

Chapter One

Introduction

1.1 Background to the Study

Hotel is an integral part of the hospitality industry which provides customers with services to meet their needs away from home ¹. It is an establishment that provides paid accommodation, generally for a short duration of stay. Hotel often provides a number of additional guest services, such as restaurants, bars, swimming pools, healthcare, retail shops, and business facilities like conference halls, banquet halls, boardrooms, and space for private parties like birthdays, marriages, welfare parties among others.

Hotel operations are carried out within the environment which could be influenced by several factors. Security threats has been considered to be one of the major factors affecting development and operations hotel within the host community ². Hence the examination of insecurity challenges in host communities and how it affects hotel development and operations, and their outcomes in general. Hotels are subjected to risks which make them vulnerable to different types of crimes and security challenges.

Security is one of the basic needs of humans therefore, an unexpected adverse event affecting essentials could lead to a crisis for a destination. For this reason, an increasing number of studies is focused on safety and security issues in the tourism and hospitality industry. Threats such as terrorist attacks, local wars, natural disasters, health scare, as well as rise in the level of crime at a particular destination can make potential visitors to change their travel destination or even cancel their entire traveling plans. The travel industry could not avoid the negative influences and consequences of these incidents. Moreover, some of these situations manifested the vulnerability of travel on global, regional and local levels. Consequently,

providing a safe and secure environment for visitors could determine the success or failure of a travel destination.

Risk and insecurity crises are a growing issue worldwide and are among the major problems that can severely affect the competitiveness and performance of tourism destinations ^{3,4}.

Given that tourists' decisions and behaviour are strongly influenced by the perceptions of safety in host countries or communities ^{5, 6}, security-related issues have long been of interest in the tourism and hospitality literature ⁷.

Hotels allow people to satisfy their basic human needs during the trip, and also to relax, entertain, do business, and improve their physical and mental health. Security has long been recognised as a necessity for the overall growth and development of the hospitality industry both in developed and developing societies. This growing recognition has led to the commitment of most hotel and event towards strengthening their security systems in terms of advanced security arrangements to ensure increased confidence on the part of the guests and the management who form the core elements that foster industry development.

In previous years, the hotel industry has played a prominent role in the development of Nigeria's economy with tourism capacity building, provision for employment and cultural rebirth ^{8, 9}. The industry is regarded as one of the fastest growing sectors in Nigeria's economy, comparable to the communications sector ^{10, 8}. This, therefore, implies that the conditions necessary for the overall sustainability of the business as a key player in Nigeria's economic growth should not be underemphasised.

However, most hotels in major cities in Nigeria still struggle with the reality of insecure situations within their business environment in relation to emerging insecurity trends in the industry. For instance, while hotel security technology is moving into the cyber security

sector, with an eye on customer data protection, physical security and awareness remain crucial to the safety of hotel guests¹¹. Even when hotels have strong security policies and procedures in place, they are still vulnerable to cyber-attacks, break-ins, theft, fraud, crimes and guests still prone to other insecurity challenges like political, environmental, health, community among others. One major problem that affects the development of the hotel industry in Nigeria is the unfavourable government stance concerning its lack of policy development on tourism security, which should be treated as an essential condition for the success of the hospitality business¹². Nevertheless, the hotel industry has been a great source of revenue to the government through value-added tax (vat) and similar revenue collections but without the government necessarily providing most of the social services required for successful business operations¹³. It is vital to take precautionary measures and continually evaluate security challenges within the hotel and its host community. Tourists need to be protected against risks and dangers. The famous approach to human needs classifies them into five categories namely physiological, safety, belongingness and love, esteem, and selfactualisation needs¹⁴. He argues that there is a close connection and a natural hierarchy between them. According to Maslow, people tend to meet their needs starting with the basic ones—biological survival, safety, and physical security—before fulfilling the superior ones¹⁵. Many authors have argued that safety and security are fundamental needs, especially since it has been demonstrated that tourists tend to avoid destinations and accommodation structures with potentially higher risk to their safety and security^{16, 17}. Moreover, any event directly affecting tourists has a negative impact on the destination's income¹⁸. In order to make sure that tourism continues to grow and generate revenue, all stakeholders should pay great attention to customers' safety and security. Thus, managers in general and managers of tourist accommodation units in particular need to assess security needs by continuously monitoring the conditions and standards they provide.

This study therefore aims to analyse the way in which hotels are affected by the insecurity in their host community and how this consequently affects their operation and development.

1.2 Statement of the Problem

Insecurity in the last 5 years has been a cause for great concern in developing countries especially Nigeria. Its occurrence is on the increase and this may likely subject businesses and lives to risk ¹⁹. If there is no programmatic approach to address this, different economic activities especially hotels would be affected.

In response to addressing the issue of insecurity on travel and tourism, several studies have been carried out both in Nigeria and elsewhere. Studies on security issues outside Nigeria includes the work of ^{20, 22, 5, 23}. These can also be identified in the following studies in Nigeria ^{12, 24, 25}.

The impact of the security situation on tourism in the countries of the former Yugoslavia was examined by ²¹. The objective of the study characterize the terms of safety and security in the tourism sector and evaluated safety and security situation in selected countries of former Yugoslavia according to chosen indicators in their objective. The study revealed that security issues around the globe affects tourism industry on local as well as global level by reducing demands. The study also revealed that crime, wars, social and political unrest, environmental threats and the spread of infectious diseases are some of the most common forms of threats to safe and secure tourism.

In the influence of security threats on tourism destination development, the modern security environment and its impact on tourism destination development was analysed. The study

observed that crime, wars, social and political issues, environmental threats and spread of infectious diseases are major threats to tourism. It was also revealed that mass media and modern communication technologies spread information on potential risk in no time, meaning that just moments after a particular security risk appears, travel flow change. Furthermore, it was revealed that nowadays, people are much more aware of the security issues and their potential risks to their own safety ²².

A study carried out to investigate the various security challenges of hotel industry in Owerri, Nigeria with particular reference to the impact on overall guest safety, guest loyalty revealed that guest security in the study area is receding ²⁴. The study observed that vehicles parked within the hotel premises are entirely vulnerable to theft. The study also confirmed cases of room break-ins in the establishment studied which is as a result of poor internal security. Likewise, it revealed that the nature of roads leading to the hotels are major security challenge as the roads were deplorable ²⁴. Despite the fact various forms of security challenges in hotel industry was investigated, it has left out security challenges in the host communities. Hence the need for this study.

The safety and security threats in selected hotels in Enugu metropolis, Nigeria was investigated by ²⁵. The study's objectives were to identify various safety issues, the cause of the identified threats, their implications and also to examine the state of existing safety and security measures and advance ways of improving the safety and security standard in the selected hotels. The study revealed that safety threats in the hotel include Kidnapping, stomach poison, cases of mosquito bite and other animal attacks, stealing, fraudulent, fire outbreak, quarrel among staff and guests, sexual harassment and so on. The cause of security threat was also revealed to be attitudinal behaviour, carelessness, lack of unemployment, indecent dressing, poor management and dwindling economic situation within the country.

Although the safety and security threats in selected hotels of Enugu was examined, the frequency of worry of the threats were not considered ²⁵. This study will consider the frequency of worry of the feeling of insecurity among the respondents in the study area. While only the causes and impact of security risk on tourism and tourism destination was considered ^{21, 22}, this study will further examine the profiles of the hotels in study areas and assess the nature of safety and insecurity in the host communities.

The impact of security on overall guest's safety loyalty in Owerri was examined ²⁴. This research will examine the effects of insecurity in the host communities on the development and operations of hotels.

Various threats and its implications, the state of existing safety and security measures and how to advance ways of improving the safety and security standard in the study area was examined ²⁵. This study will establish the factors that influences the feeling of insecurity in the host communities and the effects of insecurity in the study area.

1.3 Research Questions

The following research questions shall be answered at the end of this study.

- i. What is the profile of the existing hotels in the host community? ii. What is the nature of safety and insecurity in the study area?
- iii. What are the effects of insecurity on the development and operations of hotels in the host communities?
- iv. What are the effects of insecurity in the study area?
- v. What are the factors influencing the feeling of insecurity in the host communities?

1.4 Aim and Objectives of the Study

The aim of this study is to examine the outcomes of insecurity with the development and operations of hotel in host communities in Ibadan with a view to providing information that could enhance the security and smooth operation of hotels in the study area.

The specific objectives of this study are to;

- i. Examine the profile of the existing hotel in the host communities.
- ii. Assess the nature of insecurity in the study area.
- iii. Examine the effects of insecurity in the study area.
- iv. Examine the factors influencing the feeling of insecurity in the development and management of hotel operations.

1.5 Hypothesis

H₀₁: There is no relationship between insecurity and hotel operation and development in host communities in Ibadan, Oyo State.

Findings of this study revealed that there is a significant effect of insecurity on hotel development and operations as a result of outcome of insecurity such as robbery, theft, vandalization among others go a long way to affect hotel development and operations.

1.6 Significance of the Study

This study was conducted among selected hotels in the metropolitan area of Ibadan, Oyo State to determine the insecurities experienced within host communities of selected hotels. It

investigated the security issues and how they affects the development and operations of hotels within their host communities and also their effects on guests. The study will assist the hotels, host communities, government and guests in identifying the various insecurity issues and security threats militating against their operations within Ibadan and its environs, also assist in adding knowledge of those in the field who will want to carry out research on related topic in the future. It explored the causes and the outcomes of the identified threats on guests and the establishments. It will also review the existing security measures on ground and suggest ways of overcoming the outcome of insecurity in host communities.

1.7 Scope of the Study

This study examined the insecurity outcomes in the operations and development of hotels within selected areas of the metropolitan part of Ibadan using multistage sampling method. The first stage of the sampling method adopted involved the selection of the core local government areas that are within the metropolis which are; Ibadan North, Ibadan North West, Ibadan North East, Ibadan South West and Ibadan South East local government areas and these local government areas constituted the study area for this work. This study examined the types, causes and effects of insecurity on the daily running and development of hotels within the study areas and how the insecurities issues affects both the hotel and its host communities. The population involved in this study were the management staff of hotels and residents of their host community within the study areas.

1.8 Limitations of the Study

All research has its own limitations which may limit the in- depth and the extent of the accuracy of work. The limitations encountered by the researcher are time, fund, distance, and nature of the topic.

Time: The researcher encountered lots of difficulty in administering the questionnaire due to disparity in time of the guest and that of the staff.

Fund: Every research requires fund to carry out the proper requirement needed for research. A lot of fund was spent on moving from one place to another and in all of the research process.

Distance: As a result of having to move from one host community to another where the case study are situated in order to administer the questionnaire.

Nature of the Topic: Some of the respondents were not disposed to revealing their existing security measures for fear that it could be used against their establishments.

Data collection: Difficulty in the data collection process as it was not an easy task to make the guests fill the questionnaire.

1.9 Organisation of the Study

The study is composed of five chapters. In the first chapter, the concepts are introduced and the statement of problem of the study is established and also the research questions and objectives. It also defines the significance and organisation of the study. The second chapter presents the review of literature while the third chapter presents the methods to be implored

in carrying out the research. The fourth chapter presents the results and discussion while the fifth chapter presents the summary, conclusion and recommendations.

1.1.0 Operational Definition of Terms

Hotel: A hotel is an establishment that provides paid lodging on a short term basis.

Security: The state of being free from danger or threat.

Insecurity: The state of being open to danger or threat, lack of protection.

Operation: The performance of a practical work or of something involving the application of principles or processes.

Outcome: The consequence of a phenomenon

Development: The act or process of growing or causing something to grow or become larger or more advanced.

Operation: The action of functioning.

Travel: Go from one place to another, typically over a distance some length.

Hospitality: The friendly and generous reception and entertainment of guests, visitors or strangers.

Tourism: Activities of people travelling to and staying in places outside their usual environment for leisure, business or other purposes for not more than one consecutive year.

Host Community: A host community refers to a group of people who share a common identity such as geographical location, class and ethnic background. They may also share same interest, such as a concern about the destruction of native flora and fauna.

Endnote

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Chapter Two

Literature Review

The purpose of this chapter is to review the theories on insecurity in a host community/tourist destination and how it affects hotel development operations. It highlights the concept of insecurity challenges in Nigeria, perceived insecurity and tourism intentions, vulnerability of hospitality subsector, and causes of insecurity. It also examines the types of insecurities that affects the industry, their impacts on the industry, insecurity and community development, insecurity and sustainable development in Nigeria and possible remedies to tourism development in Nigeria.

2.1 Concept of Insecurity

Security is “the situation that exists as a result of the establishment of measures for the protection of persons, information and property against hostile persons, influences and actions”¹. It is the existence of conditions within which people in a society can go about their normal daily activities without any threats to their lives or properties. It embraces all measures designed to protect and safeguard the citizenry and the resources of individuals, groups, businesses and the nation against sabotage or violent occurrence². Security demands safety from chronic threats and protection from harmful disruption³.

The word ‘insecurity’ has countless number of implications and are opposite to security which was briefly explained above. Insecurity signifies danger; hazard, uncertainty, lack of protection, and lack of safety among others. Insecurity is “the state of fear or anxiety

stemming from a concrete or alleged lack of protection”⁴. It refers to lack or inadequate freedom from danger. This implies that insecurity is an absence of peace, order and security. Insecurity was defined in two perspectives. Firstly, is the state of being open or subject to danger or threat of danger, where danger is the condition of being susceptible to harm or injury. Secondly, insecurity is the state of being exposed to risk or anxiety, where anxiety is a vague unpleasant emotion that is experienced in anticipation of some misfortune⁵. These definitions of insecurity underscore a major point that those affected by insecurity are not only uncertain or unaware of what would happen but they are also vulnerable to the threats and dangers when they occur. People engaged in business activity, either directly or indirectly, to satisfy unlimited human wants. Therefore, business has become part and parcel of human existence in particular and global world in general. Security from the socio-political perspective opines that security involves the capacity to pursue cherished political and social ambitions. That is, security is socio-political in nature as without security there can be no political stability and consequently social activities will be in chaos⁶.

Insecurity is a reflection of dysfunctional social control institutions in society. The issue of insecurity coupled with the economic crisis is bound to bring about dysfunctionality in human society with serious consequence for tourism, especially when the means of production have not evolved to take care of social progress. This will inadvertently result in conflicts and insurgency, aftermaths of which are menaces unleashed on innocent citizens who are likely to engage in one form of tourism or the other. Conflict is an expression of hostility, negative attitudes, antagonism, aggression, rivalry, and misunderstanding which are all associated with situations that involve contradictory interests between two opposing groups or individuals who try to gain acceptance of its view over others⁷. Conflicts could become violent when performances lead to an attack on people's physical or psychological truthfulness or

psychological integrity⁸. According to this author, violent conflicts from all types of coercive or brutal action concerning bodily or emotional misery when one or two persons, groups, parties, communities involved in a discrepancy leads to dispute and struggle over resources, and also involve all kinds of homicide, extermination, confrontation, lawbreaking, massacre, assassinations, and terrorism. For this study, insecurity is being evaluated with regards to the human society and the structures that exist in it that causes threats to solidarity and stability that could enhance participation in tourism.

Events are important motivators for travel and tourism, hence they figure prominently in the development and marketing plans of most tourism destinations⁹. Events and festivals have become strong demand generators, playing a significant role and making considerable contribution to the tourism, travel, leisure and hospitality industries. Special events are a feature of modern society and are very important for tourism development. A lot of people travel annually to attend events in different regions and communities. Events that last for more than a day require hospitality facilities to host the attendees, thus hospitality facilities such as hotels or guesthouses are needed to accommodate such people who have travelled from far and near to attend the event. This reason necessitates the organization of some events and conferences in hotels with adequate facilities. Using econometric models, cities of Stockholm and Gothenburg in Sweden benefit immensely from festivals or special events organised annually, as they have very good hotels¹⁰. These benefits include increased income for management of these hotels. In order to accommodate the numerous international and domestic visitors participating in the celebration of Ghana's independence in Accra in March 1957, the government of Dr. Kwame Nkrumah constructed the first class Ambassador Hotel¹¹. This memorable event was successful largely because the hotel could host most of the important dignitaries, who had come from the United Kingdom and the Diaspora to grace that important occasion. Some countries such as the USA and UK have convention centres, where

events such as conferences and conventions are held. However, even in such countries, some events are held in hotels.

Commenting on advantages of hosting events in hotels, it was noted that events held at a hotel will mean that guests will be able to walk easily to the meeting rooms, eliminating costs for additional transportation if they were staying at a hotel and attending meetings at the convention centre that is not within walking distance”¹². This makes hotels more convenient for hosting events, thus the need for the organisation to provide measures to ascertain that all form of insecurity that could threaten the wellbeing of guests and customers within and around its environs are prevented.

2.2 Security Challenges in Nigeria

This study adopts the Democratic Peace Theory propounded by¹³. The theory explains the Security challenges in Nigeria. It proposes that security largely depends on encouraging liberal institutions to discharge their responsibilities creditably, and a security policy must have as its long-term spread of liberalism. Therefore, the route to peace is to encourage democratic system, the universal respect for human rights and the development of civil society. But such conclusion depends on an untroubled and robust correlation between the democratic nature of a state and peaceful inclination. Thus, the democratic peace theory assumes that liberal states do not fight wars against other liberal states. This theory was first argued that there was a difference in liberal practice towards liberal societies and liberal practice towards non-liberal societies¹³.

Security is the immunity from invasion and mandatory occupation without the consent of the people, not afraid to legitimate rights and freedoms and those who compromise these rights

and freedoms and being safe from the risk of death, disease, poverty, and disasters and totally can be defined as any factor that can be destroyed the human comfort ¹⁴.

Security has both objective and subjective dimensions. Generally, objective security defined security in terms of threats which is considered as an objective matter but we must add, when we feel there is no threat, a security must be placed and it is the mental security ¹⁵.

2.3 Perceived Insecurity and Tourism Intention

The tourism industry in recent time is more susceptible to man-made and natural crises and disasters ¹⁶. Events of these nature have important influences on the tourist sojourn and expenditure ¹⁷. For instance, when a disaster such as terrorist attack happens, visitor spending automatically declines as the influences of such attacks would be compounded by incorrect or extended travel advisories, making the intending tourists seek for alternative destinations they perceived safer ¹⁸. The safety and security of the intended destination are therefore very paramount in the minds of the travellers ¹⁹. Tourists have become sceptical about security situations in Nigeria especially with the incessant terrorist attacks, health threats and other man-made crises that are common in Northern parts and some other parts of the country ²⁰.

From the tourists' perspective, the general feeling of being secured while travelling to, and within the choice of their destinations is regarded as an essential factor than any other ones ²¹, ²². If a tourist perceived that the intended destination is insecure, his/her motivation towards the desired destination will be negative while if it is perceived to be secured, the desire to visit will be positive. Researchers have paid detailed attention to how the tourism industry responds and reacts to different crises and disasters such as financial meltdown, political

uncertainty and natural crises ^{23, 24, 25, 26, 27, 28}. However, within the context of developing countries such as Nigeria, little attention has been paid to the issue of security concern among tourists. Despite that, the previous studies from other climes of developed nations have reported the significance of secured destinations on tourism intention ^{22, 29, 30}.

2.4 Vulnerability of Hospitality Subsector

Terrorist incidents at tourist destinations can have very harmful impacts on the hospitality sector as a whole ³¹. Hotels and relaxation centres have a history of being targeted; some in popular holiday centres and others in troubled states where guests are mainly citizens and foreigners travelling for business or official purposes. Notable examples are the coordinated bomb explosions at a Military Relaxation Centre and the twin bomb blast at the Eagle Square in Abuja Nigeria during the 2011 (50 years) Independence Day celebration. The susceptibility of the hospitality sub-sector was made apparent following the Boko Haram attacks in Borno and Yobe States in October, 2011. The US Embassy had received information that the Boko Haram may plan to attack several locations and hotels in Abuja during the Sallah holiday. All US government personnel were instructed to avoid these locations and previously scheduled events were cancelled. The locations include the Nicon Luxury, Sheraton Hotels Abuja and the Transcorp Hilton Hotel ³². Fears of the immediate impact of the security situation on the tourism industry in Abuja, in particular, came during the Moslem Sallah holiday when the media was awash of reports of low patronage recorded by most, if not all hotels in Abuja and other parts of the Federal Capital Territory.

The insistence by the United States Embassy on the earlier warning threw the seeming recovering Nigeria's tourism sector into relapse. Reasons for targeting hotels are that they offer a high degree of access, usually 24 hours a day ³³. Larger hotels have many public spaces, entrances and exits and foreigners may gather there ³⁴. Meetings and conferences are hosted and there are restaurants which might be frequented by prominent businessmen and

government officials. Properties which are part of large international chains are symbols of their country and government, hence the envy of terrorist groups.

2.5 Causes of Insecurity in Nigeria

To tackle insecurity, a key starting point should be to understand the causes of insecurity as well as to investigate their sources of social disorder and instability. It is necessary to distinguish between different causes as each may require different remedy³⁵. Besides, it is to provide a holistic view to the suggestion or recommendations of solutions. More often, however, policy makers are disinclined to isolate and clarify particular causes. They prefer blanket references, with the consideration that the causes of insecurity are interwoven and contributory to one another. Like in many other societies, the sources of insecurity in Nigeria have been traced to a number of factors and explained by different people. These factors have been classified or grouped into external and internal factors. Beyond the external-internal dichotomy, sources of insecurity have also been classified as either remote or proximate and immediate sources/causal factors. In Nigeria, the challenge is not so much about insecurity of external sources, but rather that of internal sources. Hence focus is will be put more on the internal sources of insecurity. We recognize that some internal factors have been enhanced and strengthened by the presence of external forces, but, there is no doubt that, if the internal situations did not present themselves, the external forces would be unable to infiltrate. We present the internal causes of insecurity in Nigeria using the dichotomy of remote and immediate factors.

2.5.1 Remote (Root) Factors

Lack of institutional capacity resulting in government failure.

