the park,

It's also the responsibility of the Research and ecological monitoring 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

Engineering department

This is concerned with handling all engineering duties. It is headed by the Engineering Officer. 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.

1.10 Tourist activities done at Murchison Falls National Park

Game drives

This is done under game tracks to the different species of flora and fauna. Game drive is done for 3-6hours each drive, they are done in the morning, afternoon and night. The game drives are carried out in the Savannah plains in the Northern Part of the Park during the game drive,

different wild animals are spotted like lions, African Elephants, Kobs, Buffalos, Warthogs, Giraffes and Oribis

- **Boat cruise**

This activity is done on Victoria Nile. It always takes 3 hour drive going and coming back with a guide where the different species of animals like Buffalos, Hippos, Water bucks, Elephants, and baboons, different aquatic bird species like African fish eagle, Pied king fisher, saddle billed stork are seen. I also participated in cleaning the boat and washing life jackets at Paraa Jetty

- **Nature walks**

This is an adventure that gives visitors a chance to explore the whispering of MFNP wilderness and the areas include; Paraa with its scenic views and Victoria Nile where you may spot different species of animals and birds. For example elephants, hippos, waterbucks,

- **Bird Watching**

MFNP is as home of over 451 bird species. Different species of birds like African fish eagle , Eastern grey plantain eater, pia piac, Northern grey headed sparrow, Red throated bee eater, Common bul bul among others were spotted during the birding session.

- **Sport fishing**

Sport fishing in Murchison Falls National Park is a popular activity where anglers can catch Nile perch, catfish, tilapia, and tiger fish. The best time for sport fishing is during the dry seasons, from June to September and December to February due to lower water levels and clearer visibility. Though it can be done year-round. Fishing takes place at the base of the falls, either from boats or from the rocks along the riverbank. Anglers use spinning rods, typically between 8 and 11 feet long, and reels to cast lures and retrieve them, mimicking the movement of prey to attract fish.

- **Bush Camping**

Camping in Murchison falls national park is one of the options that tourists can choose when planning their stay at the destination. Staying in the campsites provides tourists with a more

adventurous experience in the wilderness of Murchison Falls National Park around the designated camping areas. There are different facilities offered at the camping grounds.

Budget travelers visiting Murchison falls national park can choose to camp as their form of accommodation during safari. This form of accommodation is cheaper as compared to staying in the lodges around the national park.

Some of the campsites found in Murchison falls national park include the following;

- Uganda Wildlife campsite
- Red chilli camp
- Bwana Tembo safari camp
- Shoebill campsite
- Boomu women's campsite
- Delta campsite

- **Hiking on top of the falls**

Hiking to the top of Murchison Falls is a popular activity in Murchison Falls National Park, offering stunning views of the waterfall and surrounding scenery. The hike typically takes around 45 minutes, leading you along a trail where you can see where the Nile River squeezes through a narrow gorge and cascades down 43 meters. The best time to hike is during the dry season, from June to August and December to February, when the trails are less slippery.

1.11 Tourist attractions in MFNP

- **Murchison Falls:**

Murchison Falls is the star attraction within Murchison Falls National Park, Uganda. It's where the mighty Victoria Nile squeezes through a narrow gorge, creating a powerful cascade. This natural wonder is renowned for its thundering roar and the permanent mist that rises from the

plunging water. It is the dramatic waterfall where the Nile River forces its way through a narrow gorge. The falls are known for the immense force of the water as it plunges through the narrow gap, creating a powerful spectacle. Visitors can enjoy boat cruises to the base of the falls, offering close-up views and a chance to witness the power of the water, or hike to the top for a different perspective.

- **River Nile:**

The River Nile is a major attraction within Murchison Falls National Park, offering diverse experiences and wildlife viewing opportunities. It's a lifeline for the park's ecosystem and provides a stunning backdrop for various activities. The Nile waters give life to the ecosystem and biodiversity of the park including over 78 mammal species, 451 birds, primates and chimpanzees.

- **Buligi Game Area:**

Buligi game reserve is naturally endowed with a variety of wildlife, such as hippos, elephants, buffaloes, lions, leopards among other game. Perhaps, the abundance of buligi game reserve is due to the wide range of eco systems succeeding each other in the buligi area such as the savannah grassland, savannah woodland, riverine vegetation, forests among others. It is a hub for almost all of the game drive safaris in Murchison falls national park.

- **Budongo Forest:**

Budongo Forest is a significant part of Murchison Falls National Park in Uganda, known for its biodiversity, particularly its chimpanzee population. It's one of the largest mahogany forests in East Africa and offers opportunities for chimpanzee trekking, bird watching, and nature walks. It is located in the southern part of Murchison Falls National Park, bordering the Kikuube and Masindi districts. It covers an area of 825 square kilometers.

