

THE HOSPITALITY AND TOURISM INDUSTRY IN NIGERIA AND THE COVID-19 EXPERIENCE: A REVIEW

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ABSTRACT: This paper centred on Covid-19 experience on hospitality and tourism industry in Nigeria. The Covid19 pandemic brought about large-scale manufacturing disruption and store network disturbances causing worldwide impacts across all monetary areas in a way that was rarely anticipated. It was projected that the spread of the disease will cause serious and economical humanitarian challenges to the economies of the world and especially Africa and Nigeria in particular. Nigerian hospitality and tourism sectors were spared from this pandemic. The study was guided by three research objectives which include; ascertaining the contribution of hospitality and tourism to the nation's economy; examining the impacts of Covid 19 on hospitality and tourism to the nation's economy, and making suggestions that will improve the industry. The study discovered that the effect of Covid-19 was felt across board impacting aspect of the economy and the tourism and hospitality sector especially. The study concluded that the Covid-19 Pandemic ruined the operations of the tourism and hospitality industry, bringing many untold hardship and social ills to mankind such as unemployment or redundancy of staff in all sector and subsector of the industry. It was recommended that a digital resource platform with social media profiles, electronic signatures, be created to provide different options for any individual, business or institutional user to join this initiative.

KEYWORDS: Hospitality, Industry, Tourism, Covid-19 Pandemic.

INTRODUCTION

The tourism and hospitality industry is increasingly increasing as a major source of jobs, adding significantly to the GDPs of several countries around the world, including Nigeria, which includes Onyekwena and Amara-Mma (2020). Despite the fact that Nigeria has yet to completely harness these sectors' tremendous capacity, they have steadily added to the country's GDP and economic growth in recent years. The global spread of the corona-virus has hindered the generality of man's socio-economic interests, including hospitality and tourism. Tourism and hospitality are two Nigerian industries that foster friendliness, visitor lodging, and socioeconomic engagement. Furthermore, the industry has made a substantial contribution to our country's Gross Domestic Product (GDP), promoting economic development, creating jobs, and presenting a favourable picture of the country to the international community (International Monetary Fund 2020).

In December 2019, the planet will awaken to an epidemic of a disease known as novel Corona-virus disease 2019. (Abbreviated as COVID-19). The disease was characterised as an infectious disease triggered by the coronavirus that causes extreme acute respiratory syndrome. The COVID-19 virus has spread to over 196 countries and regions on all seven continents, including Nigeria (World Bank 2019). Since then, there has been a concerted effort to halt the transmission of the virus, which is thought to be spread through human-to-human contact. The disease has severely hampered banking transactions across the globe, with many countries seeing partial or full shutdowns. The pandemic has not only brought whole financial systems to a halt, but it has also placed the globalisation and economic operations of endeavours to the test.

Planned consequences and opt-out choices are also unpredictable, which is perplexing. However, in many of the demolished monetary regions, a feasible and quick start is essential for a fast recovery of the population, employment, and business operations. Traditionally, a contamination would attack vulnerable gatherings of food, medical treatment, and other aspects of their way of life, and they would usually be the general public's bad. COVID - 19 contaminations unexpectedly attacked global adventurers, and the pandemic was triggered by the revolution, and therefore has challenged for the most part the well-off friendly class worldwide. The Covid19 pandemic has culminated in large-scale factory closures and store network failures, triggering worldwide expanding monetary impacts in ways that were not anticipated. The spread of the disease is expected to pose significant humanitarian challenges to countries around the world, especially in Africa and Nigeria (Nnabuife 2020).

In terms of economics, the consequences have already been felt, as demand for Africa's raw materials and finished goods has decreased on the global market, and Africa's access to mechanical parts and fabricated goods from various parts of the world has been hindered. This adds to the turmoil on a continent still beset by diplomatic and economic unrest. Social distancing, remaining at home initiatives, and other strategies such as complete shutdowns in Lagos, Ogun, and Abuja, Nigeria Federal Capital Territory, under which employees are required to operate from their individual houses and work sites, as well as public meetings of al-Qaeda, are some of the steps and policies placed in place by the Nigerian government in its attempt to restrict the spread of covid-19 (Federal Government of Nigeria 2020). The hospitality and tourism industries saw investment restrictions and decreased demand as a result of this scheme. Many hotels and restaurants have replied by closing down or reducing manufacturing, output, and activities, whilst others have used telecommuting and other job locations to limit actual communication. This has the potential to eliminate Nigeria's poverty and unemployment problems.