This result from what was described as the corrosion or breakdown of institutional infrastructures³⁶. The foundations of institutional framework in Nigeria are very shaky and have provoked a deterioration of state governance and democratic accountability, thus, paralyzing the existing set of constraints including the formal and legitimate rules nested in the hierarchy of social order. Evidently, the state of insecurity in Nigeria is greatly a function of government failure, or can be linked to government failure³. This is manifested by the incapacity of government to deliver services and to provide for basic needs of the masses. The lack of basic necessities by the people in Nigeria has created a pool of frustrated people who are ignited easily by any event to be violent. The argument here, is that, Nigeria has the resources to provide for the needs of its people, but corruption in public offices at all levels has made it impossible for office holders to focus on the provision of basic needs for the people. The Nigerian situation is described as a 'Paradox of Plenty' where the country earns a great deal of revenue through oil sales, but fails to use these earnings to meet the needs of its people and to develop infrastructure as well as the economy³⁷. When these situations exist, crime rate is bound to rise and the security of lives and properties cannot be guaranteed.

Pervasive Material Inequalities and Unfairness.

Greater awareness of disparities in life chances is a major root cause of insecurity in Nigeria. This is a rooted general perception of inequality and unfairness which has resulted in grievance by a large number of people. This perception stems from the perception of marginalization by a section of the people, government development policies and political offices and this has become a primary source of disaffection and resentment. A large number of the Nigeria population is frustrated and have lost hope, especially the youths, and have now emerged to express their disillusion about the pervasive state of inequality³⁸.

Ethno-religious conflicts

These have arisen from distrust among various ethnic groups and among the major religions in the country. Ethno-religious conflict was identified as a major source of insecurity in Nigeria^{39, 37, 40}. Ethno-religious conflict was defined as a situation in which the relationship between members of one ethnic or religious group and another of such group in a multiethnic and multi-religious society is characterized by lack of cordiality, mutual suspicion and fear, and a tendency towards violent confrontation. Frequent and persistent ethnic conflicts and religious clashes between the two dominant religions (Islam and Christianity), present the country with a major security challenge. In all parts of Nigeria, there exist ethno-religious conflicts and these have emerged as a result of new and particularistic forms of political consciousness and identity often structured around ethno-religious identities³⁹. The claim over scarce resources, power, land, chieftaincy, local government, councils, control of markets and sharia among other trivial issues have resulted in large scale killings and violence amongst groups in Nigeria⁴¹.

Conflict of Perceptions between the Public and Government

Over the years, there has been a standing mismatch between public and government perceptions. A situation which often result in the reactions of the public to the excesses of the military regimes which governed Nigeria and has continued after the end of military regimes and created a sensitivity by those in government at public intrusion in matters of state. Frequently, on any given incident, public and government reactions diverge. In such situations, the media has never helped matters. Media practices have always focused on the dramatic and the spectacular view of the given situations. Such reports have always been

capitalized on in sophisticated ways by various groups, some of which are violent to incite public clamour for a change and immediate reaction through strategically provocative violence. The point here is that the approach of media report over the years has contributed to exacerbate insecurity or perception of insecurity in Nigeria. President Jonathan alluded to this situation when he made reference to the popular axiom that the pen is mightier than the sword. In his statement, “the sword is used to kill and destroy but what we use the pen to do is also very critical. When you have a society with these unending political conflicts, it is there on the media whether print, electronic or social media and this brings a lot of insecurity to the system”⁴².

Weak Security System

This results from inadequate equipment for the security arm of government, both in weaponry and training. This is in addition to poor attitudinal and behavioural disposition of security personnel. In many cases, security personnel assigned to deal with given security situations lack the expertise and equipment to handle the situations in a way to prevent them from occurring. And even when these exist, some personnel get influenced by ethnic, religious or communal sentiment and are easily swallowed by their personal interest to serve their people, rather than the nation. Thus, instead of being national watch dogs and defending national interest and values, and protecting people from harm by criminals, they soon become saboteurs of government effort, by supporting and fuelling insecurity through either leaking vital security information or aiding and abetting criminals to acquire weapons or to escape the long arm of the law.

Loss of Socio-Cultural and Communal Value System

The traditional value system of the Nigerian society like most African societies is characterized by such endearing features as collectivism, loyalty to authority and community, truthfulness, honesty, hard work, tolerance, love for others, Mutual harmony and coexistence, and identification of individual with one another ⁴³. Other distinctive features of Nigerian traditional society are abhorrence for theft and high value for life. Stealing was considered extremely disgraceful and lives were also highly valued. All of these values which made society secured and safe have all gradually been thrown away and lost. New values have taken over their place over the years, with the so called 'modernity and civilization'. All our endearing values and morals have been traded off for western values. The importance of a people's value system to their survival was espoused by Obama, when he challenged all societies to go back to their traditional values stating that challenges may be new ⁴³. The instrument with which we meet them may be new. But those values upon which our success depends are hard work and honesty, courage and fair play, tolerance and curiosity, loyalty and patriotism, these things are old. These things are true. They have been the quick force of progress throughout our history, what is demanded then is a return to these truths".

2.5.2 Immediate and Proximate Factors.

The immediate factors which caused Nigeria insecurity situation are inexhaustible. However, it would do just to mention a few of them in this paper.

Porous Borders

One major immediate factor which has enhanced insecurity in Nigeria is the porous frontiers of the country, where individual movements are largely untracked. The porosity of Nigeria's borders has serious security implications for the country. Given the porous borders as well as the weak and security system, weapons come easily into Nigeria from other countries. Small Arms and Light Weapons proliferation and the availability of these weapons have enabled militant groups and criminal groups to have easy access to arms ³⁷. Nigeria is estimated to host over 70 percent of about 8 million illegal weapons in West Africa ⁴⁴. Also, the porosity of the Nigerian borders has made it possible for unwarranted influx of migrants from neighbouring countries such as Republic of Niger, Chad and Republic of Benin ⁴⁵. These migrants which are mostly young men are some of the perpetrators of crime in the country.

Rural /Urban Drift

The migration of jobless youths from rural areas to urban centres is also one of the causes of insecurity in Nigeria ³⁸. Nigeria is one of the countries in the world with very high rural/urban drift. Most urban areas in Nigeria have grown beyond their environmental carrying capacities and existing infrastructure and this has resulted to increased poor quality of the living conditions in urban areas in Nigeria ⁴⁶. Out of frustration, these youths are drawn into crime.

Social Irresponsibility of Companies

Corporate social irresponsibility is a set of actions that increases externalized costs and/or promotes distributional conflicts ⁴⁷. Companies engage in corporate social responsibility in

order to offset corporate social irresponsibility. The rise of terror groups in some parts of the country is directly related to the neglect of social responsibility by companies to the community where they are operating. This was the case of the Niger Delta crisis.

Unemployment/Poverty

As a result of the high level of unemployment and poverty among Nigerians, especially the youths, they are adversely attracted to violent crime ⁴¹. The failure of successive administrations in Nigeria to address challenges of poverty, unemployment and inequitable distribution of wealth among ethnic nationalities is one of the major causes of insecurity in the country ⁴⁸.

Terrorism

At the most proximate and least disputable level, terrorism is the most fundamental source of insecurity in Nigeria today, and its primary bases and sources of support have generally been located in religious fanaticism and intolerance particularly in Islam dominated states of Nigeria. Terrorism which is a global phenomenon where no one is safe was defined as “the premeditated use or threat of use of violence by an individual or group to cause fear, destruction or death, especially against unarmed targets, property or infrastructure in a state, intended to compel those in authority to respond to the demands and expectations of the individual or group behind such violent acts” ³⁸. Terrorism in Nigeria is an Islamic insurgence with a political undertone by a faceless group based in the Northern region of the country, which called itself Boko Haram, which takes into account the legitimate political, social and

economic grievances of the Northern population. Nigeria has lost up to 1000 lives in the North since 2009 to the insurgency of this infamous Islamic sect, Boko Haram.

Many theories have explained the terrorism challenge in Nigeria both in terms of personal motives of the terrorists, the underlying causes of terrorism, and the values of the communities that host the terrorism and sustain it. The theories commonly linked terrorism in Nigeria to religious, socio-political, economic and cultural parameters. Impliedly, while terrorism may originate in Islamic fanaticism, it is now driven as much by other factors such as inequalities within the country and lack among Nigerians, in terms of livelihood (economic) resources, education or access to education and good values.

The current challenge of terrorism to physical security is threatening the Nigeria society on all fronts. Like acid on the Emperor's plate, terrorism in the country discloses fine patterns of vulnerability in a complex design. Once clear, the boundaries between reasoned affirmation of certain regional values and debilitating cultural/religious relativism, between democratic openness and intelligence community, have become less certain than before, and political management of the situation accordingly is more problematic.

All of the factors above are succinctly summarized in the views expressed by foreign observers about the causes of insecurity in Nigeria. The sources of insecurity in Nigeria in four factors: political conflicts; unbalanced development that involves horizontal inequalities; religious/ethnic distrust; and leadership failure ⁴⁹. While another author associated the situation with low level of economic development as a result of poor governance and high level corruption. In her words, corruption is "the walls that stand in the way of progress, the red tape that stops an idea from becoming a business, the patronage that distributes wealth based on tribe and sect" ⁵⁰.

2.6 Types of Insecurity that Affects the Industry

Insecurity evolve as a product of the security environment which turns out to shape it. Therefore it is a living form which changes throughout the history. Security and safety issues emerge from the contemporary security environment and are more or less directly involved in the development of the tourism industry ⁵¹ and ⁶.

Crime

This is certainly one of the most serious treats to the modern tourism. In their early study from Miami, that the level of the economy and property related crime activities changes according to the tourism activity ⁵³. The level of crime faced significantly increase during the peak tourist season and secondly the level of crime was much higher in the tourist areas than other areas ⁵⁴. There are different forms of tourism related crime actions; pick pocketing, shoplifting, rapes, murders, kidnappings, piracy to name only a few. It can be either domestic against tourist or tourist against domestic population but sometimes also tourist against tourist population related crime actions. Tourist environment causes ambivalent feelings, needs, demands, expectations and other emotions ⁵⁵.

Host environment as a different living environment enables people to act differently in many cases in a way which differs from the way they act when in their home environments. Due to their relaxation, feelings of freedom and not lack of control, tourists surrender themselves to situations and actions which cause unknown comfort. In many cases they even forget their physical, health and financial safety. Tourist destination for many people represents a possibility for victimization. Another interesting point claims that both tourism and crime should be considered as deviant behaviour, the tourism being desirable and crime not ⁵⁴.

Car stealing and smuggling is typical mostly for communities close to developed tourist markets and commercial activities. Many tourists would travel to those destinations with their own vehicles. Once stolen their cars get disassembled and sold for spare parts or smuggled to and sold at lesser price.

A rapidly developing forms of tourism related crime are ripping off from guests and tourists particularly common in communities with high investment needs. Another form of financial crime developed are collecting debts which are based solely on pressures, threatening and violence. This form of crime operates under the pretext of providing safety and protection from different oppressors.

There is not a single minute without a tourism related crime action being committed somewhere in the world. Also, there are numerous crime actions involving domestic population. Nevertheless, the theory and research, conducted on the topic of tourism related crime, teach us that there is a need to differentiate between the form of crime and its impact on destination choice ⁵⁵. Tourists would rarely move for the sake of the crime level in their home environments but they do select their travel destinations accordingly.

Terrorism

Tourism represents an integral part of the globalization, the terrorism embodying its darkest side. As a result of globalization process, tourism and terrorism became inevitably linked ⁵⁶. By accessing the most advanced destruction technologies terrorist threats and consequences of terrorist attacks have become more powerful and effective than ever before. Recent terrorist activities caused the rise of precautionary measures at the airports and national borders, thus tourism is being affected as well. On the other hand, many tourist attractions are

positioned close to politically and nationally important elements or statues; hence, tourist became easy terrorist target ⁵⁷.

By being one of the most important global economic activities tourism also became an interesting target for terrorists. It has been established already that terrorists seek their targets according to the importance within the targeted area. Tourism is also attractive to the media, hence it has immediate media attention and the latter is also something terrorists always look for. Media interests for terrorists' political demands confirm the attractiveness of tourist's areas for attacks ⁵⁸.

There are three known forms of links between the terrorism and tourism ⁵². Firstly tourist can become victimized by coincident or on purpose and the tourism infrastructure can be targeted by terrorists due to its attractiveness to the media. Aircrafts, major ships, coaches, restaurants and popular bars, events and venues for gathering large masses of visitors as most attractive terrorism targets. Among other reasons for such attractiveness mentioned is the hesitation of the tourism industry in offering resistance, as additional cause for their fragility ⁵⁶. Tourism workers are usually afraid to take extra security measures because they might affect the demand and indirectly profits. As a large industry, linking many different economies, tourism attracts terrorist groups, who seek to destroy important economies. Attacking tourism indirectly means attacking every single industry depending on it. Tourism is also attractive for media and terrorists seek media attention, yet another evidence of relations between the tourism and crime. Tourism involves important cultural and natural attractions which in most cases present the identity and history of each nation and again the identity is something terrorists and other crime groups are trying to damage. The last but not least important criterion for attractiveness of tourist sites for terrorist actions are masses of people at those places, so terrorists can easily disguise.

Wars

There are a number of politically unstable regions and countries worldwide. The instability is caused by religious, ethnic, racial and other disputes or imbalances. Quite frequent instabilities involve regions of Middle East, Western Balkans, Kashmir, Caucasus, Korean peninsula and some others. Those areas are not isolated unstable areas but they do present a threat to wider regions and occasionally involve in military interventions, hence destabilize the country. Such circumstances are ideal for different forms of pressures on people and infrastructure and result in greater opportunities for development of organized crime.

Irrespective of their origins and backgrounds, wars impose great impact on the tourism demand, not only in close but wider areas if not on a global scale. As opposed to the terrorist attacks war breakouts affect wider regional areas and have far greater consequences on tourism than the terrorism⁵².

Social and Political Unrests

Social and political unrests appear as military coups, violent demonstrations, uprisings and other forms of resistance. There are many potential reasons for such events (e.g. incompetent government, corruption, abuse of political power, weak state institutions and lack of responsibilities by the public sector) and in many cases they lead to the disintegration of the country or at least to collapse of the government. The latter is ideal for the development of war situations, terrorist actions, weapons smuggling and organized crime, which are all important factors for the development of insecure image thus affecting international attractiveness. These and similar social events or unrests will result in drop of international arrivals irrespective of the real level of threats to the tourists. Such and similar social and

political unrests have indirect impacts on domestic as well as international tourism demand ⁵². Once details on riots enter international media they will immediately affect the destinations image even though there is no serious threat for the tourists. The final damage to the tourism depends on crisis management, which can mitigate most of the medium to long-term impacts and entirely focuses on strategies for recognizing and coping with unwanted events ⁵⁷. Without a proper crisis management destinations will face challenges to establish stable and positive tourism image, hence changing negative arrival trends into the positive ones.

Social and political unrests as well as minor indications to that will result in booking cancellations and amendments. Amendments usually reflect in transfers to other destinations and will negatively damage destinations under pressure as well as their close neighbouring countries or regions.

Spread of Infectious Diseases

Different diseases imposed the heaviest threat to the human kind for centuries and some still do so till date. Back in 14th century, plague demanded more lives than any other military conflict in the history of the humankind, in just 5 years ⁵⁹. In the international and national security aspect infectious diseases have something in common with the natural threats. They both disregard political and natural borders and they spread much faster than other forms of threats. Tourism presents one of the major reasons for infectious diseases spread ⁵¹. It is the borderless nature of the tourism that helps viruses and other vectors to be transported from one to another area ⁶⁰. Among all known infectious diseases AIDS presents the most endangering one and in some areas (i.e. sub-Saharan Africa) it presents a threat greater than armed conflict, despite the level of military insecurity in the area. About 23 million lives were lost because of the AIDS ⁵⁹.

The most recent infectious disease of great magnitude being Covid 19. In December 2019, the novel COVID-19 (coronavirus disease) appeared for the first time in Wuhan, China. Within months, many countries were affected by it, and the number of patients increased drastically⁶¹. At the initial stage of this pandemic, different countries managed to control the virus, but still, there are no estimations that how soon many of the nations will be affected due to the second wave of COVID-19⁶².

World Health Organization reports that there are many other health related threats that shape the process of travelling and experiencing different tourist destinations. Diseases such as malaria, yellow fever, cholera, tuberculosis, hepatitis and so on are the ones that most likely affect the modern tourist, which either becomes a victim or transmitter of the disease⁶³.

2.7 Impact of Insecurity on Tourism, Hotel and Meeting, Incentive, Convention and Events Industry (M.I.C.E)

Security threats and perception of risk in most cases cause changes in tourists' behaviour and consequently usually translated into travel decisions. The results could be in the form of cancellations of booked trips and avoidance of the affected destination. In cases when the tourists are already at the destinations, the proper step is moving to a safer place for evacuating the destinations⁵². The most frequent variables used in pursuit of understanding tourists' reaction to changing security situations include intention to travel to affected destination, cancellations, bookings, avoidance of unsafe destinations, destination choice.

However, at this stage it is important to note that measuring tourists' behaviour following an important change in the security level of a given destination is imperative in order to formulate crisis-management plan⁵².

The impact of security incidents on the tourism industry are enormous. Security incidents don't only affect tourism industry, but they also affect those sectors of economy that are directly or indirectly related to the industry. This effect can either be large or small depending on the reliance on the tourism industry. For leisure tourists on organized trips, the tourists' travel behaviour is facilitated by two stakeholders: tour operators in the generating markets and tour operators in the receiving destination. They share a common objective of minimizing the damage resulting from a change in the security situation of a given destination ⁵².

The most common variables used to characterize the behaviour of the tourism industry in the wake of evolving security situations are ⁵²:

- Evacuation of tourists by tour operators;
- Inclusion/exclusion of destination in tour operators' brochures;
- Cash flow;
- Profitability;
- Projection of destination image by tour operators and travel agents.

As a result of security incidents at tourist destinations the result is diminishing of tourist arrivals. The affected destinations consequently lose professional employees and entrepreneurs, who are crucial for the successful operation of the tourism industry.

Furthermore, taking a closer look at the impact of Covid-19 as a security challenge to travel, one will come to a realization that the effect of this deadly virus is severe than estimated by specialists and the most exciting pandemic in the recent history which has already taken down 200 countries around the world with more than 1.9 million infections and over 120,000 deaths by 14th April, 2020. Insecurity impacts on all related sector of the hospitality and tourism

industry and subsequently affects the development and management of hotels and events. Therefore peace and safety are the primary conditions for successful tourism development ⁵².

2.8 Insecurity and Community Development

Insecurity generally disrupts development of nations and societies. The relationship between insecurity and underdevelopment is much stronger than the relationship between peace and development ⁶⁴. That is, where there is conflict there is often underdevelopment. Lack of security of lives and property of citizens is a major hindrance to meaningful development ⁶⁵. A climate of fear frightens domestic and foreign agencies interested in carrying out development programmes or investment and it also limits people's ability to develop economically.

Similarly, many communities cannot benefit from any development project because of unresolved age-long conflicts. This is because it is difficult to mobilize members of such community to get involved in development process since workers cannot enter conflict prone communities for fear of hostility. In conflict prone areas, unemployment rises, financial and banking systems become in-operative as investors have no confidence anymore and move to more secure areas ⁶⁶.

2.9 Insecurity and Sustainable Development in Nigeria

The aims of sustainable development are to ensure a safe and healthy environment for all and sundry and to maximize simultaneously national goals, organizational goals and individual goals that can persist over generations. The principle behind sustainability is to make life meaningful to all ⁶⁷. Therefore, security is crucial for sustainable development. In the absence of security, economic growth and development cannot be sustained as it destroys economic, human and social capital. Under conditions of peace and security, people and government can direct their efforts and resources towards improving human life.

Insecurity is a threat to sustainable development globally. It is a bane to economic growth and development and has simultaneously frustrated and undermined the dreams and aspirations of great dynamites owing to its obvious negative consequences. There are three components of sustainable development: economic development, social development and environmental protection. Sustainable development ensures a developed world with secured and healthy environment for all; human beings, animals and plants. Sustainable development is only achievable when social, economic, political and environmental sustainability elements in Nigeria are stable, secured, viable and equitable ⁶⁸. In Nigeria, government at all levels from the federal, states, and local governments have not fared well in the provision of public goods such as infrastructure, health, education, employment and security despite the enormous oil revenues accruing into their coffers. Many people provide all the services that otherwise would have been provided by the government including security monies allocated to the various tiers of government for the development of their areas but it is diverted by those in position of authority into their private purse. Kidnapping and terrorism are signs and consequences that formal authority is ineffectual and checks and balances in governance are not working ⁶⁹. Despite stupendous wealth in the country, majority of the youths are not

gainfully employed while some lack the requisite skills to acquire a befitting job. This is made worse by the inexplicable wealth displayed by those whose rise to fame could only be traceable to few moments of lawlessness or defiance of order rather than to hard work.

2.1.0 Possible Security Remedies for Tourism Development

Security is an uncomfortable issue for many tourism businesses, including hotels, with a feeling that publicizing measures could negate their effectiveness. There are also reservations about inciting unfounded fears and losing customers as a result. Nevertheless, risks awareness and the importance of security amongst tourism practitioners and the larger society have risen since September 2001. For example, the civil aviation industry has been compelled to take unprecedented steps at considerable inconvenience to passengers in a bid to thwart terrorism in the air ³³. There is an appreciation in other tourism sectors that tourists are cognizant of hazards and want assurance that safeguard have been installed. In an indication of the changing climate, hotels have borrowed ideas from airlines and airports such as checking of vehicles, inspection of luggage and screening of people by metal detectors.