- **Paraa:**

In the local, Luo, language the word "paraa" means a place of hippos, and it is so evident; a number of hippo schools are spotted along the shores of the Nile during the day, and you can also see a lot of hippos in the evening heading to the main land to graze in the night. Paraa Region is the main tourist hub in Murchison falls national park. All the tracks and roads in Murchison falls national park, meet

at paraa. The game drives are conducted in the paraa side of Murchison Falls National Park, this is so because, the southern part of Murchison Falls National Park is naturally endowed with a lot of wildlife like, lions, elephants, buffaloes, water bucks, bush bucks, Uganda kobs, and primates such as the olive baboons, black and white monkeys, red tailed monkeys and the blue monkeys are common in paraa.

CHAPTER TWO: MATERIAL AND METHODS

2.0 Introduction

This chapter outlines the materials and methods used during the internship program while in Murchison Falls National Park cutting across all departments that I went through.

2.1 Summary of the materials and methods used.

MATERIALS USED;

- Books and pens used to write down the proceedings during the recess
- Phones for audio recording, video shooting and taking pictures
- Bird guide books
- Binoculars for sight-seeing and bird watching.
- Brochures

METHODS USED;

- Observation
- Analysis of secondary data in form of documents for example brochures and manuals.
- Structured interviews
- Experimental method where I was directly involved into the activity for example community conservation and the mop up patrol.
- Simple random sampling method where some community members were asked randomly.
- Survey method, where we toured the park as students and looked at different features for example birds, different species of animals and plants.

2.2 Description of materials and methods used at work place

2.2.1 Materials;

➤ Books and pens;

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

➤ Phones for audio recording;

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.

➤ Cameras for video shooting and taking pictures;

The videos and the site photos would guide me in writing my internship report, and also remember the tour guiding skills that the guides expressed; this could be done by re-watching the videos hence acquiring additional skills.

➤ **Binoculars for sight-seeing and bird watching;**

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 in Paraa region for example common bul bul, shikrah, Bee eater among others.

2.2.2 Methods Used:

Direct observation:

Direct observation was the mostly used method where I used my eyes and ears to see different environmental phenomenon, and also used the ears to listen to the commentaries of the tour guides. This helped us achieve most of the internship objectives since it was active and in real time.

Analysis of secondary data:

This was in form of documents for example Murchison Falls National Park sketch map, brochures. This helped me locate different areas in Murchison Falls National Park and the main features in there.

Interviews:

Interviews were done through asking direct questions to the guides and getting quick response from them, this also helped us get skills on how to answer the questions if the tourists ask. For example, Mr. Okot George would answer most of the questions that I would raise.

Experimental method:

I directly got involved into the activities for example, boat cruise at the Victoria Nile, birding and nature walks. These activities taught me how to handle tourists who want to do such activities on the trip.

Survey method:

Where we toured around the park while identifying different plant, bird and animal species for example warthogs, Elephants.

Recording

This method involves noting down any information acquired which is considered important for future use. 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.

Nature walks

This involves guided walks on short or long nature trails. I took several of them in Paraa peninsula in search of bird species to the bird hide point and also went for guided nature walk with Mr. Taban Burhan through the Paraa region.

Focused discussions

It is concerned with being in a group of people and you go 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.

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 and areas of improvement.

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 the launch cruise activity done on the Victoria Nile with tourists, in birding and nature walk sessions as well as Game drives, in the hospitality department I was also given ample time to involve in hospitality industry when I worked in 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 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 cooperate with the staff at UWA as evidenced by washing life jackets 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 Head guide, Tarban 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 is 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 and rabbit keeping hence improving on the standards of living of the

community members and also benefiting the environment as well as reducing poaching in the park. I was also able to suggest some ways on how to improve business in MFNP through improved marketing, customer service, etc. 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 Issues

- Murchison Falls National Park rarely receives rainfall which makes it to be very hot during the day as well as night. This was challenging as the hot sun is always out as early as 6:30am throughout the day not forgetting the hot temperatures making it so uncomfortable.
- As an internee, I was not earning finances but rather knowledge and experience which made me face a lot of financial constraints during my stay in the Park. There are no nearby markets around or within the Park which makes the food prices to be high as well as other basic needs due to the fact that all facilities they target tourists which makes the prices to over hike for an internee.

Transport and communication hardships:

Movement from the student's center to Mubako Headquarters was always challenging since there were no assigned vehicles to transport us to work. Transportation from the park to Pakwach to buy food stuff was also challenging. The park has a poor communication network which makes it hard to communicate with your beloved family and also making research hard to collect data.

