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Society for Multidisciplinary & Advanced Research Techniques (SMART)



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**32<sup>nd</sup> Accra Multidisciplinary Cross-Border Conference (AMCBC)**

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## **Assessment of the Management of Covid19 Pandemic In Selected Hotels in Victoria Island Area of Lagos State, Nigeria**

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### **ABSTRACT**

This research work was carried out to assess the management of covid19 pandemic in selected hotels in Victoria Island area of Lagos State. This research work is a descriptive research design where a cross-sectional survey was employed involving the use of fifty (50) structured questionnaires administered to the respondents at the study site. Data generated was analysed using descriptive statistics from the result of the findings, it was deduced that 40% are male while 60% are female. 2% are between 18 – 24years, 12% are between 35-30 years, 46% are between 31-40years, and 40% are between the age range of 40 yrs and above respectively. 46 % were Islam, 54% were Christian, while none of them were traditional. 26% were single, 74% are married while none of the respondent is divorced. 45(90%) of the respondents are aware of covid-19 pandemic while 10% are not.100% of the respondents have knowledge on the causes of Covid-19.70% affirmed that they have witnessed sudden Covid-19 symptoms among staff and customers while 30% did not. 98% of the respondents said thermometer helps to identify the Covid-19 patients among customers and staffs. 98% affirmed they enforce social distancing among customers and staff while 2% stated otherwise and 52% said they report Covid-19 cases to the nearest Isolation Centre while 48% said they call NCDC toll number. Conclusively, this study found that effect service delivery and recovery effort are important in the hotel in the Post Covid-19 era. The hotel was greatly affected by the Covid-19 pandemic and require recovering their customers, staffs and improving their service delivery operation. The findings from this research revealed that Covid-19 has brought about new development and changes in terms of strategies hotels in service delivery as well as the challenges that come with them for the hotel industry.

**Keywords:** Assessment, Management, Covid19 Pandemic, Hotels, Victoria Island, Lagos State, Nigeria

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#### **Proceedings Citation Format**

Okanlawon-Peters P.O. & Oladapo I.O (2022): Assessment of the Management of Covid19 Pandemic In Selected Hotels in Victoria Island Area of Lagos State, Nigeria. Proceedings of the 32<sup>nd</sup> Accra Multidisciplinary Cross-Border Conference.

University of Ghana/Academic City University College, Ghana. 2th June-1<sup>st</sup> July, 2022. Pp 129-134.

www.isteam.net/ghanabespoke2022.

[dx.doi.org/10.22624/AIMS-/AMCBC2022P8](https://dx.doi.org/10.22624/AIMS-/AMCBC2022P8)

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## 1. INTRODUCTION

The COVID-19 pandemic, also known as the coronavirus pandemic, is an ongoing pandemic of coronavirus disease 2019 (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). It was first identified in December 2019 in Wuhan, China. The World Health Organization declared the outbreak a Public Health Emergency of International Concern in January 2020 and a pandemic in March 2020. As of 1 March 2021, more than 114 million cases have been confirmed, with more than 2.53 million deaths attributed to COVID-19, making it one of the deadliest pandemics in history (Lau et. al., 2020).

Symptoms of COVID-19 are highly variable, ranging from none to life-threatening illness. The virus spreads mainly through the air when people are near each other. It leaves an infected person as they breathe, cough, sneeze, or speak and enters another person via their mouth, nose, or eyes. It may also spread via contaminated surfaces. People remain infectious for up to two weeks, and can spread the virus even if they do not show symptoms (Perlman, 2020). Recommended preventive measures include social distancing, wearing face masks in public, ventilation and air-filtering, hand washing, covering one's mouth when sneezing or coughing, disinfecting surfaces, and monitoring and self-isolation for people exposed or symptomatic. Several vaccines are being developed and distributed. Current treatments focus on addressing symptoms while work is underway to develop therapeutic drugs that inhibit the virus. Authorities worldwide have responded by implementing travel restrictions, lockdowns, workplace hazard controls, and facility closures. Many places have also worked to increase testing capacity and trace contacts of the infected (CDC, 2020)

