
THE EFFECT OF ICT IN TACKLING SECURITY AND COVID-19 CHALLENGES IN TOURISM INDUSTRY

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ABSTRACT

The paper examines the effect of ICT in tackling security and Covid-19 challenges in Tourism Industry. Information and communication technology (ICT) played a critical role in strengthening Tourism and Hospitality Industries security against potential future attacks and threat. Information Technology (IT) will help and enable the industries to identify potential threats, share information more readily, provide mechanisms to protect the industries, and develop response capabilities. The use of Information and Communication Technology (ICT) in the provision of solution to human, social and industrial challenges has proven success in many nations and Nigeria should not be an exception. The study employed descriptive research method. A total number of sixty (60) respondents was used as the actual sample size. The researcher used descriptive survey method to collect data. Sixty (60) structured questionnaires were distributed to respondents and fifty five (55) questionnaires were completed and returned, five were withheld. The analyzed data was therefore based on fifty five (55) successfully marked and returned questionnaires. Descriptive statistics: frequency and percentages were used in analyzing the data. The result revealed that ICT is the pre-requisite against insecurity and covid-19 challenges in the tourism industry. It also identifies the uses of ICT in the tourism industry and advent of covid-19 vaccines for prevention of coronavirus. The result also revealed the economy hardship in the country through covid-19 challenges. The study recommends that the use of ICT, CCTV camera surveillance, global positioning system (GPS), RFID be available for effective operation, and covid-19 vaccines should be improved for good health and long life. Government should improve the economy of the nation and covid-19 challenges.

Keywords: ICT, Security, Tourism, Hospitality and COVID-19 Challenges.

INTRODUCTION

Information and communication technology (ICT) played a critical role in strengthening Tourism and Hospitality Industries security against potential future attacks and threat. Specifically, IT will help and enable the industries to identify potential threats, share information more readily, provide mechanisms to protect the industries, and develop response capabilities.

According to Adams (2016), Information and Communication Technology (ICT) refer to the use of communication devices (such as radio and cellular devices, satellite devices and channels, computers, amongst others) and utilities (programs) to manage information (acquisition, dissemination, processing, storage and retrieval). Thus, ICT has consistently been proven a powerful double-edged sword with a capability for both overwhelming good and devastating evil, all depending on the skills and values of the user(s) in harnessing its powers in either or both directions.

According to the World Bank, ICT consists of the hardware, software, networks, and media for the collection, storage, processing, transmission and presentation of information (voice, data, text, images), as well as related services. The World Bank further states that ICT can be split into ICI and IT. Information and Communication Infrastructure (ICI), refers to physical telecommunications systems and networks (cellar, broadcast, cable, satellite, postal) and the services that utilize them Internet, voice, mail, radio, and television).

The use of Information and Communication Technology (ICT) in the provision of solution to human, social and industrial challenges has proven success in many nations and Nigeria should not be an exception.

Information and Communication Technologies (ICT) introduced in the second half of the last century have shaped substantially the mode of peoples' interaction, business process entrainment and learning. ICT are encouraging globalization, exchange of information and the proliferation of cyber space (Chinedu et al. 2018)

Therefore there is need for Tourism managers and hoteliers to device a very concrete physical means of securing the tourists, guest, employees, properties or materials, available in the tourism and hospitality industry and to have telecommunication or electronic security systems which will help to provide a safe and secure facilities and equipments for the industry. To provide adequate security using telecommunication, electronic systems such as building alarm systems, access control systems, video surveillance, telesurveillance etc. can be adopted in the industry (Justina et al.2019)

Information Security is the practice of defending information and information bearing materials from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction. It is a general term that can be used regardless of the form the data may take (electronic, physical, etc.). The definitions of Information Security suggested in different sources are summarized below: "Preservation of confidentiality, integrity and availability of information. In addition, other properties, such as authenticity, accountability, non-repudiation and reliability can also be involved."

1. The protection of information bearing materials i.e. book and non-book materials and information systems from unauthorized access, use, disclosure, disruption, modification, or destruction in order to provide confidentiality, integrity, and availability."

2. "Ensures that only authorized users (confidentiality) have access to accurate and complete information (integrity) when required (availability)."

3. "Information Security is the process of protecting the intellectual property of an organization" (Pipkin, 2010).

"Information security is the protection of information, information bearing materials and minimizes the risk of exposing information to unauthorized parties" (Venter and Eloff, 2008). **Security:** According to Darrell C (2012), Security is the degree of protection to safeguard a nation, union of nations, person or person against danger, damage, loss and crime. Security as a form of protection are structures and processes that provide or implore security as a condition. The institute for security and open methodologies (ISECOM) is the OSSTMM3 defines security as a form of protection where a separation is created between the assets and the threat. Security as a nation was defined in a United Nations study (1986) so that countries can develop and progress safely: security must take into account the actions of people attempting to cause destruction.

