



Economic Impacts of Covid-19 in Kenya: An Assessment of Hospitality and Lodging Sectors in Transzoia and Nandi Counties

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Abstract

The hospitality industry is one of the most vital economies to Kenya. However, the rapidly evolving global Covid-19 epidemic has challenged this sensitive industry with unforeseen circumstances. Therefore, the objective of this study was to assess economic impacts of Covid-19 on hospitality and lodging sector in Transzoia and Nandi Counties. The study was guided by the critical theory and the critical political economy theory. A descriptive survey design was employed. This study targeted 30 restaurants and 30 lodgings from Nandi and Transzoia Counties. Stratified sampling and simple random sampling techniques were used to select a sample of 15 restaurants from each County. Questionnaires were the main data collection instruments in the study. Collected data was coded into Statistical Package for Social Sciences (SPSS) version 20.0 and analysed descriptively. ANOVA and T-test was used to determine for significant difference ($p < 0.05$) between or among the groups. Results indicated that there was a sharp decline in the number of employees during the Covid-19 pandemic in both the restaurant and lodging sectors. Employee's dismissal was the most resorted measure to reduce restaurant and lodging operational cost. Both sectors did not follow the Covid-19 protocols strictly and most of their employees were not trained on how to handle potential cases of Covid-19. There was a significance different between lodging business monthly income before and during Covid-19 crisis in Nandi and Transzoia counties. Results further revealed there was a drastic drop in the lodging occupancy rate and this was attributed to severe Covid-19 containment measures put in place by the Kenyan government. However, the occupancy rate improved in 2021 after lifting major containments measures. Finally, in both sectors guest health safety measures, adaptability, leaderships and finally use of technology to minimize human to human interactions are key learning areas from Covid-19 pandemic. Employees should be trained on the importance of properly following Covid-19 Containment procedures, and the national govt should reduce taxes, provide grants and loans to help businesses recover from the pandemic.

Keywords: Covid-19, Restaurants, economy, lodging, sectors

INTRODUCTION

The WHO declared COVID-19 a pandemic on March 11, 2020, the highest category of health emergency (Cance & Doyle, 2020; Nuñez et al., 2020; Liu et al., 2020) and Kenya declared a Covid-19 epidemic on March 27th, 2020 (Mbae, 2020; Kathula, 2020). Since then, the situation has morphed into a global public health and economic crisis affecting the \$90 trillion global economy (Kanapickienė et al., 2020; Ibrahim, 2020; Gorain, 2020). By November 1, 2021, the COVID-19 virus has affected over 246.6 million individuals, with over 5.0 million deaths (Jackson, 2021). By mid-September 2021, the more virulent COVID-19 Delta form was apparently the prevalent viral strain globally, prompting several national leaders to urge for extra health precautions (Hai-Jew, 2022; Gupta, 2021; Viveiros & Bonomi, 2020; WHO, 2020). Many countries' disease mitigation measures have resulted in significant financial losses, increased unemployment, and disruptions in the

transportation, service, and manufacturing industries (Yu et al., 2021; Pak et al., 2020; Khan et al., 2021; Rasul et al., 2021; Wang et al., 2021). Among its neighbours, Kenya has the most reported illnesses and deaths (Ombajo et al., 2020; Mbogo & Odhiambo, 2021; Kim et al., 2021).

The Kenyan government responded by closing schools (Moyi, 2020; Akrofi & Antwi, 2020), suspending domestic and international flights except for cargo (Nechifor et al., 2021; Banga, 2020; Ezra et al., 2021) imposing a 14-day quarantine on those entering the country (Elbany & Elhenawy, 2021; Nechifor et al., 2021), reducing the number of people using public transportation (Macharia et al., 2020; Ogada et al., 2021), banning public gatherings including places of worship, hotels, bars, and restaurants (Nechifor et al., 2020; Müller, 2022) and restricting movement from and to the counties of Nairobi, Kwale, Kilifi, Mandera, and Mombasa (Barasa et al., 2021; Ojal et al., 2020). However, these actions had major economic effects. The loss of jobs, higher inflation, weakening of the currency, increased current account deficit, disruption of normal trade, and negative impact on the stock market, according to the World Bank (2020). The economic repercussions of the pandemic are expected to have a significantly bigger influence on long-term health, wellbeing, and poverty levels than the sickness itself (Bambra et al., 2020; Bryant et al., 2020). Human resources, housing, transportation, health and tourism are among the hardest afflicted (Guadagno, 2020; Gumber & Bulsari, 2020; Gössling et al., 2020; Dube, 2021). The restrictions on travel have also reduced tourism and airline revenues, while delays at borders due to truck driver testing have cost company owners money (Nayak et al., 2022; Moroz et al., 2020).