### 1.1 Statement of the Problem

According to current evidence, SARS-CoV-2, the virus that causes COVID-19, is primarily transmitted between people via respiratory droplets and person-to-person contact routes. Transmission may also occur by touching objects or materials carrying infection (fomites) in the immediate environment around the infected person. Hotel and accommodation establishments are places where there is a high degree of interactions among guests and workers. It is these- aspect the lodging of guests, the services this entails (food and beverages, cleaning, activity organization etc) and the interactions specific to these establishments (guest, guest staff-staff) that require specific attention.

All staff of the accommodation establishment should comply with basic protective measures against covid19 including hand hygiene, physical distancing, avoiding touching eyes, nose and mouth, cough and sneezing etiquette (respiratory hygiene) use of medical or fabric masks, stay at home orders when indicated and seeking medical attentions when symptoms consistent with COVID-19 are present. Therefore, the above stated problems has triggered researcher to embark on the management of covid19 pandemic among selected hotels in Victoria Island area of Lagos State

### 1.2 Specific objectives

- ❖ To assess the effectiveness of covid19 management on the hotel patronage by staff of the selected hotels
- ❖ To ascertain the knowledge of staff of the hotels towards covid19 pandemic management in the study area
- ❖ TO determine the preventive measures put in place in combating covid19 among the selected hotels

## 2. METHODOLOGY

This study is a descriptive research design. While the population of the study comprises fifty (50) patients and staffs (Oriental and Cherrymanon Hotel) Lagos state that constitute the sample size using simple random sampling techniques. Also, fifty questionnaire was distributed to respondents and retrieved immediately for analysis.

## 3. DATA PRESENTATION AND RESPONSES TO QUESTIONS

What follows are tabulated results as well as discussion of findings

**Table 1: Sex of the Respondents**

Sex	No of respondents	Percentage (%)
Male	26	52
Female	24	48
<b>Total</b>	<b>50</b>	<b>100</b>

Table1 shows that 52%(26) of the respondents are male while 48% (24).

**Table 2: Age of the respondents**

Age	No of respondents	Percentage (%)
18 - 24	19	38
25 - 30	25	50
31 - 35	6	12
<b>Total</b>	<b>50</b>	<b>100</b>

Table 3 shows that 38% (19) of the respondent age from 18 – 24,50%(25) age from 25 – 30 while the remaining 12% (6) is 31 – 35.

**Table 3: Marital Status of respondents**

Marital Status	No of respondents	Percentage (%)
Single	31	62
Married	19	38
Divorced	0	0
<b>Total</b>	<b>50</b>	<b>100</b>

Table 3 shows that 62% (31) of the respondent are single, while the remaining 38% (19) are married.

**Table 4: Religion of the respondents**

Religion	No of respondents	Percentage (%)
Christianity	27	54
Muslim	21	42
Traditional	2	8
<b>Total</b>	<b>50</b>	<b>100</b>

Table 4 shows that 54% (27) of the respondents are Christians, 42% (21) are Muslim while the remaining 8% are traditional worshippers.

**Table 5: Educational qualification of the respondents**

Educational	No of respondents	Percentage (%)
HND	18	36
Bsc	12	24
Msc	4	28
Others	6	12
<b>Total</b>	<b>50</b>	<b>100</b>

Table 5 shows that 36% (18) of the respondents are have HND, 24% (12) have Bsc, 24% (12) have Msc while the remaining 12% are have other certificate.

**Table 6: Working period of the respondents**

Religion	No of respondents	Percentage (%)
1 – 6 months	14	28
6months – 1year	30	60
1year and above	6	12
<b>Total</b>	<b>50</b>	<b>100</b>

Table 6 shows that 60% (30) of the respondents have 6months – 1year working period, 28% (14) have 1 – 6months while the remaining 12% have 1year and above.

