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Awareness On Accessing Safety Rules In Hospitality Industry In Katsina State

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ABSTRACT
Safety regulations play a critical role in ensuring the well-being of both employees and guests within hospitality establishments. However, the effectiveness of these regulations depends largely on the awareness and compliance of industry stakeholders. This study investigates the level of awareness regarding the assessment of safety rules within the hospitality industry in Katsina State, Nigeria. A comprehensive approach involving surveys, interviews, and observational analyses was employed to gather data from a diverse sample of hospitality professionals, government officials, and patrons across Katsina State. Statistical tools and qualitative analyses has been utilized to explore the correlations between various dimensions of safety rules and stakeholders. The findings reveal a varied understanding of safety rules across different segments of the industry. While some establishments demonstrate a high level of awareness and adherence to safety protocols, others exhibit gaps in knowledge and implementation. Additionally, the study explores the impact of awareness on the overall competence and reputation of the hospitality sector in Katsina State. The results of this research provide valuable understandings for policymakers, industry practitioners and educational institutions to enhance awareness and compliance with safety rules in the hospitality industry.
Keywords: Safety Rules, Hospitality, Industry

INTRODUCTION

Hospitality management is a broad field that involves overseeing the day-to-day administrative, operational and commercial activities of businesses in the hospitality industry. The word "Hospitality Management" is an umbrella term that encompasses a variety of industries, including food and beverage, travel and lodging, and event management, as opposed to the more narrowly focused "hotel management." A hospitality manager oversees a variety of departments, including maintenance, housekeeping, spa services, concierge, reception and many more. Concerns health and safety in hotels, investigated the rules and guidelines in place for management to protect employees' health and safety, and looked at the current national policies on health and safety in the hotel business. The hospitality industry plays a pivotal role in the economic and social fabric of any region, offering accommodation, food, and beverage services to visitors and locals alike. In Katsina State, known for its warm hospitality, ensuring the safety and well-being of guests and workers within the industry is paramount. With the rapid expansion of tourism and hospitality services in Katsina State, there is an increasing need to evaluate the

effectiveness of safety protocols and their impact on enhancing the overall competence of the industry. However, in many countries, public sector productivity has been traditionally assumed to be zero in national accounts. Boyle (2006) challenges this convention, suggesting that government sector output should be valued equally to the total value of inputs. This viewpoint has sparked debate, prompting the need for alternative estimates based on output measurement, particularly in contexts where collective services are provided without market transactions (Boyle, 2006; Mearns, Whittaker and Flin, 2003). Furthermore, this research aligns with the broader goal of promoting Katsina State as a destination that prioritizes the well-being and satisfaction of its visitors. By fostering a culture of safety and adherence to regulations within the hospitality industry, Katsina State can reinforce its reputation as the "home of hospitality" while ensuring the continued growth and prosperity of businesses operating within this sector. In order to gather information for the study, the researcher will use the purposive sample method to speak with representatives of the management teams of the selected hotels to get their opinions on health and safety.