Due to the fact that it is a labor-intensive industry, the hotel industry is considered to be a major contributor to job creation (Sabbagh et al., 2013). The hotel business is one of the tourism sub-sectors expected to produce 10% yearly economic growth in Kenya under the Kenya Vision 2030. Over the last decade, it has contributed 1% to real GDP (Onsomu et al., 2021; Ndung'u et al., 2011; Karim & Njoya, 2013). However, the COVID-19 outbreak has severely impacted these industries (Muragu et al., 2021; Wangari et al., 2021; Benaraba et al., 2022). As a result of COVID-19 containment measures, hotels have seen a decrease in demand for services such as restaurant and conference services, as well as a decrease in foreign tourists. These regulations have hampered hotel operations and prompted them to cut capacity or close (Davahli et al., 2020; Aburumman, 2020; Nhamo et al., 2020; He et al., 2020). Approximately 3.9 million direct and indirect hotel employment have been lost since the COVID-19 pandemic began, according to Bufquin et al. (2021). Despite the recovery in running hotels in Kenya, Kippra (2020); Murimi et al. (2020) and Fadhil, (2015) reports low utilisation of hotel services such as bed occupancy, restaurant services, and conference facilities. For example, the use of restaurant services and bed occupancy rates fell from 66% in February to 37% in March and then to 11% between April and May 2020. From July 2020 to November 2020, the consumption of restaurant services and bed occupancy rate grew by 2% each. Hence, there is need to assess economic impacts of restaurants and lodging so as to come up with appropriate solution to this crisis. Therefore, the objective of this study was to assess economic impacts of Covid-19 on hospitality and lodging sector in Tranzoia and Nandi Counties.

METHODOLOGY

According to Creswell (2003), a research design is the system, framework, or plan utilised to produce solutions to research problems. The study used a descriptive research design, which, according to Kothari (2004), is appropriate when the topic has been defined precisely and when the investigation involves a specific issue that needs to be stated by the respondents. The data collection instrument was a closed-ended questionnaire that was self-directed to a sample size of 30 restaurants and 30 lodgings in both Nandi and Tranzoia Counties, Kenya.

The sample population consisted of roughly 60 restaurants and lodgings. Creswell et al. (2011) identify 30% of the target population as an appropriate representation in their descriptive survey design, ensuring the data collected is reliable. The study sampled restaurants and lodgings using a basic random sampling technique and chose respondents who were managers using purposive sampling. To collect data on the impacts of Covid 19 on the sector, Likert-scale closed ended questions were devised. Internal accuracy was determined to be more than 0.7 for the questionnaire items using Cronbach's coefficient alpha. Collected data was coded into Statistical Package for Social Sciences (SPSS) version 20.0 was used to analysed descriptively. ANOVA and T-test was used to determine for significant difference ($p < 0.05$) between or among the groups.

RESULTS AND DISCUSSIONS

Impacts of Covid-19 in restaurant sector in Nandi and Tranzoiia Counties

Demographic information of the restaurants

The background information of the restaurants is covered in the subsection. These include firm age and number of employees. Also, the ownership of the business was covered.

The status of respondents

The respondents were asked to state whether he/she is an employee or owner of the business and figure 1 summarises their responses.

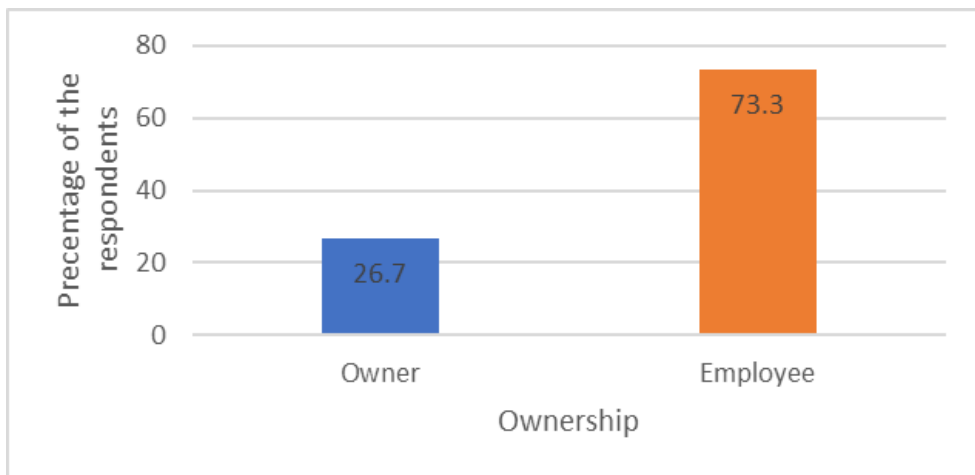


Figure 1: Proportion of restaurants Ownership

In terms of ownership distribution, 22 (73.3%) of respondents were employees, while 8 (26.7%) were owners. The findings revealed that in the both counties employees were managers.

Years of operations

The restaurants managers were asked to indicate the years of restaurant operations. The results of their responses are presented in table 1 below.

Table 1: restaurants years of operations

Years	Frequency	Percent
0 to 5 years	12	40.0
5 to 10 years	14	46.7
10 to 15 years	4	13.3
Total	30	100.0

Majority of the business managers indicated that their business has been working between 5 -10 years. A few 4(13.3%) showed that they have been in service for over 10 years. This study found that restaurants in both Nandi and Tranzoia counties have been operating for a few years, which is consistent with Kaniu's (2007) findings that, the majority of food restaurants in Nairobi have been operating for three to four years. Mulandi, (2013) reported that 21.1% of the restaurants in Nairobi Kenya had existed for at least between 1 and 5 years while the majority (78.9%) had been in business for over 5 years which concurred with the findings of this study.

Impacts of Covid-19 pandemic on the availability of human capital in the restaurant

The Number of Employees in the Restaurant Before and during Covid-19 Pandemic

The study investigated if Covid-19 had an impact on the number of employees. To achieve this objective, the number of Employees in the Restaurant Before and during the Covid-19 Pandemic was determined. Results are presented in figure 2 below.

