
**ASSESSMENT OF POST COVID 19 PANDEMIC EXPERIENCE IN HOSPITALITY INDUSTRY IN
NIGERIA: AN EMPIRICAL STUDY OF THE CONTROL AND REMEDIES TO SOCIAL IMPLICATIONS**

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ABSTRACT

The study was conducted in order to assess the post COVID-19 pandemic experience in hospitality industry in Nigeria with an empirical assessment of the control and remedies to social implications. The study adopted a descriptive survey design. The study was undertaken in Nigeria. The population of the study consisted of the workers in hospitality industry in Nigeria. Stratified sampling technique was used in selecting 50 workers in hospitality industries, which was drawn from each of the 6 geographical zones in Nigeria, and this gave a total of 300 sample size used for the study. The main instrument, titled "Post COVID 19 Pandemic Experience in Hospitality Industry Questionnaire (PCPEHIQ)", was used for data collection. Face and content validation of the instrument was carried out by an expert to ensure that the instrument was recorded accurately while Cronbach Alpha technique was used to determine the level of the reliability of the instrument. Interestingly, the reliability coefficient obtained was 0.86, which was high enough to justify the use of the instrument. The researcher subjected the data generated for this study to appropriate statistical techniques such as percentage analysis. The test for significance was done at 0.05 alpha level. From the study it is concluded that the COVID-19 pandemic had social impacts in the hospitality industry, which still has effects in this post-COVID-19 era. One of the recommendation was that hospitality industries should adhere to the protocols which involves the preventive measures of the corona virus such as the use of hand sanitizers, physical distancing and use of nose masks.

KEYWORDS: Covid-19, Covid-19 pandemic, Hospitality industry, Social impact, Control of social impact.

Introduction

A pandemic is a global outbreak of a disease, says Kimberly Hickok (2020). There are many examples in history, the most recent being the COVID-19 pandemic, declared as such by the World Health Organization on March 12, 2020. Pandemics are generally classified as epidemics first, which means the rapid spread of a disease across a particular region or regions. The Zika virus outbreak that began in Brazil in 2014 and made its way across the Caribbean and Latin America was an epidemic, as was the Ebola outbreak in West Africa in 2014-2016. The U.S. has been experiencing an opioid epidemic since 2017 because of the widespread misuse and high numbers of deaths caused by the drug, according to the U.S. Department of Health and Human Services. On December 8, 2019, the government of Wuhan, China, announced that health authorities were treating dozens of new virus cases, identified as coronavirus disease 2019 (COVID-19) (Bakar and Rosbi, 2020). Since then, COVID-19, a new strain of SARS (SARS-CoV-2) has grown into a global pandemic and is spreading across many countries. COVID-19 is a highly transmissible respiratory disease that spreads through contact with other infected individuals, with symptoms such as fever, cough, and breathing problems (Yang, Zhang, and Chen, 2020). Transmission can also occur from asymptomatic individuals, with up to 40% of infected individuals remaining asymptomatic (Oron and Topol, 2020). Other factors that facilitate infection include: (1) the speed and efficiency with which COVID-19 is transmitted; (2) airborne transmission (Morawska and Cao, 2020); (3) close contact between infected and non-infected individuals; (4) immunocompromised individuals with specific underlying health conditions (e.g., hypertension, diabetes, cardiovascular disease, respiratory problems); (5) susceptibility of people over 65; and (7) contact with people who have travelled to infected areas (Peeri et.al. 2020).

The idea of hospitality dates from ancient times (Durant 1935, White 1970, Smith 1974, Gray and Liguori 1980, Heal 1990). Travel was extremely dangerous, and being without shelter for the night could mean death by exposure to the elements, wild animals, or robbery and murder at the hands of highwaymen. Many societies developed an ethic of hospitality to allow a degree of safety for travelers; without that, there could be no travel and no trade. Thus, hospitality was not merely the provision of shelter and food--the satisfaction of physiological need, but also some degree of safety--psychological comfort in the assurance that one's host was bound by a code of hospitality that ensured that a guest in his house would not be robbed or suffer bodily harm. At the same time, the guest was under an obligation not to do harm to the host. Although the words "hospital" and "hospitality" have the same root, hospitals are often not very hospitable places. However, some hospitals and other types of non-profit organisations and even a few commercial enterprises have turned to a hospitality model of customer service in order to improve service and customer satisfaction (Zemke 1987, Betts and Baum 1992, McGough 1992). This they operationalized as "feeling at home," and identified ten factors as measures of this feeling, including friendly staff; admissions procedure; information regarding daily routine; plain cooking and menu choice; privacy; comfortable furniture; recreational facilities; and attractive decor. Only some of these, such as menu choice, cooking, privacy, furniture and decor, concern a home-like setting.