Exploring Safety and Hospitality

Typically associated with hotels and resorts, this industry plays a pivotal role in the economy, generating employment opportunities for a diverse workforce, comprising both full-time, part-time, and contractual employees. Given the emphasis on delivering exceptional service, employees often contend with a fast-paced work environment and extended working hours. Prioritizing a safe and healthy workplace environment is essential for enhancing employee well-being, morale, and productivity. Within this industry, employees undertake various roles, each carrying its own set of safety and health risks depending on the nature of their duties (Alazab, 2003). The hospitality industry also faces the risk of various accidents, including slips, trips, falls, cuts, burns, electrocution, fires, and explosions. These occupational hazards can lead to suffering, illness, absenteeism, reduced productivity, disability, or even death. However, all of these risks are preventable. Historically, employers showed little concern for the well-being of their employees in the workplace. Workers were not equipped with safety gear, exposing them to potential harm while performing their duties. As noted by Takele and Admassu (2006), the workplace represents a hazardous environment where millions of employees spend a significant portion of their lives. As stated by Jorma (2004), every individual, whether in the workplace or elsewhere, inherently desires to prioritize safety and take responsibility for decisions concerning their well-being. The enduring presence of hotels correlates directly with the enduring human need to travel long distances and necessitate overnight accommodations, as highlighted by Jurdark and Shahim (2001). So, what exactly is safety, and how does it intersect with the hospitality industry? Safety, as defined by Business Dictionary.com, entails a state of relative freedom from danger, risk, or threat of harm, injury, or loss to individuals and property (Boyle, 2006). Conversely, hospitality, as articulated by Boyle (2006), encompasses the gracious and warm reception of guests, fostering a welcoming environment that caters to their needs. The hospitality industry represents a multi-billion-dollar sector largely reliant on the availability of leisure time and discretionary income. Within this expansive industry, establishments such as restaurants, hotels, and amusement parks are comprised of various operational units, including facility maintenance, direct operations (comprising servers, housekeepers, porters, kitchen staff, front office personnel, bartenders, management, marketing and human resources, among others).

Workforce within the hospitality sector

The workforce within the hospitality industry comprises a diverse array of employees, with backend staff often encountering various safety and health hazards inherent to their roles, particularly in kitchen environments or other specific tasks they undertake. Hazards such as exposure to chemicals, excessive noise, and thermal stress pose significant risks to employee health, with the potential for disorders like musculoskeletal issues to arise. Additionally, the constant presence of risks such as fire, explosions, burns, cuts, scalds, electrocution, falls, knocks, slips and trips underscores the ever-present danger within the workplace. These risks, classified as occupational accidents and diseases, can precipitate absenteeism, suffering, illness, decreased productivity, disability, or even fatalities among employees (ILO, 2005). However, all of the aforementioned accidents can be averted through the implementation of proper guidelines by companies and by providing employees with the necessary training on identifying

workplace hazards and mitigating risks. It is imperative that employers collaborate with their employees to prevent these accidents and foster a safe and healthy working environment (Takala, 2000). The present study aims to examine various cases of health and safety management within hotels, as well as relevant research articles on the subject.

Tourism Services Safety and Security actions

Travel experts caution against booking accommodations or sending clients to potentially unsafe destinations without verifiable warnings (Cavlek, 2002). For instance, in response to the severe acute respiratory syndrome (SARS) outbreak, airports issued face masks and implemented thermal detectors for incoming tourists (McKercher & Chon, 2004), while post-2006 tsunami, officials have focused on implementing tsunami warning systems (Rittichainuwat, 2006, 2008, 2011). Governments and service providers employ various safety measures, but which ones are deemed essential by tourists? Understanding the significance of safety and security measures involves interpreting survey responses ranging from "very important" to "very unimportant" and leveraging these insights in decision-making processes. For instance, how should researchers and clients interpret and act upon differences in perceived importance of safety measures between leisure and business travelers? To clarify the purpose of such research, it's crucial to discern the specific needs of research clients regarding safety and security measures. While stating that information on perceived importance aids service providers in making informed decisions might seem straightforward, it raises questions about whether a significant portion of respondents deeming a safety measure "very important" necessitates its accommodation by service providers. Balancing cost considerations and rights with tourists' willingness to pay becomes paramount. Furthermore, understanding how rating data contributes to theory development and practical decision-making is essential. Addressing these concerns is integral to enhancing the efficacy of safety and security measures within the tourism industry.

Research Questions

The following questions were raised before commencement of the research

i. What is the level of awareness among hospitality industry workers in Katsina State regarding safety rules and regulations?
ii. What are the common safety challenges faced by the hospitality sector in Katsina State?
iii. What are the possible recommendations to enhance safety awareness and compliance within the hospitality industry in the region?

