

ATENÇÃO: Este modelo **NÃO** representa uma prova integral, apenas parte dela.



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CENTRO INTERDEPARTAMENTAL DE LÍNGUAS – EXAME DE PROFICIÊNCIA EM LÍNGUA INGLESA

IO
OUTUBRO/2019

NOME:.....

- O tempo total da prova é de **2 (duas) horas**. Este período inclui o preenchimento da *Folha de Respostas*. Administre seu tempo, pois não haverá tempo adicional para o preenchimento da *Folha de Respostas*.
- O aproveitamento mínimo para obter o conceito “Suficiente” é de 70%, o que equivale ao acerto de 14 questões.
- O uso de dicionário impresso é permitido.
- Assinale apenas UMA alternativa para cada questão.
- Ao fazer a escolha da alternativa, assinale-a no corpo de questões.

O exame é composto pelo texto:

I – Crowding in marine environments: Divers and Whale Watchers in Azores

PARTE I

TEXTO I

CROWDING IN MARINE ENVIRONMENTS: DIVERS AND WHALE WATCHERS IN THE AZORES

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Introduction

Marine recreation activities are continuing to increase in many areas around the globe. A number of studies have documented environmental impacts caused by snorkeling, scuba diving, recreational boating and whale watching (Dearden et al., 2007; Diedrich et al., 2011; Meyer et al., 2009; Stockin et al., 2008; Thurstan et al., 2012). These activities can also negatively impact local communities and the tourism experience itself.

Key factors which affect the quality of the experience for users include the number and type of other users encountered as well as the expectations and experience of the users themselves (Boyd and Butler, 1996). Noise and crowding are possible social impacts which affect tourism satisfaction. Perception of crowding is therefore one tool for assessing user satisfaction within the social setting features of a tourism destination (Bell et al., 2011; Lankford et al., 2008; Vaske and Shelby, 2008).

Several studies have examined crowding in coastal recreation including scuba diving and whale watching (Avila-Foucat et al., 2013; Bell et al., 2011; Davis and Tisdell, 1995; Inglis et al., 1999; Roman et al., 2007; Shafer and Inglis, 2000; Szuster et al., 2011). However, none have compared diving and whale watching in one location and sought to understand the factors influencing differences between the activities and differences in spatial assessments of perceived crowding. This study examines these questions in the Azores where whale watching and diving are two of the main activities in a rapidly growing coastal tourism economy. The present study examines the tolerance for encounters with other whale watching boats for whale watchers and with other divers at a dive site as well as perceived crowding in several islands of the Azores. The study defines a minimum acceptable condition of encounters for satisfactory experiences for both activities. This assessment can help to define standards of quality for whalewatching and diving in the Azores and contribute to a more sustainable marine tourism sector in the future.

The next section provides an overview of the relevant literature on crowding and presents the specific objectives of the study.

Concepts of crowding, encounters and norms have received considerable attention in tourism research (Manning, 2007). Reported encounters characterize the subjective counts of the number of people or objects that individuals remember observing in a setting (Vaske and Donnelly, 2002). Perceived crowding is a negative evaluation of the number of encounters (Shelby and Heberlein, 1986; Vaske and Shelby, 2008). In this case study **it** reflects the level of dissatisfaction with the number of other boats or divers encountered. The assessment is a value judgment that the number is too many. Encounter norms are based on the idea that individuals have personal standards to perceive and evaluate conditions as good or bad (Shelby et al., 1996). Norms indicate people's opinions about what conditions should or should not be in a given area or context (Heywood, 1996). Research suggests that when users perceive a setting as crowded, they have compared the conditions with their norms about the conditions they believe should or should not occur in the area (Vaske and Donnelly, 2002). Research has shown that norms, encounters and crowding are linked. When recreationists reported fewer encounters than their norm, they did not feel crowded, whereas those who encountered more than their norm felt crowded (Bell et al., 2011; Vaske and Donnelly, 2002).

Norms for crowding can vary among groups (Ditton et al., 1992). Bryan (1977) grouped recreationists according to their knowledge and investment in the activity into specialists and generalists. For specialists the activity is a central life interest and involves considerable investment of time, effort and money. They are often the first to discover new areas are more knowledgeable and skilled about the activity, and require minimal

infrastructure or interpretation in order to achieve an enjoyable wildlife interaction experience. Due to their increased awareness of the environment and smaller numbers, they generally have a minimal impact on the environment and on the focal species. For generalists, the activity is not a central life interest and they invest less in its pursuit, both in terms of money and effort. Generalists require greater facility development and more interpretation and without adequate management interventions, they place greater pressure on both the social and the natural environments, in large part because of their greater numbers (Duffus and Dearden, 1990). Several researchers have shown that more specialized users have different perceptions of crowding than less specialized ones (Anderson, 2007; Catlin and Jones, 2010; Leujak and Ormond, 2007). Understanding participants' needs and expectations of a recreational activity is a critical aspect of improving management responsiveness in the face of growing public interest in marine wildlife tourism opportunities.

