AN ANNOTATED BIBLIOGRAPHY ON THE IMPACT OF COVID-19 ON THE HOSPITALITY AND TOURISM SECTOR GLOBALLY

The people who authored this paper owe allegiance to reputed engineering and management institutions from Pakistan, functioning in the capacity of esteemed faculty members. Together, they have conducted this research with the intention of sharing their thoughts and adding onto the prevalent deliberations on the impact from the economic crisis and non-employability on employees’ mental health, arising from job insecurity due to COVID-19. To execute this research, the authors adopted a quantitative methodology, wherein online surveys were conducted, and targeted employees from the hotel industry specifically. The data was collected from the target respondents with the help questionnaires distributed electronically over the period of May, 2020 to July, 2020. The overall sample size was around 750 out of which 443 completed responses were received. The findings derived through analysis of the gathered data indicated that the association between mental health, anxiety from the economic crisis and non-employability was mediated with perceived job insecurity. Furthermore, it was also reported by the authors that the potential anxiety from the pandemic strengthened the indirect relation of anxiety from economic crisis and the effect it could probably have on employees’ mental health based on perceived job insecurity. This particular study is of critical value as it provides a new dimension for managers from the hospitality sector to handle the psychological facets associated with mental well-being of employees in an effective manner. Also, this research is instrumental in making a valuable contribution to the extant literature on a like theme pertaining to behavioural sciences. Another valuable takeaway from this research is that the authors through their research stress upon the increasing need for making investments in digital infrastructure and smart technology to be embraced by the sector of hospitality on the whole.

This paper was presented by the author during a conference on Tourism Challenges amid COVID-19. The author is a faculty member at a university in Serbia who has voiced her concerns through this conference proceeding. The author observes that the onset of the pandemic resulted in several major disruptions and posed many challenges to operations within the hospitality sector. Not only was the demand for hospitality services substantially impacted but it also brought about a noticeable change in the behaviour of guests. This in turn has had severe implications for financial stability within the hospitality sector. Needless to say, employees from this sector had to bear the double brunt where they were not only exposed to the threat of being infected by the disease during their day-to-day operations but scant demand also gave rise to concerns relating to job security. Through this article, the author aimed to provide an overview of how COVID-19 impacted hotel businesses while presenting options to handle this new development, inclusive of application of technology, marketing communication, supply chain management, safety measures, service quality, and human resource management. For this research a review approach was adopted by the author wherein, several similar papers were reviewed to arrive at conclusions. Based from the findings of the review, the author was of the opinion that the hotel sector (hospitality industry) was struggling to handle the crisis that emerged from COVID-19. The review was helpful in offering several practical implications for hotel managers who struggle to remain in the market. Across the world, there are certain successful initiatives adopted by hospitality organizations which mainly associates the key stakeholders like, community, employees and customers. Such initiatives comprise of increasing safety provisions through stringent standards for hygiene, provision of training and motivation for employees, extensively utilizing digital technologies to restrict human contact, social distancing, and concentrated marketing to encourage safety certification, orientation towards domestic tourists, lucrative offers, medical assistance, provision of accommodation and food for those in need for free, particularly displaced medical professionals and tourists who have been quarantined, innovation in business model and more.
Empirical findings from certain studies specifically highlighted the significance of caring for employees as they were worried about their own health, and their family’s health, while also being concerned about job security.


The authors for this study are researchers from the Department of Business Studies, University of Technology and Applied Sciences, in the Sultanate of Oman. This research paper has been published in the Journal of Public Affairs. The world has been reeling from the major social and economic impact caused by the pandemic. Though several sectors of the industry have been radically impacted, it was the sector of tourism and hospitality that suffered a massive hit with the outbreak of the disease. The pandemic as such has led to direct losses to the tune of around half a billion Omani rials to the sector of tourism. Mental health of business owners within the sector of tourism and hospitality in Oman were also exacerbated. With these factors in mind, the aim of this research was to examine the social and economic impacts of the pandemic within the tourism and hospitality sector in Oman. A quantitative research method was adopted by the researchers to execute this research wherein data for the research was gathered from business owners of micro, small, medium and large organizations that functioned in the sector of hospitality and tourism. In order to gather the data, a structured questionnaire was distributed among target respondents. Data was obtained from 97 respondents from 15 organizations that fell under the category above mentioned. The data collection was carried out over a period of September, 2020 to January, 2021. As per the findings from the study, it was revealed that the outbreak of COVID-19 has had a rather negative social and economic impact on the hospitality and tourism sector in Oman. Economic impacts in this case referred to drop in demand from national as well as international customers, hampered relationship with customers, employees and suppliers, financial loss, major disruptions in distribution and logistics channels.
Social impacts from the pandemic on the other hand related to irritation, stress, depression and anxiety among business owners regarding the current as well as future situations. The authors also provided certain valuable suggestions for overcoming the adverse social and negative impacts of the pandemic on the hospitality and tourism sector within Oman. The findings derived through this study would be helpful to the government in Oman to give the much needed boost to overcome the situation in these trying times.


The authors here are scholars from elite management institutions situated within India and this paper was published in the International Journal of Hospitality Management. The outbreak of the pandemic has managed to surpass the impacts from the previous outbreak of the SARS epidemic that occurred during 2002-2003. The sector of hospitality and tourism is heavily dependent on visitation patterns and substantial efforts on the part of decision-makers for bringing in visitors for sustaining the sector, while improving the industry’s multiplier effect. However, the pandemic has resulted in travel restrictions domestically as well as globally. The hospitality and tourism sector, along with other sectors were confronted with an unprecedented situation. The pandemic had disrupted the functioning of the sector which gave rise to questions pertaining to the current and future survival of the sector. This research aimed to tackle two key concerns, the first of them being the key challenges faced by the hospitality and tourism sector during the pandemic and the second being the key learnings that could be derived by the industry. To facilitate this research, a qualitative methodology was used by the researchers by using semi-structured interviews involving a total of 15 participants. The participants of the study occupied topmost positions within the hospitality sector, tourism and hospitality education service domains in India. A thematic content analysis on the collected data was carried out, based on which 27 sub-themes were formulated which were later reduced to four key themes.
The major sub-themes that emerged from the qualitative interviews comprised of the need for multiskilling and employees professional development, augmenting the sense of hygiene, sanitization and associated operational procedures, a positive outlook to the industry’s revival, role of media and better readiness for crisis. Consequent themes that over-arched comprised of human resource management, continuity, hygiene and concerns. A critical deliberation of the key themes with due reference to the prevalent arguments through literature was facilitated through this research. It further reflected on ramifications on decision-makers. Significant implications from the study points to determined themes contributing to the evolving theory on COVID-19, the hospitality and tourism sector, and recommendations to managers to tackle the array of issues while deriving key learnings emerging from the prevalent scenario.