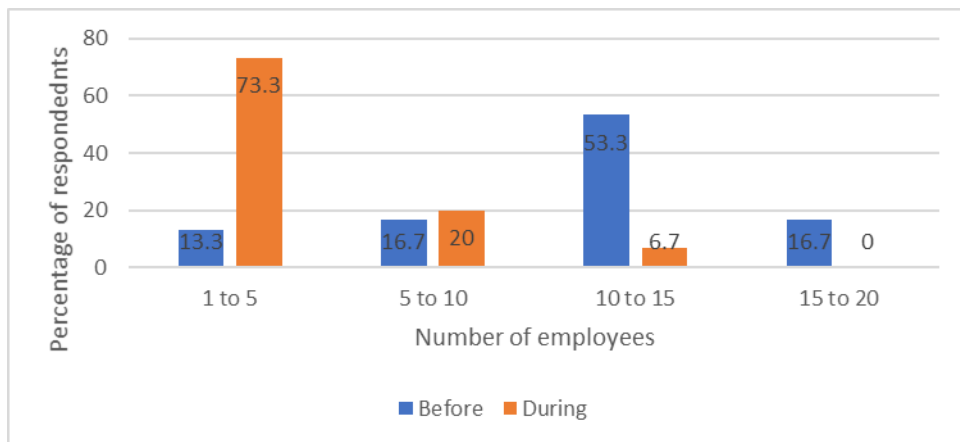


Figure 2: The number of restaurant employees in the restaurant before and during the Covid-19 pandemic

It is evident that majority of the respondents 16 (53.3%) indicated that 10 -15 employees before the Covid-19 outbreak and a few 4 (13.3%) had 1-5 employees before Covid-19 crisis. During the pandemic its apparent that the number of employees reduced to majority of the respondents 22(73.3%) reporting 1-5 employees remained. The results of this study are consistent with the relevant literature. Nhamo et al. (2020) reported that Covid-19 has led to direct and indirect jobs losses thus bringing many restaurants into unprecedented liquidity challenges. According to the American Hotel and Lodging Association (AHLA) (2020), study of over 1200 hotels conducted July 23-27, nearly nine out of ten hotels have had to lay off or furlough employees owing to the ongoing COVID-19 problem. According to Charles (2020), the tourism industry in the Western Cape lost nearly half of its jobs by July 2020, and over 600 000 tourism workers requested for Unemployment Insurance Fund (UIF) money before the lockdown ended in June 2020. In Kenya, Safari Hotel in Maasai Mara National Park sacked its employees according to Huho (2020) report.

Comparison between number of employees before and during Covid-19 crisis

To determine if there existed significant differences in the number of restaurant employee before and during covid-19 pandemic in Nandi and Tranzoia counties, T-test was performed. The outcomes are presented in table 2 below.

Table 2: T- test results of number of restaurant employee before and during covid-19 pandemic in Nandi and Tranzoia counties

Mean	Std. Deviation	Paired Differences			t	df	Sig. (2-tailed)
		Std. Error Mean	95% Confidence Interval of the Difference				
			Lower	Upper			
1.333	1.061	.194	.937	1.730	6.881	29	.000

According to t -test results above, the p- values was 0.000 below the 0.05 significance level indicating significance at 95% in the number of restaurant employee before and during covid-19 pandemic in Nandi and Tranzoia counties. It is clear that there were more restaurant employees prior to the pandemic, but due to Covid-19 containment measures, the majority of restaurants experienced losses and were forced to lay off some employees. According to the American Hotel and Lodging Association (AHLA) (2020), nearly nine out of ten hotels have had to lay off or furlough employees owing to the ongoing COVID-19 problem.

Measures restaurant resorted in order to cut the costs

Due to Covid-19, restaurants resorted to different measures in order to cut down on costs. The findings are presented in table 3 below.

Table 3: measures that restaurants resorted to in order to cut on costs

	Frequency	Percent
Valid	Pay cut	10 33.3
	Forced to take unpaid leave	4 13.3
	Dismissal	12 40.0
	Forced leave	4 13.3
	Total	30 100.0

From results, its apparent that the most resorted measures taken by restaurants responded was 12(40 %) dismissal, others resorted to pay cut 10 (33.3%) and a few were forced to take unpaid leave 4(13.3%) and forced leave 4 (13.3%). Sucheran, (2021) reported that Covid-19 pandemic have substantially affected by job losses, reduced pay and staff made redundant. Kariru & Ndungu, (2021) stated that Covid-19 has resulted in a significant rate of unemployment in the hotel industry. Certain hotel employees have been laid off, made redundant, forced to retire early, forced to take unpaid leave, and/or forced to seek alternate means of income. Additionally, Soehardi (2020) discovered that covid- 19 decreased hotel revenue and tax revenue, resulting in job losses among employees. Ocheni et al. (2020) concurred, noting that the hospitality business has seen significant unemployment and job losses, as well as the closure of several facilities.

Impacts of Covid-19 pandemic on the restaurant business

Respondents were asked to rate their perception regarding the impacts of Covid-19 on the restaurant business. Table 4 shows the proportion of their responses, the mean and standard deviation.

