# ANALYTICAL STUDY OF BRANDED "TOURIST CITY" AND ITS EFFECT ON SOCIAL, LOCAL, ENVIRONMENTAL QUALITY AND REALM OF THE CITIZEN

Karunanayaka Pathirannehelage Sameera Jayasundara Bandara

(198585R)

**Master of Urban Design** 

Department of Architecture
University of Moratuwa
Sri Lanka

January 2022

# ANALYTICAL STUDY OF BRANDED "TOURIST CITY" AND ITS EFFECT ON SOCIAL, LOCAL, ENVIRONMENTAL QUALITY AND REALM OF THE CITIZEN

Karunanayaka Pathirannehelge Sameera Jayasundera Bandara

(198585R)

Dissertation submitted in partial fulfilment of the requirements for the

Degree

Master of Urban Design

Department of Architecture University of Moratuwa Sri Lanka

June 2022

## Declaration of the candidate and supervisor

I declare that this is my own work and this thesis/dissertation<sup>2</sup> does not incorporate without acknowledgment any material previously submitted for a Degree or Diploma in any other University or institute of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by another person except where the acknowledgment is made in the text.

Also, I hereby grant to the University of Moratuwa the non-exclusive right to reproduce and distribute my thesis/dissertation, in whole or in part in print, electronic or another medium. I retain the right to use this content in whole or part in future works (such as articles or books).

Signature:	Date:
The above candidate has carried out research supervision.	for the Masters dissertation under my
Name of the Supervisor:	
Signature of the supervisor:	Date:

### **ABSTRACT**

The city is a major economic factor in any country or society. When there is a break in this interconnection between the growth of a city and its economics, the function of a city changes and turns into a domestic low-level dwelling city or at times termed as abandoned.

After the industrial revolution with better health and a growing economy, growth in human townships evolved rapidly in relation to that of the ancient city. With the growth of these townships the growing demand and attraction towards city life, progressively increased over time to date. This demand for growth increased the need for the city to generate more wealth for the growth and development of the city. This phenomenon automatically created competition amongst all cities throughout the world. Same way wealth was a factor of power and protection for its inhabitants.

In some ways for a city to survive, it needs to brand itself, otherwise, the city will struggle to succeed with the competition of the neighboring cities, the region, or the national level with the economy. But city branding for its better future can happen in less time than the time it needs for a city to evolve

In the days gone by many people who had heard of a place or cities, conjectured them virtually imagining of other part of cities. This concept radically changed after early to late seventies with the vibrant development of transportation and media. With the development of televisions and film industry, it became a major turning point for obtaining knowledge and exploring a city. After the invention of personal computers, exploring of other part of the cities around the world became much more accessible with digital media. The early nineties with invent of the internet made a massive change in connection peoples around the world. By this time the concept of Globalization, a Global village was aggressively explored, and the branding own cities became an inherent platform to attract more wealth to the cities.

The remarkable change in city branding evolved with smartphones and every visitor to the city sharing images of interesting places with each other. This is evolving further with the introduction of digital social media, giving rise to "influencers", who write extensively of their experiences in various cities and places of interest, thus

encouraging more and more people to visit. The branding profession expanded beyond imaginable limits with the new era of communication.

With all the branding of a city, the tourism industry became a major component of the city economy. Architecture, Archeology, food, fashion, urban experience, Natural beauty were some key elements to brand in a city as tourist destinations. This tourism branding idea was developed with the modern communication platform such as television, via the internet, and the latest methods such as social media mainly with smartphones. This branding technique is becoming a fast method to attract tourists. Due to fast branding, other supportive facilities in the city also need to expand at the same speed. This gives quick transforming of the urban economy for a better way and the realm citizens are also changing due to these factors.

The realm of the wealth of citizens achieves in a short period of time. But it meets only one or few realm urbanites. The branding can bring negative aspects as well. This study focuses on research and analyzing how the realm of people are affected by City branding.

### **ACKNOWLEDGEMENT**

Foremost I would like to express my sincere gratitude to my senior Adviser and lecturer in Master Urban Design course director and the head of the department of Architectural Faculty Dr. Janaka Wijesundara for his tremendous support, time, energy, and guidance throughout the course. The intellectual moral support that I received to understand the vast area of the urban design field is unmatched by any other Education.

I would like to convey my sincere gratitude to my supervisor and the lecture from architectural education to Urban design education Arch: Janaka Dharmasena for his tremendous work and support.