In the advanced nation, the tourism sector justifies the overwhelming amount of human portability. According to the World Tourism Organization (2020), the global travel market has continued to grow for the tenth consecutive year, reporting 1.5 billion global vacationer appearances in 2019 and forecasting 1.8 billion global vacationer appearances by 2030. The travel industry is increasingly developing into a major source of jobs, adding significantly to the GDPs of several countries around the world. Despite the fact that Nigeria has not fully exploited the enormous opportunities in the travel industry in the long run, the sector has recently contributed to the country's GDP and monetary growth.

Hospitality has been described as the generous and polite care of visitors and guests, as well as the provision of hospitable facilities. (Merriam Webster's Dictionary) It also applies to the sector in which restaurants, caterers, and event planners mostly work. This sector has boosted economic development, created jobs, attracted tourists, and contributed to the Gross Domestic Product.

Statement of the Problem

The tourism and hospitality industry is a nexus of several other economic industries, including hotels, community-level activities, education, financial services, agriculture, medical travel and transportation, manufacturing, real estate, and retail, as well as vice versa. Since tourism has taken such a heavy toll on the country's economy, it's necessary to consider how the industry's dependence on it can affect the recovery of the country's major sub-sectors after the pandemic has passed. Tourism and hospitality produce substantial sales in return for products and services, accounting for a significant portion of global goods and service exports. It also provides substantial job prospects in the tourism-related service sector of the economy. Transportation providers, such as flights, cruise ships, and taxis; leisure providers, such as lodging and restaurants, including hotels and resorts; and entertainment venues, such as theme parks, casinos, shopping centres, music venues, and theatres, are members of these service sectors. The effect of COVID-19 on the Nigerian hotel industry is unparalleled. The sector has been dramatically impacted by travel bans and societal distancing measures. Therefore, with this trend, this sector of the economy continues to dwindle and proffering solutions to reduce the negative consequences of unemployment, lowered household income, insecurity, higher poverty and increase the nation's Gross Domestic Product GDP, (NCDC 2020, Nnabuife 2020, IMF 2020). To this end, this study was undertaken to explore the impact of Covid-19 on Nigeria Tourism and hospitality industries with the aim making robust recommendations to strengthen these industries in a precarious scenario like the Covid19 pandemic. This study covered tourism and hospitality industries in Lagos, Abuja, and Port Harcourt cities. These cities were chosen due their economic viability and location of major hotels.

The Objectives of the Study

The aim of this study is to explore the impact of Covid-19 on the Nigerian tourism and hospitality industries. The specific objectives are:

- 1 Ascertaining the contribution of hospitality and tourism to the nation's economy,
- 2 Examining the impacts of Covid-19 on hospitality and tourism to the nation's economy
- 3 Making suggestions that will improve the industry.

Literature review

Corona-virus disease 2019 (COVID-19) is an infection triggered by a novel corona-virus now known as extreme acute respiratory syndrome corona-virus 2 (SARS-CoV-2; formerly known as 2019nCoV), which was first detected in Wuhan City, Hubei Province, China, after an epidemic of respiratory illness cases. It was first announced to the World Health Organisation (WHO) on December 31, 2019. The WHO called the COVID-19 epidemic a global health emergency on January 30, 2020. The WHO declared COVID-19 a worldwide pandemic on March 11, 2020, the first time it has done so since declaring H1N1 flu a pandemic in 2009. (WHO, 2020).

The WHO named the disease caused by SARS-CoV-2 as COVID-19, which is an abbreviation for "Covid illness 2019." The name was chosen to avoid disparaging the infection's origins in terms of population, geology, or creature affiliations. The International Committee on Taxonomy of Viruses' Corona-infection Study Group issued an assertion declaring an authority assignment for the novel infection: extreme acute respiratory disease Covid 2 on February 11, 2020. (SARS-CoV-2).