Statement of Problem

The COVID-19 pandemic has had a great impact on the whole world, not excluding industries and businesses. The COVID-19 pandemic has severe health effects and serious implications for economic growth and social development. Humans had developed fear because of the virus and stopped associating with people so as to avoid contacting it. Even in this post-COVID-19 era, some people are still afraid of the virus so much that they avoid handshakes, which is a way of greeting, while some are still afraid of places with a little more sociality, like hotels and restaurants. The COVID-19 pandemic had both financial and social implications for the hospitality industry, some of which have still not recovered from the effects. The hospitality industry is greatly affected because of the fear the pandemic instils on individuals, making the hospitality industry lose both patronage and its ability to socialise with other people. So researching the social implications of the post COVID-19 experience in the hospitality industry piqued my interest in discovering how the hospitality industry can socially in the post COVID-19 era.

Objective of the Study

1. To determine the types of Hospitality Industries affected by covid-19 pandemic.
2. To find out the social implications of covid-19 pandemic experience in Hospitality Industry in Nigeria.
3. To examine the controls and remedies to social implication of covid-19 pandemic in the Hospitality Industry.

Research Questions

1. What are the types of Hospitality Industries affected by covid-19 pandemic?
2. What are the social implications of covid-19 pandemic experience in Hospitality Industry in Nigeria.?
3. What are the controls and remedies to social implication of covid-19 pandemic in the Hospitality Industry?

Conceptual Review

Concept of COVID 19

Coronaviruses (CoVs) are positively sensed single-stranded RNA viruses that belong to the order Nidovirales, family Coronaviridae, subfamily Orthocoronavirinae with 4 genera: alpha, beta, delta, and gamma coronaviruses (WHO, 2020). Alpha CoVs and beta CoVs originated from bats and rodents, while delta CoVs and gamma CoVs have their origins in avian species (Cascella, Rajnik and Cuomo, 2020). SARSCoV-1 was isolated from bats in 1992, with civet cats serving as an intermediary host; MERS-CoV was isolated from dromedary camels in 2003; and, of course, the currently circulating SARS-CoV-2, formally known as 2019 novel coronavirus (2019-nCoV) causing COVID-19. SARS-CoV-2 has a pleomorphic and circular structure with a diameter of about 60–140 nm. Coronaviruses are large, enveloped, single-stranded RNA viruses found in

humans and other mammals, such as dogs, cats, chickens, cattle, pigs, and birds. Coronaviruses cause respiratory, gastrointestinal, and neurological diseases. The most common coronaviruses in clinical practise are 229E, OC43, NL63, and HKU1, which typically cause common cold symptoms in immunocompetent individuals. SARS-CoV-2 is the third coronavirus that has caused severe disease in humans to spread globally in the past two decades (Zhu, Zhang, Wang, et al., 2020). SARS-CoV-2 has a diameter of 60 nm to 140 nm and distinctive spikes, ranging from 9 nm to 12 nm, giving the virions the appearance of a solar corona (Goldsmith, Tatti, Ksiazek TG, et al.2004). Through genetic recombination and variation, coronaviruses can adapt to and infect new hosts. Bats are thought to be a natural reservoir for SARS-CoV-2, but it has been suggested that humans become infected with SARS-CoV-2 via an intermediate host, such as the pangolin (Lu R, Zhao X, Li J, et al. 2020; Lam, Jia, Zhang, et al. 2020). It is speculated that the coronaviruses circulating in pangolin, bat, and other animal species are likely to be a "gene pool" for the generation of new recombinants (Zhang, Jia, Zhu, Li, Xing, Liao, and Qi, 2020). Given the use of pangolins in traditional medicine and for food, frequent human-animal interaction has been thought to be the major cause of viral cross-species transmission. The similarity analysis of SARS-CoV-2 and the animal-origin coronaviruses has demonstrated that recombination events are likely to occur in bat and pangolin-origin coronaviruses (Zhang, Jia, Zhu, Li, Xing, Liao, and Qi, 2020). In particular, the similarity between SARS-CoV-2 and the closest bat relative is very high: all proteins in the coronavirus proteome (with the exception of ORF10) have identities of above 85%, with full conservation of the genome length (~30kb) (Ceraolo and Giorgi, 2020).