In the case of Nigeria, in particular, the hotels sub-sector, which remains the only private sector driven industry in the travel and tourism sector in Nigeria, may not on their own have the capacity to handle an improved security system to tackle the latest security threat. Therefore, stakeholders in the tourism industry should liaise with the Federal, State and Local Governments should form a Joint Security Tourism Task Force (JSTTF) that consists of the armed forces, the police, private security agents, civil defence and local vigilante groups. The importance of the vigilante group is monitor infiltration into the local communities by suspected terrorists where the security arrangement of the government may not be able to cover. Where security hazards are identified by vigilante groups and private security agents,

government agents and the armed forces will therefore provide rapid response to arrest such security situations. Security techniques such as proper identification of employees at tourist location, protective barriers, alarm systems, surveillance are essential. It also should not be forgotten that terrorists too are becoming sophisticated in their methods and harnessing technologies. As a result, it is imperative to incorporate potent security stratagems into building designs that would suggest that the environment is welcoming and secure against assorted manifestations of criminality. Organizers of tourism events should always evaluate security hazards and pay attention to all security risks that may likely occur and cause any amount of damage to tourists and the destination.

Consequently, the local community should be involved in organizing these events to ensure collective responsibility in the protection of local and community resources by local stakeholders through creation of checkpoints at strategic points on connecting roads within the tourist destination, where motorists and travellers would be routinely searched for firearms, explosives, bombs and for the purpose of apprehending suspected terrorists.

2.11 Summary of Literature Reviewed

This study made use of books, articles, journals and material related to this topic written by proficient researcher in various fields. The works of these researchers were studied, understood and reviewed in this study. It reviewed different studies carried out within the tourism and hospitality industry relating to threats of security, safety and issues that could compromise the wellbeing of quests during their stay at their travel destination. It also reviewed relevant studies outside the industry relating to insecurity and safety to life. Examples of such study within Nigeria that were reviewed are ^{37, 46, 49}. Studies reviewed from outside are ^{35, 41, 53}.

The studies above concentrated their work on the insecurity in Nigeria by highlighting causes of insecurity, community violence, its concomitant outcomes, implications for industrialization and sustainable development among others.

The studies of other researchers beyond the shores of Nigeria in related field also concentrated on the causes and impacts of security threats, not ignoring ways of risk assessment, security plan and ways of achieving them.

This study in its review method deeply examined what insecurity is as a whole and how it affects the industry. The areas which were covered includes the concept of insecurity, security challenges in Nigeria, perception of insecurity and tourism intentions, vulnerability of hospitality subsector to insecurity. This study also went further to access the causes of insecurity in Nigeria, the types of insecurity that affects the industry, impact of insecurity on tourism, hotel and MICE industry.

The review of literature for this study was wrapped up by taking a look at the insecurity and community development and examining possible security remedies for tourism development.

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Chapter Three

Methodology

This chapter provides information on the methods that was used in achieving the stated objectives. It discussed the sources of data, study population, sampling procedure, sample size and the technique of analysis employed for each objective.

3.1 Source of Data

Data for this study was obtained from primary source and secondary souces.

3.1.1 Primary Data

The primary data was sourced through the administration of questionnaire on the residents of host communities within the radius of 500m of selected hotels because they are closest to the hotels and will have first-hand information about the security situation around the hotels. Information that were collected through the questionnaire included socioeconomic characteristics of respondents, the profile of the selected hotels of study areas, the nature of

insecurity, the effects of insecurity and factors influencing the feeling of insecurity in the communities of Ibadan.

Two sets of questionnaire were administered. The first category of questionnaire was administered on the residents of the host communities. Information were gathered on the nature of insecurity, effects of insecurity and factors influencing the feeling of insecurity in the host communities.

The second category of questionnaire were administered on managers and supervisors of the hotels in the host communities. The information that was obtained included profile of their establishment, the nature insecurity and the effects of insecurity on the development and operations of hotel.

3.2 Sampling Procedure

Multiple stage sampling was adopted for this study. The first stage involved the selection of the local government areas (LGAs) within Ibadan metropolis. Out of the eleven (11) local government areas in Ibadan, five (5) LGAs that fall within the core areas were selected. The selected LGAs include; Ibadan North, Ibadan North West, Ibadan North East, Ibadan South West and Ibadan South East. The second stage involves the selection of hotels within the selected local government areas. Studies have shown that there are more than four hundred hotels in each of these local government areas, therefore one hotel will be randomly selected in each without replacement. In this regards, the randomly selected hotels were Premier Hotel, Mokola; Bayse One Place Hotel, Jerico; Owu Crown Hotel, Monatan; Fawzy Hotel, Ringroad; and House Eleven Hotel and event, Challenge in (Ibadan North, Ibadan North West, Ibadan North East, Ibadan South West and Ibadan South East respectively. The third stage

involved the identification and selection of residential buildings within 500m radius in the host communities of the selected hotels. The selection was based on the fact that places closer to the hotels may likely have better information concerning existing security situation around the hotel area. In other words, residential buildings within 500m were considered. The number of residential buildings within 500m of the selected hotels that were obtained from Google earths and were reviewed through reconnaissance survey. In this regard, there were 421, 218, 512, 321, and 570 buildings respectively within 500m of Premier Hotel, Bayse One Place Hotel, Owu Crown Hotel, Fawzy Hotel and House Eleven Hotel and Apartment.

Systematic random sampling was used in the selection of residential buildings that would be surveyed. This involves the selection of the first building randomly and the subsequent selection would be every tenth (10th) building within the 500m radius of each hotel. Based on this, 43, 22, 52, 33 and 57 residential buildings were selected for the survey through questionnaire administration in the study area. This gives a total of 207 buildings that was surveyed in the five (5) local government areas of Ibadan metropolis.

One respondent in a house was selected to represent the whole house for the administration of questionnaire (See Table 3.1). It is important to note that churches, mosque, shopping complex and offices were exempted in the survey.

Table 3.1: Local Government Areas in Ibadan Metropolis

Selected local government	Hotel	No of buildings identified with 500m radius	Sample size (10%)
Ibadan North	Premier Hotel, Mokola	421	43
Ibadan North West	Bayse One Place Hotel, Jericho	218	22
Ibadan North East	Owu Crown Hotel, Monatan	512	52
Ibadan South West	Fawzy Hotel, Akinyemi Ringroad	321	33
Ibadan South East	House Eleven Hotel and Apartment, Challenge	570	57
	Total	2,042	207

Source: Google Earth and Author's Review (2021)

The second category of the survey was targeted at the management. Two (2) questionnaire each was administered on the manager and supervisor of each establishment, this made it a

total of 10 questionnaires that were administered on the management (manager and supervisor) (See Table 3.2).

Table 3.2: Distribution of Questionnaire to Management.

	No of establishment	No of respondents (Managers)	No of respondents (Supervisors)
Hotel	5	5	5
Total	5	5	5

Source: Author's field survey (2021)

3.3 The Study Area

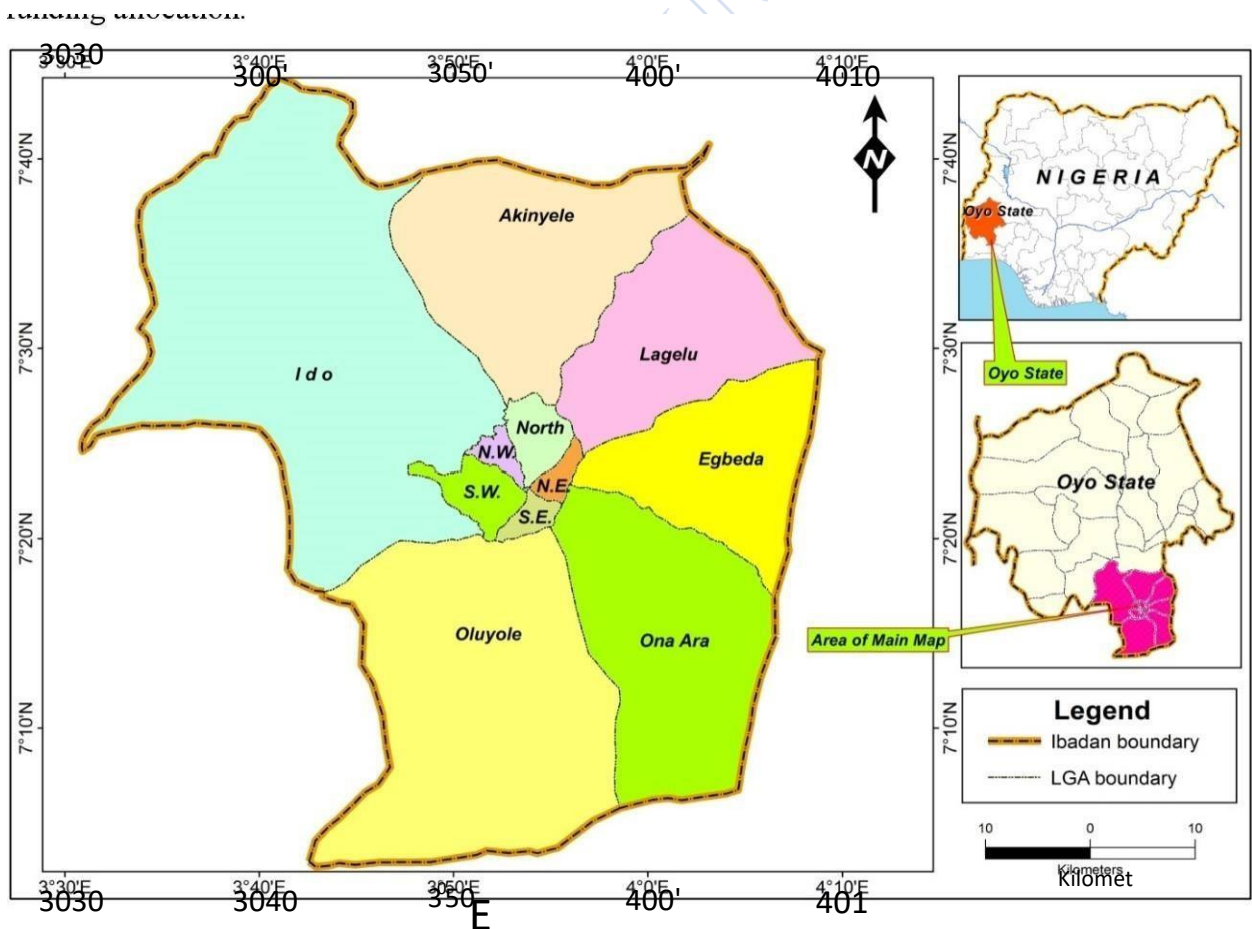
This study was focused on investigation of insecurity outcomes with development and operation of hotel in Ibadan, Oyo State selected. Since its foundation in the 1800s, Ibadan city has been has had rapid growth, in fact it was regarded as one of the pre- colonial urban centres in Nigeria. Developed land increased from only 100 ha in 1830 to 12km² in 1931; 30km² in 1963; 112km² in 1973; 136km² in 1981 and 204km² in 1998. Similarly in 1856, the population was estimated at 60,000; by 1890, it had increased to about 200,000; in 1963, it was 600,000. The 1991 official census in Ibadan put it at a disputed figure of 1.8 million ¹.

It has been reported that Ibadan is the capital of Oyo State, one of the thirty six states in Nigeria ². Strategically, positioned on longitude 3° 56E of Greenwich Meridian and latitude 7° 23N west of the equator. This ancient city is located near the forest grassland boundary of south west Nigeria. The distance from Lagos is about 145km North East ². Ibadan's population was 2.55 million according to 2006 estimate by the National Population Commission. The population was projected to increase at 3.2 percent annually, to 2.89 million people by 2010 ³.

Ibadan comprises 11 local government councils, with 5 in the inner city and 6 in the outer areas. The five local government areas in Ibadan metropolis are Ibadan North, Ibadan North East, Ibadan North West, Ibadan South East and Ibadan South West ⁴.

Figure 3.1: Map of Ibadan Indicating the Local Government Areas.

Source: Ministry of Lands, Physical Planning and Urban Development, 2021



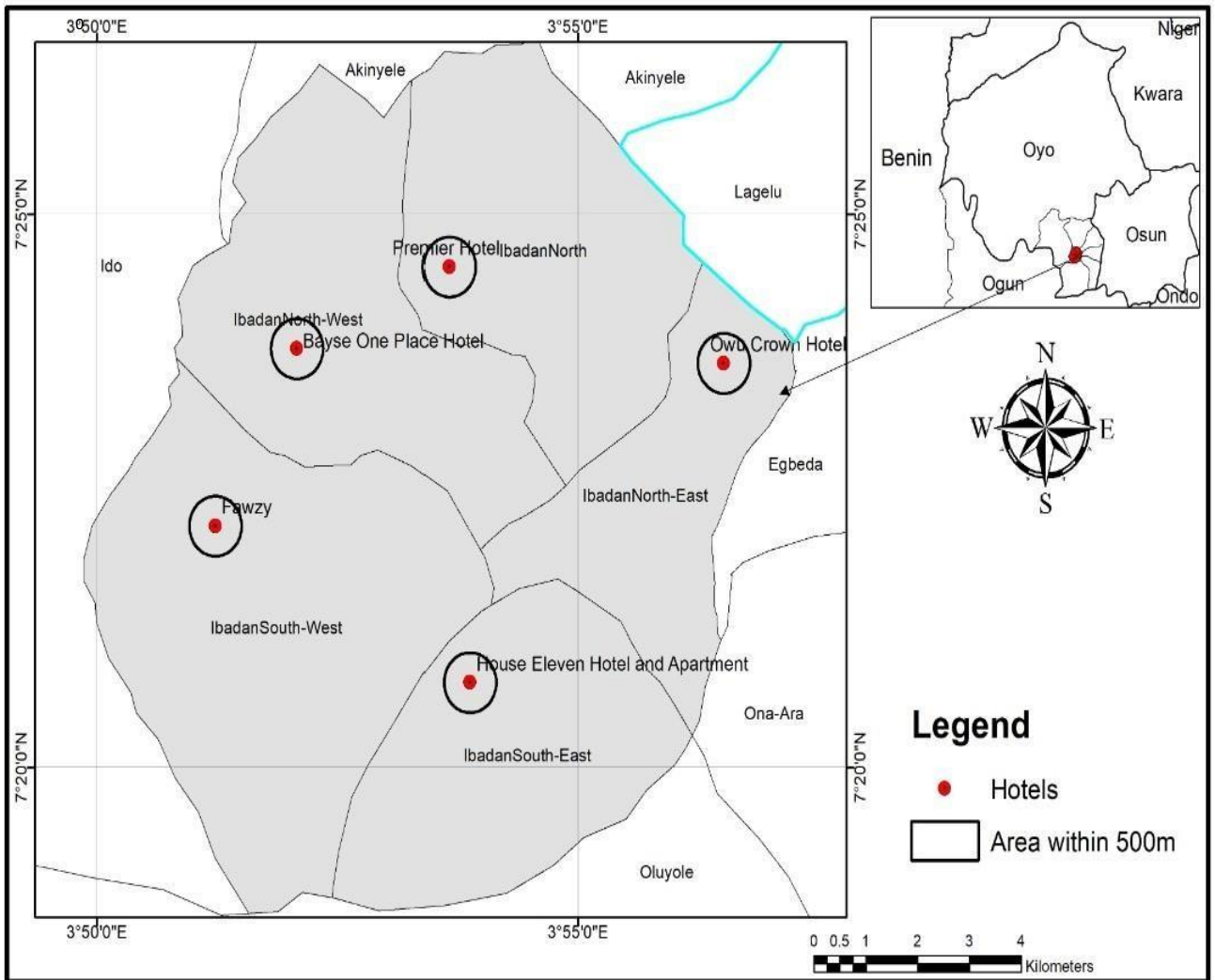


Figure 3.2: Map of Ibadan Indicating Selected Hotels in Each Local Government within the Metropolitan Area.

Source: Ministry of Lands, Physical Planning and Urban Development, 2021

3.4 Administration of Instrument

The questionnaire was administered after due permissions had been obtained from the authorities concern. Ethical issues of assurances was given on the bases of confidentiality and discretion of the study. The respondents were informed of the purpose of the research. Direction on how to complete the questionnaire was given and the participants were encouraged to be truthful as much as possible in their responses. A total of two hundred and seven (207) and ten (10) questionnaires was administered on the respondents and management respectively. The questionnaire was administered during the day. The total numbers of retrieved questionnaire was subjected to appropriate analysis.

3.5 Method of Data Analysis

All the data gathered were imputed into a computer and analysed using statistical package for social sciences (SPSS) version 20.0 for windows. Data collected during the survey were entered through the use of numerical codes. Frequency distribution tables were generated for categorical variables. Mean and standard deviation was used for continuous variables. Likert scale was used to assess opinions of the respondents through the use of inferential statistics such as factor analysis and step wise regression was used to categorise and identify the major influencing the feeling of insecurity in the study area. Other statistical tools that were used includes spearman correlation, multiple regression, ANOVA among others.

Objectives by Objectives Analysis

Presented below are the data to be obtained and methods to achieve each Objectives.

Objective One

The objective examined the profile of existing hotels of the study area, data was collected from managers and supervisors'. The information obtained includes name of establishments, year of establishment, location, size, types of service rendered, and year of engagement. These variables were analysed using descriptive statistics of frequency and percentage distribution.

Objective Two

This objective examined the nature of insecurity in the study communities. Data was collected both from residents and managers of the study area. The information gathered includes if they had witnessed any form of insecurity in the area. The variables were analysed using descriptive statistics of frequency, percentage distribution and 4 point Likert scale of Never, Occasionally, Quite often and all the time. Analysis of this rating involves the Relative Frequency Index 'RFI'.

Objective Three

The objective is to examine the effects of insecurity in the study area. The information obtained were in two categories. The first information was obtained from the managers and supervisors of the hotel and included guest satisfaction, employment turnover, achievement of organisational goal among others. The second set of information was gotten from the residents within the communities and the information obtained includes the effects of insecurity in relation to employment, development of public amenities, social vices, and standard of living among others. Likert scale were used to assess the opinions of the

respondent through the use of generated index such as Relative Frequency Index (RFI) and Relative Importance Index (RII)

Objective Four

This objective was to identify the factors influencing the feeling of insecurity in the host communities. The information collected included human factors, health factors, economic factors, social factors among others. The analysis was carried out using factor analysis, stepwise regression, ANOVA, 5 point Likert scale of Strongly Agree, Agree, Partially Agree, Disagree and Strongly disagree to generate the 'Relative Importance Index (RII)

Endnote

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Chapter Four

Results and Discussion of Findings

Presented in this chapter are the analysis and interpretation of the data on insecurity outcomes obtained from respondents in the host communities and managers of the selected hotels in Ibadan. Discussions in this chapter were sub-divided into five sections. Section one focuses on the discussion of residents' socio-economic characteristics. Sections two and three assess on the profile of the existing hotels in the host communities and the nature of safety and insecurity. Section four examines the effects of insecurity while section five deals with the factors influencing the feeling of insecurity in the study area. Out of the 207 questionnaires administered on the residents, 186 which represented 93% of the total questionnaire were retrieved while 6 were also retrieved from the 10 administered on the managers and supervisors. All the tables and figures have their sources from the field survey conducted in 2022.

4.1 Socioeconomic Characteristics of Respondents

This section discusses the analysis and interpretation of the socioeconomic data collected from respondents of the host communities in Ibadan. Data examined are gender, age, monthly income, educational attainment, employment status, nature of employment, marital status, length of stay, and household size. The socioeconomic characteristics of the respondents play important role in the study area as they either directly or indirectly influence safety and security in the study area.

4.1.1 Gender Distribution of Respondents

Concerning the issues of security, the relevance of gender has long been recognized. The perception of insecurity among the respondents in the host communities varies among gender^{1, 2}. The female gender is the worst hit when it comes to security and safety³. These studies have ascertained that in study of security and safety issues, gender plays a significant role. For this reason, the gender distribution of residents in the study area was examined. The figure is presented in Table 4.1

Table 4.1: Gender Distribution of Respondents

Items	Variable Options	Frequency	Percentage
Gender	Male	111	59.7
	Female	75	40.3
	Total	186	100

Table 4.1 reveals the statistical distribution of the respondents based on gender. The study was carried out using a sample of 186 respondents. From the analysis, 111 out of the respondents were males which constitute 59.7% while 75 were females which also constitute 40.3% of the respondents. Majority of the respondents were males which may be as a result of the males being much more open to being interviewed.

4.1.2 Age Distribution of Respondents

Age is a socioeconomic factor in explaining security issues in the operation and development of hotels. Lack of basic necessities by the people in Nigeria has created pool of frustrated people who are easily ignited by any event to be violent and these has affected people of all

ages especially the youths and young adults alike ⁴. Table 4.2 represents the age distribution of respondents.

4.2: Age Distribution of Respondent.

Items	Variable Options	Frequency	Percentage	Min	Max	MA
Age	Less than 20 years	10	5.4	16	75	38.2
	20 – 30 years	53	28.5			
	31 - 40 years	51	27.4			
	41 – 50 years	37	19.9			
	Above 50 years	35	18.8			
	Total	186	100			

The analysis revealed that 17.2% of the respondents were within the age bracket 5 years to 24 years, 52.7% were within the age range of 25 years to 44 years, 26.3% were between 45 years to 64 years while 3.8% of the respondents were 65 years and above. The minimum age among the respondents is 16 years and the maximum age is 75 years. Most of the respondents were in the age bracket 20-30 and are below the mean average (38.2). This revealed that most of the respondents were youths and this is because youths are sometimes known to be more concerned about the nature of security in a community.

4.1.3 Average Monthly Income of Respondents

Monthly income is an important factor in the study of insecurity because this influences the perception of an individual on the standard of security and operational demands in the day to day running of a hotel. It is established that the higher the income and disposable fund, the demand for a well security conscious hotel. Table 4.3 below represents the findings obtained.

Table 4.3: Average Monthly Income of Respondents.