Table 4: Impacts of Covid-19 on the restaurant business

Statements	A great deal	considerably	moderately	slightly	Not at all	Mean \bar{X}	SD
Temporary cease of operations	22 73.3%	4 13.7%	2 6.7%	2 6.7%	-	4.53	0.90
Limiting operation to only take-outs	8 26.7%	13 43.3%	6 30%	2 6.7%	1 3.3%	3.83	1.02
Dine-in at reduced capacity with social distancing measures	3 10%	13 43.3%	6 20%	7 23.3%	1 3.3%	3.33	1.06
The imposition of curfews	13 43.3%	10 33.3%	4 13.3%	3 10%	-	4.10	0.99
Cessation of movement	17 56.7%	11 36.7%	1 3.3%	1 3.3%	-	4.47	0.73
Increased cleaning costs	2 6.7%	-	8 26.7%	16 53.3%	4 13.3%	2.33	0.95

In reference to Table 4, majority of the respondents indicated temporary cease of operations have impacted their business a great deal (Mean=4.53, SD=0.09). Also, majority of the responded indicated that limiting operation to only take-outs affected their business considerably (Mean=3.83, SD=1.02). Further the study revealed that dine-in at reduced capacity with social distancing measures have affected their restaurant business considerably (Mean=3.33, SD=1.06), the imposition of curfews has affected a great deal (Mean=4.10, SD=0.995) while cessation of movement has also affected a great deal (Mean=4.47, SD=0.73) and finally increased cleaning costs had affected slightly (Mean=2.33, SD=.95). The findings of this study corroborate those of Nhamo et al. (2020), who reported that the majority of restaurants in the United States of America were closed for sit-in meals as governments increasingly enacted regulations requiring social distancing and lockdowns. Fast-food restaurants were similarly impacted, with most businesses operating at less than 20% capacity.

Covid-19 Health Guidelines followed by restaurants

The study attempted to find out the restaurant adherence to health guidelines to prevent Covid-19 from spreading by the restaurants. To achieve the objective, a set of statements in form of five points Likert scale were posed to the respondents. The responses were coded such that 1-strongly disagree, 2-Disagree, 3- Not Sure, 4-Agree and 5-Strongly Agree. Table 5 shows the proportion of respondents in various levels of agreement, the mean and standard deviation.

Table 5: The restaurant adherence to health guidelines to prevent Covid-19 from spreading by the restaurants

Statements	SA	A	NS	D	SD	Mean X̄	SD
The restaurant cleans and disinfects high-touch surface regularly	1 3.3%	4 13.7%	17 56.7%	7 23.3%	1 3.3%	3.16	0.83
Every individual temperature is checked before they are allowed to enter the restaurant premise	-	-	2 6.7%	10 33.3%	18 60%	1.47	0.63
The restaurant has designed a washing area for every individual before they enter the premise	-	8 26.7%	10 33.3%	6 20%	6 20%	2.67	1.09
The restaurant personnel are trained on how to handle potential cases of covid 19	1 3.3%	3 10%	4 13.3%	2 6.7%	20 66.7%	1.77	1.22
The restaurant adheres to the 1.5 meters social distancing rule	4 13.3%	8 26.7%	4 13.3%	8 26.7%	6 20%	2.87	1.38

From table 6, majority of the respondents were not sure (Mean=3.16, SD=0.83) if the restaurant employees clean and disinfects high-touch surface regularly. On the statement that every individual temperature is checked before they are allowed to enter the restaurant premise, majority of the respondents disagreed (Mean=1.47, SD=0.629). Further, majority of them were not sure (Mean=2.67, SD=1.09) if the restaurant has designed a washing area for every individual before they enter the premise. Additionally, majority of respondents strongly disagreed (Mean=1.77, SD=1.22) that the restaurant personnel are trained on how to handle potential cases of covid 19 and finally, majority agreed (Mean=2.87, SD=1.38) that the restaurant adheres to the 1.5 meters social distancing rule. The findings of this study were in line with that of Abdou & Shehata (2021) who reported that the majority of restaurants in Egypt adhere to strict cleaning, sanitizing, and disinfection procedures, as well as personnel health monitoring and personal hygiene precautions, as well as physical/social distancing measures.

Key learning areas from Covid-19 pandemic from restaurants perspective

The study further attempted to find out the key learning areas from Covid-19 pandemic from restaurants perspective. To achieve the objective, a set of statements in form of five points Likert scale were also posed to the respondents. The responses were coded such that 1-strongly disagree, 2-Disagree, 3- Not Sure, 4-Agree and 5-Strongly Agree. Table 6 presents the findings.

Table 6: Key learning areas from Covid-19 pandemic

Statements	SA	A	NS	D	SD	Mean X	SD
Skills in crisis management	2 6.7%	4 13.3%	-	6 20%	18 60%	1.87	1.33
Importance of cash reserve for crisis	-	4 13.3%	13 42%	11 38%	2 6.7%	2.60	0.81
Guest health safety measures	12 40%	14 46.7%	2 6.7%	1 3.3%	1 3.3%	4.32	0.86
Adaptability	10 33.3%	4 13.3%	8 26.7%	6 20%	2 6.7%	3.47	1.33
Leadership	2 6.7%	10 33.3%	10 33.3%	4 13.3%	4 13.3%	3.07	1.14
Use of technology to minimize human to human interactions	6 20%	10 33.3%	6 20%	2 6.7%	6 20%	3.27	1.41

According to table 6, majority of respondents strongly disagree (Mean=1.87, SD=1.33) that Skills in crisis management is one of the key learning areas from Covid-19 pandemic, majority were not sure (Mean=2.60, SD=0.814) that importance of cash reserve for crisis is one of the key learning areas from Covid-19 pandemic. Further, majority of the agreed that guest health safety measures (Mean=4.32, SD=0.86), adaptability (Mean=3.47, SD=1.33), leaderships (Mean=3.07, SD=1.14) and finally use of technology to minimize human to human interactions (Mean=3.27, SD=1.41) are key learning areas from Covid-19 pandemic. A variety of tailored solutions to aid restaurant businesses and employees during and after the crisis so that both emerge stronger and robust to resist future disasters were advocated by Nhamo et al. (2020). These include employee and business tax refunds, enhanced health and hygiene measures, grant, loan, and debt reduction interventions, lower interest rates on loans, and other innovative steps to ensure business viability post-pandemic.