The coronavirus can be transmitted from human to human via the droplets generated during speaking, coughing, and sneezing by symptomatic patients. It can spread up to 1–2 m; a recent study demonstrated that the infection can also occur in asymptomatic people and before the onset of symptoms (Singhal, 2020). Another mode of transmission is enabled by the inhalation of aerosols, which are micro-particles containing pathogens that, after having been released in the air, are transported by the flow of the air current, thus being able to cause diffusion even at a considerable distance (with reverse ratio due to their dilution) (Tellier, Li, Cowling, & Tang, 2019).

Common symptoms include fever, dry cough, shortness of breath, fatigue, myalgias, nausea, vomiting, or diarrhea, headache, weakness, and rhinorrhea. Anosmia or ageusia may be the sole presenting symptom in individuals with COVID-19. The coronavirus takes fourteen days to show symptoms in a newly infected patient. Complications (Mao, Qiu, He, et al. 2020; Long, Brady, Koyfman, Gottlieb, 2020; Mao, Jin, Wang, et al. 2020; Middeldorp, Coppens, van Haaps, et al. 2020; Chen, Shao, Hsu, Wu, Hung, 2020; Rodriguez-Morales, Cardona-Ospina, Gutiérrez-Ocampo, et al, 2020) among hospitalized patients with COVID-19 include pneumonia, acute respiratory distress syndrome; acute liver injury, characterized by elevations in aspartate transaminase, alanine transaminase, and bilirubin; cardiac injury, including troponin elevation, acute heart failure, dysrhythmias, and myocarditis; prothrombotic coagulopathy resulting in venous and arterial thromboembolic events; acute kidney injury; neurologic manifestations, including impaired consciousness and acute cerebrovascular disease; and shock.

Numerous ways to prevent an individual from contacting the virus include the use of disposable nose masks, avoiding direct contact with droplets and body fluid secretions, the use of disposable gloves to avoid contact with contaminated objects and environments, and maintaining social distancing. At the same time, available evidence has shown that the aforementioned viruses are effectively inactivated by adequate sanitization procedures, which include the use of disinfectants based on sodium hypochlorite (0.1%–0.5%), ethanol (62%–71%) or hydrogen peroxide (0.5%), for an adequate contact time; providing adequate ventilation of closed rooms (Kampf, Todta and Pfaender, 2020); or through the use of physical means such as ultraviolet irradiation (UV) (Walker and Ko, 2007).

Concept of COVID 19 Pandemic

Doshi (2011), in WHO (2011) has it that a pandemic is defined as "an epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people." In December 2019, unexplained pneumonia (later named as coronavirus disease 2019, COVID-19) broke out in Wuhan, China (Hui, D.S.E.I.A. Madani, 2020; Li, Guan, Wu, Wang, Zhou, Tong, Ren, Leung, Lau, Wong, et al. 2020; Phelan, Katz and Gostin, 2020; Zhu, Zhang, Wang, Li, Yang, Song, Zhao, Huang, Shi, Lu, et al. 2020). The initial patient was related to a seafood wholesale market in Wuhan. A new type of coronavirus was isolated from human respiratory epithelial cells, which belongs to the subgenus Sabevirus of the subfamily Coronavirus (Harding and Lanese, 2020). Different from the previously isolated MERS-CoV and SARS-CoV, this virus is the seventh coronavirus that can infect humans and is named as SARS-CoV-2 (Guo, Cao, Hong, Tan, Chen, Jin, Tan, Wang, 2020; Nie, Li, Wu, Zhao, Hao, Liu, Zhang, Nie, Qin, Wang, et al. 2020). It is speculated that the coronaviruses circulating in pangolin, bat, and other animal species are likely to be a "gene pool" for the generation of new recombinants (Zhang, ia, Zhu, Li, Xing, Liao, Qi, 2020). Given the use of pangolins in traditional medicine and for food, frequent human–animal interaction has been thought to be the major cause of viral cross-species transmission. As at April 2020, the infection rate had spiked through local transmission, with about 2 million confirmed cases in more than 200 countries (European Centre for Disease Prevention and Control, 2020). However, an examination of current statistics on COVID-19 infection and death cases worldwide as of December 28, 2020 reveals that the pandemic has been responsible for nearly 80 million and 2 million confirmed infections and deaths cases, respectively (World Health Organization, 2020).