The travel industry is described as the temporary creation of individuals to objections outside of their usual work environments and homes, the exercises they attempt when visiting those objections, and the offices built and benefits provided to meet their needs. Individuals flying overseas for longer than 24 hours is listed as members of the travel industry (Vijaya, 2016). It covers vacationers' inspirations and experiences, banquet room occupants' assumptions and shifts, and the roles performed by the different organisations and institutions that mediate between them. The travel industry is a dynamic marvel that involves production to and remain in destinations outside of one's normal residence. According to the Tourism Society in the United Kingdom (2020) "the travel industry is the impermanent temporary creation of individuals to external goals where they frequently reside and operate, as well as their exercises during their stay at their objections, including production for all purposes, such as day visits or journeys'.. The travel industry is mostly reliant on the reach and types of convenience available at the destination. Convenience is at the heart of the vacationer industry, and it plays an unmistakable role in its development. In addition, both in urban and rural areas, the travel industry would generally support local designed works and social activities. Tourist use has a multiplier effect and therefore generates substantial duty revenue for the local economy. The travel industry has developed into a major and fundamental part of monetary, social, and real activities (Viyaja, 2016). It involves the man and his habits, untamed earth, mountain and valleys, rivers and waters, forest and plants, social and social structure, landscape, climate and atmosphere, sun and the ocean, and the complete arrangement of existence, the cosmos, space, and the planet. Travel is an assistance sector that includes transit, accessibility, and friendliness. The terms travel industry and travel are often used interchangeably, but there is a distinction to be made. Any country's tourism sector is a major part of the economy. The travel industry's members are shifting from small-scale companies operating on a local basis to global corporations. Furthermore, these different components are tightly linked to one another. This relation persists notwithstanding the fact that one community of constituents is opposed to the other.

The unexpected spread of the coronavirus pandemic wreaked havoc on the hotel and tourism sectors. The effects of covid 19 on hospitality and tourism were studied by Andam, Hyacinth, and James (2020). According to Andam et al (2020), travel limits, including restaurant prohibitions, had a major impact on hotels, catering, and food services. The absence of a food "delivery culture" in Nigeria, they state, is a "near-total shutdown." The hotel and tourism sectors have declined as a consequence of this.

According to Akani and Gabriel (2020), hospitality is an industry that involves friendly greetings and courtesy while greeting visitors and strangers. According to Ogundele (2020), hospitality is described as the welcoming and entertaining of guests, tourists, or strangers with generosity and goodwill. Ogundele (2020) went on to list some of the current problems that the hospitality industry is experiencing. Financial crisis, hotel personnel safety, new technology, regaining guest interest, revenue management, and a significant decline in reservations are only a few of them.

In general, the Nigerian hospitality and tourism industry faces a slew of problems, including inadequate energy supply and protection, incorrect hotel designation, weak customer care, an ambiguous regulatory climate, and qualified labour shortages exacerbated by entrepreneurs with little knowledge of the industry's inner workings who hijack the mechanism for their own personal benefit.

Because of the scale of the sector, the sector has remained a popular option among investors. The hospitality industry, as well as related industries such as fast food, restaurant chains, and hotels, has experienced tremendous expansion. Apart from housing facilities such as restaurants, pubs, cruise ships, parks and gardens, hotels are a prominent feature of the hospitality sector, serving as a significant draw for both locals and visitors, who depend on hotels for a variety of purposes, including comfort and company.

In the last two decades, there has been a renewed interest from both domestic and international investors to invest in the country's hotel industry. Many hotels contribute to the growth of the nation and the societies in which they are located, by offering jobs and other benefits. This discussion, on the other hand, is focused on highlighting characteristics that will free the hospitality and tourism industries from the grip of the Covid-19 pandemic.

Importance of Hospitality and Tourism Industries in Nigeria

Tourism and hospitality add to the country's Gross Domestic Product (GDP). The travel and tourism industry actually accounts for 10.4% of the country's gross domestic product. According to projections, the tourism and hospitality industry would add 72 million workers over the next ten years, and the industry will expand by 10%. (Federal Ministry of Budget and National Planning 2020).