Lodging sector

The study's objective was also to assess economic impacts of Covid-19 on the lodging sector in Tranzonia and Nandi Counties. Demographic results of the respondents are presented in figure 2 below.

Status of the respondents in the lodging

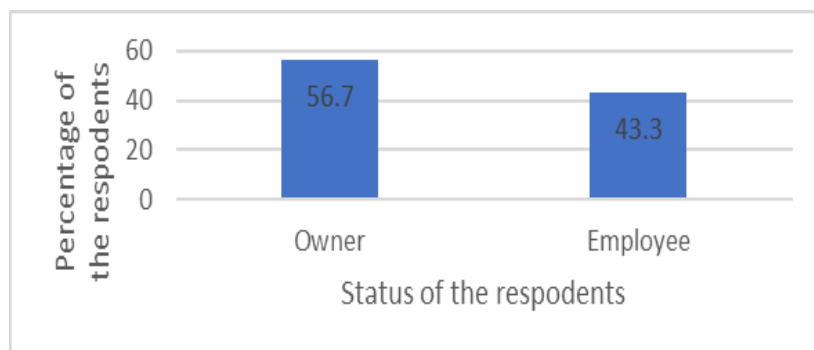


Figure 2: Status of the respondents

In terms of status of the respondents' results, 17 (56.7%) of respondents were owners, while 13 (43.3%) were owners. The findings revealed that majority of owners in the lodging sector runs the business.

The years of the lodging business operation results are presented in table 7 below.

Table 7: The age of the lodging business

		Frequency	Percent
Valid	0 to 5 years	5	16.7
	5 to 10 years	16	53.3
	10 to 15 years	4	13.3
	15 and above	5	16.7
	Total	30	100.0

It's apparent that majority of the respondents have been running their lodging business for (53.3%) 5 -10 years while a few have been running for (13.3%) 10 -15 years. The findings of this study is in line with those of Wachilonga (2013) who reported that lodging industry in Eldoret have been on operation for the last 10.9 years.

Impacts of covid-19 pandemic on the availability of human capital in the lodgings

The Number of Employees in the lodging Before and during Covid-19 Pandemic

The study investigated if Covid-19 had an impact on the number of employees. To achieve this objective, the number of Employees in the lodging Before and during the Covid-19 Pandemic was determined. Results are presented in figure 3 below.

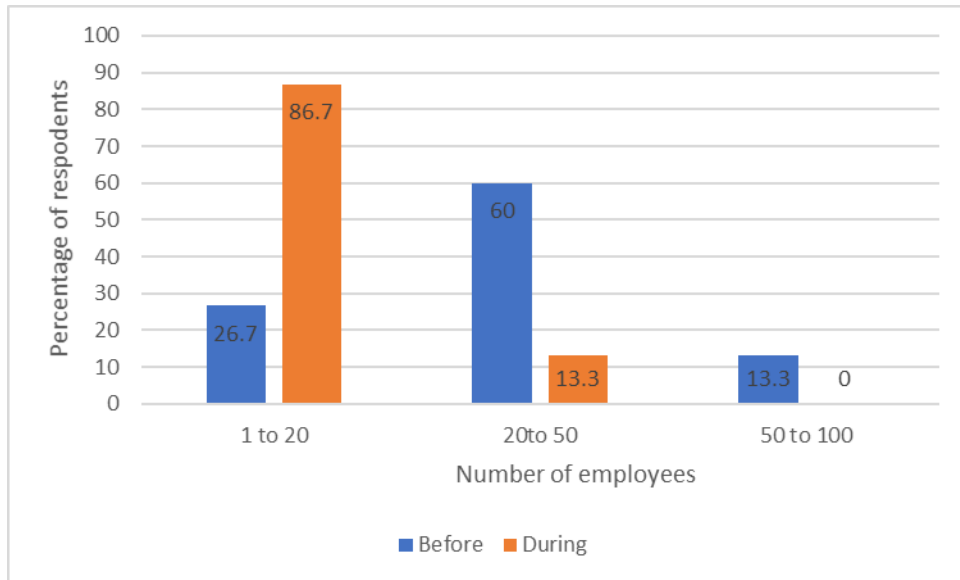


Figure 3: The proportion of lodging employees before and during Covid-19 pandemic

From results, majority of the respondents 18 (60%) indicated that the lodging had 20-50 employees before the Covid-19 outbreak and a few 4 (13.3%) had 50 to 100 employees before Covid-19 crisis. During the pandemic its apparent that the number of employees reduced, and majority of the respondents 26(86.7%) reported that between 1-20 employees remained. The findings of this study corroborated those of Soehardi, (2020), who reported that the Covid-19 pandemic had a 30% to 40% decline in hotel employee numbers.