In the context of Nigeria, the first case of the pandemic was reported on the 27th of February, 2020 (Nigeria Center for Disease Control, 2020a). However, analysis of the current infection and death rate of COVID-19 in Nigeria as at December 28, 2020 shows that almost 85 thousand confirmed infection cases were reported with 1,264 death rates (The Voice of Africa, 2020; Nigeria Center for Disease Control, 2020b). For the first time since the first case was confirmed on February 27, 2020, researchers from the Centre for Human and Zoonotic Virology at Lagos University Teaching Hospital/College of Medicine of the University of Lagos, the African Centre for Genomics of Infectious Diseases at Reedemers University, and the Nigeria Institute of Medical Research Lagos successfully sequenced COVID-19's genome. According to the Nigeria Centre for Disease Control, a second confirmed case was detected in the country on the 9th of March 2020. This case was a contact of the index case. Out of a total number of

people screened for COVID-19 so far in Nigeria, there are 51 confirmed cases from the 9 states of Bauchi, Edo, Ekiti, Lagos, Ogun, Osun, Oyo, Rivers and the Federal Capital Territory. Lagos State, with a current population of over 20 million, is leading with over 30 confirmed cases. One death has been recorded in the country while two cases, including the index and first contact, have been discharged to go home on the 13th of March 2020 after testing negative for the virus twice consecutively (NCDC, 2020). Normally, a COVID-19 patient is expected to have cleared the virus and can be discharged after two to four negative qRT-PCR tests on nasopharyngeal and throat swabs sampled at ≥ 24 h interval (ECDC, 2020). As at April 2020, the infection rate had spiked through local transmission, with about 2 million confirmed cases in more than 200 countries (European Centre for Disease Prevention and Control, 2020).

Concept of Hospitality Industry

The hospitality industry is defined as those internationally impactful industries with a wide cross-section of products such as accommodation (Bello and Majebi, 2018), food and beverages (Anthony et al., 2004; Jennifer and Thea, 2013; UNWTO, 2016) and other related services. Hospitality is the art of creating a relationship between a hotel and a guest or patron. It is the process of exercising human interactions, including welcoming guests, greeting them, receiving them, and ensuring the guests' comfort during their stay in and around the hotel or service provider's vicinity. Reuland, Choudry, and Fagel (1985) defined hospitality in restaurants and hotels as a process involving the transfer of three elements: the product (meal or bed), employee behavior, and the environment of the restaurant or hotel. Receivers bring physiological, social, and psychological needs and expectations to the transaction. A stereotypical definition of the concept of the hospitality industry is not in sight as various definitions of the concept have been offered by definers. The hospitality industry explains all businesses that are responsible for the provision of accommodation, food, drinks, and other supplementary services required by vacationers (Bello and Bello, 2020), including assurance of a reasonable degree of comfort, safety, and above all, adequate relaxation. Robert, et al. (2007) see the hospitality industry as a wide range of businesses such as hotels, restaurants, casinos, fast food, and clubs, among others, aimed at providing accommodation (i.e., lodging), food services, as well as other related catering services for people when away from home. Put simply, the hospitality industry refers to a variety of businesses and services linked to leisure and customer satisfaction. A defining aspect of the hospitality industry is also the fact that it focuses on ideas of luxury, pleasure, enjoyment, and experiences, as opposed to catering for necessities and essentials.

Sectors of Hospitality Industry and their Services

The hospitality industry is concerned with services related to leisure and customer satisfaction. The hospitality industry sectors range from accommodation, food and drinks, and travel/tourism. Each of these sectors is observed to provide services or necessities aimed at providing comfort to humans. Among these sectors, there are two main sectors that fit in as the core hospitality industry, which include the accommodation sector and the food and drinks sector.