Items	Variable Options	Frequency	Percentage	Min	Max	MA
Average Monthly Income	Less than 10,000	16	8.6	1800	120,000	39,123.7
	10,000-30,000	74	39.8			
	30.001-40,000	23	12.4			
	40.001-50,000	37	19.8			
	50.001-60,000	12	6.5			
	60.001-70,000	5	2.7			
	70.001-80,000	5	2.7			
	80.001-90,000	---	---			
	Above 90,000	14	7.5			
	Total	186	100			

The table 4.3 shows the statistical distribution of the respondents based on average monthly income. Based on the analysis, 8.6% of the respondents earned less than ₦10,000, 39.8% earned between ₦10,000 to ₦30,000, 12.4% earn between ₦31,001 to ₦40,000, 19.8% have a monthly income between ₦40,001 to ₦50,000, 6.5% of the respondents earned between ₦50,001 to ₦60,000. 2.7% earned between ₦60,001 to ₦70,000 and ₦70,001 to ₦80,000 while 7.5% of the respondents have a monthly income of above ₦90,000. The minimum monthly income was ₦1800 and the maximum monthly income ₦120,000. Majority of the respondents which constitutes 39.8% earned between ₦10,000 to ₦30,000 monthly which is below the mean average of ₦39,123.7. This shows that most of the respondents earn below and just up to the minimum average in Nigeria which is ₦30,000 and would therefore imply that the residents are low income earners.

4.1.4 Academic Qualification of Respondents

The level of education of a person tends to increase awareness to what is going on around them and issues of insecurity. Therefore it can be said that educational level may likely influence the awareness, compliance and satisfaction of residents towards perception of security and safety issues as obtained in the study area which support the view that there is a correlation between education and insecurity ⁵. Presented in table 4.4 is the academic qualification of respondents.

Table 4.4: Academic Qualification of Respondents.

Items	Variable Options	Frequency	Percentage
Academic Qualification	No formal education	8	4.3
	Primary School	20	10.8
	Secondary School	71	38.2
	Tertiary School	87	46.8
	Total	186	100

Table 4.4 shows the statistical distribution of the respondents based on academic qualification. Based on the study, 4.3% have no formal education, 10.8% have a primary school degree, 38.2% have a secondary school degree while 46.8% of the respondents have a tertiary institution degree. It could be deduced that most of the respondents which comprises 95.8% of the respondents are literate. The representation of those that are literate is an indication that they would have good idea of the issues of insecurity in the study area.

4.1.5 Employment Status of Respondents

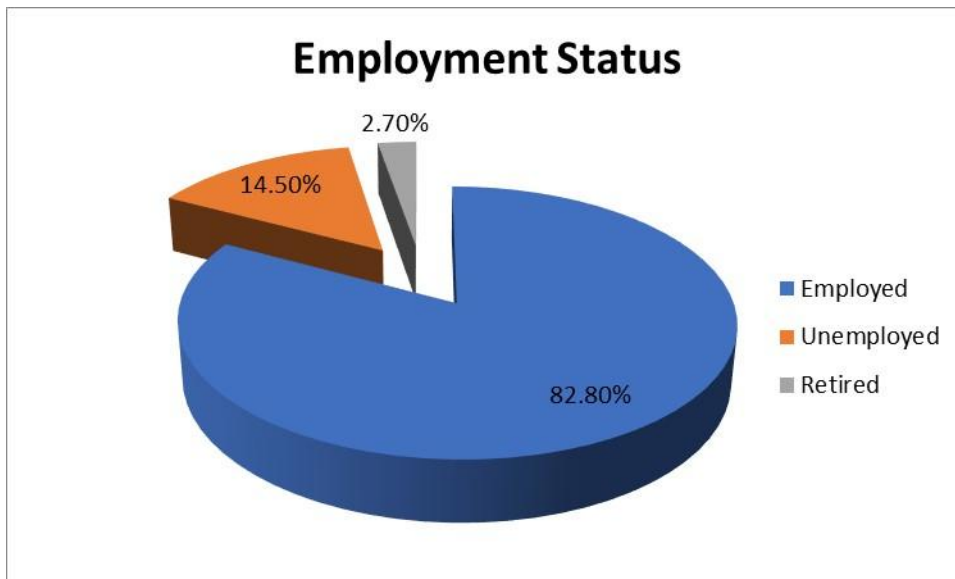
As a result of the failure of successive administration in Nigeria to address poverty, unemployment and inequitable distribution of wealth, youths are involved and affected by crimes that causes insecurity. This findings was corroborated by the works of ^{6,7}. Below is the table representation of findings.

Table 4.5: Employment Status of Respondents.

Items	Variable Options	Frequency	Percentage
Employment Status	Employed	154	82.8
	Unemployed	27	14.5
	Retired	5	2.7
	Total	186	100

Table 4.5 shows the statistical distribution of the respondents based on employment status. Most of the respondents are employed as 82.8% of the respondents have a job, 14.5% are unemployed of the respondents while 2.7% are retired. This would imply that the residents in the community have job offers available to them as only a small percentage (14.5) of the residents is unemployed.

Figure 4.1: Pie Chart Showing the Statistical Distribution of Respondents Based on Employment Status.



4.1.6 Nature of Employment of Respondents

The nature of employment of respondents was taken into considerations in this study. Nature of employment is a determinant of their level of income. There variable used are public, private, self-employed. The result of finding is presented in table 4.6 below.

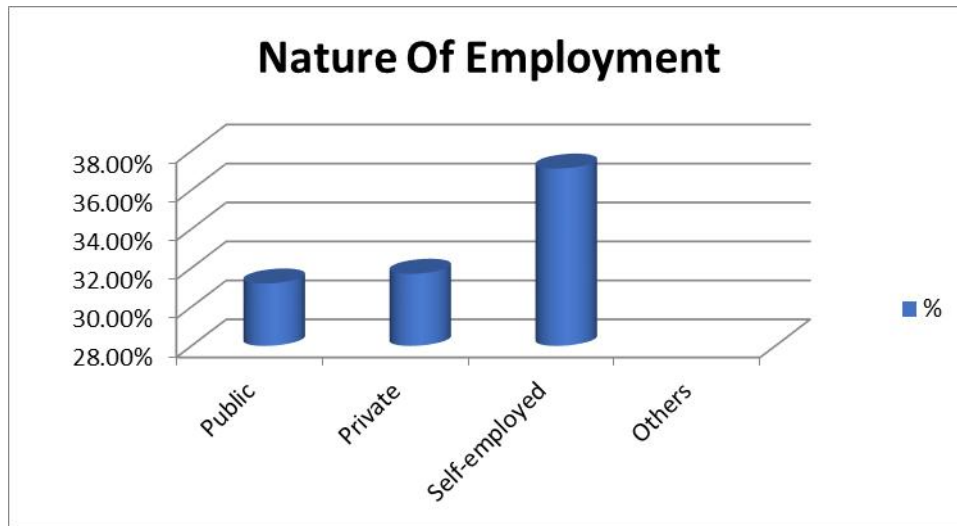
Table 4.6: Nature of Employment of Residents.

Items	Variable Options	Frequency	Percentage
Nature of Employment	Public	58	31.2
	Private	59	31.7
	Self-employed	69	37.1
	Total	186	100

The table above shows the statistical distribution of the respondents based on nature of employment. The nature of the employment of the respondents is such that most of the respondents which constitutes 37.1% of the respondents are self-employed, 31.2% are employed in the public sector while 31.7% work in the private sector. This shows that most of

the respondents own private businesses and work for private owners while the remaining part work in public sector.

Figure 4.2 Bar Chart Showing the Nature of Employment



4.1.7 Marital Status of Respondents

The marital status of respondents was classified into single, married, divorced, widowed and separated. Table 4.7 highlights the result of findings.

Table 4.7: Marital Status of Respondents.

Items	Variable Options	Frequency	Percentage
Marital Status	Single	68	36.6
	Married	107	57.5
	Divorced	---	---
	Widowed	1	0.5
	Separated	10	5.4
	Total	186	100

Table 4.7 shows the statistical distribution of the respondents based on marital status. The analysis reveals that 36.6% of the respondents are married, 57.5% are single, 0.5% are widowed while 5.4% are separated from their partners. This shows that most of the respondents are still single as most of the respondents within the age bracket 20-30 years as shown in Table 4.2.

4.1.8 Size of Household of Respondents

The size of household of each respondent reveals the number of persons living in the respondent house. The table below reveals findings.

Table 4.8: Size of Household of Respondents.

Items	Variable Options	Frequency	Percentage	Min	Max	MA
Number of people in an household	Less than 5	55	29.6	1	15	5.6
	5-9	124	66.7			
	10-14	5	2.7			
	15 and above	2	1.1			
	Total	186	100			

The table 4.8 shows the statistical distribution of respondents based on the size of a household. Findings reveals that 29.6% have less than 5 people in their household, 66.7% have between 5 to 9 people in their household, 2.7% have between 10 to 14 people in their household while 1.1% have more than 15 in their household. The maximum number of people living in a household is 15 and the minimum is 1 person. Majority of the respondents (66.7%) have in average 5 to 9 people in their household which correlates with the mean average of 5.6.

4.1.9 Length of Stay of Respondents in the Community

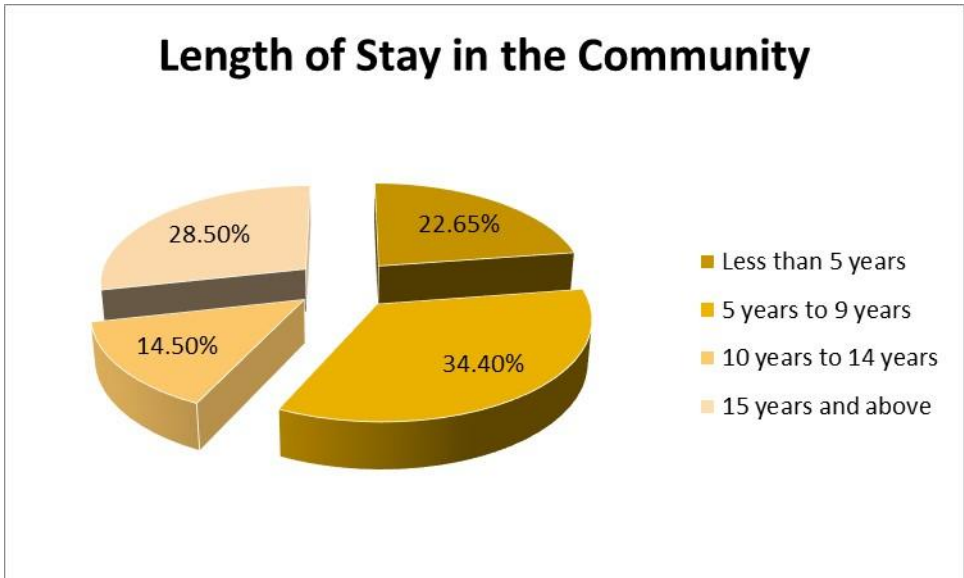
The length of stay of a respondent in the community help to justify their perception about security in the area based on experiences in the community. The table below reveals the results of findings.

Table 4.9: Length of Stay of Respondent in the Community.

Items	Variable Options	Frequency	Percentage	Min	Max	MA
Time spent living in the community	Less than 5 years	42	22.6	1	26	10.1
	5 years to 9 years	64	34.4			
	10 years to 14 years	27	14.5			
	15 years and above	53	28.5			
	Total	186	100			

Table 4.9 shows the statistical distribution of respondents based on length of stay in the community. The analysis shows that 22.6% of the respondents have lived for less than 5 years in the community, 34.4% have between 5 to 9 years, 14.5% 10 to 14 years while 28.5% have lived in the community for more than 15 years. The maximum number of years lived in the community is 26 while the minimum is 1 year. Majority of the respondents have lived in the community for 5 to 9 years which is below the mean average of 10 years. The findings implies that a large proportion of respondents have lived in the communities for quite a number of years and therefore are aware and conversant of the nature of insecurity in the community.

Figure 4.3: Pie Chart Showing the Length of Stay in the Community



4.2 Profile of the Selected Hotels in the Communities

In understanding the security issues as it concerns the development and operations of hotels in the study area, there is a need to briefly discuss the profile of the selected hotels in reference to their names, years of establishment, location, size and types of event rendered. The selected hotels include Owu crown hotel, Bayse One hotel, Fawzy hotel, House 11 hotel and Premier hotel. The details of the hotels' profile are presented in Table 4.10 – 4.14 Table 4.10 Profile of Owu Crown Hotel

Profile	Response
Name of Hotel	Owu Crown Hotel
Year of establishment	2013
Location	Monatan
Size	4 star
Facilities offered	Hospitality, Catering and Lodging.

Table 4.10 above shows the existing profile of Owu Crown Hotel. The analysis reveals that it was established in the year 2013. It is located at Monatan in Ibadan North West local government area. The size of the hotel is 4 star and renders hospitality, catering and lodging services.

Table 4.11 Profile of Bayse One Hotel

Profile	Response
Name of Hotel	Bayse One Hotel
Year of establishment	2014
Location	Jericho
Size	2 star
Facilities Offered	Hospitality, Catering and Lodging

Table 4.11 above shows the existing profile of Bayse One Hotel. Based on the study, it was established in the year 2014 and it is located in Jericho in Ibadan North West, Nigeria. The hotel with the rating 2 star renders hospitality, catering, lodging and events. Table 4.12: Profile of Fawzy Hotel

Profile	Response
Name of Hotel	Fawzy Hotel
Year of establishment	2017
Location	Akinyemi Way
Size	3 star
Facilities Offered	Hospitality, Catering and Lodging

Table 4.12 above shows the existing profile of Fawzy Hotel. The analysis reveals that Fawzy Hotel was established in 2017 and it is located at Akinyemi Way, South West of Ibadan. The hotel is a 3-star hotel and renders services of hospitality, catering and lodging. Table 4.13: Profile of House 11 Hotel and Apartment

Profile	Response
Name of Hotel	House 11 Hotel
Year of establishment	2019
Location	Felele
Size	1 star
Facilities Offered	Hospitality and Lodging

Table 4.13 above shows the existing profile of House 11 Hotel. The hotel was established in the year 2019 and it is located at Felele in Ibadan North West Nigeria. Furthermore, the hotel has a 1 star rating, it engages in events of hospitality and lodging.

Table 4.14: Profile of Premier Hotel

Profile	Response
Name of Hotel	Premier Hotel
Year of establishment	1964
Location	Mokola
Size	3 star
Facilities Offered	Hospitality and Lodging

Table 4.14 above shows the existing profile of Premier Hotel. The study shows that Premier Hotel was established in the year 1964 and it is located in Mokola, Ibadan South West of Nigeria. The hotel renders hospitality and lodging services to its guests and potential guest.

4.2.1 General Summary of the Profile of Selected Hotels in the Host Communities

Five hotels were selected in the study area namely; Premier hotel, Owu Crown hotel, Bayse One hotel, Fawzy hotel and House 11 hotel and apartment. These hotels were established at different dates with Premier Hotel being the oldest of them all. It was established in the year 1964. This implies that Premier hotel would have experienced a lot of insecurity challenges the most and would have more knowledge about insecurity in the area as opposed to other hotels. Owu crown hotel is the second longest established hotel founded in 2013. The next hotel in line as regards date of establishment based on analysis is Bayse One hotel which was established in 2014. Fawzy hotel was established in 2017 while House 11 hotel and apartment was founded in 2019.

The sizes of the hotels vary with Owu Crown hotel described as a 4 star hotel, Premier and Fawzy hotel being 3 star, Bayse One hotel as a 2 star hotel while House 11 hotel and apartment is categorized into 1 star hotel. From this, it can be inferred that Owu Crown hotel comes first as regard the standard, Premier and Fawzy hotel are next in line while Bayse One and house 11 hotel and apartment follow. All of the above-mentioned hotels offers the services of hospitality and lodging with Fawzy hotel, Bayse One hotel and Owu Crown hotel offering catering service as part of the services rendered.

4.3 Nature of Insecurity in the Study Area

Presented in this section is what characterized insecurity in Ibadan. This is explained empirically using data obtained from this study. The characteristics of insecurity considered include forms of crime, level of crime occurrence, causes of insecurity, and time and period of occurrence. The forms of crime for the study were grouped according to the list of crime identified in literature. These are robbery, theft, kidnapping, bombing, assassination, infectious, disease, vandalization, sexual abuse, and social injustice. An assessment was done using descriptive analysis and Likert scale to determine their Relative Frequency Index (RFI).

4.3.1 Witnessed any Security Challenges in the Study Area

Knowledge on the past experience of insecurity is important issue to consider when studying insecurity impact on the development and operation of hotels in the study area. Respondents view on the occurrence of insecurity is therefore important in this study. Presented in Table 4.15 is the information about whether the respondents have witnessed insecurity in the study area before.

Table 4.15: Witnessed Insecurity in the Study Area

	Yes Freq (%)	No Freq (%)
Have you witnessed any security challenge in this area	158 (84.9)	28 (15.1)

The Table 4.15 shows the nature of safety and insecurity in the study area. The analysis reveals that 84.9% of the respondents have witnessed security challenge in the area while 15.1% of the respondents have not experienced any security challenge in the area. This implied that majority of the respondents have experienced insecurity in one way or the other. This could be as a result of the cases of insecurity that is occurring in resent time. Inferences could probably be drawn from this finding that some of the communities are under security threat. The result of the respondents that have not experienced any security might only depict that some of the residents have not been privileged to be in the same area where security have been bridged in the study area.

4.3.2 Forms of Insecurity Experienced by the Residents

Having established that most of the respondents have witnessed insecurity in the past. There is therefore need to further examine the forms of insecurity that is peculiar among the respondents in the host communities. Presented in Table 4.16 are the forms of insecurity that is common among the respondents in the study area.

Table 4.16: Forms of Insecurity Experienced by Residents

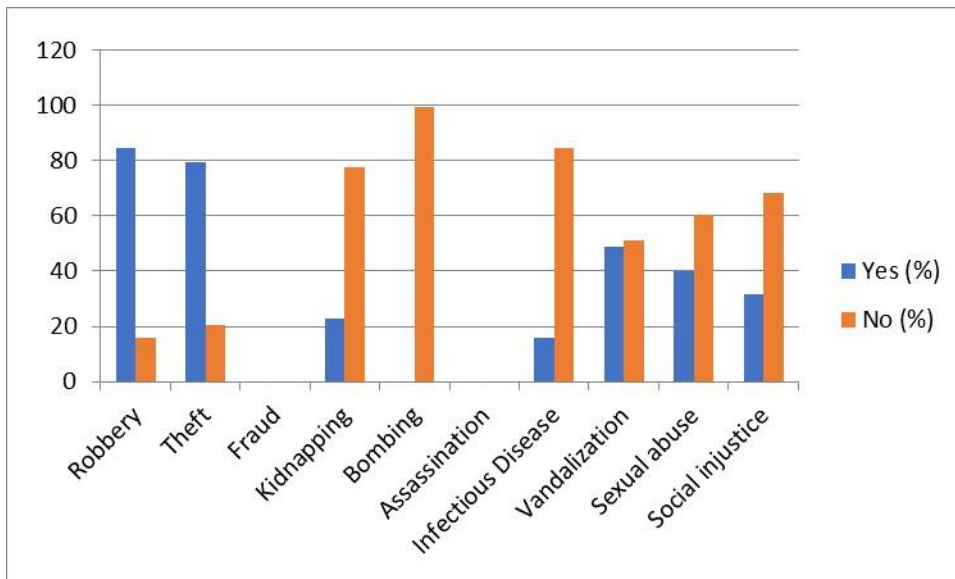
Insecurity issues	Yes Freq (%)	No Freq (%)
Robbery	157 (84.4)	29 (15.6)
Theft	148 (79.6)	38 (20.4)
Fraud	---	---

Kidnapping	42 (22.6)	144 (77.4)
Bombing	---	185 (99.5)
Assassination	29 (15.6)	157 (84.4)
Infectious Disease	29 (15.6)	157 (84.4)
Vandalization	91 (48.9)	95 (51.1)
Sexual abuse	74 (39.8)	112 (60.2)
Social injustice	59 (31.7)	127 (68.3)

Table 4.16 reveals the forms of insecurity experienced by residents. The analysis reveals that 84.4% of the residents have experienced robbery. Also, 79.6% of the respondents have been a victim of theft while 66.7% of the management have experienced theft. Based on the analysis 22.6% of the respondents have experienced kidnapping. This shows that most of the respondents have not experienced kidnapping. Furthermore, none of the residents have experienced bombing. Based on the study, 15.6% of the residents have been experienced assassination.

Likewise, 15.6% of the respondents have experienced infectious diseases. The analysis further reveals 48.9% of the respondents have experienced vandalization. As regards sexual abuse, 39.8% of the respondents have experienced sexual abuse. The analysis also reveals that 31.7% of the residents have experienced social injustice. From the analysis, it can be inferred that the crimes common to the residents is robbery and theft (see Figure 4.4). This finding show that the five most occurring crime types include house breaking, store breaking, stealing and breach of public peace as well as child abuse which was corroborates ⁸.

Figure 4.4: Forms of Insecurity Experienced by Residents



4.3.3 Frequency of Residents' Worry about Insecurity Issues

Presented in Table 4.17 were separate analysis of frequency of residents' worry of crime occurrence in the study area. The crimes that were considered include robbery, theft, kidnapping, bombing, assassination, infectious, disease, vandalization, sexual abuse, and social injustice. This was carried out with the calculation of the Relative Frequent Index (RFI) for the identified variables. The results of these weighted values were assigned to the frequency level of worry on insecurity among the residents. Since a Five-point Likert Scale was used, 'Never' was assigned a weight value of 1, 'Rarely' was assigned a weight value of 2; weight value of 3 and 4 was assigned to 'Often' and 'Very Often' respectively while 'Always' was assigned to a weight value of 5.