Objectives of the Study

The specific objectives of the research is to

i. Assess the level of awareness among hospitality industry workers in Katsina State regarding safety rules and regulations.
ii. Identify the common safety challenges faced by the hospitality sector in Katsina State.
iii. Propose recommendations to enhance safety awareness and compliance within the hospitality industry in the region.

2. RESEARCH METHOD

The Study Area

The research was conducted in Katsina state of Nigeria, located in Northwest region of the country, Katsina state borders Kaduna, Zamfara, Kano and jigawa state it also serve as a border to the Niger republic it has a total land mass Area of $24{,}192km^2$. The study was carry out among both the foreign and local customers that visited hotels for different purpose in Katsina state.

The Research Design

The study can be classified as explanatory research. The population of the research will include some selected people that visit hotels from the period of October 2023 to February 2024 in Katsina metropolis of Katsina State. The study will be a descriptive type.

Sampling techniques

The study focused on international and domestic customers, the research was restricted to some selected hotels in Katsina metropolis which serve as a major city in the state with high number of hotels.

Thematically, the study is limited to accessing safety rule in the hospitality industry in some selected hotels in Katsina state Nigeria. A simple random sampling is used to increase the representativeness of the respondents. Respondents were approached at their hotels through the help of hotel reception desk workers and other staff responsible to customer handling. Reception desk employees were asked to administer the questionnaires to guests during their hotel stay and to collect them after completion.

Method of Data collection

A self-administered survey questionnaires was distributed to a total sample of one hundred and fifty (150) guests who have visited the selected hotels, for different purposes. And (145) representing (96.7%) was able to recovered. And 5 representing (3.3%) was missed at the point of gathering the data.

3. RESULTS AND DISCUSSION

The data includes Gender, Age of the respondent, Educational background of the respondent and Year of the experience in the hospitality industry.

Gender of the respondent	**Frequency**	**Percentage**	**Mean**	**Standard deviation**
Male	95	65.5%		
Female	50	34.5%	1.34	0.477
Total	145	100%		
Age of the respondents				
18-24	30	20.7%		
25-34	33	22.8%	2.36	0.805
35-above	82	56.6%		
Total	145	100%		
Education background				
Secondary	49	33.8%		
NCE/ND	66	45.5%		
Degree/HND	19	13.1%	1.94	0.880
Postgraduate	11	7.6%		
Total	145	100%		
Years of experience				
1-5	131	90.3%		
6-10	11	7.6%	1.12	0.382
11-15	3	2.1%		
Total	145	100%		

