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## FOREWORD

I warmly welcome all and sundry to the volume 3 issue 1 of Federal Polytechnic – Journal of Pure and Applied Sciences (FEPI-JOPAS) which is a peer reviewed multi-disciplinary accredited Journal of international repute. FEPI-JOPAS publishes full length research work, short communications, critical reviews and other review articles. In this issue, readers will find a diverse group of manuscripts of top-rated relevance in pure and applied science, engineering and built environment. Many of the features that you will see in the Journal are result of highly valuable articles from the authors as well as the collective excellent work of our managing editor, publishing editors, our valuable reviewers and editorial board members.

In this particular issue, you will find that Joseph and Adebajji provided innovative technology on light traffic control system. Ogunkoya and Sholotan engaged standard method for microbiological assessment of shawarma from Igbesa metropolis for possible microbial contamination. Ilelaboye and Kumoye unveiled the effect of inclusion of different nitrogen source on growth performance of mushroom. Ogunyinka et al utilized Fletcher Reeves conjugate gradient method as a robust prediction model for candidates' admission to higher institutions. Omotola and Fatunmbi examined the impact of thermal radiation with convective heating on magnetohydrodynamic (MHD), incompressible and viscous motion of non-Newtonian Casson fluid. Aako and Are meticulously investigated factors affecting mode of delivery using binary dummy dependent models. Abiazim and Ojelade successfully synthesized biologically active silver nanoparticles using *Terminalia catappa* bark as the eco-friendly source.

In addition, Olowosebioba et al. assessed the rectifying effects of various diodes in power supply units using multisim circuit design software programme. Olujimi et al. successfully accomplished the use of fingerprint based biometric attendance system for eliminating examination malpractices with enhanced notification. Alaba reported the nutritional status assessment of school age children (6-12 years) in private primary school in Ilaro. Muhammed-lawal et. al. assessed the execution and effect of corporate social responsibilities and return to marketing. Awolola and Sanni's research was about achieving quality of engineering education and training in Nigeria using Federal Polytechnic, Ilaro as the case study. Oladejo and Ebisin expatiated on virtual laboratory as an alternative laboratory for science teaching and learning.

Finally, Aneke and Folalu investigated the prospect and problems of the hotels in Ilaro, Ogun State.

I would like to thank and extend my gratitude to my co-editors, editorial board members, reviewers, members of FEPI-JOPAS, especially the Managing Editor, as well as the contributing authors for creating this volume 3 issue 1. The authors are solely responsible for the information, date and authenticity of data provided in their articles submitted for publication in the Federal Polytechnic Ilaro – Journal of Pure and Applied Sciences (FEPI-JOPAS). I am looking forward to receiving your manuscripts for the subsequent publications.

You can visit our website (<https://www.fepi-jopas.federalpolyilaro.edu.ng>) for more information, or contact us via e-mail us at [fepi.jopas@federalpolyilaro.edu.ng](mailto:fepi.jopas@federalpolyilaro.edu.ng).

Thank you and best regards.

***E-Signed***

***Prof. Olayinka O. AJANI***

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Article

## **Investigating the Prospect and Problems of the Hotels in Ilaro, Ogun State Nigeria.**

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### **Abstract**

The study focused on investigating the prospect and challenges facing hotel using four selected hotels in Ilaro as study area. It is an empirical study whose major source of data was primary source through questionnaire which was conducted among 85 respondents. The major challenges faced by the hotel industry is lack of adequate financing, location, inadequate number of staff both skilled and unskilled which affects the efficient productivity of the hotel. These major problems may result to the hospitality industry not be able to meet up with the advancement in the level of technology thereby losing its brand and the level of patronage. Correlation and regression analysis was utilized to test the relevant hypothesis. It was found out from the study that challenges significantly influence the growth and development of hotel Industry; and also challenges have significant effect on efficiency and effectiveness of Hotel Industry. The study therefore recommends that Government should make policy which will encourage the growth of hotel industry in the state through tax reduction and making friendly policies that will favour the growth of hotel industry. The study concludes that if the challenges faced by the hotel industry are not tackled with it may lower the employment opportunity thereby bringing unemployment problem to the society.