1. The Accommodation Sector

The accommodation sector of the hospitality industry is saddled with the responsibility of providing customers with a place to stay on a temporary basis. It is of more benefit to individuals who are new to the environment and are looking for a place to stay on temporary terms to enable them to settle; individuals who travel on business trips or conference meetings, which is a temporary event; it also caters for individuals in the locality who seek a break from their everyday activity by providing lodging services. According to the Alex, Jude, Peace and Ehiedu (2020), places which fall under this sector are classified based on the type of service they render and may include;

Hotels: Arguably the most obvious form of accommodation that falls within the hospitality industry, hotels cater to people who require overnight or longer-term stays. Aside from offering lodging, they tend to provide various other services, including room service, housekeeping, and facilities for eating and drinking.

Time Sharing: Finally, time-shared accommodation is a type of accommodation where ownership or usage rights are shared between multiple people. It may be a house, condo, or similar type of property, and each owner will typically be allocated a particular time of the year where they will have right of use.

Bed & Breakfasts: Bed & breakfasts, also known as B & Bs, are small establishments that offer overnight stays and breakfast in the morning. Most B&B owners live in the property, while guests are provided with a private room and, in most cases, they will also have a private or en suite bathroom. However, bathroom facilities are sometimes shared.

Hostels: Hostels are a form of communal accommodation where multiple guests will usually sleep in a shared room, with the guests effectively renting a bed. Bathroom and kitchen facilities are usually shared, and hostels offer less privacy than hotels. Yet, they are usually significantly cheaper, making them a solid option for those with a low budget.

Serviced Apartments: Another form of accommodation that shares similarities with hotels is serviced apartments, which are self-contained units that are supplied for either short-term or long-term stays. These apartments will typically be fully furnished, will contain a kitchen, and may include various hotel-like services, such as laundry and cleaning.

Motels: Motels are similar to hotels but specifically designed for use as overnight accommodation by motorists. With this in mind, they are generally situated at the roadside and will have free car parking facilities. Unlike hotels, however, motels usually offer little in the way of additional services or amenities.

Resorts: A resort is similar to a hotel, but it will provide a wider range of facilities and amenities. This means that guests are able to access sleeping facilities, food and drink facilities, entertainment facilities, shopping facilities, and other amenities without needing to leave the resort. Many resorts also offer all-inclusive pricing.

2. The Food and Drinks Sector

The food and drinks sector is obviously rendering the service of providing food and drinks, which are necessities to human life. It falls under the hospitality industry due to the fact that it creates a revenue stream for individuals to spend leisure time and dispose of their income for their own benefits of satisfaction. This sector caters to different types of individuals, ranging from passers-bys, tourists, local occupants, and business individuals. The food and drinks sector is further classified into places based on the necessity and services rendered in each of them (Alex et al., 2020).

Catering: Catering services are food services provided within a particular site or in a more remote location where food and drink are not necessarily the main services provided. Examples of this include catering provided at parks, arenas, stadiums, hotels, event venues, and on certain forms of public transport.

Tea & Coffee Shops: As the names suggest, tea rooms and coffee shops provide a similar function to cafés, primarily serving varieties of tea and coffee. With that being said, tea and coffee shops are often individual rooms within larger buildings, such as hotels, and they may also sell products to be taken away, such as tea bags and coffee beans.

Bars & Cafés: Bars and cafés provide customers with options to go out, socialize, and enjoy food and drinks. They also tend to be a more casual option than most sit-down restaurants. Cafés generally focus on coffee, tea, and light snacks, while bars tend to prioritise alcoholic drinks and soft drinks, and may also offer additional entertainment.

Restaurants: Restaurants provide customers with food and beverage services, with the food either being eaten in the establishment, or taken away for consumption. This section of the hospitality industry includes fine dining restaurants, takeaway restaurants, fast food restaurants, and a variety of other restaurant types.

Nightclubs: Nightclubs are one of the main ways the hospitality industry caters to people in search of nighttime entertainment. They serve alcoholic drinks, are kept open until late, and often place an emphasis on both music and dancing. Many nightclubs have specific themes, and they may cater to locals as well as visitors or tourists.