The Total Weight Value (TWV) of each of the variables of crime made by the respondents is calculated and presented in Table 4.17. The index for each variable was arrived at by dividing the TWV by the total number of responses. The TWV for each of the variable on crime was

obtained through the addition of the product of the number of responses to each variable on crime with the assigned weight value. Mathematically, this is expressed as:

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$$TWV = \sum_{i=1}^5 x_i y_i \dots \dots \dots (4.2.1)$$

Where: TWV= Total Weight value; x_i = number of respondents

to rating i ; y_i =the weight assigned to a value ($i=1, 2, 3, 4, 5$).

The RFI for each of the variable on crime was calculated as follows

$$RFI = \frac{TWV}{\sum_{i=1}^5 X_i}$$

Where RFI can take the value between 1 and 5. The higher the RFI of each variable on crime, the higher the level of worry made by the respondents which are the residents in Ibadan.

Table 4.17: Frequency of Residents' Worry about Insecurity Issues

Insecurity Issues	Level of occurrence					Total	SWA	RFI	Rank
	Always	Very Often	Often	Rarely	Never				
	5	4	3	2	1				
Theft									
Count	46	73	24	28	15	186		3.58	1
WV	230	292	72	56	15		665		
Robbery									

Count	41	75	29	30	11	186		3.56	2
WV	205	300	87	60	11		663		
Fraud									
Count	24	72	30	29	31	186		3.16	3
WV	120	288	90	58	31		587		
Social Injustice									
Count	19	12	59	53	43	186		2.52	4
WV	95	48	177	106	43		469		
Sexual Abuse									
Count	16	11	54	67	38	186		2.46	5
WV	80	44	162	134	38		458		
Vandalization									
Count	4	20	64	46	52	186		2.34	6
WV	20	80	192	92	52		436		
Infectious Disease									
Count	4	0	16	110	56	186		1.85	7
WV	20	0	48	220	56		344		
Assassination									
Count	0	0	21	105	60	186		1.79	8
WV	0	0	63	210	60		333		
Kidnapping									
Count	0	0	23	97	66	186		1.77	9
WV	0	0	69	194	66		329		
Bombing									
Count	0	0	2	82	102	186		1.46	10
WV	0	0	6	164	102		272		
Mean								2.4	

Table 4.17 shows the frequency level of residents worry in the study area. It was revealed from the Table that theft was the most common crime that the majority of the respondents worry about. The RFI index theft was 3.58. The index is very close to 'Very Often', an indication that most of the respondents worry about theft crime very often. The reason for this finding may not be farfetched from the fact it occurs frequently in the study area. Next to this was robbery with RFI of 3.56. This is an indication that robbery was observed to be the next worry of the respondents when it comes to security within the host community. The respondents also indicated that fraud, social injustice, sexual abuse and vandalization were commonly worried among the respondents. The RFI index of fraud, social injustice and sexual abuse were 3.16, 2.52, 2.46 and 2.34 respectively.

On the contrary, the least rated crime that the residents do not really worry about were infectious disease, assassination, kidnapping, and bombing. The RFI indices of the rated crime were 1.85, 1.79, 1.77, and 1.46. The reason why they were least rated may be due to the low level of occurrence in the host communities. That may be one of the reasons why the respondent never worry about the crimes within the neighborhood. The implication of this findings is that theft and robbery are the major crimes that larger proportion of the respondents worry about in the city of Ibadan. This study agrees with the findings of on the four most occurrence of crime in metropolitan cities of Nigeria ^{3,2,8}. Some of the highly rated crimes include house breaking, store breaking, stealing and breach of public peace.

4.3.4 Causes of Insecurity

Issues of insecurity may not be properly understood nor decoded unless the analysis and interpretation of the underlining causes of insecurity is examined ⁹. This premises is also in support of the finding which asserted that understanding the major cause of insecurity in any society is very important before policies on crime prevention and solution could be recommended ¹⁰. It is on this not that this sub section examines the causes of insecurity in the study area. The analysis of the causes of insecurity is presented in Table 4.18 below. Table 4.18: Causes of Insecurity

Insecurity issues	Yes	No
	Freq (%)	Freq (%)
Presence of gang/area boys	177 (95.2)	9 (4.8)
Idleness/Laziness	150 (80.6)	36 (19.4)
Unemployment/Underemployment	147 (79.0)	39 (21.0)
Poverty/Low socio-economic status	143 (76.9)	43 (23.1)
Social Class isolation	76 (40.9)	110 (59.1)
Lesser Penalty for offenders	112 (60.2)	74 (39.8)
Ineffective/efficient Policing	113 (60.8)	73 (39.2)
Low formal education	116 (62.4)	70 (37.6)
Lack of formal education	131 (70.4)	55 (29.6)
Peer pressure	120 (64.5)	66 (35.5)
Lack of parental care	86 (46.2)	100 (53.8)
Poor social amenities	69 (37.1)	117 (62.9)
Community acceptance/nonchalant	55 (29.6)	131 (70.4)
Dishonesty/corruption among leaders	103 (55.4)	83 (44.6)
Spiritual belief	83 (44.6)	103 (55.4)

Table 4.18 above shows the causes of insecurity in the study area. The analysis reveals that majority of the residents agree that presence of gang boys is a cause of insecurity in the community. Likewise, 80.6% of the residents agree that laziness is a cause of insecurity. Also, 79.0% of the residents agree that unemployment/underemployment is a cause of insecurity. Based on the study, 76.9% of the respondents agree that poverty is a cause of insecurity. As regards social class isolation, 59.1% of the residents disagree that it is a cause of insecurity. Also, 60.2% of the residents agree that lesser penalty for offenders is a cause of insecurity. The analysis also reveals that 60.8% of the residents agree that inefficient policing is a cause of insecurity. It can also be seen from the table below that 62.4% of the residents agree that

low formal education is a cause of insecurity. The table below also shows that 70.4% of the residents agree that lack of formal education is a cause of insecurity.

The analysis then shows that peer pressure is agreed to be a cause of insecurity by 64.5% of the residents, lack of parental care was also agreed to be a cause of insecurity by 46.2% of the residents, 37.1% of the residents agreed that poor social amenities is a cause of insecurity. Likewise, 70.4% of the respondents disagree that community acceptance/nonchalant is a cause of insecurity. Also, 55.4% of the residents agree that dishonesty/corruption among leaders is a cause of insecurity. Lastly, 44.6% of the residents agree that spiritual belief is a cause of insecurity. This analysis reveals that most of the likely causes of insecurity in the study area are presence of gang boys, laziness, unemployment, poverty, inefficient policing, and lack of formal education which are all social vices.

High level of unemployment and poverty among Nigerians, especially the youths are adversely attracted to violent crime ⁶. The failure of successive administrations in Nigeria to address challenges of poverty, unemployment and inequitable distribution of wealth among ethnic nationalities is one of the major causes of insecurity in the country ¹¹. It can therefore, be inferred that unemployment and poverty is a major cause of insecurity in the study area.

Table 4.19: Ranking of Likely Causes of Insecurity

Insecurity Issues	Responses	
	N	Percent
Presence of gang/area boys	9	0.8%
Idleness/Laziness	36	3.2%
Unemployment/Underemployment	39	3.5%
Poverty/Low socio-economic status	43	3.9%
Social Class isolation	110	9.9%
Lesser Penalty for offenders	74	6.7%
Ineffective/efficient Policing	73	6.6%

Low formal education	70	6.3%
Lack of formal education	55	5.0%
Peer pressure	66	6.0%
Lack of parental care	100	9.0%
Poor social amenities	117	10.6%
Community acceptance/nonchalant	131	11.8%
Dishonesty/corruption among leaders	83	7.5%
Spiritual belief	103	9.3%

The table 4.19 above shows the ranking of the likely causes of insecurity. From the analysis, the variable with the highest ranking for the likely cause of insecurity with 11.8% is nonchalant attitude in the community. It can be inferred that this is as a result of lack of cooperation of members of the community in the past which therefore leads to nonchalant attitude of members in the community to take necessary steps as regards insecurity. Also, not having experienced any form of insecurity in the past can lead to nonchalant attitude in the community as regards insecurity. Next to nonchalant attitude are poor social amenities with a ranking of 10.6%. Poor social amenities with regards to poor power supply can be a cause of insecurity. This is because crime activities such as sexual abuse, robbery/theft and vandalization thrive in the dark where there is poor power supply for that environment.

The ranking is followed by poor social amenities is social class isolation with a ranking of 9.9%. Social class isolation is a likely cause of insecurity and this can be as a result of the rich living in the better part of the community while poor people live together in other parts of the community. Perpetrators of crimes are more likely to target areas/people that are insecure as opposed to rich people who will have better security in their houses. Spiritual belief follows with a ranking of 9.3%. Spiritual belief is a likely cause of insecurity because

people who believe there is God are more likely to be carefree about their security believing that wherever and whenever God is able to protect them. Lack of parental care is another likely cause of insecurity according to the respondents with a ranking of 9.0%. Lack of parental care for children makes them turn out to be people/adults who will later constitute a menace to the society. Also, dishonesty/corruption among leaders is a likely cause of insecurity with a ranking of 7.5%. Dishonesty/corruption among leaders will lead to disorder and high rate of crime in the society because the needs of the citizens will not be met and some may result to crime activities to make ends meet.

4.3.5 Time and Periods of Insecurity Occurrences

Seasonal pattern of crime occurrence is examined to understand whether routine activity pattern are associated with variations in crime throughout the year ¹². It could be used to know how environmental factors, such as temperature changes and daylight hours is associated with crime throughout the year. Based on this submission, it is important to assess the time and periods of insecurity occurrence in the study area. The detail information on the time and period of occurrence of crime activities is presented in Table 4.20 to 4.22

Table 4.20: Period of Occurrence of Crime Activities

	Weekends Freq (%)	Weekdays Freq (%)
Period of occurrence of crime activities	86 (46.2)	100 (53.8)

Table 4.20 above shows the time of the week that crimes occur. Based on the study, 46.2% and 53.8% of the residents agree that crimes occur mostly in the weekend and weekdays

respectively. From the analysis, most of the residents believe that crimes occur during the weekdays, from this we can infer that security consciousness should increase during the weekdays since that is the time known for tourist to check out the community. Response to Fear of Crime in Osogbo, Osun State, Nigeria, crime activities occur mostly during the weekends ². It negates the findings in this study that crime activities occur mostly during the weekdays.

Table 4.21: Time of Occurrence of Crime Activities

	Daytime Freq (%)	Night time Freq (%)
Time of occurrence of crime activities	114 (61.0)	63 (33.9)

Table 4.21 above shows the time of the day in which crime occurs most in the study area. From the Table, 61.0% of the residents agree that crime occurs mostly in the daytime while 33.9% of the respondents agree that crime occurs mostly in the night time. This shows that most of the residents are always at alert during day time and relent in their security consciousness in the night. Crime activities occur mostly in the night time which negates the findings of this study that crime occurs mostly in the day time ².

Table 4.22: Seasons of the Year of Occurrence of Suspected Crime Activities

	Festive Season Freq (%)	Non-festive season Freq (%)
Seasons of the year of occurrence of suspected crime activities	51 (27.4)	135 (72.6)

Table 4.22 above reveals the season of the year that crime activities occur the most in the study area. The study shows that 27.4% of the residents agree that crime occurs mostly in the festive season while the remaining 72.6% of the residents support the non-festive season for crime activities. This revealed that the leadership of the community usually provide adequate security during festive period. Crime activities occur mostly during festive season which negates the findings of this study that crime activities occur mostly during non-festive season

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4.3.6: Security Measures Undertaken in the Host Communities

This subsection examines various security measures undertaken in the host communities. The following variables such as constant police patrol around the community; checks of people and cars entering the community; and outbreak of contagious disease checked and precautionary measures taken. Presented in Table 4.18 is the analysis of the security measures undertaken in the Ibadan.

Table 4.23: Security Measures Undertaken in the Host Communities

Security Measures	Never	Occasionally	Quite often	All the time
	Freq (%)	Freq (%)	Freq (%)	Freq (%)
Are there constant police patrol around the community?	76 (40.9)	70 (37.6)	36 (19.4)	4 (2.2)
Are there thorough checks of people and cars entering the community?	131 (70.4)	30 (16.1)	17 (9.1)	8 (4.3)

Is outbreak of contagious disease checked and precautionary measures taken?	123 (66.1)	42 (22.6)	15 (8.1)	6 (3.2)
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The table 4.23 above shows the security measures taken in the study area to tackle insecurity. Among the residents, 40.9% of them say that there are no constant police patrols in the community, 37.6% say that the police patrols in the community are occasionally, 19.4% of the residents agree that it is quite often while 2.2% of the residents agree that constant police patrols in the community happen all the time. It can be inferred from the analysis that most of the time there are no constant police patrols in the community. As regards thorough checks of people and cars entering the community, 70.4% of the residents reported that this never takes place in the community, 16.1% agree that it takes place occasionally, 9.1% agree that it happens quite often while 4.3% agree that thorough checks take place in the community all the time. This shows that the rate of thorough checks of people and cars in the community is very low.

Furthermore, 66.1% of the residents' report that outbreak of contagious diseases are never checked and precautionary measures are never taken, 22.6% reported that it takes place occasionally, 8.1% agree that it takes place quite often and 3.2% agree that it takes place all the time. It could be observed based on the findings on security measures undertaken in the study area that security measures are taken with levity in the community.

4.4 Effects of Insecurity in Host Communities of Ibadan

This sub-section is subdivided into two. The first subsection is based on the effects of insecurity on the development and operations of hotels from hotel managers' view. The information was obtained from the hotel managers in the study area. The second subsection is based on the effect of insecurity from the view of the residents.

4.4.1 Effects of Insecurity on the Development and Operations of Hotels in the Study Area

Having understand the types and causes of crime that occurs in the study area. Next thing is to know the effects on the development and operations of selected hotels in the study area. Table 4.24 presented the summary of insecurity effects on the operations and development of hotels in the study area.

Table 4.24: Effects of Insecurity on the Development and Operations of Hotel

Effects Of Insecurity	Yes Freq (%)	No Freq (%)
Guest satisfaction can be reduced due to insecure feeling.	6 (100.0)	---
Insecurity can cause low patronage of hotels.	6 (100.0)	---

Low patronage by guests due to insecurity can lead to employee turnover.	6 (100.0)	---
Low patronage can prevent achievement of organizational goals/growth.	5 (83.3)	1 (16.7)
Low patronage can lead to wastage of organizational resources	6 (100.0)	---
Untimely closure of some organization can occur as a result of low patronage.	6 (100.0)	---

Table 4.24 above shows the effects of insecurity on the development and operations of hotel in host communities in Ibadan. All of the management agrees that guest satisfaction has been reduced due to insecurity; all of the respondents also agree that low patronage is another consequence of insecurity. Likewise, all of the respondents agree that insecurity leads to employee turnover. The analysis also reveals that low patronage caused by insecurity can prevent achievement of organizational goals while all of the respondents agree that low patronage can lead to wastage of organizational resources. Due to low patronage caused by insecurity, all of the respondents agree that it can lead to the closure of such organization. Based on the study, the effects that insecurity has on the development and the operations of hotel in host communities in Ibadan is that cripples the organization and prevents further growth.

Security threats and perception of risk in most cases cause changes in tourists' behavior and consequently usually translated into financial transactions. Security incidents affect those sectors of economy that are directly or indirectly related to the tourism according to ¹⁴. This corroborate with the findings of the study in which it was stated that the insecurity can leads to low patronage which can prevent achievement of organizational goals/growth as a result of low employment turn over. Insecurity impacts on all related sector of the hospitality and

tourism industry in community and subsequently affects the development and management of hotels and events, this is in line with this research findings in which all the respondents acknowledged that insecurity can cause low patronage of hotels ¹⁴.

4.4.2 Effects of Insecurity within the Host Communities in Ibadan

Having understand the types and causes of crime that occurs in the study area. Next thing is to know the effects of insecurity in the study area. Information on the effects of insecurity were obtained from the residents within the host communities. Table 4.19 and 4.20 presented the summary of effects of insecurity in the study area.

Table 4.25: Effects of Insecurity in the Study Area

	Yes Freq (%)	No Freq (%)	No Idea Freq (%)
Insecurity of host community has resulted into lack of patronage of hotels	131 (70.4)	14 (7.5)	41 (22.0)
Insecurity has caused lack of employment	100 (53.8)	56 (30.1)	30 (16.1)
Insecurity has hindered development of public amenities and infrastructure	138 (74.2)	25 (13.4)	23 (12.4)
Insecurity has affected the standard of living in the community	158 (84.9)	17 (9.1)	11 (5.9)
Insecurity has led to increase in crimes and social vices.	145 (78.0)	41 (22.0)	0 (0)

Table 4.25 above reveals the effects of insecurity on the study area. The findings in the Table shows that insecurity has resulted into lack of patronage for the hotels. This assertion was in support of 70.4% of the respondents in the study area. Also, 53.8% agree that insecurity has caused lack of employment. The analysis also shows that 74.2% agree that insecurity has hindered the development of public amenities and infrastructure. Furthermore, 84.9% of the respondents agree that insecurity has affected the standard of living in the community while

9.1% disagree. The table also shows that 78.0% of the respondents agree that insecurity has led to increase in social vices while 22.0% disagree. It can be inferred from the analysis that the effects of insecurity in the study area are negative and impedes the growth of the community and hotels in the community.

Table 4.26: Likely Effects of Crime Activities on the Study Area

	Yes Freq (%)	No Freq (%)
Loss of one's life	72 (38.7)	114 (61.3)
Loss/killing of household member	41 (22.0)	145 (78.0)
Loss of property/Property carted away	170 (91.4)	16 (8.6)
Shock or psychological imbalance	142 (76.3)	44 (23.7)
Rape/Sexual violence	89 (47.8)	97 (52.2)
Money Stolen	173 (93.0)	13 (7.0)
Physical injury	140 (75.3)	46 (24.7)
Destruction/Vandalization of Properties	141 (75.8)	45 (24.2)

Table 4.26 above reveals the likely effects of crime activities in the study area. From the table, 38.7% of the residents agree that crime activities have led to loss of one's life while majority, 61.3%, disagree. The results revealed that 22.0% agree that crime has led to loss of one's household member while 78.0% disagree, this implies that crime in the study area does not usually escalate that it will lead to death of the residents in the study area. Furthermore, majority of the residents surveyed, 91.4%, agree that due to crime their property has been carted away. The analysis also reveals to us that 76.3% of the residents agree that shock or psychological imbalance has been caused by crime activities in the study area. The table also shows that 47.8% of the residents agree that crime activities have caused rape/sexual violence while 52.2% disagree. This result implies that rape and sexual violence which could have

been the cause shock or psychological imbalance of some of the residents might not necessarily be due to crime rate in the community, factors like improper dressing, bad choice of lifestyle could have led to this violence and cause shock or psychological imbalances. According to the respondents (93.0%), crime activities in the study area has led to stealing of money, 75.3% also agree that crime activities has caused physical injury and 75.8% of the residents agree that crime activities has led to destruction of properties. This results means most of the residents that experienced these crime due fight with their robbers which will lead the robbers to prove a point by destroying properties and cause physical injuries to the residents.

4.4.3: The Feeling of Safety of the Residents during Different Periods

This sub section examines feeling of the residents when it comes to safety during different period of the day, week and season. The analysis involves the measurement of residents' perception on feelings of safety and were rated on a seven-point Likert scale of very much safe, very unsafe, unsafe, just safe, safe, very safe and very much safe. The summary is presented in Table 4.27.

Table 4.27: How Safe Residents Feel Living in their Areas during Different Periods

Periods	Very much unsafe Freq (%)	Very unsafe Freq (%)	Unsafe Freq (%)	Just safe Freq (%)	Safe Freq (%)	Very safe Freq (%)	Very much safe Freq (%)
Daytime	13 (7.0)	1 (0.5)	15 (8.1)	52 (28.0)	48 (25.8)	20 (10.8)	37 (19.9)

Nighttime	13 (7.0)	6 (3.2)	32 (17.2)	86 (46.2)	31 (16.7)	10 (5.4)	8 (4.3)
Weekdays	9 (4.8)	---	23 (12.4)	77 (41.4)	46 (24.7)	19 (10.2)	12 (6.5)
Weekends	12 (6.5)	---	33 (17.7)	63 (33.9)	54 (29.0)	15 (8.1)	9 (4.8)
Dry season	7 (3.8)	3 (1.6)	26 (14.0)	61 (32.8)		21 (11.3)	13 (7.0)
					55 (29.6)		
Raining season	5 (2.7)	1 (0.5)	27 (14.5)	71 (38.2)	48 (25.8)	21 (11.3)	13 (7.0)

The table 4.27 above shows how safe residents feel living in their areas during different periods. During the daytime, 15.6% of the residents reported to feel unsafe, 28.0% reported to feel just safe and 30.7% agree to feel very safe during the daytime. When it is night time, 27.4% of the residents reported to feel unsafe during this period, 46.2% agree that they feel just safe while 26.4% agree that they feel very safe during the night time. Furthermore, during the weekdays, 17.2% of the residents reported to feel unsafe during this period, 41.4% agreed to feel just safe while 41.4% also agreed to feel very safe. During the weekends, 24.2% of the residents reported to feel unsafe, 33.9% of the residents reported to feel just safe while 41.9% agree to feel very safe. When it is the dry season, 19.4% of the residents agree to feel unsafe, 32.8% agree that they feel just safe while 47.9% feel safe during the dry season. Also, during the raining season, 17.7% agree to feel unsafe during the raining season, 14.5% reported to feel just safe and 44.1% agree to feel very safe during the raining season. It can be inferred from the analysis that most of the residents feel safe during the daytime, weekdays, weekends, dry season and raining season. On the other hand, majority of the residents do not feel safe during night time. A higher percentage of the respondents feel safe during the day time than during the night time ¹³. This supports the findings of this study that majority of the

respondents feel safe during the day time while majority of the residents do not feel safe during the night time.