**Keywords:** Government policies, infrastructure, hotel industry, personnel management,

### **INTRODUCTION**

Globally, hospitality industry it is a money-spinning industry with billions of dollars to its credit; even though in this part of the world, we are still grappling with putting the industry on the right pedestal so as to wholly benefit like other countries, there are areas of concentration - accommodation and restaurants which seemingly is the 'honey pot' for practitioners in Nigeria. According to (Victorian & Verma, 2008) stated that a hotel cannot really thrive if it does improve and invest in innovation.

The rate of growth of the hospitality industry in Nigeria is becoming alarming thereby increasing the level of competition in this very industry. Most hotels strive to meet with the standard in terms of good accommodation, good service and good customer relationship with the aim of increasing the level of patronage in their business environment.

In recent times, the Nigerian economy has witnessed tremendous 'growth' in the hospitality industry leading to the emergence of hotels, fast food restaurant chains, and cruise lines. These positive trends in no small measure are clearly helping to re-define the face of the hospitality industry in Ilaro town which also have its location in Nigeria as Information on the street shows that the industry is booming. Most hotel owner forget that the industry requires investors that are aware of the fact that investment in this area requires long term commitment and appropriate planning and strategies Hence, they expect returns as soon as possible at the peril of their poorly remunerated staff. It is therefore

not surprising that since the hotel industry has become an "all corner affair" there is in reality, no true classifications of hotel as obtainable in other countries. Consequently, most hotels have taken a bold step of prescribing their own grading leading to confusion amongst their clientele who perceive that the hotels are of standard (Teoh & Chong, 2008). Hospitality Industry is faced with a myriad of challenges ranging from poor energy supply and insecurity to misconstrued internal perception, cynical global perspicacity, flawed hotel classification, poor customer service, little or no standardization in operations, inconsistent regulatory environment and skilled labor shortages caused by a few entrepreneurs. However, the hotel industry operates in a country whose growth rate is estimated at about 7.4% per annum. The challenges cascades from the ineffective top echelon in government down to the least of employees in the industry. Arguably, the industry has not recorded much progress in terms of achievements from its past precedence (Ding & Li, 2010) notwithstanding, more than ever before; it has become more lucrative depending on which side of the divide you find yourself i.e. employer or employee. The hospitality and tourism industry are faced with challenges such as Labour shortages and their impact on the industry in almost every geographic location are consistently among the most difficult challenges noted by hotels. In many communities, hospitality expansion is limited not by capital, but rather by human resources. A shrinking labour force is the number one challenge facing the global hospitality industry,



according to the International Society of Hospitality Consultants, which recently convened to brainstorm world issues and rank them according to importance. The problem of attracting and retaining qualified workers, once an issue only in an isolated number of markets, is increasingly becoming a global challenge. Demography, wage levels, failure to adequately address worker satisfaction and a reputation for long hours and low pay are all cited as contributing factors. Creative hospitality professionals have begun to develop innovative strategies for capturing and keeping high quality workers Schumpeter (2009).Moreover Cost Containment is another challenges face by hotels thereby finding ways to reduce costs without sacrificing the quality standards imposed to consistently meet guest expectations. The idea of “doing more which” requires managers to think about ways to operate more effectively (in other words to “do the right things in the right way”) and to examine possibilities for cost savings that will not affect the guest’s perception of value. Fifer W. (2015).Another major challenges faced by hotels is technology. The challenges of keeping up with the fast pace of technology is difficult and expensive for small scale hotels Koleoso H.A (2017).

