

Insecurity Outcomes of Hotel Development and Operations in Ibadan, Nigeria

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Certification

This is to certify that the research was carried out by OLADELE, Adeola Francisca as part of the requirements for the award of Master of Science (M.Sc) Degree in the Department of Hospitality and Tourism Management, Faculty of Environmental Design and Management, Lead City University, Ibadan and that this work has not been previously submitted.

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Dedication

I dedicate this research work to God, My Essence and the giver of life. The Author and Finisher of my faith, who made this work a reality against all odds that stood against its completion and success. I also dedicate it to the loving memory of my sister Olawumi Anne OLADELE. You are gone but still lives on in our hearts, continue to rest in the bosom of our Lord.

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Adeola Francisca, OLADELE.
2022.

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Abstract

This study examines insecurity outcomes of hotel development and operations in Ibadan, Nigeria. It assessed the socioeconomic characteristics of respondents, the profile of selected hotels, the nature of security in the selected communities, the effects of insecurity in the study area (on hotels and host communities) and it also examined the factors that influence the feeling of insecurity.

Data was obtained from primary source through the distribution of questionnaire to residents of the host communities of the hotels and there management staff. The hotels under study were selected by identifying the major Local Government Areas in Ibadan. The selected hotels are from five Local Government Area with Ibadan metropolis namely Ibadan North, Ibadan North West, Ibadan North East, Ibadan South West and Ibadan South East.

Simple random sampling without replacement was used to select the hotels for the study and one hotel was selected from each of the five Local Government Areas.

Using systematic sampling technique, one out of every 10 residential buildings was sampled and a total of 207 questionnaire were administered to the residents while a total of 10 were administered on the management (2 staff per hotel).

Findings of this study shows that insecurity is a grave cause of concern in the development and operations of hotels in Ibadan, Nigeria as it reduces guest patronage, low guest satisfaction with resultant employee turnover which prevent the achievement of organisational goals and in some cases the ultimate closure of the hotels. The study also revealed the outcome of insecurity on the study communities and they include lack of employment, lack of adequate public amenities due to hindered development, low standard of living within community and increase in crimes and social vices.

Conclusively, this study shows that there is a significant effect of insecurity on hotel operation and development in the study area and therefore this study recommends that there should be constant police patrol within Ibadan and environs, there should be adequate punishment for law offenders within the communities, and government should provide adequate public infrastructure and amenities amongst others.

Keywords: Operation, Development, Hotel, Insecurity, Area, Community.

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