Social Implications of Post COVID 19 Pandemic Experience in Hospitality Industry

Hotels are the first to be affected in the hospitality industry because restrictions on domestic and international travel directly affect their core business (Chen et al., 2007). For example, restaurant activity can be partially maintained with delivery or take-away services. With millions suddenly unemployed, uncertainty over economic recovery, and global fears of the continuing COVID-19 spread and its future waves, the hospitality industry was among the first industries affected, and it will be among the last industries to recover (Tappe and Luhby, 2020). On January 20, 2020, the United States reported its first COVID-19 confirmed case (Kretchmer, 2020). In February and through March 2020, the pandemic began to exact unprecedented economic and social consequences. Since public health concerns started to escalate in mid-February 2020, U.S. hotels have lost room revenues (AHLA, 2020). Since August 2020, almost half of the hotel industry's employees are still not working, and five out of ten rooms are empty.

The Pre-Covid-19 statistics on hotel occupancies in Nigeria show that Nigerias hotel industry accounted for 49.8%, 44.7%, 43.6%, 42.4%, and 42.6% of occupancies in 2014, 2015, 2016, 2017, and 2018 respectively (PricewaterhouseCoopers, 2018). This, however, implies that demand for hotel accommodation, for instance, is on the average. However, recent statistics show that "the slow pick up of international travel, restrictions on large gatherings, the switch to virtual meetings, and fear of the virus have further reduced demand for hotels in Nigeria, thus steeping occupancy levels to their lowest – less than 5%" (Nairametrics, 2020). The implications of this are that Nigeria's hospitality industry is seriously losing demand for its major products. Hence, the physical capacity of hotel facilities in Nigeria is underutilized.

Communal calamity and crisis formed by the Corona virus' wide spread led to increased discrimination, social exclusion, inequality, and world-wide joblessness for a long time. Individuals remain behind closed doors, avoiding social environments such as those associated with the hospitality industry, due to their fear of coming into contact with the virus even in the current post-COVID-19 pandemic. World-wide societal defence arrangements, when in dwelling, play a much longer-lasting part in defending workforces and in decreasing the occurrence of dearth since they act as spontaneous stabilizers. Khanwalker (2020) further explained that because of the nonstop beating of COVID-19 in the previous few months, the community at large has been overwhelmed with unparalleled anxiety and fear. The virus may disappear (confidently) later or sooner, but the effect of the suspicion that has been formed over communal connections will be enormous. Sandeep expounds how the community has altered its viewpoint in the previous 2-3 months and how the community is going to grip community proceedings like get-togethers, marriage functions etc. He examined the purpose is that everybody is frightened and, as a result, does not believe others. The author suggests that sociology specialists develop certain fundamental theories to explain such social performance and behaviour in times of widespread. Social isolation (also known as social or physical distance) is a separation from friends, relatives, and peers in social settings, including workplaces. Closer to hotels, restaurants, and other entertaining places like bars, parks, movies, theatres, sports clubs, gymnasiums, swimming pools, etc. It is clearly seen that some methods of greetings between individuals, like handshakes and hugs, are seen as mediums for the transmission of the coronavirus. With this fear that our culture aids the transmission of the virus, humans no longer mingle with people in the hostel industry compared to the pre-covid-19 experience in the hospitality industry. The hospitality industry finds it hard to fulfil its primary purpose of socialising with different people. The tourism industry employs a great percentage of tourists and visitors from other countries and states. During the COVID-19 pandemic, due to its rapid state of transmission, borders to countries were closed, making it hard for a country to accept tourists and travelers. The hospitality industry, especially the hotels during the COVID-19 pandemic, suffered great losses due to low patronage and the social status of the industry was reduced to a minimum.

Controls and Remedies to Social Implications of Post COVID 19 Pandemic Experience in Hospitality Industry Control

To reduce customer fear of the virus in the hospitality industry, a series of post-COVID-19 actions for restaurants to take, such as island-sitting arrangements to ensure maximum physical distances between people, live cooking counters to allow customers to watch their