Comparison between number of lodging employees before and during Covid-19 crisis

To determine if there existed significant differences in the number of lodging employee before and during covid-19 pandemic in Nandi and Tranzoia counties, T-test was performed. The outcomes are presented in table 8 below.

Table 8: Paired Samples T- test results of number of lodging employee before and during covid-19 pandemic in Nandi and Tranzoia counties

Mean	Std. Deviation	Paired Differences			t	df	Sig. (2-tailed)
		Std. Error Mean	95% Confidence Interval of the Difference				
			Lower	Upper			
.733	.450	.082	.565	.901	8.930	29	.000

According to t -test results above, the $p < 0.05$ indicating significance at 95% in the number of lodging employee before and during covid-19 pandemic in Nandi and Tranzoia counties.

Measures that the lodging business resorted in order to cut on the cost

Lodging also took some measures in order to cut down costs of running the business. The findings are presented in figure 4 below.

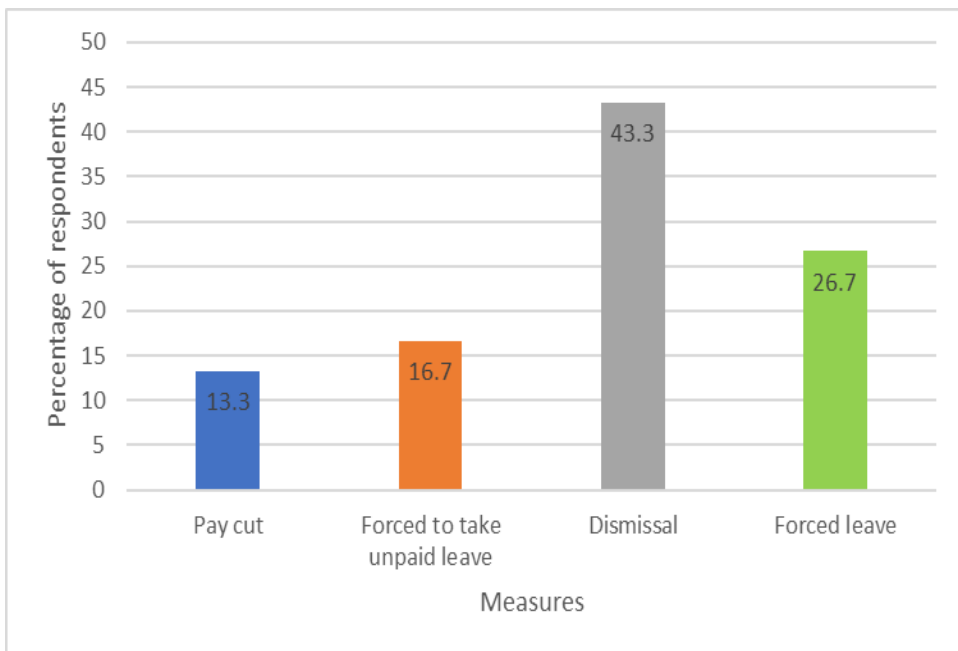


Figure 4: Measures that the lodging business resorted in order to cut on the cost

It's evident that the most resorted measures taken by lodging business resorted to 13(43.3%) dismissal, others resorted to forced leaves 8(26.7%), other were fforced to take unpaid leave 5(16.7) and a few had Pay cut s (13.3%). Our findings regarding staff layoffs, unpaid vacations, and salary freezes are consistent with Henderson and Ng (2004), Leung and Lam (2004), who discovered that hotels terminated employee contracts, imposed unpaid leave, and decreased salaries during the SARS pandemic. Pappas (2018) noted that hotels lay off personnel during times of financial distress.

Impacts of Covid-19 pandemic on the lodging business

The study examined the impacts of Covid-19 on the lodging business. The findings of the study are presented in table 9 below.

Table 9: Impacts of Covid-19 on the lodging business

Statements	A great deal	considerably	moderately	slightly	Not at all	Mean X	SD
Temporary cease of operations	16 53.3%	9 30%	5 16.7%	-	-0	4.58	1.24
Decline in guest occupancy rate due to health scare of Covid-19	15 50%	8 26.7%	7 23.3	-	-	4.27	0.83
Hotel booking cancellation	4 13.3%	4 13.3%	8 26.7%	9 30%	5 16.7%	2.77	1.28
The imposition of curfews	6 20	14 46.7	5 16.7	3 10	2 6.7	3.63	1.13
Cease of movement	11 36.7	13 43.3	2 6.7	3 10	1 3.3	4.00	1.08
Limited travels and virtual meetings and conferences	-	16 53.3%	6 20%	5 16.7%	3 10%	3.17	1.05
Increased cleaning cost	-	4 13.3%	2 6.7%	11 36.7%	13 43.3%	1.90	1.03

According to results indicated in table 9, majority of the respondents indicated temporary cease of operations have impacted their lodging business a great deal (Mean=4.58, SD=1.24). Also, decline in guest occupancy rate due to health scare of Covid-19 has affected their lodging business a great deal (Mean=4.27, SD=1.28). Further the study revealed that Hotel booking cancellation have affected their lodging business slightly (Mean=2.77, SD=1.28), the imposition of curfews has affected their lodging business considerably (Mean=3.63, SD=1.13) while cessation of movement has also affected a considerably (Mean=4.00, SD=1.08), limited travels and virtual meetings and conferences have also affected their lodging business considerably (Mean=3.17, SD=1.05) and finally increased cleaning costs had not at all affected their lodging business (Mean=1.90, SD=1.03). According to a World Bank 2020 survey, almost 90% of Kenyan hotels had closed or suspended operations. In the first half of 2020, the hospitality business lost 80% of its revenue, resulting in the loss of 2 million jobs in the tourism industry (Central Bank of Kenya, 2020). Hotels like the Fairmont Norfolk and Serena, two of Kenya's biggest hotel chains, halted operations due to high operational costs and no reservations, resulting in employee termination.