When visitors invest money in hotels, restaurants, and entertainment centres, it directly benefits local economies. Tourists buy retail merchandise, pharmacy products, and locally produced souvenirs and crafts, which benefits the economy indirectly. Furthermore, the industry encourages the construction of utilities including highways and mass transit (Ameh 2020).

Jobs and career openings are generated by the hospitality and tourism industry. The business is the one that creates jobs. In Nigeria, the hospitality sector employed 1.1 million people in 2014, accounting for 9.9% of overall employment. Engineers, accountants, administrators, caterers and chefs, receptionists, guards, drivers, waiters and waitresses, to name a few PTF, have all been consumed by the industry (Presidential Task Force 2020).

Impact of Covid-19 on the Hospitality and Tourism Industry in Nigeria

Covid-19 has an effect on any area of human existence in the world, both economically and socially. Many social and cultural activities, meetings, games, and athletic events have been postponed, as well as the closure of universities and centres of learning and the locking of domestic and foreign boundaries. Although the magnitude of covid-19's effect differs by market, this study focuses on the impact on Nigeria's tourism and hospitality industry.

Impact on Travel Agencies

Travel companies are businesses that help airline passengers with information about preferred flight information and reservations, as well as support the airline's company through aggressive promotions, use powerful marketing channels to advertise market technologies to the public, and assist airline customers with information about desired flight information and reservations. The sudden outbreak of corona-virus impact was so obvious. The Redeemed Christian Church of God was known to consistently organized a global religious program annually title 'ANNUAL CONVENTION' in Lagos. This program cut across the globe; hence the transport sector is highly patronized (Onyekwena & Amara Mma 2020). Transport companies such as God is Good, Sunny Eru, Agofure, Peace Mass Transit companies etc were all put to halt this year due to the corona-virus pandemic. The socio- economic impact is indescribable as hotels in Ughelli, Warri, Ore, and Lagos

were not in operation. The net effect is low or non GDP To the nations' economy and redundance of all stakeholders in the industry.

Impact on the Hotel Sector

COVID-19 has had an effect on many aspects of the Nigerian economy, with the hotel industry being one of the hardest affected. When the Federal Government shut down the economy in April, it asked all organisations in Abuja, Lagos, and Ogun States to protect their assets (PTF 2020). Just the one contribution fundamental administrations were excluded. Sadly, inns are not considered among fundamental administrations suppliers. Thus, they were for the most part closed down, aside from the not many that were utilized as disconnection centre's. It is clear to say that the unfriendly impacts of the closure were gigantic. Income endured, even as numerous lodging laborers were laid off. On the Nigerian Stock Exchange, approximately three of Nigeria's most relevant lodgings are listed. Their most recent earnings forecasts also shown the extent of the lockdown's financial effect.

Transcorp Hotels Plc, which owns Transcorp Hotels in Calabar and Port Harcourt, and Ikoyi Ikeja Hotel Plc, which owns Sheraton Lagos Hotel and a large stake in Tourist Company of Nigeria Plc, are among the inns (proprietors of Federal Palace Hotel and Casino Lagos) The Abuja Sheraton Hotel is managed by Capital Hotel Plc. Hotels by Transcorp: Transcorp Hotels' room sales dropped to N3.03 billion in the quarter ended June 2020, compared to N5.88 billion in the same time last year. Between the months of April and July, economic operations in the country's business city, Lagos, fell to a halt as the government placed construction controls in an attempt to prevent the spread of the Coronavirus. Slow easing started in June, but financial operations in several sectors of the economy remain limited (Nigeria Stock Exchange Report July, 2020).

Ikeja Hotels: Despite the fact that Ikeja Hotels Plc did not announce its second-quarter results, the revenue loss handwriting is already on the wall, as the company recorded a revenue loss in the quarter that ended in March 2020. This occurred prior to COVID-19. In comparison to the previous year, room revenue dropped to N1.56 million. Within the same time frame, N1.65 million was registered. The company's income has also declined, dipping from N1.59 million in 2019 to N1.61 million at the end of March 2019. However, this has little effect on the Group's profit after tax, which increased to N252.54 million from N130.13 million in 2019.

