

## **Issues and challenges faced by village guides in Kundasang and Kampung Sayap**

### **ABSTRACT**

The study aims to identify the issues and challenges faced by village guides in the highlands along the west coast of Sabah. The destinations chosen in this study were the famous Kundasang located in the district of Ranau and Kampung Sayap a blooming highland destination in the district of Kota Belud. A qualitative approach was used to identify the issues and challenges faced by the village guides. The methodology used was divided into three stages. At stage 1, the researchers hiked along with the village guides to personally encounter the experience the hiking journey with the village guide. At stage 2, the village guides were placed in groups and a list of questions were brought forward for them to express the grievances they face while performing their guide duties and the desire to obtain certain assistance from the stakeholders to improve their socioeconomic status. Finally at stage 3, the village chief was included in the discussion in providing recommendation on how to improve the services as well as the standard of living of the village guides. The study revealed that the ratio of tourist to the village guide is too high, inability to communicate in English, do not have the knowledge on the intrinsic as well as the extrinsic value of the flora and fauna, lack of facilities, the village guides were mainly man, changes in the weather condition, schedule is too tight and the demand is seasonal. Many of the guides did not have a village guide licence because they did not have school certificates. Thus recommendations were given to focus on capacity building, working condition, status of the tour guide, safety, security and well being of guides.