food being prepared to instil confidence in its safety, and having appropriate hygiene and cleaning procedures throughout (Jain, 2020). Bagnera et al. 2020 investigated the impact of COVID-19 on hotel operations and recommended a series of actions for hotel owners and managers, including using fewer rooms (reducing hotel capacity); emphasising take-out or delivery options to reduce public dining; implementing intensified cleaning and sanitizing protocols; committing to the use of personal protective equipment (PPE) for workers and increasing attention to personal hygiene; communicating new COVID-19 policies to guests and employees; implementing physical distancing practises in public areas; and implementing protocols for guests exposed to or infected by COVID-19 (Bagnera et al. 2020). It should be noted that the World Health Organization (WHO) produced a guide titled "Operational Considerations for COVID-19 Management in the Accommodations Sector" to provide practical assistance to the hospitality sector in particular (World Health Organization, 2020). The report is divided into sections for the management team, reception and concierge, technical and maintenance services, restaurants and dining rooms and bars, recreational areas for children, and cleaning and housekeeping, with a list of responsibilities to help manage the threat of COVID-19 (World Health Organization, 2020). Furthermore, Jain discussed different hotel industry strategies to bring back customers, including including disposable utensils in rooms, emphasising staff health and hygiene, and using UV light to disinfect (Jain, 2020). With these controls adhered to, individuals will have confidence in their safety from the virus, even in the hospitality industry, increasing the patronage of the industry and still maintaining the sociality of individuals without further spread of the virus.

Methods

The study adopted a descriptive survey design. The study was undertaken in Nigeria. The population of the study consisted of the workers in the hospitality industries in Nigeria. Stratified sampling technique was used in selecting 50 workers in hospitality industries which was drawn from each of the geographical zones in Nigeria. This gave a total of 300 sample size used for the study. The main instrument, titled "Post COVID 19 Pandemic Experience in Hospitality Industry Questionnaire (PCPEHIQ)", was used for data collection. Face and content validation of the instrument was carried out by an expert to ensure that the instrument was recorded accurately while Cronbach Alpha technique was used to determine the level of the reliability of the instrument. Interestingly, the reliability coefficient obtained was 0.86, which was high enough to justify the use of the instrument. The researcher subjected the data generated for this study to appropriate statistical techniques such as percentage analysis. The test for significance was done at 0.05 alpha level.

Results and Discussions

Research Questions 1: The research question sought to find out the types of Hospitality Industries affected by covid-19 pandemic. To answer the research percentage analysis was performed on the data, (see table 1).

Table 1: Percentage analysis of the types of Hospitality Industries affected by covid-19 pandemic

TYPES	FREQUENCY	PERCENTAGE
Hotel	30	10
Time Sharing	26	8.67
Bed and Breakfast	20	6.67
Hostels	36	12
Serviced Apartments	7	2.33*
Motels	34	11.33
Resorts	13	4.33
Catering	10	3.33
Tea & Coffee Shop	18	6
Bars and Cafes	15	5
Restaurants	19	6.33
Nightclubs	72	24**
TOTAL	300	100%

** The highest percentage frequency

* The least percentage frequency

SOURCE: Field survey

The above table 1 presents the percentage analysis of the types of Hospitality Industries affected by covid-19 pandemic. From the result of the data analysis, it was observed that “Nightclubs” 72(24%) was rated the highest percentage of the types of Hospitality Industries affected by covid-19 pandemic, while “Serviced Apartments” 7(2.33%) was rated the least percentage of the types of Hospitality Industries affected by covid-19 pandemic. The result therefore is in agreement with Alex et al., (2020) which stated that places which fall under this sector classified based on the type of service its renders as listed.

Research Questions 2: The research question sought to find out social implications of covid-19 pandemic experience in Hospitality Industry in Nigeria. To answer the research percentage analysis was performed on the data, (see table 2).

Table 2: Percentage analysis of social implications of covid-19 pandemic experience in Hospitality Industry in Nigeria.

COVID-19 PANDEMIC EXPERIENCE	FREQUENCY	PERCENTAGE
The slow pick up of international travels	39	13
Little number of guests in the accommodation sector due to restrictions for domestically/overseas travelling	34	11.33
Poor patronage of restaurants activity as regards delivery or take away services	42	14
Slow economic recovery economic due to fear of social consequences of continuing COVID-19 spread	82	27.33**
Under-utilization of the physical capacity of hotel facilities	31	10.33
Handshakes and hugs seen as medium for the transmission of the corona virus	52	17.33
Restriction on large social gatherings	20	6.67*
TOTAL	300	100%