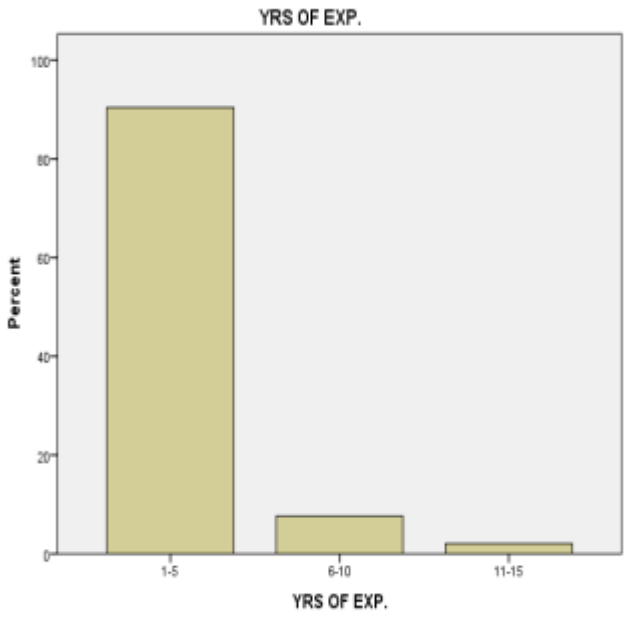

Fig. 1. Barchart Representing the Educational Background of the Respondent

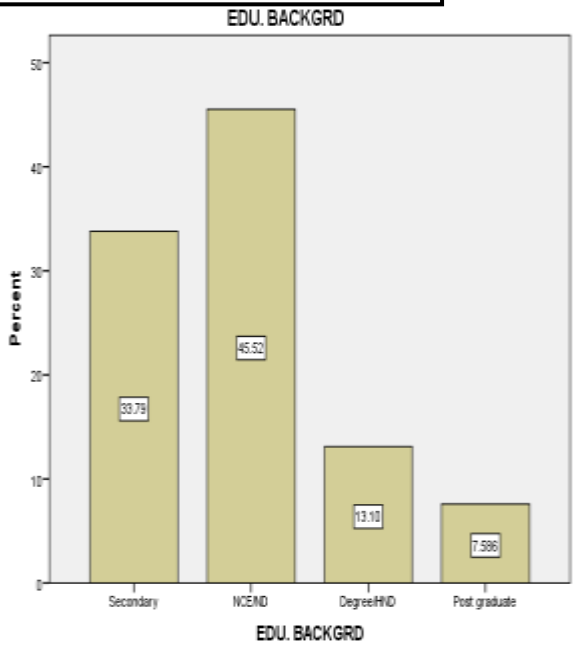

Fig. 2. Barchart Representing the Year of experience of The Respondent

Table 1 anaysed the Demographic profile of the respondents, the demographic characteristics of the respondents are presented in the table, showing a balanced representation in terms of gender. Approximately 65.5% of the participants are male, while 34.5% are female. Moving on to educational backgrounds, the majority of respondents, constituting 33.8%, have completed secondary education. Following closely, 45.5% hold NCE/ND qualifications, 13.1% possess a Degree/HND, and 7.6% have achieved a postgraduate degree. The data also reflects the distribution of respondents based on years of experience, with a substantial 90.3% reporting 1-5 years, 7.6% with 6-10 years, and 2.1% having 11-15 years. This diverse composition across gender and educational levels ensures a comprehensive perspective for the study's insights.

The socio-economic status of the respondents provides additional context. In terms of employment, 22% are employed, while the majority (78%) are not. A breakdown of the socio-economic classes indicates that 4% fall into the high class, 80% in the middle class, and 16% in the low class. Furthermore, membership in a cooperative society is prevalent, with 72% of respondents being members. This broad representation across gender, education levels, employment status, and socio-economic classes contributes to the richness and depth of the study's findings, enhancing the overall understanding of the surveyed population.

The respond of the respondent from the questionnaire are discuss in the tables below.

Research Questions 1: How familiar you are with safety rules and regulations in the hospitality industry

Variables	Frequency	Percent
Very unfamiliar	1	.7
Unfamiliar	4	2.8
Neutral	4	2.8
Familiar	131	90.3
Very familiar	5	3.4
Total	145	100.0

Safety rules and regulations in the hospitality industry

The data on familiarity with safety rules and regulations in the hospitality industry reveals a high level of awareness among the respondents. A significant majority, comprising 90.3%, reported being familiar with these regulations, with an additional 3.4% indicating a very familiar understanding. Merely 2.8% expressed unfamiliarity, and an equal percentage reported a neutral stance. Notably, only a minimal 0.7% claimed to be very unfamiliar. This distribution underscores a generally strong grasp of safety rules within the surveyed population, suggesting a positive foundation for adherence and compliance in the hospitality industry in Katsina State.

Research question 2: Have you received formal training on safety rules and regulations relevant to your role in the hospitality industry?

Variables	Frequency	Percent
Yes	133	91.7
No	12	8.3
Total	145	100.0

Safety rules and regulations relevant to the hospitality industry

The data indicates that a substantial majority of respondents in the hospitality industry in Katsina State have received formal training on safety rules and regulations relevant to their roles, with 91.7% affirming that they have undergone such training. In contrast, 8.3% reported not having received formal training in this regard. This high percentage of individuals who have undergone formal safety training reflects a proactive approach to enhancing safety awareness and compliance within the industry. It suggests a positive trend towards a well-prepared workforce that is equipped with the necessary knowledge and skills to navigate safety challenges in their respective roles within the hospitality sector in Katsina State.