The current study develops social norm curves on crowding in whale watching and diving in the Azores to assess whether perceived crowding increases with reported encounters. It uses data from five Azorean islands to address six objectives:

1. To examine users' reported encounters and norms associated with the number of whale watching boats and divers and assess perceived crowding.
2. To assess the minimum acceptable condition of encounters for satisfactory experiences.
3. To test whether crowded and non-crowded users are equally satisfied with their experience.
4. To explore whether specialist and generalist users feel equally crowded.
5. To test whether crowded and non-crowded users perceive the environmental impacts of the activity equally.
6. To examine whether perceived crowding is equal on all islands.

➤ As questões de 1 a 10 se referem ao texto ***Crowding in marine environments: Divers and Whale Watchers in Azores***

1. O texto aborda
 - a) atividades turísticas de todos os tipos.
 - b) recreações envolvendo impactos no ambiente.
 - c) a recepção aos turistas pelas comunidades dos Açores.
 - d) a experiência de praticantes de *snorkeling* e mergulho
2. Duas atividades de recreação são mencionadas no estudo a fim de se
 - a) medir o interesse geral dos turistas.
 - b) comparar o nível de tolerância recíproca dos turistas.
 - c) revelar as preferências entre o mergulho e *whale watching*.
 - d) apontar quais são os fatores determinantes para a escolha dos locais.

3. A definição dada no estudo para *perceived crowding* remete
- a) a algo que agrada aos turistas.
 - b) à quantidade de pessoas em diferentes destinos turísticos.
 - c) a um julgamento negativo de valor.
 - d) à noção de que quanto mais turistas há, melhor avaliado o local.
4. O estudo de Bryan citado no texto agrupou os *recreationists* em especialistas e generalistas os quais, **respectivamente**,
- a) são em menor número – exigem mais infraestrutura.
 - b) são em maior número – impactam mais o ambiente.
 - c) são em menor número – apreciam o aspecto natural do local.
 - d) são indiferentes ao meio ambiente - preocupação maior com o custo.
5. Leia o enunciados abaixo.
- I. Os especialistas causam pouco impacto nos lugares visitados.
 - II. Os generalistas são os primeiros a descobrirem destinos atraentes.
 - III. Os especialistas investem menos em tempo e esforço empreendido.
- Está (ão) correta (s)
- a) Apenas a I.
 - b) Apenas a II.
 - c) Apenas a III.
 - d) I, II e III.
6. O estudo relata que o crescente aumento do interesse pelo turismo natural
- a) conduz inevitavelmente à destruição de locais isolados.
 - b) ameaça somente locais de *whale watching* e mergulho.
 - c) desestimula a atenção considerável nas pesquisas
 - d) demanda a compreensão das expectativas dos turistas.
7. Dentre os objetivos enumerados pelo estudo sobre o impacto das práticas oceânicas nos Açores, é **INCORRETO** dizer que o que se busca é
- a) se o grau do *perceived crowding* é o mesmo em todas as ilhas.
 - b) se a percepção do impacto ambiental é a mesma entre os grupos.
 - c) a razão para a escolha de uma prática oceânica em detrimento da outra.
 - d) se tanto os generalistas como os especialistas têm a mesma sensação negativa.
8. A escolha do estudo pelas ilhas Açores deve-se
- a) à localização do arquipélago.
 - b) aos impactos negativos sobre as comunidades locais.
 - c) ao número de estudos sobre *perceived crowding* no local.
 - d) às duas práticas oceânicas em uma economia turística em ascensão.

9. Dentre os trechos abaixo, aponte a frase que traz a noção de possibilidade

- a) (...) *Norms for crowding can vary among groups.*
- b) (...) *Several studies have examined crowding in coastal recreation including scuba diving and whale watching.*
- c) (...) *Concepts of crowding, encounters and norms have received considerable attention in tourism research.*
- d) (...) *Marine recreation activities are continuing to increase in many areas around the globe.*

10. A palavra *it* no trecho “*In this case study it reflects the level of dissatisfaction with the number of other boats or divers encountered*” se refere a

- a) *evaluation.*
- b) *perceived crowding.*
- c) *case study.*
- d) *number.*

GABARITO

01.	B
02.	B
03.	C
04.	A
05.	A
06.	D
07.	C
08.	D
09.	A
10.	B