Lodging monthly business income

In order to determine the economic impacts of Covid-19 in lodging business, the study investigated the lodging monthly business income before and during Covid-19 pandemic. Table 10 and 11 presents the findings.

Table 10: Business monthly income before the covid-19 pandemic

Business monthly income	Frequency	Percentage	
Ksh 51,000 to Ksh 100,000	2	6.7	Mean 3.73
Ksh 101,000 to Ksh 200,000	2	6.7	
Ksh 201,000 to 300,000	8	26.7	SD 1.26
Ksh 301, 000 to Ksh 400,000	10	33.3	
Ksh 401,000 to Ksh 500,000	6	20	
Ksh 501,000 to Ksh 1,000,000	2	6.7	
Total	30	100	

Its apparent that most of the lodging had a monthly income of between Ksh 301, 000 and Ksh 400,000 10(33.3%). A few had an income of between Ksh 51,000 and Ksh 100,000 2(6.7%) and between Ksh 101,000 and Ksh 200,000 2(6.7%)

Table 11: Business monthly income during the covid-19 pandemic

Business monthly income	Frequency	Percentage	
Ksh 51,000 to Ksh 100,000	19	63.3	Mean 1.47
Ksh 101,000 to Ksh 200,000	8	26.7	
Ksh 201,000 to 300,000	3	10	SD 0.68
Ksh 301, 000 to Ksh 400,000	-	-	
Ksh 401,000 to Ksh 500,000	-	-	
Ksh 501,000 to Ksh 1,000,000	-	-	
Total	30	100	

During the covid-19 pandemic, the lodging monthly income dropped to between Ksh 51,000 and Ksh 100,000 as per 19(63.3%) of the respondents while 3(10%) indicated that their monthly income during covid-19 is between Ksh 201,000 to 300,000.

Comparison between the lodging business monthly income before and during Covid-19 crisis

Using T- test to see if there was a statistical significance difference between lodging business monthly income before and during Covid-19 crisis, T-test was performed. Results are presented table 12 below.

Table 12: Paired T- test results of between the lodging business monthly income before and during Covid-19 crisis in Nandi and Tranzoia counties

Mean	Std. Deviation	Paired Differences		t	df	Sig. (2-tailed)	
		Std. Error Mean	95% Confidence Interval of the Difference				
			Lower	Upper			
2.267	1.388	.253	1.748	2.785	8.945	29	.000

According to t -test results above, the $p < 0.05$ indicating significance at 95% between the lodging business monthly income before and during Covid-19 crisis in Nandi and Tranzoia counties

The lodging occupancy rate

The study sought to assess the lodging occupancy rate in 2019 before the beginning of the pandemic, 2020 and 2021 during pandemic. Findings are as shown in Table 13.

Table 13: The occupancy rate of the lodging in 2019, 2020 and 2021

2019		2020		2021				
N	Mean Occupancy	Standard Deviation	N	Mean Occupancy	Standard Deviation	N	Mean Occupancy	Standard Deviation
12	96.8	25.51	12	27.92	17.00	12	62.75	20.27

N-12 months

Data revealed that the mean lodging occupancy in 2019 for 12 months was 96.8 while in 2020 there was a drastic drop to 27.92. This could be attributed to severe Covid-19 containment measures put in place by the Kenyan government. However, the occupancy rate improved in 2021 after lifting major containments measures. According to Salem et al. (2021), the Middle East hotel business began to show signs of recovery by July 2020, with occupancy returning to 35.3%. The recovery was so promising that the economic shocks seemed milder when compared to the European hotel industry. Compared to July 2019, occupancy rates, average daily rates, and revenue per available room declined by 41.8, 9.6%, and 47.4% (STR, 2020). Despite the rapid month-on-month recovery from the pandemic, the Middle East had the lowest absolute occupancy and revenue per available room ever recorded (STR, 2020). In the Egyptian context, hotels cancelled bookings (Breisinger et al. 2020), laid off employees, and concentrated on safety and hygiene.

Comparison in the lodging business occupancy rate in 2019, 2020 and 2021

To determine whether there was a significant difference in the lodging occupancy rate in 2019, 2020 and 2021 One-Way ANOVA was conducted.

Table 14: ANOVA results of lodging business occupancy rate in 2019, 2020 and 2021 in Nandi and Tranzoia counties

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4678.613	2	2339.307	8610.945	.000
Within Groups	.815	3	.272		
Total	4679.428	5			

According to the results presented, the mean occupancy rate recorded in 2019, 2020 and 2021 was ($p < 0.05$) significantly different ($P=0.000$, $df=2$ $F=8610.95$).

Covid-19 Health Guidelines followed by lodging business

The research sought information on lodging adherence to health guidelines to prevent Covid-19 from spreading by the lodgings. The findings are as tabulated as shown in table 15.