** The highest percentage frequency

* The least percentage frequency

SOURCE: Field survey

The above table 2 presents the percentage analysis of social implications of covid-19 pandemic experience in Hospitality Industry in Nigeria. From the result of the data analysis, it was observed that “Slow economic recovery economic due to fear of social consequences of continuing COVID-19 spread” 82(27.33%) was rated the highest percentage of social implications of covid-19 pandemic experience in Hospitality Industry in Nigeria, while “Restriction on large social gatherings” 20(6.67%) was rated the least percentage of social implications of covid-19 pandemic experience in Hospitality Industry in Nigeria. The result therefore is in agreement with Khanwalker (2020) who further explained that because of the nonstop beating of Covid-19 in the previous few months, the community at out sized has been overwhelmed in unparalleled anxiety and fear. The virus may disappear (confidently) later or sooner, nonetheless the effect of the suspicion that has been formed shall emerge enormous over communal connections.

Research Questions 3: The research question sought to find out the controls and remedies to social implications of covid-19 pandemic in the Hospitality Industry. To answer the research percentage analysis was performed on the data, (see table 3).

Table 3: Percentage analysis of the controls and remedies to social implication of covid-19 pandemic in the Hospitality Industry

CONTROL AND REMEDIES	FREQUENCY	PERCENTAGE
Efforts to alleviate the fear of the virus among the costumers to the hospitality industry	28	9.33
Emphasizing take-out or delivery options at times in order to reduce public dining	15	5*
Implementing intensified cleaning/sanitizing protocols	45	15
The use of personal protective equipment (PPE)for workers in the hospitality industry	25	8.33
Formulation of new COVID-19 policies to guests and employees	21	7
More efforts in the implementation of physical distancing practices in a well-organized manner in public areas	37	12.33
Emphasis of staff health and hygiene	73	24.33**
Constant use of UV light to disinfect the hospitality premise before and after use.	56	18.67
TOTAL	300	100%

** The highest percentage frequency

* The least percentage frequency

SOURCE: Field survey

The above table 3 presents the percentage analysis of the controls and remedies to social implication of covid-19 pandemic in the Hospitality Industry. From the result of the data analysis, it was observed that “Emphasis of staff health and hygiene” 73(24.33%) was rated the highest percentage of the controls and remedies to social implication of covid-19 pandemic in the Hospitality Industry while “Emphasizing take-out or delivery options at times in order to reduce public dining” 15(5%) was rated the least percentage of the controls and remedies to social implication of covid-19 pandemic in the Hospitality Industry. The result, therefore, is in agreement with the research findings of Jain (2020), who opined that to reduce the fear of the virus by costumers to the hospitality industry, a series of actions for restaurants to attract customers in the post-COVID-19 period, such as including island-sitting arrangements to assure maximum physical distances between people, live cooking counters to allow customers to watch their food being prepared to instill confidence in its safety, and having appropriate hygiene and cleaning procedures throughout.

Conclusion

From the study, it is concluded that COVID-19 was indeed a pandemic which had a great effect in different sectors of the country, not excluding the hospitality industry. The study found that the hospitality industry in Nigeria is experiencing strains in its operations and revenue generation capacity as a result of the COVID-19 pandemic. Due to some protocol procedures put in place to manage the possibility of a COVID-19 spike, such as border closure, self-quarantines, social distancing, and business shut down, the hospitality industry is experiencing

little or no patronage globally. The social aspect of the hospitality industry was also affected as it is seen that due to low patronage, some workers in the industry lost their jobs, making the industry scanty. Individuals cannot communicate freely with other individuals in the hospitality industry. Activities like handshakes and hugs between individuals are reduced to a minimum because they aid the spread of the virus. The use of nose masks, hand sanitizer, and frequent hand washing are all ways to improve sociality in the hospitality industry.

Recommendations

The hospitality industry is still facing hard times as result from the impact of the corona virus pandemic. The following are recommendations gotten from the study:

1. The hospitality industries should adhere to the protocols which involves the preventive measures of the corona virus such as the use of hand sanitizers, physical distancing and use of nose masks.
2. Guidance and information on how to prevent oneself from the virus should be pasted boldly on the wall.
3. Hospitality industry should pay more concern to the cleanliness of the industry, using disinfectants to clean up the environment.
4. Hospitality industries should avoid overcrowding in the space. Hospitality industries should also be designed in a way that physically distancing between individuals is maintained.

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