My sincere thanks go to senior lecturers Dr. Senaka Dharmathilake Arch: D.B Navarathna for their acknowledgment of each research. I would like to thank all my senior lecturers and visiting lecturers for sharing their expertise, experience, and knowledge.

I would like to thank the staff of the Urban design faculty of the University of Moratuwa for their tremendous support by facilitating my research.

My friends helped with research by finding the locations and connecting with relevant personalities for interviews and preparing the questionnaires, my sincere thanks go out to them. At the same time special thanks go to National tour guides who have taken the time to fill up the research questionnaire, sparing time off their busy schedules. I would like to thank all the participants for the questionnaire and interviews in Ella and Galle fort.

Finally, finally I would like to extend my heartfelt gratitude to my parents for giving all facilities for my education and my loving family for being ever supportive and generous with their time in enabling me to further my education.

# TABLE OF CONTENTS

	Declaration	on of th	e candidate & Supervisor	1
	Abstract .			ii
	Acknowle	edgmen	ts	iv
	Table of o	contents	·	v
	List of Ta	bles		viii
	List of Fi	gures		x
	List of Ap	pendic	es	xii
	Introducti	ion		
	Bac	kgroun	d to the topic	01
	Ab	ackgrou	and to the study	02
	Obj	ectives	of the research	03
	Met	thodolo	gy	04
	Lin	nitation	and scope of the study	04
1.0	Chapter 01	Urbani	zation and City Branding.	
	1.1	The U	Urbanism urbanite and their realm	06
		1.1a	City with kingship/rulers	06
		1.1b	City with Commercial Evolvement	08
		1.1c	City Evolvement with Harbor	08
	1.2	The I	Development of the city	08
	1.3	The r	realm of citizen	11
	1.4	What	is City branding	13
	1.5	City	Branding in Today's Context	16
	1.6	Susta	ining the marketed quality for future tourism	18
	1.7	Other	r Impacts of City Branding	25
	1.8	The I	Morphology of The City due to its banding	26
2.0	Chapter -	02 Theo	pretical framework and research.	
	2.1.	Theo	retical framework and research methodology	28
		2.1.i	Impact On Natural Environment	31

		2.1.ii	Impact On Built Environment due to tourism32
		2.1.iii	Impact On Social Environment due to tourism33
	2.2.	Research	methodology for collecting data34
		2.2.i	Observation on field visits35
		2.2.ii	Prepared Questionnaire36
3.0	Chapter - 03	3. Case Stu	dy: Data analysis and findings
	3.1.	Introd	uction to case studies40
		3.1.1	Galle City
		3.1.2	Ella Town
	3.2.	Case s	tudy 01- Galle fort
		3.2.1.	Geological Location and History of Galle
			fort45
		3.2.2.	Morphological development of Galle
			fort46
		3.2.3	Tourist Attraction and Branding in Galle
			Fort48
		3.2.4	Qualitative study for the Realm of Urbanite50
		3.2.5.	Questionnaire survey and analysis of Galle Fort
			Physical forms50
		3.2.6	The online survey analysis from google
			forms58
		3.2.7	The Outcome of Interviews - Galle fort64
	3.3	Case	study 02- Ella
		3.3.1.	Geological Location and History Ella66
		3.3.2.	Morphological development of Ella67
		3.3.3.	Tourist Attraction and Branding in Ella68
		3.3.4.	Qualitative study for the Realm of Uranite69
		3.3.5.	Questionnaire survey and analysis of Ella – Physical
			forms72

	3.3.6.	The Online Survey analysis from google	
		forms	80
	3.3.7.	The outcome of Interviews - Ella	85
4	Conclusion		88
5	Bibliography		93