Table 15: The lodging adherence to health guidelines to prevent Covid-19 from spreading

Statements	SA	A	NS	D	SD	Mean X̄	SD
The lodging cleans and disinfects high-touch surface regularly	1 3.3%	4 13.7%	17 56.7%	7 23.3%	1 3.3%	3.16	0.83
Every individual temperature is checked before they are allowed to enter the restaurant premise	-	-	2 6.7%	10 33.3%	18 60%	1.47	0.63
The lodging has designed a washing area for every individual before they enter the premise	-	8 26.7%	10 33.3%	6 20%	6 20%	2.67	1.09
The lodging personnel are trained on how to handle potential cases of covid 19	1 3.3%	3 10%	4 13.3%	2 6.7%	20 66.7%	1.77	1.22
The lodging adheres to the 1.5 meters social distancing rule	4 13.3%	8 26.7%	4 13.3%	8 26.7%	6 20%	2.87	1.38

Findings in Table 15 shows that most lodging managers were not sure that the lodging cleans and disinfects high-touch surface regularly (M=3.16, SD=0.83), the managers strongly disagreed that Every individual temperature is checked before they are allowed to enter the lodging premise as shown by a mean of a (M=1.47 and a SD= 0.63), most managers were not sure if the lodging has designed a washing area for every individual before they enter the premise (M= 2.67 and a SD= 1.09), majority strongly disagree that the lodging personnel are trained on how to handle potential cases of covid 19 (M= 1.77 and a SD= 1.22) and finally, majority disagreed that the lodging adheres to the 1.5 meters social distancing rule. Also, the finding of this study was similar to that of Abdou & Shehata (2021) who reported that the majority of restaurants in Egypt adhere to strict cleaning, sanitizing, and disinfection procedures, as well as personnel health monitoring and personal hygiene precautions, as well as physical/social distancing measures.

Key learning areas from Covid-19 pandemic from lodging perspective

The study further attempted to find out the key learning areas from Covid-19 pandemic from lodging perspective. Table 16 presents the findings.

Table 16: Key learning areas from Covid-19 pandemic from lodging perspective

Statements	SA	A	NS	D	SD	Mean X̄	SD
Skills in crisis management	2 6.7%	4 13.3%	-	6 20%	18 60%	1.87	1.33
Importance of cash reserve for crisis	-	4 13.3%	12 40%	12 40%	2 6.7%	2.60	0.814
Guest health safety measures	12 40%	14 46.7%	2 6.7%	1 3.3%	1 3.3%	4.32	0.868
Adaptability	10 33.3%	4 13.3%	8 26.7%	6 20%	2 6.7%	3.47	1.33
Leadership	2 6.7%	10 33.3%	10 33.3%	4 13.3%	4 13.3%	3.07	1.14
Use of technology to minimize human to human interactions	6 20%	10 33.3%	6 20%	2 6.7%	6 20%	3.27	1.41

According to table 7, majority of respondents strongly disagree (Mean=1.87, SD=1.33) that Skills in crisis management is one of the key learning areas from Covid-19 pandemic,

majority were not sure (Mean=2.60, SD=0.814) that importance of cash reserve for crisis is one of the key learning areas from Covid-19 pandemic. Further, majority of the agreed that guest health safety measures (Mean=4.32, SD=0.86), adaptability (Mean=3.47, SD=1.33), leaderships (Mean=3.07, SD=1.14) and finally use of technology to minimize human to human interactions (Mean=3.27, SD=1.41) are key learning areas from Covid-19 pandemic. A variety of tailored solutions to aid restaurant businesses and employees during and after the crisis so that both emerge stronger and robust to resist future disasters were advocated by Nhamo et al. (2020). These include employee and business tax refunds, enhanced health and hygiene measures, grant, loan, and debt reduction interventions, lower interest rates on loans, and other innovative steps to ensure business viability post-pandemic.

CONCLUSION AND RECOMMENDATIONS

Conclusion

In the restaurant sector, there was a significant difference ($p < 0.05$) between the number of employees before and during Covid-19 pandemic. Majority of the managers resorted to dismissing employee as a measure to reduce the cost of operations. Results further indicated that temporary cease of operations, limiting operation to only take-outs affected their business, dine-in at reduced capacity with social distancing measures, the imposition of curfews and cessation of movement have affected their business. Additionally, Covid-19 Containment measures were not strictly followed by the majority of restaurants. Finally, guest health safety measures, adaptability, leaderships and finally use of technology to minimize human to human interactions are key learning areas from Covid-19 pandemic.

In the lodging sector, there was also a significant ($p < 0.05$) decline in the number of employees before and during the pandemic. Employee's dismissal was the most resorted measure to reduce lodging operational cost. The sector also did not follow the Covid-19 protocols and most of their employees were not trained on how to handle potential cases of Covid-19. There was a significance different between lodging business monthly income before and during Covid-19 crisis in Nandi and Transzoia counties. Results further revealed there was a drastic drop in the lodging occupancy rate and this was attributed to severe Covid-19 containment measures put in place by the Kenyan government. However, the occupancy rate improved in 2021 after lifting major containments measures. Covid-19 containment measures were not also followed strictly. Finally, guest health safety measures, adaptability, leaderships and finally use of technology to minimize human to human interactions are key learning areas from Covid-19 pandemic.

Recommendations

Employees should be trained on the importance of properly following Covid-19 Containment procedures, and the national govt should reduce taxes, provide grants and loans to help businesses recover from the pandemic.

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