Research question 3: Please rank the following safety challenges in order of their prevalence in the hospitality sector in Katsina State

Variables	Frequency	Percent
Lack of awareness	10	6.9
Inadequate training	15	10.3
Poor equipment maintenance	95	65.5
Insufficient emergency preparedness	25	17.2
Total	145	100.0

Safety challenges in order of their prevalence in the hospitality sector

The data on safety challenges in the hospitality sector in Katsina State reveals a notable prevalence of concerns related to poor equipment maintenance, with a substantial 65.5% of respondents highlighting this issue. Insufficient emergency preparedness is reported by 17.2% of respondents, ranking it as the second most prevalent challenge. Inadequate training follows closely, with 10.3% identifying this as a significant safety concern. Lastly, lack of awareness is reported by 6.9% of respondents, suggesting a relatively lower prevalence compared to the other mentioned challenges. The ranking underscores the critical importance of addressing issues related to equipment maintenance and emergency preparedness to enhance overall safety within the hospitality industry in Katsina State.

Research question 4: Have you personally encountered any safety incidents or challenges in your work within the hospitality industry in the past year?

Variables	Frequency	Percent
Yes	139	95.9
No	6	4.1
Total	145	100.0

Safety incidents or challenges within the hospitality industry

The data indicates a substantial number of respondents in the hospitality industry in Katsina State have personally encountered safety incidents or challenges in their work within the past year, with 95.9% acknowledging such experiences. Conversely, only 4.1% reported not having faced any safety incidents during this timeframe. This high percentage of respondents who have encountered safety challenges highlights the prevalent nature of such incidents within the industry. The findings emphasize the urgency for continuous efforts to enhance safety protocols and procedures to mitigate and prevent potential risks, ensuring a safer working environment for professionals in the hospitality sector in Katsina State.

Research question 5: How effective do you think additional safety training would be in enhancing safety awareness in the hospitality industry?

Variables	Frequency	Percent
Not effective at all	2	1.4
Slightly effective	8	5.5
Moderately effective	32	22.1
Very effective	98	67.6
Extremely effective	5	3.4
Total	145	100.0

Safety training in enhancing safety awareness in the hospitality industry

The data on the perceived effectiveness of additional safety training in enhancing safety awareness within the hospitality industry in Katsina State reveals a strong consensus among respondents. A significant 67.6% believe that additional safety training would be very effective, while 22.1% consider it moderately effective. A smaller percentage, comprising 5.5%, views it as slightly effective. Only a minimal 1.4% perceive additional safety training to be not effective at all. The findings underscore a positive outlook regarding the impact of further training programs on safety awareness within the industry, indicating a collective belief in the efficacy of continuous learning initiatives to improve overall safety practices and preparedness among professionals in the hospitality sector in Katsina State.

Research question 6: Do you believe there is a need for improved communication and dissemination of safety guidelines within the industry?

Variables	Frequency	Percent
Yes	139	95.9
No	6	4.1
Total	145	100.0

Communication and dissemination of safety guidelines within the industry

The overwhelming response from respondents in the hospitality industry in Katsina State strongly indicates a consensus regarding the need for improved communication and dissemination of safety guidelines within the industry. A substantial 95.9% of participants expressed the belief that there is indeed a requirement for enhanced communication in this regard. Conversely, only 4.1% indicated otherwise. This overwhelming majority advocating for improved communication underscores the importance of establishing more effective channels for the distribution and understanding of safety guidelines. The findings suggest a collective recognition of the critical role that clear and accessible communication plays in promoting safety awareness and adherence within the hospitality sector in Katsina State.

Research question 7: Would you be willing to participate in additional training or workshops focused on safety and compliance in the hospitality sector?

