

Impact of E-visas on Traditional Travel Authentication and Tourism

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Abstract: *The aim of this paper to reveal positive effects of e-Visa facilitation destination's image and the purpose behind revisiting destination as compared to traditional visa-obtaining processes, As well as, improving the desire urgently to develop the country from tradition visa (typical form) to electronic version depend on the positive result that has been found in this field.*

Keywords: e-Visa; e-Tourist; e- Government; Traditional travel documentation; Information Communication Technology.

1. Introduction

The globalization process undoubtedly plays a crucial role in increasing mobility by affecting individuals' perspectives and understanding of the new world in which they live [1].

In addition, extensive technological development has brought many changes in communication, such as the Internet, mobile phones, new information systems, transportation networks and air travel [2], social media have become popular as a key source of information for travelers that is used by them before, during and after their trip [3], tourists can share information with each other and company through mobile technology and social media platforms [4].

Thus, destinations or governments can provide tourists online access through devices connected to the Internet and e-Government facilities, which are linked to the strategy of using e-Tourism to boost countries' travel and tourism demand [5][6].

Currently, the vast majority of tourism destinations are aware of how much e-Visa facilitation is needed to attract more tourists and the economic benefits generated by removing strict visa regulations [7].

Evisa application provided by governments to international travelers belongs in the category of 'governments to visitors'. This relationship addresses 'interactions between government agencies and visitors to the country, region or city, for instance, international visitors or travellers [8]. Governments to visitors- services include information services explaining to visitors how to move around in a country. The use of ICTs for visa applications and concessions and online booking of activities in national parks or cultural events are also examples of this type of relationship.

2. Main Results

Ministry of tourism in Iraq (MOT) recently revealed about 300 fake (phony) tourism companies distributed between Capital and the provinces, which are unauthorized companies, these companies Scam the tourists who want to visit the country and convince them they can emission a visa for them against a high financial remuneration, after tourists

reach the entry point they discovered the fraud they have been subjected to, MOT revealed these company and closed it coordination with higher authorities.

In addition to that, every year Iraqi airports received at least 5 million tourists especially at religious seasons of a visit.

Furthermore, The Iraqi Ministry of Culture, tourism, and Antiquities announced that the number of tourists who enter the country in religious seasons often do not pay fees because decision-making bureaucracy has prevented the deduction of ten dollars from the total number of tourists.

Consequently, e-visa will eliminate the problem of time-consuming wait in a huge line to acquire their visa, pay the fees and maybe exposure to the problems of money exchanging or recovering the remaining money, as shown below.

Table 1: Number of Travellers benefited from eVisas by Country of Origin [8]

Country	Number of Citizens	Country	Number of Citizens	Country	Number of Citizens
USA	465	EGYPT	17	OMAN	5
UK	300	IRELAND	14	PORTUGAL	5
INDIA	228	CHINA	14	ALGERIA	3
CANADA	106	INDONESIA	13	GUINEA	3
AUSTRALIA	101	AUSTRIA	10	SLOVAKIA	3
PAKISTAN	64	BANGLADESH	9	SUDAN	3
SOUTH AFRICA	55	PHILIPPINES	9	BAHRAIN	2
IRAQ	44	SPAIN	8	MAURITIUS	2
SAUDI ARABIA	40	KENYA	6	NAMIBIA	2
NIGERIA	34	POLAND	6	SURINAME	2
NETHERLANDS	30	AFGHANISTAN	5	GERMANY	1
NORWAY	24	GHANA	5	MALTA	1
MEXICO	20	ETHIOPIA	5	TANZANIA	1
CROATIA	19	TAIWAN	5	ZAMBIA	1

According to projections in the Business Area Analysis (BAA) document, which Department of Immigration and Citizenship (DIAC), advised represented the Business Case for Electronic Travel Authority (ETA), showed saving in the order of \$17 million per annum realized by the financial year 1999–2000. However, the July 1997 projections identified the saving to be in the order of \$3.8 million [9].

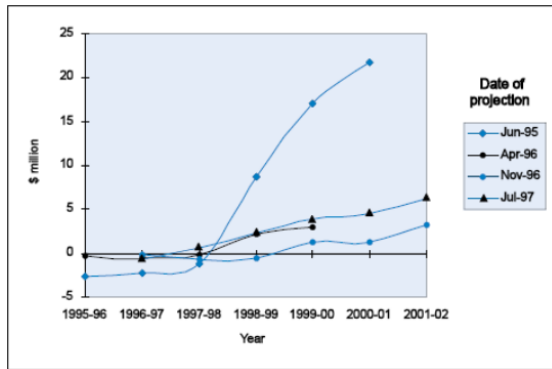


Figure 1: Projected ETA savings at time of implementation

3. Benefits

The benefits for DIAC, as indicated by the provider of the ETA system, include:

- 1) Improved data quality through a reduction in multiple handling and processing of application data. However, this benefit is dependent upon the applicant providing accurate information at the time of application.
- 2) Lower processing costs through the use of automatic grants and a reduction in paperwork and manual handling of applications.
- 3) The ability to have a self-funded or revenue-generated operation. DIAC has a cost recovery arrangement with its contractor designed so that part of the \$10 service charge collected by its contractor per ETA application (from the public through the ETA system Internet gateway) are used to offset expenses relating to the operation of the ETA system, including APP.

4. Conclusion

The e-Visa facilitation can foster travel and tourism demand while moving bureaucratic elements deriving from traditional visa procedure. From a psychological perspective, e-Visa facility can positively affect travel motivation to certain destinations where it is applicable while positively affects behavioral intention to revisit particular tourist destinations, the e-Visa program simplified the entry process for low-risk visitors whilst increasing the integrity of country borders (by having an improved and consistent objective assessment process) and enabled Directorate of Passports and Residence Affairs to deal with increasing volumes while reducing the cost of service.

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