# LIST OF TABLES

Table 1.0	Research framework29
Table 1.1	Analysis of questionnaires Galle Fort Q-NO 151
Table 1.2	Analysis of questionnaires Galle Fort Q-NO 251
Table 1.3	Analysis of questionnaires Galle Fort Q-NO 352
Table 1.4	Analysis of questionnaires Galle Fort Q-NO 452
Table 1.5	Analysis of questionnaires Galle Fort Q-NO 553
Table 1.6	Analysis of questionnaires Galle Fort Q-NO 654
Table 1.7	Analysis of questionnaires Galle Fort Q-NO 754
Table 1.8	Analysis of questionnaires Galle Fort Q-NO 855
Table 1.9	Analysis of questionnaires Galle Fort Q-NO 956
Table 1.10	Analysis of questionnaires Galle Fort Q-NO 1056
Table 1.11	Analysis of questionnaires Galle Fort Q-NO 1157
Table 2.01	Analysis of questionnaires Galle Fort Google form Q-NO59
Table 2.02	Analysis of questionnaires Galle Fort Google form Q-NO259
Table 2.03	Analysis of questionnaires Galle Fort Google form Q-NO0360
Table 2.04	Analysis of questionnaires Galle Fort Google form Q-NO 0460
Table 2.05	Analysis of questionnaires Galle Fort Google form Q-NO 0561
Table 2.06	Analysis of questionnaires Galle Fort Google form Q-NO 0662
Table 2.07	Analysis of questionnaires Galle Fort Google form Q-NO 0762
Table 2.08	Analysis of questionnaires Galle Fort Google form Q-NO 0862
Table 2.09	Analysis of questionnaires Galle Fort Google form Q-NO 0963
Table 2.10	Analysis of questionnaires Galle Fort Google form Q-NO 1063
Table 3.01	Analysis of questionnaires Ella Q-NO 0172
Table 3.02	Analysis of questionnaires Ella Q-NO 0273
Table 3.03	Analysis of questionnaires Ella Q-NO 0374
Table 3.04	Analysis of questionnaires Ella Q-NO 0475
Table 3.05	Analysis of questionnaires Ella Q-NO 0576
Table 3.06	Analysis of questionnaires Ella Q-NO 0676
Table 3.07	Analysis of questionnaires Ella Q-NO 0777

Table 3.08	Analysis of questionnaires Ella Q-NO 08	78
Table 3.09	Analysis of questionnaires Ella Q-NO 09	78
Table 3.10	Analysis of questionnaires Ella Q-NO 10	79
Table 4.01	Analysis of questionnaires Ella Google form Q-NO 1	80
Table 4.02	Analysis of questionnaires Ella Google form Q-NO 2	81
Table 4.03	Analysis of questionnaires Ella Google form Q-NO 3	82
Table 4.04	Analysis of questionnaires Ella Google form Q-NO 4	82
Table 4.05	Analysis of questionnaires Ella Google form Q-NO 5	83
Table 4.06	Analysis of questionnaires Ella Google form Q-NO 6	83
Table 4.07	Analysis of questionnaires Ella Google form Q-NO 7	84
Table 4.08	Analysis of questionnaires Ella Google form Q-NO 8	84
Table 4.09	Analysis of questionnaires Ella Google form Q-NO 9	85

## LIST OF FIGURES

Figure	01	New York branding concept	22
Figure	02	New York concept on T shirts	22
Figure	03	New York concept on underpants	22
Figure	04	New York concept on shop fronts	22
Figure	05	New York concept on city centers	.22
Figure	06	New York concept on public space	.22
Figure	07	Self-background of branding	23
Figure	08	The social media advertise of selfie locations	23
Figure	09	Similar city branding in Bangalore India	24
Figure	10	Similar city branding in Amsterdam	24
Figure	11	Similar city branding in Melbourne Australia	24
Figure	12	Similar city branding in Dubai	24
Figure	13	Similar city branding in Mumbai India	25
Figure	14	Branding on consumer items	25
Figure	15	Worlds Island in Dubai	.32
Figure	16	Bolivia La-Paz city with dense building created unpleasant	
		built environment	33
Figure	17	Lake Titicaca Bolivia-Tourism and garbage	
		created unpleasant built environment	39
Figure	18	Galle Fort in 1726.	.44
Figure	19	Galle Fort in UNESCO restoration	44
Figure	19	Galle Fort in UNESCO restoration	44
Figure	19	Galle Fort in UNESCO restoration	.44
Figure	20	Galle festivals branding on internet.	47
Figure	21	Branding on print format	47
Figure	22	Galle Fort branding in internet.	47
Figure	23	Ella town location in Sri Lanka map	64
Figure	24	Ella town location in google map	64
Figure	25	Ella town with dance buildings	65
Figure	26	Google image of Ella town	65

Figure 27	Ella town node with cafes	65
Figure 28	The buildings over comes the hilltop 1km away from town	
	node	66
Figure 29	Ella town Branding on social media	66
Figure 30	Ella town Branding on social media.	69
Figure 31	Ella town Branding on social media.	69
Figure 32	Garbage issue makes unpleasant environment in the	
	town	71
Figure 33	Garbage issue makes unpleasant environment in the town	71

# LIST OF APPENDICES

Appendix – 01 – Questionnaire form – Ella	97
Appendix – 02 – Questionnaire Google form – Ella	101
Appendix – 03 – Questionnaire form – Galle Fort	105
Appendix – 04 – Questionnaire Google form – Galle Fort	108