4.5 Factors Influencing the Feeling of Insecurity

This sub-section provides analysis on factors that influence the feelings of insecurity in the development and management of hotel operations in the study area. The analysis in this subsection is sub divided into three, while the first sub-section used mean weight value (MWV) to examine the order of importance of the identified variables, the second sub section involved the use of factor analysis to reduce the identified variables of feelings of insecurity to few factors. The third used linear regression to examine the factors that are significant as well as their level of contribution to the dependent variable of insecurities. Studies have established that some factors affect the feelings of insecurity around hotel facilities and they are summed up into human, social, economic, health, mechanical and environmental factors^{15, 16, 17}. Environmental, mechanical and human factors contribute to consideration proportion of those factors¹⁵. Responses of the respondent in Ibadan were examined in relation to the factors obtained from the literature such as location of the hotel, standard of living within the neighborhood, absence of economic activities, road maintenance culture, road condition, physical violence within the neighborhood, occurrence of crime within the neighborhood among others.

4.5.1 Relative Importance Index (RII) of Variables Influencing the Feelings of insecurity

A five point Likert scale was used to assess respondents' agreement with some factors that influences the feelings of insecurity among the respondents in the study area. 'Strongly Agree -SA' was assigned value 5, 'Agree-A' was assigned value 4, 'Partially Agree - PA' was

assigned value 3, ‘Disagree - D’ was assigned value 2, and ‘Strongly Disagree - SA’ was assigned value 1. This was done to generate the Relative Importance Index ‘RII’. The Summation of Weight Value for each type was obtained through the addition of the product of the number of responses to each type and the respective weight value attached to each rating.

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This is mathematically express as $SWV = \sum_{i=1}^5 x_i y_i \dots \dots \dots (4.2.1)$

Where:

SWV= Summation of Weight value;

X_i = number of respondents to rating i ;

Y_i =the weight assigned to a value ($i=1, 2, 3, 4, 5$).

The index for each identified variable type thus takes a value of between 5 and 1. The nearer the value to 5, the higher is the level of importance that residents attached to such crime type under consideration. Each level of Relative Importance Index (RII) for each variable was arrived at by dividing the Summation of Weight Value (SWV) by the number of identified variable of factors influencing the feelings of insecurity ($n=24$) and deducting it from the division of Summation of Weight Value (SWV) by the number of rating ($x_i=5$)

Level of Crime Occurrence Index (LCOI) = $\frac{SWV}{N} - \frac{SWV}{x_i} \dots \dots \dots (4.2.2)$

$N \ x_i \dots$

The mean index for Ibadan, the study area was computed. This was obtained by summing the indices of RII for the study area and dividing by the number of the identified variables ($n=24$).

The mean index was denoted respectively by Average RII. The detail of the finding is as presented in the Table 4.28

Table 4.28: Factors Influencing Feeling of Insecurity

Factors	Respondents' Rating					Total	SWV	RII	MD	Rank
	SA (5)	A (4)	PA (3)	D (2)	SD (1)					
Crime influences the feeling of insecurity										
Count	96	55	23	10	2	186		4.25	0.60	1
WV	480	220	69	20	2		791			
Physical violence influences the feeling										
Count	87	59	17	14	9	186		4.08	0.43	2
WV	435	236	51	28	9		759			
Location of the establishment										
Count	71	78	15	20	2	186		4.05	0.41	3
WV	355	312	45	40	2		754			
Corruption influences the feeling										
Count	82	59	18	23	4	186		4.03	0.38	4
WV	410	236	54	46	4		750			
Poor accessibility influences insecurity										
Count	66	84	10	22	4	186		4.00	0.35	5
WV	330	336	30	44	4		744			
Unemployment influences the feeling										
Count	65	68	34	17	2	186		3.95	0.30	6
WV	325	272	102	34	2		735			
Poverty influences the feeling										
Count	58	79	31	15	3	186		3.94	0.29	7
WV	290	316	93	30	3		732			
Bad roads influence the feeling										
Count	46	93	25	21	1	186		3.87	0.22	8
WV	230	372	75	42	1		720			
Terrorism influences the feeling of insecurity										

Count	82	42	29	16	17	186				0.19
WV	410	168	87	32	17		714	3.84		9
Poor maintenance culture influences the feeling										
Count	35	103	30	12	6	186		3.80	0.15	10
WV	175	412	90	24	6		707			
Lack of access to basic healthcare influence the feeling										
Count	57	73	23	24	9	186		3.78	0.13	11
WV	285	292	69	48	9		703			
Low Standard of living influences										
Count	45	79	42	13	7	186		3.76	0.11	12
WV	225	316	126	26	7		700			
Infections influences the feeling										
Count	59	60	28	34	5	186		3.72	0.07	13
WV	295	240	84	68	5		692			
Control system failure influences the feeling										
Count	48	56	63	16	3	186		3.70	0.05	14
WV	240	224	189	32	3		688			
Poor traffic light influences the feeling										
Count	44	63	58	14	7	186		3.66	0.01	15
WV	220	252	174	28	7		681			
Pollution influences the feeling of insecurity										
Count	36	85	34	21	10	186		3.62	-0.02	16
WV	180	340	102	42	10		674			
Religious groups influence the feeling										
Count	25	94	35	24	8	186		3.56	-0.09	17
WV	125	376	105	48	8		662			
Absence of economic activities										
Count	29	60	75	16	6	186		3.48	-0.16	18

WV	145	240	225	32	6		648			
Engagement of unqualified professional influences the feeling										
Count	37	58	39	34	18	186		3.33	-0.32	19
WV	185	232	117	68	18		620			
Inter-ethnicity influences the feeling										
Count	27	58	57	36	8	186		3.32	-0.33	20
WV	135	232	171	72	8		618			
Identity based tension influences the feeling										
Count	22	59	62	28	15	186		3.24	-0.41	21
WV	110	236	186	56	15		603			
Famine influences the feeling of insecurity										
Count	29	32	59	44	22	186		3.01	-0.64	22
WV	145	128	177	88	22		560			
Unsafe food influences the feeling										
Count	8	37	70	55	16	186		2.82	-0.83	23
WV	40	148	210	110	16		524			
Malnutrition influences the feeling										
Count	3	45	62	51	25	186		2.73	-0.92	24
WV	15	180	186	102	25		508			
Average RII								3.64		

MD = Deviation around the mean

SWV = Summation of Weighted Value

RII = Relative Importance Index Presented in Table 4.28 was the relative importance index of the factors influencing the feelings of insecurity among the respondents in the study area.

From the summary, the variables could be grouped into three relatives to residents' perceived level of importance. These were group with positive deviation, group with zero deviation and group with negative deviation from the mean index (Average RII) of 3.64. It was therefore evident from the Table that those variables perceived to have higher level of importance in the

study area included Crime influences the feeling of insecurity (RII = 4.25 MD = 0.60); Physical violence influences the feeling (RII = 4.08, MD = 0.43); Location of the establishment (RII = 4.05, MD = 0.41); Corruption influences the feeling (RII = 4.03, MD = 0.38); Poor accessibility influences insecurity (RII = 4.00, MD = 0.35); Unemployment influences the feeling (RII = 3.95, MD = 0.30); Poverty influences the feeling (RII = 3.94, MD = 0.29); Bad roads influence the feeling (RII = 3.87, MD = 0.22); Terrorism influences the feeling of insecurity (RII = 3.84, MD = 0.19); Poor maintenance culture influences the feeling (RII = 3.80, MD = 0.15); Lack of access to basic healthcare influence the feeling (RII = 3.78, MD = 0.13); Low Standard of living influences (RII = 3.76, MD 0.11); Infections influences the feeling (RII = 3.72, MD = 0.07); Control system failure influences the feeling (RII = 3.70, MD = 0.05); Poor traffic light influences the feeling (RII = 3.66, MD = 0.01). All these variables were highly rated above the Average RII. Thus, all these were the major factors influencing the feeling of insecurity of the respondents based on their agreed level of importance. For instance, the respondents agreed that Crime influences the feeling of insecurity in the study area. This implied that occurrence of crimes such as theft, robbery among others influences how the respondents feel about insecurity in the host communities. The most neighborhoods around hotels experienced different crime activities such as theft, fraud and burglary¹⁸. Their frequency of occurrence might highly influence the feelings of respondents towards insecurity. On the other hand, variables such as Pollution influences the feeling of insecurity (RII = 3.62, MD = -0.02), Religious groups influence the feeling (RII = 3.56, MD = -0.09), Absence of economic activities (RII = 3.48, MD = -0.16), Engagement of unqualified professional influences the feeling (RII = 3.33, MD = -0.32), Inter-ethnicity influences the feeling (RII = 3.32, MD = -0.33), Identity based tension influences the feeling (RII = 3.24, MD = -0.41), Famine influences the feeling of insecurity (RII = 3.01, MD -0.64), Unsafe food

influences the feeling (RII = 2.82, MD = -0.83), Malnutrition influences the feeling (RII = 2.73, MD = -0.92) were rated below the mean deviation (see Table 4.28). This implied that the variables below the mean deviation were the least variables influencing the feeling of insecurity among the respondents in the study area. It could therefore be inferred that Crime activities and physical violence were the major influences of feeling of insecurity in among the respondents in the host community.

4.5.2 Factor Analysis of Variables Influencing Feelings of Insecurity in Ibadan

Further analysis was performed on the identified variables influencing the feelings of insecurity in Ibadan through the use of factor analysis. After the examination of the order of importance of the variables in Table 4.28, the next thing is to reduce the variables into smaller factors. Factors analysis was used in order to reduce the 24 identified variables to fewer factors. This involves the categorization of the variables into smaller factors. Residents were asked to assess the factors which was considered to influence their feelings of insecurity in Ibadan. These factors alongside others were analyzed using factors analysis to collapse the variables into fewer groups and judge their influence on the feelings of insecurity in Ibadan. As general guide in interpreting factor analysis results, the suitability of data factor analysis was checked on Kaiser-Meyer-Olkin (KMO) and Bartlett's test values. The input factor data will be suitable for further analysis when KMO is greater than 0.5, and the significant level of Bartlett's test is less than 0.1

Table 4.29: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.793
Approx. Chi-Square	3393.735

Bartlett's Test of Sphericity	Df	276
	Sig.	.000

As presented in Table 4.29, the KMO value is 0.793, and the Bartlett's test significant level is 0.000. AS previously stated, this data is suitable and adequate for factor analysis. The next stage is hence to validate the variables based on communality of variables. Correlation matrix at $p > 0.05$ was significant. Principal component analysis/Factor analysis (PCA/FA) was used in this study to collapse twenty-four (24) variables to six (6)

Table 4.30: Communalities of Residents' Response

	Initial	Extraction
Location of the establishment	1	0.866
Poverty influences the feeling	1	0.825
Unsafe food influences the feeling	1	0.819
Unemployment influences the feeling	1	0.811
Poor accessibility influences insecurity	1	0.807
Pollution influences the feeling of insecurity	1	0.807
control system failure influences the feeling	1	0.801
Malnutrition influences the feeling	1	0.8
Crime influences the feeling of insecurity	1	0.79
Engagement of unqualified professional influences the feeling	1	0.788
Lack of access to basic healthcare influence the feeling	1	0.788
Corruption influences the feeling	1	0.773
Famine influences the feeling of insecurity	1	0.759
Poor traffic light influences the feeling	1	0.739
Religious groups influence the feeling	1	0.733
Physical violence influences the feeling	1	0.732

Terrorism influences the feeling of insecurity	1	0.726
Infections influences the feeling	1	0.714
Inter-ethnicity influences the feeling	1	0.705
Low Standard of living influences	1	0.686
Identity based tension influences the feeling	1	0.685
Bad roads influence the feeling	1	0.669
Poor maintenance culture influences the feeling	1	0.657
Absence of economic activities	1	0.65

Extraction Method: Principal Component Analysis.

Moreover, Table 4.30 reveals the initial output of communalities of the factors extraction through principal component analysis with the previous assumption that all variables are common with 1.000 each. After the extraction, it was discovered that each variable reflects common variance in the data set, which could be observed in the proportion of the variance explained by the underlying factors. For instance, variable such as location of the establishment, poverty, unsafe food, unemployment and poor accessibility have associated variation of 0.866(86.6%), 0.825(82.5%), 0.819(81.9%), 0.811(81.1%) and 0.807(80.7%). Other variables with lower associated variation are bad road, poor road maintenance culture, absence of economic activities with 0.669(66.9%), 0.657(65.7%) and 0.65 (65%). It is expected that the communalities after extraction must be high for proper representation. The average communality as computed from Table 4.30 was 0.755 (75.5%) which is substantial to perform principal component analysis.

Table 4.31: Total Variance Explained by Residents' Response

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	8.265	34.439	34.439	8.265	34.439	34.439	3.592	14.968	14.968

2	2.836	11.816	46.255	2.836	11.816	46.255	3.267	13.612	28.580
3	2.724	11.350	57.605	2.724	11.350	57.605	3.231	13.464	42.044
4	1.711	7.130	64.735	1.711	7.130	64.735	3.087	12.863	54.907
5	1.563	6.512	71.247	1.563	6.512	71.247	2.716	11.319	66.226
6	1.031	4.296	75.543	1.031	4.296	75.543	2.236	9.317	75.543
7	.800	3.333	78.876						
8	.734	3.060	81.936						
9	.646	2.691	84.627						
10	.546	2.274	86.901						
11	.446	1.860	88.761						
12	.375	1.561	90.321						
13	.341	1.421	91.742						
14	.320	1.332	93.074						
15	.300	1.252	94.326						
16	.255	1.062	95.388						
17	.221	.921	96.309						
18	.181	.756	97.065						
19	.160	.666	97.731						
20	.145	.603	98.334						
21	.124	.517	98.851						
22	.116	.485	99.336						
23	.086	.357	99.693						
24	.074	.307	100.000						

Extraction Method: Principal Component Analysis.

Discussion on the loadings of factor is very necessary in factor analysis and principal component analysis. One major important decision is the number of factors that could be extracted. Factor loadings are measurement of relationship between variables and factors.

Rule of thumb according to ¹⁹ was that variable with factor loadings of 0.32 and above are interpretable. The greater the loading, the more the variable is a pure measure of the factor. Loadings in excess of 0.71 are considered excellent 0.63 very good, 0.55 good, 0.45 fair, and 0.32 poor ^{20, 21}. This study satisfies the condition where 24 variables were loaded for analysis with average communality value of 0.755 after extraction and 186 samples size. Findings from Table 4.31 showed the list of Eigen values associated with linear component (factor) before extraction, after extraction and after rotation. Before extraction there were 24 linear components (same number as the available variables). The eigenvalue associated with each factor represented the variance explained by that particular linear component and also represented the percentage of the variance explained. From the table, the variance explained by factor 1, 2, 3, 4, to 6 were 34.4%, 11.8%, 11.3%, 7.1%, 6.5%, and 4.3% respectively. All factors with Eigen values that were above 1 were extracted and represented under the column extraction sums of squared loadings. The last column of the Table (labelled rotation sums of squared loadings), represented the eigenvalues of the factors after rotation. The rotation had the effect of optimizing the factors structure. Before rotation, variable one accounted for considerably more variance than the remaining six (34% compared to 11.8%, 11.3%, 7.1%, 6.5%, and 4.3%, however after rotation it accounts for only 14.9% of the total variance compared to 13.6%, 13.4%, 12.8%, 11.3%, and 9.3%. Together they accounted for 75.5% of the variability in the original variables. This implied that six indicators were associated with respondents' feeling of insecurity in the study area, but there was room for a lot of unexplained variations.

Table 4.32: Rotated Component Matrix^a of Respondents' Response

Feelings of insecurity indicators	Component						
	1	2	3	4	5	6	
Physical violence influences the feeling	.748	-.143	.219	.027	.292	.134	Human

Crime influences the feeling of insecurity	.719	-.176	.427	.087	.228	-.023	Factor
Engagement of unqualified professional influences the feeling	.666	.187	-.090	.131	.457	.047	
Corruption influences the feeling	.649	.032	.484	.323	.090	-.058	
Terrorism influences the feeling of insecurity	.646	.466	.009	-.149	.092	.248	
Lack of access to basic healthcare influence the feeling	.083	.363	-.079	.075	.494	.244	Health Factor
Unsafe food influences the feeling	.082	.870	.041	.114	.150	.132	
Malnutrition influences the feeling	.073	.870	.000	.149	.040	-.117	
Famine influences the feeling of insecurity	-.189	.744	.392	.044	.068	.098	
Infections influences the feeling	.602	.647	.010	.072	-.038	.029	
Unemployment influences the feeling	.128	-.018	.854	.121	.171	.143	Economic Factor
Poverty influences the feeling	.157	.150	.818	.128	.232	.193	
Low Standard of living influences	.200	.154	.663	.198	.260	.275	
Absence of economic activities	-.026	.294	.529	.489	-.049	.206	
control system failure influences the feeling	.026	.140	.235	.847	-.017	.093	Mechanical factor
Poor traffic light influences the feeling	.010	.115	.053	.843	.062	.095	
Poor maintenance culture influences the feeling	.065	-.030	.116	.716	.296	.196	
Bad roads influence the feeling	.269	.049	.098	.665	.332	.180	
Location of the establishment	.285	-.083	.348	.167	.792	-.037	Environment al factor
Pollution influences the feeling of insecurity	.162	.332	.198	.180	.770	.083	
Poor accessibility influences insecurity	.428	.011	.303	.186	.705	.012	
Religious groups influence the feeling	.158	-.116	-.004	.214	.080	.801	Social Factor
Inter-ethnicity influences the feeling	.090	.063	.285	.075	-.010	.779	
Identity based tension influences the feeling	-.032	.203	.251	.223	.035	.727	
Eigenvalue	8.265	2.836	2.724	1.711	1.563	1.031	
% variance explained	34.439	11.816	11.35	7.13	6.512	4.296	

Cumulative % variance explained	34.439	46.255	57.605	64.735	71.247	75.543
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Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

Key: 1 = Human Factor

2 = Health factor

3 = Economic factor

4 = Mechanical factor

5 = Environmental factor

6 = Social factor

The factor analysis of feeling of insecurity is contained in Table 4.32. It contains six (6) Factors (components). The component 1 has an Eigenvalue of 8.265 and accounted for 34.4% of the variance of the data set. This component is highly loaded on five variables such as physical violence (0.748), crime activities (0.719), engagement of unqualified professional (0.666), corruption (0.649), and terrorism (0.646). Vividly, these factors can be delineated as **Human Factor**. The component 2 has a total Eigen of factor of 2.836 which accounts for 11.8% of the variance in the data set. Variables such as unsafe food (0.870), malnutrition (0.870), famine (0.744), and infections (0.647) loaded high on this component. These factors have a common feature and can be referred to as **Health Factor**. The third component has factor loading such as unemployment (0.854), poverty (0.818), low standard (0.663) and absence of economic activities (0.529). The component 3 which accounts for 11.35% of the data variance. This component has a loading pattern which can be regarded as **Economic Factor**. On the fourth component, variable such as control system failure (0.847), poor traffic light (0.843), poor road maintenance culture (0.716) and bad road (0.665) has a total Eigen factor of 1.711. The component represented 7.13% of the variance. The variables loaded on the component could be termed **Mechanical Factor**. Component 5 has total Eigen value of 1.563 which accounted for 6.5% of the variance. The variables that were loaded on this

component included location of the establishment (0.792), pollution (0.770), and poor accessibility (0.705). On the sixth component, three variables were highly loaded. These variables include religious groups (0.801), inter-ethnicity (0.779) and identity-based tension (0.727). The Eigen value was 1.031 while 4.3% accounted for the variance. The loading pattern could be referred to as **Social Factor**.

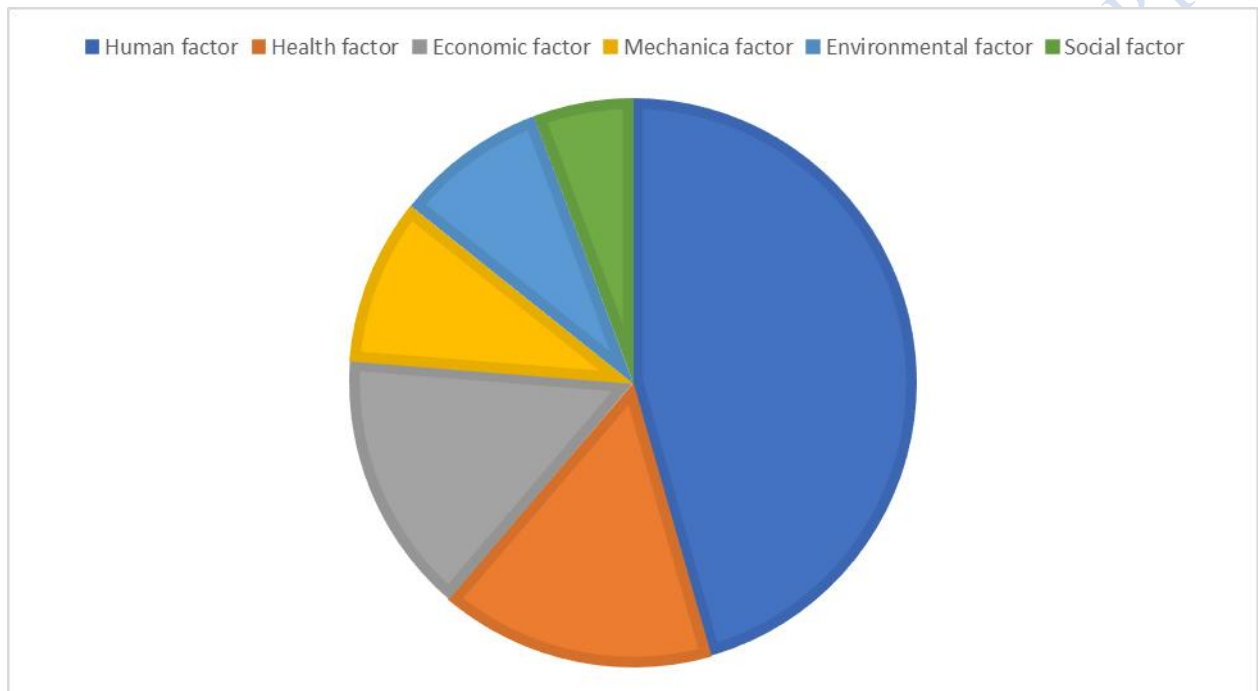


Figure 4.5: Factor Influencing the Feelings of Insecurity in Ibadan

Presented in Figure 4.5 are the extracted factors influencing the feelings of insecurity of residents in the host communities in Ibadan. As shown, human-induced factors accounted for 34.4% of the variance, health, economic and mechanical factors represented 11.8%, 11.4%, 7.1% and 6.5% of the variance while 4.3% is accounted for social factor. Overall, these six factors accounted for 75.5% of the variance of factors influencing the feelings of insecurity in Ibadan.