Capital Hotels Plc's 2020 second-quarter results were revealed by Abiola (2020), revealing that revenues plummeted by 88 percent compared to the same time in 2019. In the third quarter, the company recorded a deficit of N235 million. The company registered sales of N142.3 million in the following segment, which runs from April to June 2020, compared to N1.18 billion in the same timeframe last year. The most recent result is one of the most dreadful quarters on note, notwithstanding the fact that the first quarter of 2020 brought in N993 million in revenue. In the quarter ending June 2020, room sales were just N64.3 million, relative to 502.7 million in the quarter ending March 2020. For a long time, the Abuja Sheraton has become a sad reason for itself as its owners struggle to recapitalize. However, the enormous demand for inn comfort in the country's capital has aided the organisation in delivering income growth. The organization's earnings have risen from N4.69 billion in 2015 to as much as N5.9 billion in 2018. In 2019, revenue dropped to N5.1 billion (NSE July 2020).

In Nigeria, lodgings are facing an existential crisis that may force some of them to succumb to the pressures of increasing labour costs and a lack of revenue. The Nigerian government endorsed a lockdown in Abuja and Lagos state on March 20, 2020, causing all inns to shutter, an unexpected penalty by the neighbours as the government tried to curb the spread of the virus. In the quarter two aftereffects of the fundamental reported organisations, the lockdown influence on the consequences of the friendliness company is intelligent. According to the data, Ikeja Hotels (Sheraton) and Transcorp Hilton Hotel Plc both lost 90% of their revenue in the three months leading up to June 2020. In the same period of 2019, the lodgings earned a combined income of N1 billion. They are mostly mired in losses exceeding N4.7 billion for the first quarter alone.

Coronavirus is wreaking havoc on Nigeria's hotel sector. The lodging and hospitality industry is a major revenue generator, capable of filling a large number of vacancies per year. The travel industry's accommodation and emergency clinic industries have also experienced major hurdles as a consequence of Nigeria's government's Coronavirus lockdown policy. Most eatery businesses were greatly affected by the government's announcement of a "stay-at-home policy" and a "social splitting" growth ban. This caused rapid closures in metropolitan centres and states to curb the spread of the Coronavirus, which plunged several restaurants and inns around the country into disarray. Many lodgings have seen a decline in bookings as a consequence of the health scare, and restaurants in major cities around the country are still reduced to providing only delivery services. Since most cafés deal with fresh food products that are difficult to hold in stock due to fluctuating demand, they would inevitably result in misfortunes (Federal Government of Nigeria 2020).

Resorts and inns that were booked by energised tourists and business meeting attendees prior to the current Coronavirus pandemic are receiving requests to postpone or cancel their previously planned events. Because of the decline in inn occupancy during the pandemic phase, a substantial number of lodgings and restaurants have taken a temporary break from daily operations, resulting in an overall reduction of jobs of 24.3 million globally and 3.9 million in the United States alone. According to Olisah (2020), the Coronavirus pandemic had a huge financial influence on the inn sector. With a dramatic decline in offers and pay, Covid-19 would make it very difficult for a vast number of players in the travel sector to keep paying their employees, resulting in job losses. Owing to poor support and inability to meet laborer's pay and electricity bills, a large number of inns are now closing down.

Impact on Airline Operation

Nigeria's economy relies heavily on air travel. The Coronavirus outbreak prompted governments in a number of countries to impose restrictions on minor travel to infected countries, indefinitely suspending travel sector entry, job visas, and settler visas. Some countries impose absolute flight restrictions for all modes of domestic and international travel, shutting down all domestic and international airports. According to Nwonye (2020), Nigeria's national administration has announced that aircraft and their lines to all forms of production and transportation will be closed on March 1, 2020, with the exception of goods and materials needed in the event of a pandemic. Nigeria's government has since put in place a number of steps to combat the disease's spread. To avoid an imported COVID-19 situation, which was the main source of flare-ups, the Nigerian aircraft in the country was shut down for flight and appearances in early March.