Poaching

- This refers to the illegal hunting and killing of wildlife, many animals have been lost in the hands of poachers. This has led to the rampant decline in numbers of animals for example the elephants.

Diseases

- Murchison Falls National Park faces various animal diseases, including foot and mouth disease, trypanosomiasis, and giraffe skin disease, among others. Foot and mouth disease, a highly contagious viral ailment, poses a threat to buffaloes and antelopes. Trypanosomiasis, transmitted by tsetse flies, is a significant constraint to cattle health around the

park. Additionally, giraffe skin disease is being investigated as a potential issue within the park.

Invasive species

Invasive plant species like *Borassus*, *Acacia Nilotica*, *Dichrostachys Cinerea*, and *Chromolaena odorata* are a growing concern in Murchison Falls National Park, threatening to displace native vegetation and alter habitats. These plants, along with others like *Lantana camara*, *Parthenium hysterophorus*, and *Opuntia vulgaris*, are spreading due to factors like climate change, habitat degradation, and soil erosion.

Road kills/ accidents

Road accidents in Murchison Falls National Park are a serious concern, particularly due to increased traffic and speeding. A recent incident involved a speeding truck killing an elephant, highlighting the dangers to wildlife. The Uganda Wildlife Authority (UWA) has urged drivers to slow down and prioritize wildlife safety, especially with the park's roads being used as a diversion when Karuma Bridge was closed.

Pollution

Murchison Falls National Park is facing pollution threats primarily due to oil drilling activities. Light pollution from drilling rigs disrupts nocturnal wildlife, and the overall impact of oil infrastructure on the park's ecosystem is a growing concern. Oil and gas activities can pose a risk of water pollution through spills and leaks, further impacting the park's ecosystem.

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

Inadequate government support

Murchison Falls National Park faces challenges related to inadequate government support, including insufficient funding, limited infrastructure development, and issues with wildlife-human conflict compensation. These factors hinder effective park management, conservation efforts, and sustainable tourism development. Uganda Conservation Foundation says the southern section of the park, covering 3000km², received virtually no investment for over 50

years until recently, highlighting a significant lack of financial support. This lack of funding impacts the park's ability to protect its resources and manage the area effectively.

Encroachment

Encroachment in Murchison Falls National Park, particularly by pastoralists, poses a serious threat to the park's ecosystem and wildlife. This issue involves illegal grazing, cultivation, and settlement within the protected area, leading to habitat destruction and increased human-wildlife conflict. Pastoralists are reportedly entering the park with their livestock, causing damage to vegetation and disrupting wildlife movement patterns. Cultivation within the park also leads to habitat loss and fragmentation. Encroachment threatens various animal species, including lions, hyenas, and elephants, with some species already experiencing population declines due to habitat loss and increased human pressure.

3.3 Presentation of well detailed areas for improvement.

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

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.

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.

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

I propose the Community Engagement Department Organizes community and tourist participation in clean-up events to maintain park cleanliness.

I propose that there is need for implementing limits on the number of visitors allowed in specific areas to prevent overcrowding as well as introducing timed entry slots to distribute visitor numbers throughout the day.

I propose that there is need to prioritize hiring local guides and staff to ensure communities benefit economically and also promote local cultures through tourism by organizing cultural festivals and experiences as a way of engaging the local community.

I propose the need to establish clear guidelines for tourists on how to safely interact with wildlife.

I propose the need to work with health officials to monitor and manage potential disease outbreaks.

The following are the departments I participated in while at MFNP;

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 warden Tourism who is known as Mr. Chemonges Hamza is concerned with all attractions, accommodations and other tourist aspects in the park

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

Activities that I engaged in

I participated in the game drives in the Northern part of the park.

I also engaged in the nature walk around Paara region.

I engaged in the birding session within Paara region.

I participated in cleaning the life jackets as well as the boat.

Skills Acquired

I learnt tour guiding skills

I acquired knowledge about different kinds of wild animals and their behaviors

I learnt the proper way of handling visitors



Community Conservation department

This department is headed by the Community Education Officer known as Wilson Kagolo

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 i.e. The bee keeping project were people were allowed to put their bee hives in a specific place within the park. The department is also responsible for human wildlife conflicts mitigation.

Activities carried out;

I participated in litter collection in Buliisa district.

I also participated in tree planting Ngwedo Seed SS in Buliisa district.

I also engaged in monitoring the electric fence in Bugungu Wildlife Reserve.