**Table 7: Are you aware of Covid-19 pandemic**

	No of respondents	Percentage (%)
Yes	45	90
No	5	10
<b>Total</b>	<b>50</b>	<b>100</b>

Table 7 indicates that 90% (45) of the respondents are aware of Covid-19 pandemic while 10% (5) of them claim that they have never experience halitosis before.

**Table 8: Response to do you have any knowledge on the causes of Covid-19 virus**

	No of respondents	Percentage (%)
Yes	50	100
No	0	0
<b>Total</b>	<b>50</b>	<b>100</b>

Table 8 shows that all the respondents have knowledge on the causes of Covid-19 virus.

**Table 9: Response to have you ever witness sudden Covid-19 symptoms among staff or customers.**

	No of respondents	Percentage (%)
Yes	15	30
No	35	70
<b>Total</b>	<b>50</b>	<b>100</b>

Table 9 indicate that 30% (15) witnessed sudden Covid-19 symptoms among staff

## 5. DISCUSSION OF FINDINGS

This study was designed management of covid-19 pandemic in selected hotels in Victoria Island Area, Lagos State. Table 1 40% are male while 60% are female. 2% are between 18 – 24years, 12% are between 35-30 years, 46% are between 31-40years, and 40% are between the age range of 40 yrs and above respectively. 46 % were Islam, 54% were Christian, while none of them were traditional. 26% were single, 74% are married while none of the respondent is divorced.

According to research question assessed 45(90%) of the respondents are aware of covid-19 pandemic while 10% are not.100% of the respondents have knowledge on the causes of Covid-19.70% affirmed that they have witnessed sudden Covid-19 symptoms among staff and customers while 30% did not. 98% of the respondents said thermometer helps to identify the Covid-19 patients among customers and staffs. 98% affirmed they enforce social distancing among customers and staff while 2% stated otherwise and 52% said they report Covid-19 cases to the nearest Isolation Centre while 48% said they call NCDC toll number.

It also shows that 64% of the respondents said they only allow two people per room, 12% said they allowed more than two people per room while 2% of the respondents said they only allow one person per room. Also 86% of the respondents stated that the level of hygiene practice in the hotel is average while 14% stated the level of hygiene practice of the hotel is excellent. Also, 22% of the respondent stated hand washing is the protective and preventive measures put in place to combat Covid-19 in the hotel, 48% said social distancing, while the remaining 30% stated the use of nose mask. Furthermore, majority of the respondent 98% agreed that Covid-19 can be successfully be eradicated in Nigeria. This is backup with the work of (Curtis, 2020) which affirmed that EPHs offer not only an essential but also a unique role in prevention and control of diseases.

## 6. CONCLUSION

Conclusively, this study found that effect service delivery and recovery effort are important in the hotel in the Post Covid-19 era. The hotel was greatly affected by the Covid-19 pandemic and require recovering their customers, staffs and improving their service delivery operation. The findings from this research revealed that Covid-19 has brought about new development and changes in terms of strategies hotels in service delivery as well as the challenges that come with them for the hotel industry. Health and safety practices are now more compulsory and must be given top priority attention in the hotel to manage Covid-19 pandemic in the selected hotel.

## 7. RECOMMENDATIONS

Based on the outcome of this study, the following recommendations were made:

- The hotel management should provide more thermometers for proper checking of customers and staff temperature at the point of entry.
- Provision of soap and water for hand washing hygiene to all staff and customers.
- Enforcement of facemask usage on all staff and customers within the hotel premises.
- Customers and Staff should maintain at least a 1-metre distance to reduce your risk of infection when they cough, sneeze or speak.
- Customers and staff should cover their mouth and nose with their bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately into a closed bin and wash your hands. By following good 'respiratory hygiene', they protect the customers from viruses, which cause colds, flu and COVID-19.
- Regular disinfection exercise should be done in the hotel.
- Clean and disinfect surfaces frequently especially those which are regularly touched, such as door handles.

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