Despite this economic challenge, one still expects that the challenge will be over with time. We can therefore believe that there is likely going to be a good fortune for hotels in the country. It is of great importance to

compare the present demand with the present supply of hotel industry. Basically, the present demand for hotel service is very low compared with what it used to be in the past. But on the other way round the supply is on the increase, because more people are coming into the industry. Thus, supply is greater than demand and it shows that the industry is presently experiencing a hard time. In other to examine the prospect for the industry, it will be relevant to consider the present level of competition and identify the dominant variables used for differentiating product and service. The hotel industry is greatly experiencing a lot of competition among it firms. The completion is grossly spread among different categories in the hotel industry.

**MATERIALS AND METHODS**

This study was carried out in selected hotels in Ilaro areas of Ogun State. The study was cross sectional and descriptive in nature and involved four (4) hotels which were purposely selected for this research work in Ilaro, Ogun State. A total of 85 respondents were selected through a random sampling technique.

A semi structured questionnaire was administered for data collection, questions were asked on areas peculiar to the study.

Data collected on this study was subjected to descriptive and regression analysis using statistical packaged for social sciences (SPSS) version 20.

**RESULTS AND DISCUSSION**

**Results**

Table 1: Socio-Demographic Information of Respondents

Variables		Frequency	Percentage
Gender	Male	32	37.6
	Female	53	62.4
Age-group	18-20 years	20	23.5
	21-40 years	42	49.4
	Above 40 years	23	27.1
Marital status	Single	40	47.1
	Married	45	52.9
Academic qualification	OND/NCE	26	30.6
	HND/B.SC	57	67.1
	M.SC	5	5.9
Working experience	0-2 years	14	16.5
	3-5 years	46	54.1
	Above 5 years	25	29.4
Religion	Christianity	58	68.2
	Islam	27	31.8

Table 1 shows the socio-demographic information of the respondents. It shows that 37.6% of the respondents were male while 62.4% were female respectively. It

also shows that majority of the respondents 49.4% were between 21-40 years of age, while 23.5% of them were between 18-20 years of age respectively and

27.1% of them were above 40years of age. It also revealed that 47.1.7% of the respondents were single, while 55.9% of them were married respectively. The table further reveals that 67.1% of the respondents were HND/BSc holders, 30.6% of the respondents were OND/NCE holders while 5.9% of them were MSc holders respectively. The table also reveals that

Test of Hypotheses  
The relevant hypotheses were tested using regression analysis. The stated hypotheses are:  
Hypothesis I:

16.5% of the respondents have been working for 0-2 years, 54.5% of the respondents have been working for 3-5yrs, and 29.4% of the respondents have been working for 5years and above respectively. The table also shows that majority 68.2% of the respondents were Christian, while 31.8% of the respondents were Muslims respectively.

H<sub>01</sub>: Challenges does not significantly influence the growth and development of hotel Industry.

Table 2: Summary of result of hypotheses

Statistics	Values
R	0.664
R-square	0.441
Adjusted R-square	0.439
F-value	1.669
Standard error	0.845
p-value	0.009

The result as presented in table 2 shows that there is a strong relationship between challenges and growth and development of hotel industry with correlation coefficient of 0.664. This result further revealed that about 44.1% variation in the growth and development

of the hotel industry could be attributed to the challenges being faced by the hotels. It is observed that the model is adequate in relating growth/development with the challenges being faced by the hoteliers.

Table 3: Summary of result of hypothesis

Variable	Regression coefficient	Standard error	t	Sig
Constant	1.284	0.916	1.401	0.168
Challenges	-0.301	0.025	-12.040	0.042

Level of significant p0.05

Source: Author's Computation, 2019.

The summary of result of hypothesis (table 3) indicates that for every unit increase in challenges, there is about 30.1% reduction in the growth and development of the hotels. The standard error is 0.025 with t-value of -12.040. The p-value is 0.042 which is less than the significance level of 5%, hence the alternative hypothesis is accepted and we conclude that challenges

does significantly influence the growth and development of hotel industry.