I engaged in sensitizing and educating the locals of Buliisa about the need of environmental conservation

Skills acquired in the field;

I learnt waste management skills

I also learnt how to educate the locals about the need for conservation



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 acquired;

I learnt about record keeping skills

Law enforcement

The law enforcement department is headed by Warden Law enforcement who is known as Mr. Kulu Hamza Kirya, it enforces the law to protect wildlife and its natural habitat.

It protects the park through patrols for example foot, marine, drones, mop up and round patrols to make sure that the place is poach free.

Activities carried out in the field;

- We carried out a mop up patrol in the park with the law enforcement team.
- I participated in monitoring and tracking especially poaching.
- I also participated in the collection of wire snares that poachers use to hunt down the wild animals.





Accounts department

This is headed by Senior Warden Accounts and it 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

Research and ecological monitoring

Headed by the Warden Monitoring and Research, this department is responsible for the wellbeing of wildlife in the park,

It's also the responsibility of the Research and ecological monitoring 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 collecting weather data from different weather stations

Skills learnt

I learnt the different ways of collecting data

I learnt the habitat management skills like restoring the habitat of wildlife

Veterinary Department

This department is headed by the Principal Warden Veterinary known as Doctor Driciru Margret.

It is responsible for ensuring the wellbeing and health of the wild animals in the Park.

Activities carried out;

I participated in the treatment of the buffalo and giraffes

I participated in rescuing animals from wire snares

I participated in surveillance and monitoring

Skills acquired;

I learnt how to rescue animals from wire snares

I learnt how to treat animals like buffaloes



Engineering department

This is concerned with handling all engineering duties. It is headed by the Engineering Officer. 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.

CHAPTER FOUR: ATTACHMENT EXPERIENCES BY THE STUDENTS.

4.0 Introduction

This chapter entails how the internship contributed to my professional growth as a student and the SWOT of MFNP

4.1 Skills Learnt and How Relevant they were to my Professional and Career Growth

- **Team Work**

Tourism being not a one-man business, it calls for many departments to fully satisfy a client its 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, research and ecological monitoring 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 molded me into an outstanding person in this competitive world.

- **Guiding and nature interpretation**

Having a dream of being the one of the outstanding tour guides, 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 mammals, plants,

geological processes, birds, vegetation, aquatic life and many more. After having first-class hands on in MFNP both on Victoria Nile during the boat cruise and in the game drives I believe that I now have the skills and can fulfill my dream profession and carrier.

- **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 Research and monitoring where statistics should be followed for proper planning among others, MFNP gave me outstanding skills that will not only help me as a professional guide but also as a successful person in the world.

- **Visitor handling and customer care**

Clients being the main reason as far as tourism is concerned, client handling becomes so vital in that nevertheless them being in wrong, we must still treat them well. While in MFNP I learnt about client handling and customer care in various departments i.e. During the game drives where clients tend to be harsh due to various aspects but I learnt how to handle all kinds of tourists with different characters and attitudes, all thanks to the team of MFNP that acquainted me with the knowledge of handling all kinds of customers.

4.2 Evaluation of the Strengths and Weakness, Opportunities and Threats of Organization

4.2.1 Strength

- ✓ MFNP is really a melody of wonders endorsed by the big four only missing a rhino, having over 76 mammal species, 451 birds do provide a wide range of alternatives to tourists making its a strong park and tourism destination.
- ✓ A well-established leadership structure straight from the chief warden down to casual Laborers has also made MFNP a strong organization which has made proper management of the park
- ✓ The tight security at MFNP that provides a calm environment in line of safety both property and personal to tourists also makes the park a very great organization

- ✓ The ability of the park management to negotiate and reach conclusions with the local communities on terms of co-existence and conservation of the park is another outstanding performance of the park management

4.2.2 Weakness

MFNP has however got weaknesses as follows;

Maintenance and servicing of equipment its tendency and it came to my notice that little concentration is put on servicing UWA property and maintenance for example the launch boat named **KIBOKO** was not in operation for a longtime.

Absences of restaurant operated by UWA since most of the restaurant are privately owned and so it becomes expensive for some people to buy what to eat.

4.2.3 Opportunities

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

MFNP has an opportunity of the compensations program in case of any accidents and other issues Caused by the wild animals 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 kill the locals.

MFNP involves stakeholders and partners for example the community, government, NGOs among others as well as labor. This reduces on shortage of Labor and funds.

MFNP has an opportunity of government policy on revenue share of 20% that is given back to the community for development and finances. This therefore plays a very big role of reducing resistance from the community.