Variables	Frequency	Percent
Yes	143	98.6
No	2	1.4
Total	145	100.0

Table 8: Training or workshops focused on safety and compliance in the hospitality sector

The data highlights a remarkably high willingness among respondents in the hospitality industry in Katsina State to participate in additional training or workshops focused on safety and compliance. An overwhelming 98.6% expressed their readiness to engage in such initiatives, underscoring a strong commitment to continuous learning and improvement in safety practices. In contrast, a mere 1.4% indicated a reluctance to participate. The overwhelming majority's positive response signals a proactive and eager attitude towards enhancing knowledge and skills related to safety and compliance within the industry. This collective enthusiasm for further training reflects a strong potential for fostering a safer working environment and increased awareness among professionals in the hospitality sector in Katsina State.

DISCUSSION OF THE FINDINGS

The findings of the survey in Katsina State's hospitality industry offer valuable insights into the current state of safety awareness and practices among professionals in the sector. Firstly, the demographic analysis reveals a diverse representation across gender, age, education, and years of experience, providing a comprehensive foundation for understanding the nuances of safety perceptions and experiences. This diversity ensures that the study's findings are reflective of a broad spectrum of individuals within the industry, enhancing the generalizability of the results. Secondly, the prevalence of safety challenges sheds light on critical areas that demand attention within the hospitality sector. The high percentage (65.5%) identifying poor equipment maintenance as a major concern underscores the need for investments and initiatives to address infrastructure issues. Additionally, the significant number of respondents reporting personal encounters with safety incidents (95.9%) emphasizes the urgency for continuous improvement in safety protocols to safeguard professionals working in the industry. Lastly, the overwhelmingly positive response regarding the willingness to participate in additional safety training (98.6%) is a promising indicator. Organizations and regulatory bodies can capitalize on this enthusiasm by developing targeted training programs that address specific safety challenges identified in the survey, ultimately contributing to a safer and more resilient hospitality industry in Katsina State.

CONCLUSION

In conclusion, the research concludes that there is a significant gap in awareness and adherence to safety regulations within the hospitality sector in Katsina State. Despite the importance of safety protocols for both employees and guests, the study found that many establishments lack comprehensive knowledge of safety rules and may not be implementing necessary safety measures effectively. Furthermore, the research highlights the need for urgent action to address this issue and improve safety standards within the hospitality industry in Katsina State. This may involve targeted training programs for hospitality staff, increased enforcement of safety regulations by regulatory authorities, and enhanced collaboration between stakeholders to promote a culture of safety within the sector. Overall, the findings underscore the critical importance of prioritizing safety awareness and compliance in the hospitality industry to ensure

the well-being of employees and guests and to uphold the reputation and sustainability of businesses in Katsina State.

RECOMMENDATIONS

Based on the findings of the research several recommendations can be proposed to enhance the assessing of Safety Rules in the Hospitality Industry in Katsina State such as:

i. **Educational Campaigns:** Launch comprehensive educational campaigns targeting hospitality businesses, managers, and employees to increase awareness of safety rules and regulations. These campaigns can utilize various mediums such as workshops, seminars, posters, and online resources to disseminate information effectively.
ii. **Training Programs:** Develop and implement mandatory training programs for hospitality staff on safety protocols, emergency procedures, and best practices. These programs should be personalized to the specific needs of the industry in Katsina State and regularly updated to reflect any changes in safety regulations.
iii. **Collaboration and Partnership:** Foster collaboration and partnership between government agencies, industry associations, educational institutions, and hospitality businesses to promote a culture of safety. Establish platforms for sharing resources, best practices, and experiences to collectively improve safety standards in the industry.
iv. **Public Awareness Campaigns:** Engage the general public through public awareness campaigns to educate consumers about the importance of safety when choosing hospitality establishments. Encourage consumers to patronize businesses that prioritize safety and adhere to regulations.
v. **Continuous Evaluation and Improvement:** Establish mechanisms for continuous evaluation and improvement of safety practices within the hospitality industry. Conduct regular assessments, gather feedback from stakeholders, and implement corrective actions to address any gaps or deficiencies identified.

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