The monetary effect on Nigeria would be determined not only by what is occurring in the region, but also by what the epidemic entails for global production chains, economies, and the overall flow of

products and citizens. Nonetheless, the Nigerian carrier's cargo administration is continuing to operate with strong precautions to prevent the pandemic from spreading. Following the Coronavirus outbreak, several countries' governments imposed restrictions on needless travel to countries affected by the disease, putting the travel industry's travel, job permits, and foreigner visas on hold. A few countries have declared all modes of internal and outbound travel unlawful, shutting down all air terminals in the world. Air transport is an important part of the Nigerian economy, particularly given the Covid pandemic's stature. The outbreak of the Coronavirus prompted legislators in a number of countries to impose restrictions on unauthorised travel to countries affected by the virus, indefinitely suspending travel sector travel, job visas, and outsider visas. Some countries impose absolute flight restrictions for all modes of domestic and international travel, shutting down all domestic and international airports. Nwonye (2020) reported that Nigeria's central administration has declared the closure of aircraft and its lines to all forms of production and transportation on March 1, 2020, with the exception of goods and materials needed in the event of a pandemic. Nigeria's government has already put in place a few steps to curb the transmission of the disease. The Nigerian aircraft in the country was shut down for flight and appearances in early March to escape an imported COVID-19 event, which was the key source of episodes. The financial effect on Nigeria would be affected not only by what is occurring in the region, but also by what the epidemic entails for global stock chains, economies, and the general flow of products and citizens. Regardless, the Nigerian carrier's cargo administration is continuing to implement strong protective policies in order to prevent the pandemic from spreading. The outbreak of the Coronavirus prompted legislators in a number of countries to impose restrictions on unnecessary travel to countries affected by the disease, indefinitely suspending travel sector travel, job permits, and migrant visas. A few countries have imposed absolute flight restrictions for all modes of internal and outbound travel, effectively shutting down all of the country's airports. Because of mass traveller scratch-offs, several planes flew virtually null at the height of the Covid pandemic. Government-imposed restrictions on movement resulted in a drop in confidence in all modes of transportation, forcing a few planes to temporarily halt operations, although most planes flew virtually empty due to mass traveller withdrawals. Government-imposed restrictions on movement resulted of a drop in demand in all modes of movement, forcing a few aircraft to temporarily suspend operations.

Impact on Tourist Inflow

While the tourist traffic into Nigeria has declined in recent years as a consequence of rising security problems in the world, such as internal migration of citizens from one area to another, ethnic violence, and lawlessness in certain sections of the country, the country continues to draw tourists. The recent outbreak of covid-19, as well as the subsequent lockdown policies, have only added to the challenges of reduced tourist traffic into the region. According to a Presidential Task Force (PTF 2020) briefing as of April 2020, Nigeria is expected to lose 2.5 million travellers as a consequence of Covid-19, resulting in a reduction of US\$0.91 billion in income, 120,400 workers, and US\$0.80 billion in contribution to the Nigerian economy.

Impact on the Entertainment Industry

The Covid-19 pandemic has had a major effect on the Nigerian entertainment sector, altering sales estimates for the Nigerian Film Industry, basketball, athletics, and other sports and leisure events (Olisah, 2020), starting with an unparalleled interruption of the global film calendar. Because of the covid-19 pandemic in Nigeria, most foreign and national football games, film festivals, and markets that were scheduled to begin in March 2020 have been cancelled or postponed, notably the Edo 2020

Sport Festival, and some local and international films and football games that were already scheduled for release have been rescheduled. The travel, hospitality, and commerce industries are other aspects of the tourism industry that would be impacted by the covid-19 pandemic. The government's social distancing and stay-at-home initiatives hinder travel throughout the nation and in most metropolitan areas. This culminated in the cessation of interstate and inter-town traffic, resulting in a reduction of income for transportation operators over the time of non-operation.