4.2.4 Threats

The resistance of some community members around the park is a threat to the smooth flow and growth of the park for example when the community and conservation department carry out community sensitization informing them about the importance of conserving the park or when they solve the Human Wildlife issues in the community. Where members tend to be resistant hence leading to slow development of the park.

Poaching

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Diseases

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4.3 Level of Accomplishment of Other Activities Assigned to Student by the Field

Supervisor.

- I was assigned to do boat Maintenance by Mr. Taban, 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 among others.

CHAPTER FIVE: RECOMMENDATIONS AND CONCLUSIONS

5.0 Introduction

This chapter covers recommendations and conclusions basing on the area of attachment.

Basing on my analysis during my internship, I recommend the following basically to the national park and the university.

5.1 Recommendations

5.1.1 To the national park;

- a) **Improving on the road network**, I recommend the improving of the road transport network that leads to the national parks, so as to ease the movement of the tourists, and avoid making their journeys so hectic.
- b) **Improvement on the marketing strategies**, I also recommend the development and embarking on more marketing strategies, apart from the website, more social media platforms like you- tube, twitter, Facebook, Tiktok can be embraced since they have a greater impact in this dot com era. The national park can also embark on direct marketing strategies like partnering with different tour companies, travel agencies and other stake

holders like tourism associations, so that they can also market and bring tourists to the national park, this will help to boost in the bookings of the national park.

- c) **Employing more skilled staff**, I also recommend the management to employ more skilled labor such as rangers, tour guides, and room service attendants and among others. This will facilitate the improvement of service delivery, which will attract more clients. This should also be combined with periodic assessment and training of the employees to ensure high quality service delivery.
- d) **Improvement and construction of more accommodation facilities**, I also recommend the development of more accommodation facilities ranging from mid-range income to luxury eco-lodges and exclusive cottages, for this will help to meet the demand of the clients, who want to book incase. Good and unique accommodation facilities will also attract more clients to the national park; this should also be done with marketing.
- e) **Increase on the funding**, UWA, through the ministry of Tourism, Wildlife and Antiquities, should lobby for more funding from the government through the ministry of Finance, to enable the management of the national park meet their budget costs, this will also facilitate tremendous development in the national park. It is also high time that the government should realize that the tourism and hospitality sector is contributing much to development of Uganda through creation of job opportunities and generation of revenue plus foreign exchange.
- f) **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.

5.1.2 To the University

Due to my observation and analysis during internship, I recommend the following to the tourism and hospitality department of Busitema University, faculty of management sciences.

Firstly, I humbly appreciate and recognize the tremendous efforts of the faculty and university at large, for facilitating and enabling us to achieve such great milestones

during our field attachment more especially to our Academic supervisor, **Mr. Wampande Jowalie Ahmed.**

However I recommend the following, since internship is for 8 weeks, which is quiet along period of time, the administration and university at large should also think about having recess trips in more than two destinations or areas of attachment, since tourism is about exposure and having knowledge about very many destinations attractions, this will be the way forward as tourism and hospitality scholars. Through that it will enhance our capacity and professionalism that enable us transform and develop Uganda as a nation, contribute great milestones to the prosperity of the tourism and hospitality industry just as the neighboring East African countries

Finally, I also recommend, the university to lobby or request for more funding from the government, since the programme is so wide 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. In relation to the above I also recommend the department of tourism and hospitality 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 many others for the benefit of the tourism scholars, and also enable them to tap various opportunities.

5.2 CONCLUSION

In conclusion, I thank the Almighty God, who enabled me to accomplish my targets, and internship objectives. I also thank Him for granting me knowledge and wisdom that I have used to write this report, may His Holy name be glorified to the highest.

I can't also fail to recognize the efforts of our field guides hence Mr. Taban Bruhan, Mr. Adiga Sunday who always guided us from the time we arrived at the national park until we left, May the Almighty God bless you.

At this moment, I also appreciate the great works of our academic supervisor Mr. Wejuli Joseph, and finally my beloved parents including the fraternity of Busitema University especially the faculty of management sciences.

The internship was of great significance upon my career, I was able to achieve all the objectives and acquired a lot of relevant knowledge related to tourism and hospitality, that I started applying up to now. Through this believe I be 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 as a whole.

Murchison Falls National Park is a destination of choice, that I would first refer a tourist to go first due to its unique flora and fauna, including various physical features and land forms 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, hiking the falls, nature walks, birding, game drives and many more, combined with high quality service facilities and experienced staff team that is always ready to serve the clients.

5.3 REFERENCES

Murchison Falls National Park Brochures

Visitor Information Center- Paraa

Reservations@Ugandawildlife.Go.Ug

Info@Wildlife.Go.Ug