4.5.3 Regression Analysis of Variables influencing Feelings of Insecurity in Ibadan

A stepwise regression analysis was carried out with the components obtained from factor analysis. The stepwise regression model summary of the components in relation to the feeling of insecurity measured with rated common crimes is presented in Table 4.33. Table 4.33

Regression Coefficient **Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.294 ^a	.086	.081	6.78957	.086	17.363	1	184	.000
2	.384 ^b	.147	.138	6.57681	.061	13.098	1	183	.000
3	.438 ^c	.192	.178	6.42104	.044	9.986	1	182	.002
4	.465 ^d	.217	.199	6.33825	.025	5.786	1	181	.017

a. Predictors: (Constant), Human

b. Predictors: (Constant), Human, Economic

c. Predictors: (Constant), Human, Economic, Mechanical

d. Predictors: (Constant), Human, Economic, Mechanical, Environmental

As presented in Table 4.33, all the predictor variables such as human, health, economic, mechanical, environmental, and social factors were entered in the model. It was observed that four factors out of the six factors entered were significant in explaining up to 21.7% of insecurity so they are still considered significant predictors in determining insecurity in the study area. The F ratio for each predictor variables in the model were 17.363 ($p = 0.000$), 13.098 ($p = 0.000$), 9.986 ($p = 0.002$) and 5.786 ($p = 0.017$). This implies that the predictors were very useful in modelling insecurity in Ibadan. Further, for the regression model 1, human factor was the entry level variable. Human factor had a coefficient of multiple determination ($R^2 = 0.086$) which made it a good predictor as regards insecurity. This implies that human factor determines 8.6% of insecurity in Ibadan.

Regression model 2 showed the influence of economic factor when it was added to human factor in predicting its influence on insecurity in the study area. Economic factor with human factor had a coefficient of multiple determination ($R^2 = 0.147$). This implies that 14.7% of insecurity was predicted by human and economic factors.

Regression model 3 revealed that influence of mechanical factor when it was added to human and economic factors in predicting its effects on insecurity in the study area. The summation of these factors had a coefficient of multiple determination ($R^2 = 0.197$). This implied that 19.7% of insecurity was predicted by human, economic, and mechanical factors.

In Regression model 4, environmental factor was added to human, economic, mechanical factors in predicting their effects on insecurity. The three components had a coefficient of multiple determination ($R^2 = 0.217$). This indicate that the combination of the four factors determined 21.7% of insecurity in Ibadan.

Table 4.34: ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.	
1	Regression	800.406	1	800.406	17.363	.000 ^b
	Residual	8482.089	184	46.098		
	Total	9282.495	185			

2	Regression	1366.939	2	183	683.469	15.801	.000 ^c
	Residual	7915.556			43.254		
	Total	9282.495		185			
3	Regression	1778.677	3		592.892	14.380	.000 ^d
	Residual	7503.817		182	41.230		
	Total	9282.495		185			
4	Regression	2011.107	4		502.777	12.515	.000 ^e
	Residual	7271.387		181	40.173		
	Total	9282.495		185			

a. Dependent Variable: Crime Activities

b. Predictors: (Constant), Human

c. Predictors: (Constant), Human, Economic

d. Predictors: (Constant), Human, Economic, Mechanical

e. Predictors: (Constant), Human, Economic, Mechanical, Environmental

Table 4.34 reveals the analysis of ANOVA of the factors and the variables of common crimes in the study area. The Table showed that all the four factors such as human, economic, mechanical and environmental factors entered into the model were significant ($p = 0.000$) in influencing the feelings of insecurity among the respondents in the study area. The other two factors such as social and health were not really significant in influencing the feelings of insecurity among the respondents in the study area. The coefficient of insecurity is presented in Table 4.35

Table 4.35: Coefficients of Insecurity

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error			

1	(Constant)	24.495	.498		49.202	.000
	Human	2.080	.499	.294	4.167	.000
	(Constant)	24.495	.482		50.794	.000
2	Human	2.080	.484	.294	4.302	.000
		-1.750	.484	-.247		.000
	Economic				-3.619	
	(Constant)	24.495	.471		52.026	.000
	Human	2.080	.472	.294	4.406	.000
3	Economic	-1.750	.472	-.247	-3.707	.000
	Mechanical	1.492	.472	.211	3.160	.002
	(Constant)	24.495	.465		52.706	.000
	Human					
	Economic	2.080	.466	.294	4.464	.000
4	Mechanical	-1.750	.466	-.247	-3.755	.000
	Environmental	1.492	.466	.211	3.201	.002
		1.121	.466	.158	2.405	.017

a. Dependent Variable: Crime activities

The stepwise regression analysis in Table 4.35 depicts the relationship between factors identified by Principal component analysis and the common crime activities as the factors influencing the feelings of insecurity among the respondents in the study area. This analysis was done to determine each individual influence of those factors on insecurity. According to the result, it was observed that human, economic, mechanical and environmental factors significantly influence insecurity in the study area ($p < 0.05$).

4.6 Regression Analysis of Variables Influencing Feelings of Insecurity across the Selected Hotels in the Study Area

Based on the peculiarity of the area under study. Component variables influencing the insecurity around the selected hotels may likely vary from one hotel to the other. The premises was also supported by that insecurity could be explained by the interaction between immediate environments, economic social factors among others. It is therefore, important to examine the level of contribution of the identified factors on insecurity on each hotel ⁸. Based on the foregoing, this sub section examines the component factors influencing insecurity across the selected hotels using multiple regression analysis. This is presented in Table 4.36 – 4.38

Table 4.36: Regression Coefficient of Model Summary

Selected Hotels	Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
						R Square Change	F Change	df1	df2	Sig. F Change
Premier Hotel	1	.722 ^a	.522	.371	5.77723	.522	3.452	6	19	.018
Owu Crown Hotel	1	.557 ^b	.310	.216	5.67797	.310	3.301	6	44	.009
Bayse One Hotel	1	.523 ^c	.274	.017	7.42897	.274	1.068	6	17	.419
Fawzy Hotel	1	.601 ^d	.361	.233	5.49687	.361	2.826	6	30	.027
House Eleven Hotel	1	.538 ^e	.290	.186	7.09277	.290	2.787	6	41	.023

a. Predictors: (Constant), Social, Human, Environmental, Health, Mechanical, Economic

b. Predictors: (Constant), Social, Economic, Environmental, Mechanical, Human, Health

c. Predictors: (Constant), Social, Health, Environmental, Human, Mechanical, Economic

d. Predictors: (Constant), Social, Environmental, Health, Human, Economic, Mechanical

e. Predictors: (Constant), Social, Health, Economic, Environmental, Mechanical, Human

Table 4.37: ANOVA^a

Selected Hotels	Model	Sum of Squares	Df	Mean Square	F	Sig.
Premier Hotel	Regression	691.388	6	115.231	3.452	.018 ^b
	Residual	634.151	19	33.376		
	Total	1325.538	25			
Owu Crown Hotel	Regression	638.447	6	106.408	3.301	.009 ^e
	Residual	1418.533	44	32.239		
	Total	2056.980	50			
Bayse One Hotel	Regression	353.735	6	58.956	1.068	.419 ^d
	Residual	938.223	17	55.190		
	Total	1291.958	23			
Fawzy Hotel	Regression	512.343	6	85.391	2.826	.027 ^e
	Residual	906.467	30	30.216		
	Total	1418.811	36			
House Eleven Hotel	Regression	841.210	6	140.202	2.787	.023 ^f
	Residual	2062.603	41	50.307		
	Total	2903.813	47			

a. Dependent Variable: Crime activities

b. Predictors: (Constant), Social, Human, Environmental, Health, Mechanical, Economic

c. Predictors: (Constant), Social, Economic, Environmental, Mechanical, Human, Health

d. Predictors: (Constant), Social, Health, Environmental, Human, Mechanical, Economic

e. Predictors: (Constant), Social, Environmental, Health, Human, Economic, Mechanical

f. Predictors: (Constant), Social, Health, Economic, Environmental, Mechanical, Human

Presented in Tables 4.36 and 4.38 is the model summary of regression coefficients on the component factors influencing insecurity in the selected hotels. All the independent variables such as social, human, environmental, health, mechanical, and economic factors were loaded in the model. The model of multiple regression shows that contribution of factors influencing the feelings of insecurity varied among the hotels. For example, in Premier hotel, the model with all the six predictors of the factors produced $R^2 = 0.522$, $p \leq 0.018$. It could be inferred that the model is significant. The regression ($R = 0.722$) means that there is strong correlation between the identified factors and insecurity. The coefficient of multiple determinants is 0.522 meaning that 52.2% of the insecurity outcome could be explained by some of the identified factor. It could be established that insecurity outcome around the Premier hotel is predicted by the identified factors.

In Owu Crown hotel, the model summary of all the predictors produced 0.310, $p \leq 0.009$, indicating that Model of Owu Crown hotel is statistically significant. The regression ($R = 0.557$) inferred that weak correlation existed between the identified factors and insecurity. The coefficient of multiple regression is 0.310 representing 31% security impact of one or two variables of the identified factor. It implies that impact of insecurity around Owu Crown hotel is predicted by the outlined factors.

From the model summary of Bayse One hotel all the predictors produced 0.274, $p \leq 0.419$. This means that Model of Bayse One hotel is not statistically significant. The regression ($R = 0.523$) shows that correlation between the identified factor and their impact on security does not exist. The coefficient of multiple regression of 0.274 accounting for 27.4% of the security outcome, could be explained by some of the variables. This implied that outcome of insecurity around Bayse One hotel could not be explained by categorized factors.

In Fawzy hotel model summary, all the indicators predicted produced 0.361, $p \leq 0.027$, implying that the model summary is statistically significant. The regression ($R = 0.601$) reveals that there is strong correlation between the outcome of insecurity and the categorized factors. The coefficient of multiple regression of 0.361 representing 36.1% of the effect of insecurity could be explained by the categorized factors.

Model summary of House Eleven hotel reveal that all the predicted variables produced 0.290, $p \leq 0.023$. This implied that the model of House Eleven is statistically significant. The regression ($R = 0.538$) shows that correlation existed between the insecurity outcome and the categorized factors. The coefficient of multiple regression of 0.290 indicating 29% of the outcome of insecurity could be explained by the identified factors. It could generally be established that outcome of insecurity around Premier hotel, Owu Crown hotel, Fawzy hotel and House Eleven hotel is predicted by the categorized factors while the effect of insecurity around Bayse One is not explained by the factors affecting the feelings of insecurity in the study area. The reason for this could be due to the peculiarity of the geographical location of Bayse One hotel in the study area. This study supports the findings who observed that outcome of insecurity varies by geographical location^{2,8}.

Having examined the outcome of insecurity on the categorized variables across the selected hotels in Ibadan. The next sub-section provides the explanation for the exact variables influencing insecurity based on the twenty-four variables grouped by factor analysis, a multiple regression analysis was done. The result recorded in Table 4.38 shows that human ($p = 0.005$) and environmental factors ($p = 0.021$) were the major factors responsible for the feelings of insecurity around Premier hotel [environmental ($p = 0.046$) human ($p = 0.002$)] and Owu Crown [environmental ($p = 0.021$), human ($p = 0.005$)] while Health, economic and mechanical factors were not. It was further observed that human ($p = 0.027$) and health

factors were majorly associated with the feelings of insecurity in around Fawzy hotel while responsible factors affecting feeling of insecurity around House Eleven hotel were economic ($p = 0.021$) and mechanical factors ($p = 0.008$). On the contrary, none of the categorized factors were responsible for feelings of insecurity in around Bayse One hotel. This shows that there are some unexplainable factors that could also be responsible for insecurity in around Bayse One hotel.

This study only provides the explanation to the outcome of insecurity so far. The observed significant variables hereby obtained are very crucial in policies in relating to security in the study area and any other similar areas in Nigeria and beyond. Table 4.38: Coefficients^a of Insecurity Across the Selected Hotels

Selected Hotels	Model	Unstandardized		Standardized	t	Sig.	
		Coefficients		Coefficients			
		B	Std. Error	Beta			
Premier Hotel	1	(Constant)	22.722	1.391		16.334	.000
		Human	5.641	1.544	.692	3.653	.002
		Health	-.094	1.192	-.014	-.079	.938
		Economic	1.263	1.516	.188	.833	.415
		Mechanical	-.504	1.545	-.061	-.326	.748
		Environmental	3.011	1.411	.396	2.134	.046
		Social	-.145	1.679	-.019	-.087	.932
Owu Crown Hotel	1	(Constant)	24.946	.881		28.325	.000
		Human	2.487	.841	.385	2.957	.005
		Health	-1.090	1.145	-.126	-.952	.346
		Economic	-1.475	.882	-.215	-1.673	.101
		Mechanical	.118	.965	.016	.122	.904
		Environmental	1.926	.805	.305	2.391	.021
		Social	-.129	.886	-.019	-.145	.885

Bayse One Hotel	1	(Constant)	22.187	1.657		13.391	.000
			1.837			1.261	
		Human		1.456	.272		.224
		Health	1.774	1.377	.300	1.288	.215
		Economic	-2.265	1.856	-.294	-1.220	.239
		Mechanical	.959	1.415	.162	.678	.507
		Environmental	-1.441	1.606	-.203	-.897	.382
Fawzy Hotel	1	Social	.212	1.297	.035	.163	.872
		(Constant)	26.033	.968		26.894	.000
		Human	1.908	1.024	-.295	1.864	.072
		Health	-2.505	1.232	-.312	-2.033	.051
		Economic	-1.649	1.025	-.257	-1.608	.118
		Mechanical	1.404	1.224	.190	1.147	.260
		Environmental	.386	.999	.063	.386	.702
House Eleven Hotel	1	Social	.474	1.009	.070	.469	.642
		(Constant)	24.920	1.119		22.275	.000
		Human	1.180	1.067	.157	1.106	.275
		Health	.527	.986	.072	.534	.596
		Economic	-2.471	1.026	-.329	-2.408	.021
		Mechanical	2.567	.916	.387	2.801	.008
		Environmental	1.261	1.120	.158	1.126	.267
Social	.741	1.152	.090	.643	.524		

a. Dependent Variable: Crime Activities

4.7 Hypothesis

H0: There is no relationship between insecurity and hotel operations and development in host communities in Ibadan, Oyo State.

The hypothesis which stated that there is no relationship between insecurity and development and operation of hotel in the study area was tested with Pearson Correlation, ANOVA and Multiple regression. Pearson Correlation, ANOVA and multiple regression were used by different scholars in testing hypothesis ^{22, 23, 24}. The hypothesis was tested on the identified area of impact of insecurity on the development and operations of hotel in literature. The identified areas of impact of insecurity on the development and operations of hotel include Guest satisfaction, patronage level, employee turnover, achievement of organizational goals, and wastage of organizational resources. Variables included in the model are presented below.

Y = Variables of insecurity

X₁ = Guest satisfaction

X₂ = Patronage level

X₃ = employee turnover

X₄ = achievement of organizational goals

X₅ = wastage of organizational resources

The regression and its coefficient multiple of determination is presented in Table 4.39 – 4.40

Table 4.39: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.942 ^a	.887	.858	2.74973

a. Predictors: (Constant), wastage of organizational resources, Guest satisfaction, patronage level, achievement of organizational goals, employee turnover

Findings as presented in Table 4.39 reveal the multiple regression model with all the five predictors of development and operation of hotel produced $R^2 = 0.887$, $p \leq 0.000$ indicates

that the overall model is statistically significant. The regression ($R = 0.942$) indicated that there existed a strong correlation between the insecurity and development and operations of hotels. The coefficient of multiple determinations is 0.887 meaning that 88.7% of insecurity impact could be felt on all the variables of hotel operations and development in the study area. Therefore, it could be inferred that the predictors were very useful in modelling insecurity in Ibadan. Hence the model is useful.

Table 4.40: ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1129.780	5	225.956	29.884	.000 ^b
Residual	143.660	19	7.561		
Total	1273.440	24			

a. Dependent Variable: Insecurity Variables

b. Predictors: (Constant), wastage of organizational resources, Guest satisfaction, patronage level, achievement of organizational goals, employee turnover.

Furthermore, out of the five variables loaded into the model together in Table 4.41, patronage level ($B = 11.833$, $p = 0.000$) showed the highest significance area where effect of insecurity would be felt, next to this are guest satisfaction ($B = -7.282$, $p = 0.000$), achievement of organizational goals ($B = -4.838$, $p = 0.016$), and employee turnover ($B = -4.522$, $p = 0.001$). The major area where the effect of insecurity may not really be felt was wastage of organizational resource ($B = -2.193$, $p = 0.218$). Therefore, it is inferred that the outcome of insecurity in the study area has major effect on guest satisfaction, level of patronage, employee turnover, and achievement of organizational goals of hotels in the study area.

Table 4.41: Coefficients^a of Multiple Regression

Model		Unstandardized		Standardized	T	Sig.
		Coefficients		Coefficients		
		B	Std. Error	Beta		
1	(Constant)	30.236	4.950		6.108	.000
	Guest satisfaction	-7.282	1.130	-.764	-6.446	.000
	Wastage of organizational resources	-2.193	1.723	-.231	-1.273	.218
	Patronage level.	11.833	1.824	1.447	6.487	.000
	Achievement of organizational goals.	-4.838	1.837	-.560	-2.633	.016
	Employee turnover	-4.522	1.149	-.523	-3.935	.001

a. Dependent Variable: Insecurity Variables

Spearman's correlation coefficient was further used to test the significance of the relationship between insecurity and development and operations of hotel. In this case, variables of development and operation of hotel such as Guest satisfaction, patronage level, employee turnover, achievement of organizational goals, and wastage of organizational resources that have been identified in literature were collapsed together as one variable. The variable was later correlated with variable of insecurity to establish their correlation in testing the hypothesis. The summary of the findings is presented in Table 4.42

Table 4.42: Hypothesis Testing using Correlations Coefficient to Show the Relationship between Insecurity and Hotel Operation and Development

			Hotel operations	Insecurity variables
Spearman's rho	Hotel operations	Correlation Coefficient	1.000	.408*
		Sig. (2-tailed)	.	.043
		N	25	25
	Insecurity variables	Correlation Coefficient	.408*	.
		Sig. (2-tailed)	.043	25
		N	25	25

*. Correlation is significant at the 0.05 level (2-tailed).

The analysis in Table 4.42 shows that correlation coefficient $r = 0.408$ is significant ($p = 0.043$) at 0.05 confidence level, hence the null hypothesis which stated that “There is no relationship between insecurity and hotel operations and development in host communities in Ibadan, Oyo State” was **REJECTED** while the alternative hypothesis which states that “There is significant effect of insecurity on hotel operation and development in the study area” was **ACCEPTED**. This means that outcome of insecurity such as robbery, theft among others go a long way to affect the development and smooth operation of hotels in Ibadan.

The analysis above revealed that insecurity in the selected study area has a significant effect on the operation and development of hotels within the area. The effect of insecurities such as robbery, theft, vandalization affects guests patronage of such hotels and thus hinders the growth of such hotel. It shows that the condition of a host community or area has an effect on the hotel development and operations and this is in line with previous findings. The

willingness to pay for a hotel with a safety and security certification is positively influenced by the general security feature within the hotel and hotel host community ^{15,18}.

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Chapter Five

Conclusion

This study examines the outcomes of insecurity with the development and operations of hotel in host communities in Ibadan with a view to providing information that could enhance the security and smooth operation of hotel in the study area. In achieving this, socioeconomic characteristics of the residents were looked into; the profile of the existing hotels within the host communities were assessed. The nature and the effects of insecurity were examined and also, factors influencing the feelings of insecurity in the host communities of Ibadan. All these were studied to arrive to a concrete conclusion of insecurity outcomes as it affect the smooth operation of hotel in Ibadan and proffer recommendations based on the findings.

5.1 Summary of Findings

The socioeconomic features of the residents surveyed revealed that 59.7% of the respondents are male, while 40.3% are females. The minimum age of respondent was 16 years, the maximum was 75 years while the mean average age was 38.2 years. The study area minimum monthly income was #1800, the maximum was #120,000 and the average income was #39,123.7k. The academic qualification of the respondents in the residents shows that 4.3% had no formal education, 10.8% had primary education, 38.2% had secondary education and 46.8% had tertiary education. The study shows that 22% of the respondents had lived in the

residence for less than 5 years, 34.4% had lived for between 5 to 9 years, and 14.5% had lived for between 10 to 14 years while 28.5 % had lived for 15 years and above.

Findings on the profile of existing hotels reveals that Premier hotel is the oldest among the five hotels surveyed as it was established in 1964 with a 3 star rating. Owu crown hotel comes next in year of establishment and with a 4 star rating, Bayse one coming next to it having been established in 2014, it was rated as a 30 room hotel. Fawzy hotel was established in 2017 and has a 3 star rating while House 11 hotel and apartment was established in 2019 and considered to be a large hotel.

The nature of insecurity in the study area revealed that 84.9% of residents had witnessed one form of insecurity or the other while 15.1% hadn't experienced any form of insecurity in the study areas. The frequency of residents worry about insecurity issues were also measured using the Relative Frequency Index (RFI). The RF index of theft was 3.58, the index is very close to 'very often' which indicates that theft was the major cause of worry and concern for the residents. Next to theft that gives the residents a cause to worry is robbery with RF index of 3.56, an indication that its level of occurrence is high to and also a cause to worry. Other cause for worry were fraud, social injustice, sexual abuse and vandalization. The least cause for worry among the variables used in measuring the frequency of residents worry were infectious diseases, assassination, kidnapping, bombing.