Impacts on Employment Opportunities

As of July 2020, both hotels had lost nearly 3.502 workers. According to reports from four major hotels listed on the Nigerian stock exchange, revenue declines of approximately 90% have occurred as a result of the covid-19-induced lockdowns. Because of their desperate financial condition, several hotels have had to consider massive staff losses and cost-cutting steps in order to remain alive. For the most part, it's either take immediate measures or suffer the repercussions of mounting damages and outstanding debts. Mrs. Dupe Olusola, the managing director of Transcorp Hotels Plc, confirmed this at a press conference. She said, "The effect of covid-19 on the market is unprecedented in the company's existence. The hotel and hospitality industry in Nigeria has never seen a catastrophe that has caused travel to halt, despite the Ebola Virus epidemic in 2014 and the 2016 recession. The sluggish recovery of foreign tourism, restrictions on big events, the shift to virtual meetings, and concern of the virus have all resulted in a significant drop in demand for our hotels, with occupancy levels falling to less than 5%. On May 11, 2020, officials and the government in Rivers state demolished two hotels for allegedly violating lockdown laws meant to stop the transmission of the corona virus. The destruction of Etemete Hotel and Prodest Home was overseen by State Governor Nyesom Wike (Nduka 2020 BBC News). This wanton destruction of private properties further increased the cost of rebuilding the facility not to talk of those who all lost their jobs.

Another impact of covid-19 on the hospitality industry is increase in the crime of rape and defilement, scams. (Oluwakemi 2020) stated that many tourists who are obsessed with sex are deprived of their personal exuberance lifestyle. Therefore, in order to satisfy their sexual urge, they began to rape and defile girls that came on their way. According (Xinhuanet.com 2020) Nigerian Police Chief, Mohammed Adam said about 799 suspects had been arrested in connection with rape and defilement cases across the country between March and August 2020.

Domestic/household conflict is another major impact of hospitality and tourism. Sociologically a lot of broken or separated homes came into reunion during the corona-virus lockdown. In this same vein, some homes were broken and experience strained relationship between and among family members. Covid-19 is also creating disruption in addressing family planning needs during the lockdown of covid-19 answer, according to the United Nations Family Planning Agency (UNFPA 2020). Many women do not have time to provide services or may lack personal protection equipment to provide services safely. Many health centres are closing, and people are avoiding going to them. Product shortages and a lack of access to qualified practitioners or clinical means that individuals will be forced to choose their chosen form of contraception, and will either choose a less efficient short-term approach or stop using contraceptives altogether.

These scenarios generate sex deprivation from either spouse which invariably leads to household conflicts. Such crisis can be averted if the hospitality industry is working. Besides, in as much as parent has every opportunity to stay at home and educates their children with proper values, inordinate character which will engender strife and bullying must also emanate.

CONCLUSION

Hospitality and tourism are key players to nation's growth and development by generating employment, providing safety, contributing to the Gross Domestic Products (GDP) among others. On the contrary, the global pandemic has come to ruin the industry, bringing many untold hardship and social ills to mankind such as unemployment or redundancy of staff in all sector and subsector of the industry.

RECOMMENDATIONS

The following suggestions are made dependent on the results of this review: Without a question, the pandemic condition has had a significant negative effect on the Nigerian hospitality industry.

- 1 The protection and welfare of staff and tourists are obviously the most critical concerns. Setting up a safe remote working environment is part of this. Although certain efficiency decline is unavoidable when workers operate outside the workplace, businesses must ensure their employees feel involved and efficient in the modern working setting.
- 2 It is often advised to support flexi-services rather than value-added services at the same period. People are really concerned for their health and welfare as a result of the pandemic situation. As a consequence, finding the extra time to clean the whole hotel is crucial. These techniques would have a positive effect on creating a sanitary, clean, and healthy atmosphere for visitors to reside in.
- 3 Use E-marketing and electronic transaction techniques for vendors to keep the pandemic from spreading and to minimise consumer and employee dissatisfaction.
- 4 A digital resource portal with social networking accounts and electronic signatures has been developed to provide every person, company, or institutional consumer a variety of ways to participate in this initiative.
- 5 The world has now introduced many practises to preserve the basics of the tourism sector, with particular attention from the World Tourism Organization (UNWTO). The World Tourism Organization's reaction to the current crisis has been woven together through a special initiative called "Travel Tomorrow," which highlights tourism's enduring principles. "By remaining at home today, we will be able to fly tomorrow."
- 6 During the epidemic, hoteliers, travel agents, and other service suppliers can establish communication with their core client base (check their safety maintaining a strong linkage)
- 7 Finally, it is suggested that public and private sector cooperative policies be implemented. In particular, the government could implement tax relief schemes (for a limited time) for both micro and macro businesses, as well as interest-free capital loan schemes and employment guarantees for permanent carder staff.

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