**Hypothesis II**

H<sub>02</sub>: Challenges does not have significant effect on efficiency and effectiveness of Hotel Industry

Table 4: Summary of result of hypotheses

Statistics	Values
R	0.768
R-square	0.589
Adjusted R-square	0.587
F-value	1.563
Standard error	0.945
p-value	0.000

On the effect of challenges on the efficiency and effectiveness of Hotel industry, the correlation

coefficient is 0.768 which is an indication that there exists strong relationship between the two variables

(table 4). Furthermore, about 58.9% variation in efficiency and effectiveness of hotel industry could be attributed to the challenges being faced by the hospitality industry. The p-value (0.000) is less than

the significance level of 5%, which indicates that the model sufficient and adequate in relating challenges being faced in hotel industry with efficiency and effectiveness of the industry.

*Table 5: Summary of result of hypotheses*

Variable	Regression coefficient	Standard error	t	Sig
Constant	2.356	0.723	3.258	0.168
Challenges	-0.183	0.028	-9.150	0.000

Level of significant p0.05

Source: Author’s Computation, 2019.

Moreover, from table 5 as there is an increase in the hotel industry, there is about 18.3% reduction in efficiency and effectiveness of the hotel industry. In addition the t-value is -9.150 and the p-value is less than the 5% significance level which indicates that the test is significant and we conclude by accepting the alternative hypothesis that challenges does have significant effect on efficiency and effectiveness of hotel industry.

**Discussion**

The study focused on investigating the prospect and challenges facing hotel industry in Ilaro using four selected hotels in Ilaro. It was found out from this research that the hotels are faced with various challenges in which the hotels concerned found it difficult to compete with other hotels. The study came out with the following challenges in the study area such as lack adequate infrastructural facilities, government policy affecting the hotel by imposing the and also majority of the respondents confirmed that inadequate financing affect the development of the hotel as this is partly responsible for the poor standard of service(Bhatia R. (2013)). Also the respondents confirmed that wrong location is a major factor affecting hotels in ilaro and also affected by lack of modern equipment as the standard of service in most hotels are very poor and also problem of location and as a result this, they do not get enough patronage. Majority of the respondents made us to understand poor staff development affects the efficiency and effectiveness of hotel industry whereby the staff are not skilled enough or well trained in delivery services to customer and which may results to loss of customers (Fifer, 2015). It came to limelight in this study that to minimize or reduce the challenges faced by the hotels in Ilaro the government should introduce favorable policies that will also make the hotels to concentrate more on their business and government should also provide basic amenities (Koleoso, 2017) for the hotels as this will make people from far places to patronize the hotels with ease

**CONCLUSION**

The study present with a view to understand the major challenges faced by the hotel industry in ilaro. Various challenges influence the growth and development of hotel industry in the study area. Also lack of adequate financing and the location is a major factor affecting the development of hotel industry. Thus, this research concluded that the various facts of challenges faced by hotel industry should be looked into and be minimized by doing so, the hotel industry thereby generating the employment opportunity, alleviate unemployment problem and bring desire change in the society Victorian & verma (2008). The study hence recommends that to assist the effectiveness of hotel practice in Ilaro. The Government should encourage the growth of hotel industry by making finance available for the implementation Fifer W. (2015). Also, the location of the hotel, good access road, enough space for future expansion and area without ecological problem should be taking into consideration. Awareness should be created by the hotel industry to ensure high patronage through media for advertisement such as television, radio, daily newspaper, sign boards and posters. Seminar and workshop should be organized periodically as this will create an avenue for workers in the hotel industry to meet and discuss important matters for the development of the hotel Ding & Li (2010).Adequate facilities such as car hire service, mini market, beauty salon, swimming pool and other game facilities are to be readily available in the hotel so as to provide addition attractions for visiting tourists McIntosh F. (2009).Lastly, Government should make policy which will encourage the growth of hotel industry in the state through tax reduction and making friendly policies that will favour the growth of hotel industry in the state (Uguru, 2013).

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