The findings on the ranking of the likely causes of insecurity in the study area revealed that community nonchalant attitude is the major cause of insecurity in the study area with 11.8%. Poor social amenity follows as a cause of insecurity with 10.6%, social class isolation with 9.9%, spiritual belief with 9.3%, lack of parental care 9.0%, corruption of leaders 7.5%, less penalty for offenders 6.7%, ineffective and efficient policing 6.6%, low formal education 6.3%, peer pressure 6.0%, lack of formal education 5.0% among others.

Findings of the study has also revealed that security measures undertaken by the residents to curb insecurity in the study area shows that 40.9% indicated that there was never constant police patrol around the community, 37.6% indicated that police patrol were occasionally on ground, 19.4% indicated police availability was quite often while 2.2% indicated police patrol were constantly on ground within the community. As regard thorough checks at check points, 70.4% of the findings revealed that there is never a thorough check of people and cars entering the community. The precautionary measures taken concerning the outbreak of contagious diseases in the study area revealed that 66.1% of respondents indicated that there was never a check or precaution measure taken, 8.1% indicated it took place quite often and 3.2% indicated it took place all the time.

The findings of the study on the effects of insecurity on the development and operations of hotels revealed that all (100%) of the management staff respondents agreed that guest satisfaction can be reduced as a result of insecurity, insecurity causes low patronage, low patronage by guests due to insecurity can lead to employee turnover, low patronage can lead to wastage of organisational resources, 83.3% agreed that low patronage can prevent achievement of organisational goal/growth, and 100% again agreed that insecurity can ultimately lead to the closure of some organisation as a result of low patronage.

As regards the effect of insecurity within the host communities which was obtained from residents of the communities, it was revealed in the study that 70.4% of residents agreed that insecurity in the communities had resulted into lack of patronage of hotels, 7.5% disagreed while 22% had no idea if insecurity affected the operation of hotel. 53.8% agreed that insecurity causes lack of employment, 74.2% agreed to the fact that insecurity had hindered development of public amenities/ infrastructure, 84.9% implied that insecurity has affected

the standard of living in the community and 78.0% indicated that insecurity has led to increase in crimes and social vices.

In analysing the factors influencing the feeling of insecurity, factor analysis were checked on Kaiser-Meyer-Olkin (KMO) and Bartlett's test values. Six indicators were associated with respondents feeling of insecurity in the study area which are human factor, health factor, economic factor, mechanical factor, environmental factor and social factor. The findings revealed that the highest cause of feeling of insecurity 34.4% was as a result of human factor such as physical violence, crimes and so on while social factor with 4.3% was the least cause of insecure feelings. The identified factors were later regressed to determine whether they could predict a significant amount of insecurity in the study area and it was observed that four factors out of six factors entered could predict 21.7% of insecurity regarding hotel operation and development. However, given their F ratios: 17.363 ($p=0.000$), 13.098 ($p=0.000$), 9.986 ($p=0.002$) and 5.786 ($p=0.017$), they were considered useful in modelling insecurity in Ibadan.

The hypothesis of the study was further tested using the spearman correlation and the analysis shows that correlation coefficient $r=0.408$ is significant ($p=0.043$) at 0.05 confidence level, hence the null hypothesis which stated that 'There is no relationship between insecurity on hotel operation and development in host communities in Ibadan' was **REJECTED** while alternative hypothesis which states that 'There is significant effect of insecurity on hotel operation and development in the study area' was **ACCEPTED**.

5.2 Conclusion

The study examined the outcomes of insecurity on the development and operation of hotels within host communities in Ibadan with a view of providing recommendations to these effects

to avail the smooth running of hotels in Ibadan, Oyo State. As shown by this study, the major insecurity issues affecting hotel development and operation in the study areas are robbery, theft, vandalization, sexual abuse among others which are predominantly caused by community negligence, poor social amenities, social class isolation, and spiritual belief and so on. Furthermore, findings revealed that the outcomes of insecurity in the study area affects both the hotel and the host communities. The outcomes of insecurity on development and operation of hotel are reduction in guest satisfaction, low guest patronage, employees' turnover, prevention of achievement of organisational goals, untimely closure of organisation in some cases. The outcomes of insecurity on residents of host communities are 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.

5.3 Recommendation

Based on the findings of this study, a number of recommendations are suggested;

There should be constant police patrol within Ibadan and environs. Lack and inadequate police patrol and checks within and around the communities are one of the major cause of insecurity as the residents attest to the fact that there are no security checks by the police and security officials within the communities. It was also noted that cars and people moves in and out without checks. Constant patrol and checks will reduce the in flock of criminals into the communities if they are more security conscious and employ more security precautions to prevent insecurity.

There should be adequate precautionary measures taken in case of disease outbreak. Measures to prevent insecurity caused by disease outbreak should be put in place in Ibadan as this study reveals that lack of precautionary health care measures were lacking. Outbreaks of diseases,

for example covid 19 has been reported in places where people have gathered, often in crowded indoor settings and where they talk loudly, shout, breathe heavily or sing such as restaurants, fitness classes, nightclubs, offices and places of worship which are within the communities, therefore the communities should be trained on ways to take precautions to prevent the spread of such diseases and infectious outbreaks.

There should be adequate punishment for law offenders with the communities. Law offenders should be punished and never be allowed to go scout free without been punished. Whoever breaks laws should be punished adequately regardless of their class or status within the community as this will deter others from committing crimes in the future.

Government should provide adequate public infrastructure and amenities. Lack of infrastructure and social amenities such as good roads, healthcare, good educational facilities and lack of employment is a major reason why insecurity in communities are on the increase. When the basic needs of citizens are been deprived of, crimes are on the increase because people will got out to source for them from whatever means they can and this usually is in a criminal way. There should be provision of good and well equipped schools at low cost so that illiteracy can be wiped out as it's a disease on its own. Poverty should be eliminated by providing jobs for the unemployed to have a source of livelihood, provision should be made for good healthcare and other basic amenities for citizens to live a decent life and desist from crimes which causes insecurity.

5.4 Contribution to Knowledge

This study is significant to knowledge in no small measure as it was carried out in Ibadan Nigeria. Though there are related works on this topic, none has been carried out in Ibadan and this is a great contribution to the body of knowledge. In order to bring out the uniqueness of this study, while related works made use of secondary source of data, this research adapted

primary source of data which provided detailed information needed. This study also examined the effect of insecurity in the hotel not from the internal perspective as observed by related work but from within the hotel host community.

This study is significant and has contributed to knowledge by identifying insecurity issues within communities and how they affect hotel operation and development, thus providing a basis for businesses, government, host communities, guests on decision making and also researchers and students in related field who seek knowledge in related topics for further study.

5.5 Area for Further Research

This study has provided immeasurable amount of knowledge on the topic but a research work cannot exhaust all knowledge required in a study hence the need for further study. Building upon present research is necessary as knowledge continues to expand. This study was limited to five local government areas in Ibadan which is less than 50% of all the local government we have in Ibadan which gives room for further research in more coverage area. Furthermore, since hospitality and tourism industry is one of the fastest growing industries in the world today, further research is recommended on insecurity issues related to tourist destinations to provide safe experience for guests and tourists around the world.

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Lead City University, Ibadan

Department of Tourism and Hospitality Management

Faculty of Environmental Design and Management

Research Questionnaire on Insecurity Outcomes of Hotel Development and Operations in

Ibadan, Nigeria

Category One (Residents Only)

Dear Respondent,

This questionnaire is designed to investigate your perception of insecurity outcomes on development and operations of hotels in selected host communities in Ibadan. Your personal information will be treated with strict confidentiality. Thanks in anticipation of your cooperation and uttermost sincerity.

Section A: Socio Economic Characteristics

The following socio-economic information will be used to classify the survey data. Please indicate an appropriate response in each category.

1. Local government Area? _____
2. Name of this area? _____
3. Gender? (a) Male ___ (b) Female ___
4. Age (in years): _____
5. Average Monthly Income? _____
6. Academic qualification? (a) No formal education (b) Primary School (c) Secondary school (d) OND (e) HND (f) B.Sc. (g) Post graduate degree
7. Total number of years spent in school _____
8. Employment Status (a) Employed (b) Unemployed (c) Retired
9. Nature of Employment (a) Public (b) Private (c) Self-employed (d) Other Specify:

10. Marital Status? (a) Single (b) Married (c) Divorced (d) Widowed (e) Separated
11. How many people are living in your Household? _____
12. How long have you lived in this community? _____

Section B: Nature of safety and insecurity in the community.

13. Have you ever witnessed any security challenge in this area? Yes ___ No ___

14. Have witnessed or experienced any form of the following? Please tick all that apply.

Robbery___ Theft___ Kidnapping___ Bombing___ Assassination___ Infectious
disease___ Vandalization___ Sexual abuse___ Social injustice___

15. Thinking about the following issues, how often would you say that you worry about these things? (Tick only one please)

Insecurity Issues	Level of Occurrence				
	Always	Very often	Often	Rarely	Never
Robbery					
Theft					
Fraud					
Kidnapping					
Bombing					
Assassination					
Infectious Disease					
Vandalization					
Sexual abuse					
Social injustice					

16. Indicate as many as possible what you think are the likely causes of insecurity in this area.

I	Presence of gang/area boys		viii	Low formal Education	
ii	Idleness/Laziness		ix	Lack of formal Education	
iii	Unemployment/Underemployment		xi	Peer Pressure	
Iv	Poverty/Low socio-economic status		xii	Lack of parental care	
V	Social Class isolation		xiii	Poor social amenities	

Vi	Lesser Penalty for offenders		xiv	Community acceptance/ nonchalant	
Vii	Ineffective/efficient Policing		xv	Dishonesty/Corruption among leaders	
xvi	Spiritual belief				

17. Time and periods of occurrences.

Which time of the week do you suspect crime activities occur most? (i). Weekdays ().

(ii) Weekend ().

- Which one of the listed crime above occur **most** at this time?

- Which time of the day do you suspect crime activities occur most? (i). Daytime ().

(ii). Night time ().

- Which one of the listed crime above occur **most** at this period

- Which season of the year do you suspect crime activities occur most? (i). Festive Season (). (ii). Non- festive season ().

- Which one of the listed crime above occur **most** at this season

- Specify crime(s) above that you have been a victim of in the last 12 months?

18. Are there constant police patrol around the community? (a) Never (b) Occasionally

(c) Quite often (d) All the time

19. Are there thorough checks of people and cars entering the community? (a) Never (b)

Occasionally (c) Quite often (d) All the time

20. Is outbreak of contagious disease checked and precautionary measures taken? (a) Never (b) Occasionally (c) Quite often (d) All the time

Section C: Effects of insecurity on study area.

21. Insecurity of host community has resulted into lack of patronage of hotels? (a) Yes (b) No (c) No idea
22. Insecurity has caused lack of employment? (a) Yes (b) No (c) No idea
23. Insecurity has hindered development of public amenities and infrastructure? (a) Yes (b) No (c) No idea
24. Insecurity has reduced the standard of living in the community. (a) Yes (b) No (c) No idea
25. Insecurity has led to increase in crimes and social vices. (a) Yes (b) No (c) No idea
26. Indicate (as many that are applicable to this area) what are the likely effects of crime activities in this area.

I	Loss of one's life	V	Rape/Sexual violence
Ii	Loss/killing of household member	Vi	Money Stolen
Iii	Loss of property/Property carted away	Vii	Physical injury
Iv	Shock or psychological imbalance	Viii	Destruction/Vandalization of Properties

Other effects

.....

27. Indicate how safe you feel living in this area during the following periods.

S/n	Time	Level of Safety						
		Very much Safe	Very Safe	Safe	Just Safe	Unsafe	Very unsafe	Very much unsafe
I	Daytime							
Ii	Nighttime							
Iii	Weekdays							
Iv	Weekends							
V	Dry Season							
Vi	Raining Season							

Section D: Factors influencing the feeling of insecurity in host communities.

28. Which of these factors would you say influences the feeling of insecurity? Please tick all that apply.

Human factor ___ Health factor ___ Environmental factor ___ Economic factor ___ Social factor ___ Mechanical factor ___

29. Please tick as applicable the human factors that influences the feeling of insecurity in the community.

S/n	Human Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Physical violence influences the feeling of insecurity					
B	Crime influences the feeling of insecurity					
C	Terrorism influences the process of insecurity					

D	Engagement of unqualified professionals influences the feeling of insecurity in host community					
E	Corruption influences the feeling of insecurity in host community					

30. Please tick as applicable the health factors that influences the feeling of insecurity in the community.

S/n	Health Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Infections/diseases influences the feeling of insecurity in the community					
B	Malnutrition influences the feeling of insecurity in host community					
C	Unsafe food influences the feeling of insecurity in host community.					
D	Lack of access to basic health care influences the feeling of insecurity in host community					

31. Please tick as applicable the environmental factors that influences the feeling of insecurity in the community.

S/n	Environmental Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree

A	Location of the establishment may influence the feeling of insecurity in host community					
B	Poor accessibility influences the feeling of insecurity in host community.					
C	Pollution influences the feeling of insecurity in host community					
D	Famine influences the feeling of insecurity in host community					

32. Please tick as applicable the economic factors that influences the feeling of insecurity in the community.

S/n	Economic Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Poverty influences the feeling of insecurity in host community					
B	Unemployment influences the feeling of insecurity in host community.					
C	Low standard of living influences the feeling of insecurity in host community.					

D	Absence of economic activities influences the feeling of insecurity in host community					
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33. Please tick as applicable the social factors that influences the feeling of insecurity in the community.

S/n	Social Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Inter-ethnicity influences the feeling of insecurity					
B	Religious groups influence the feeling of insecurity					
C	Identity based tension influences the feeling of insecurity.					

34. Please tick as applicable the mechanical factors that influences the feeling of insecurity in the community.

S/n	Mechanical Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Bad roads influence the feeling of insecurity in this community.					
B	Poor maintenance culture influences the feeling of insecurity in this community					
C	Control system failure influences the feeling of insecurity in this community					

D	Poor traffic light influences the feeling of insecurity in this community					
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Lead City University, Ibadan
 Department of Tourism and Hospitality Management
 Faculty of Environmental Design and Management

Research Questionnaire on Insecurity Outcomes of Hotel Development and Operations in
 Ibadan, Nigeria

Category Two (Management Only)

Dear Respondent,

This questionnaire is designed to investigate your perception of insecurity outcomes on development and operations of hotels in selected host communities in Ibadan. Your personal

information will be treated with strict confidentiality. Thanks in anticipation of your cooperation and uttermost sincerity.

Section A: Demographic Information

The following demographic information will be used to classify the survey data. Please indicate an appropriate response in each category.

1. Gender? (a) Male ___ (b) Female ___
2. Age? _____
3. Academic qualification? (a) No formal education (b) Primary School (c) Secondary school (d) OND (e) HND (f) B.Sc. (g) Post graduate degree
4. Marital Status? (a) Single (b) Married (c) Divorced (d) Widow (e) Widower
5. Official post? (a) Manager (b) Supervisor
6. Year of engagement? _____

Section B: Examines the profile of the existing hotels of case study.

7. Name of Hotel? _____
8. Year of establishment? _____
9. Location? _____
10. Size? _____
11. Types of Events rendered? _____

Section C: Nature of safety and insecurity in the community

12. Have you ever witnessed any security challenge in this area? Yes ___ No ___

13. Have witnessed or experienced any form of the following? Please tick all that apply.

Robbery__ Theft__ Kidnapping__ Bombing__ Assassination__ Infectious__
disease__ Vandalization__ Sexual abuse__ Social injustice__

14. Thinking about the following issues, how often would you say that you worry about these things? (Tick only one please)

Insecurity Issues	Level of Occurrence				
	Always	Very often	Often	Rarely	Never
Robbery					
Theft					
Fraud					
Kidnapping					
Bombing					
Assassination					
Infectious Disease					
Vandalization					
Sexual abuse					
Social injustice					

15. Indicate as many as possible what you think are the likely causes of insecurity in this area.

I	Presence of gang/area boys		viii	Low formal Education	
Ii	Idleness/Laziness		ix	Lack of formal Education	
Iii	Unemployment/Underemployment		xi	Peer Pressure	
Iv	Poverty/Low socio-economic status		xii	Lack of parental care	
V	Social Class isolation		xiii	Poor social amenities	
Vi	Lesser Penalty for offenders		xiv	Community acceptance/ nonchalant	
Vii	Ineffective/efficient Policing		xv	Dishonesty/Corruption among leaders	
xvi	Spiritual belief				

16. Time and periods of occurrences.

Which time of the week do you suspect crime activities occur most? (i). Weekdays ().
(ii) Weekend ().

- Which one of the listed crime above occur **most** at this time? _____
- Which time of the day do you suspect crime activities occur most? (i). Daytime (). (ii). Night time ().
- Which one of the listed crime above occur **most** at this period _____
- Which season of the year do you suspect crime activities occur most? (i). Festive Season (). (ii). Non- festive season ().
- Which one of the listed crime above occur **most** at this season

- Specify crime(s) above that you have been a victim of in the last 12 months?

17. Are there constant police patrol around the community? (a) Never (b) Occasionally
(c) Quite often (d) All the time

18. Are there thorough checks of people and cars entering the community? (a) Never (b)
Occasionally (c) Quite often (d) All the time

19. Is outbreak of contagious disease checked and precautionary measures taken? (a)
Never (b) Occasionally (c) Quite often (d) All the time

Section D: Examining the effects of insecurity on the development and management of hotel operations in the study area.

20. Guest satisfaction can be reduced due to insecure feeling. (a) Yes (b) No
21. Insecurity can cause low patronage of hotels. (a) Yes (b) No
22. Low patronage by guests due to insecurity can lead to employee turnover.
(a) Yes (b) No
23. Low patronage can prevent achievement of organizational goals/growth.
(a) Yes (b) No
24. Low patronage can lead to wastage of organizational resources.
(a) Yes (b) No
25. Untimely closure of some organization can occur as a result of low patronage. (a) Yes (b) No

Section E: Examines factors influencing the feeling of insecurity in host communities.

26. Which of these factors would you say influences the feeling of insecurity? Please tick all that apply.
Human factor ___ Health factor ___ Environmental factor ___ Economic factor ___ Social factor ___ Mechanical factor ___
27. Please tick as applicable the human factors that influences the feeling of insecurity in the community.

S/n	Human Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree

A	Physical violence influences the feeling of insecurity					
B	Crime influences the feeling of insecurity					
C	Terrorism influences the process of insecurity					
D	Engagement of unqualified professionals influences the feeling of insecurity in host community					
E	Corruption influences the feeling of insecurity in host community					

28. Please tick as applicable the health factors that influences the feeling of insecurity in the community.

S/n	Health Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Infections/diseases influences the feeling of insecurity in the community					
B	Malnutrition influences the feeling of insecurity in host community					
C	Unsafe food influences the feeling of insecurity in host community.					

D	Lack of access to basic health care influences the feeling of insecurity in host community					
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29. Please tick as applicable the environmental factors that influences the feeling of insecurity in the community.

S/n	Environmental Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Location of the establishment may influence the feeling of insecurity in host community					
B	Poor accessibility influences the feeling of insecurity in host community.					
C	Pollution influences the feeling of insecurity in host community					
D	Famine influences the feeling of insecurity in host community					

30. Please tick as applicable the economic factors that influences the feeling of insecurity in the community.

S/n	Economic Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Poverty influences the feeling of insecurity in host community					
B	Unemployment influences the feeling of insecurity in host community.					

C	Low standard of living influences the feeling of insecurity in host community.					
D	Absence of economic activities influences the feeling of insecurity in host community					

31. Please tick as applicable the social factors that influences the feeling of insecurity in the community.

S/n	Social Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Inter-ethnicity influences the feeling of insecurity					
	Religious groups influence the feeling of insecurity					
C	Identity based tension influences the feeling of insecurity.					

32. Please tick as applicable the mechanical factors that influences the feeling of insecurity in the community.

S/n	Mechanical Factors	Level of Agreement				
		Strongly agree	Agree	Partially agree	Disagree	Strongly Disagree
A	Bad roads influence the feeling of insecurity in this community.					
B	Poor maintenance culture influences the feeling of insecurity in this community					

C	Control system failure influences the feeling of insecurity in this community					
D	Poor traffic light influences the feeling of insecurity in this community					

Bio-data

Name: Francisca Adeola OLADELE
 Nationality: Nigeria
 Date of Birth: July 27, 1980
 State of Origin: Osun State
 Place of Work: Mother Teresa Catering and Hospitality Institute, Ibokun.
 Osun State
 Position: Instructor
 Telephone: 08065329782
 E-mail: deolaoladele@gmail.com

Key Skills:

- Hotel and Hospitality Management
- Teaching
- Customer Relationship Management

- Communication
- Event Planning

Degree & Diplomas Obtained/Institutions Attended

- PGD Tourism and Hospitality Management, Lead City University, Ibadan (2019)
- Diploma Business Management, National Institute of Management, Abuja (2008)
- HND Catering and Hotel Management, Federal Polytechnic Ede, Osun State (2006)
- OND Catering and Hotel Management, Federal Polytechnic Ede, Osun State ((2002)

WAEC. Federal Government College, Ogbomosho, Oyo State. (1998)

Present Employer: Mother Teresa Catering and Hospitality Institute,

Ibokun. Osun State

Date of Employment: November, 2016

Position Held: Instructor

Work Schedule: Regular

University Compliance Certificate

This is to certify that this thesis by Francisca Adeola OLADELE with Matric Number LCU/PG/001967 in the Department of Tourism and Hospitality Management, Faculty of Environmental Design and Management, Lead City University, Ibadan, Oyo State is in FULL compliance with the approved University Format and Style.

Signature

Date

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