National Security: Refer to a state of absence of everything and anything that could be a threat to peace, progress, development and tranquility within a society.

Oludare (2015) stated that reports over the years show alarming increase in levels of crime and Boko Haram terrorist attack especially in the North Eastern Nigeria. Unfortunately, this situation is spreading across the other Africa countries, with countries such as Cameroun, Chad and Niger now recording disquieting increases in crime levels and attack of Boko-Haram, as Boko Haram attacks killed over 1,000 civilians in February 2015 (International Business Times 2015). There have been various calls for the use of ICT tools to tackle security problem in Nigeria. Computer Warehouse Group Plc (CWG) and Huawei have jointly advised the federal government to deploy Internet Protocol surveillance as a technological solution to insecurity challenges facing the country (Insecurity 2014). The greatest contemporary challenge to national security is the insurgency orchestrated by the Islamic sect called Boko Haram. Not until 2009, insurgency and its concomitant effects (both emotional and physical) were alien to Nigeria. Nigeria, most especially, the North Eastern regions of the country; and of recent in Kano, Kaduna in the North Western States, Plateau State and Abuja in the North Central where there have been ceaseless terrorist attacks. The problem led to the Federal declaration of state of emergency in the three affected states in the North Eastern Nigeria in 2012. The Government has recently further sought the assistance of foreign nations that are technologically developed such as USA, France, Britain, Israel and others to tackle the menace of Boko- Haram insurgency. The persistence of insecurity has been claiming precious lives of citizenry and government efforts to tackle the problem through various menial methods and approaches such as the use of police, military, vigilante and local hunters seem not to be yielding success. But deploying technology, through the use of ICT devices such as computer, internet, mobile phone, close circuit television (CCTV), surveillance cameras, social network analysis, biometry surveillance, data mining, satellite imagery, and IP devices, the satellite would definitely produce the desired results." Another strong argument is that besides its speed, technology-driven surveillance and intelligence gathering cost less in terms of men and logistics. Reports show that the United States and some countries in Europe, Asia, Middle East and even in Africa are taking proactive steps at checkmating threats to their national security by latching onto revolutions in ICT. Nigerians watched in amazement how America deployed its security system to track down the April 13, 2013 Boston Marathon bombers. Similarly, in less than five minutes the images of the two men who hacked down a brave soldier on London Street on May 22, 2013, appeared on television screen around the world.

Anyu, (2007) opined that the state of insecurity in Nigeria today is no news to anyone and although it can be blamed on some factors that have been left unchecked for a long time by both the Government and people of Nigeria but the level of insecurity in the country today is threatening to tear her apart and requires quick, adequate and a new approach to deal with the security challenges plaguing the nation. Apart from food insecurity, financial insecurity, terrorism, health insecurity and others, security failure has eaten deep into the fabrics of the country. The situation in Nigeria since the beginning of this decade in which dozens of militant groups emerged and challenged in the most violent form the authority of the Government; the growing level of urban crime including armed robbery, kidnappings, ritual killings, and cultism; the continuing erosion of the moral authority of religions in which people engage in acts in open defiance of their religious and moral teachings; the culture of impunity that characterizes public affairs; the corruption that is submerging the average Nigerian; and the collapsing social and political institutions in the country over the last few years, more than anything demand for quick and lasting solutions that will at least reduce the security threats facing Nigeria today.

World Health Organization (WHO) African Region (2020) stated that the coronavirus disease 2019 (COVID-19) pandemic has spread to 46 of the 47 countries in the African region and caused unprecedented societal and economic disruptions. Populations are being severely impacted with measures taken to curb the pandemic. These include closure of borders and schools; restriction of travel, trade and mass gatherings; reduction of economic productivity and public services among others. Therefore, causing hardships and socio-economic consequences.

Vaccines are prospective subverts in battling the COVID-19 virus ravaging the globe and the Nigerian cold-chain system needs a thorough overhaul in order to optimize vaccine distribution (Shamsudeen, 2021),

Tourism comprises the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited (World Tourism Organization, WTO, 2010). Tourism is a major source of income and foreign exchange earner for countries with tourism potentials. Ecotourism, an aspect of environmental tourism makes minimal impact on the environment, empowers host communities, respects the culture of indigenous people and conserves biodiversity. It is one of the fastest growing aspects of tourism especially in developing countries (Magigi and Ramadhani, 2013, Adora, 2010),

With the influx of large number of tourists, we are bound to suffer from social, economic and political inconveniences, specifically, security problems. Our concern for managing security in our tourism sector is spawned from the fact that war, politics, crime, and civil unrest can be the greatest enemy of tourism. War, crime and civil unrests are definitely detrimental to tourism.

With numerous tourism resources Nigeria is not among popular destinations in Africa because of many challenges: The game rangers and ecotourism staff are not well motivated. When staff morale is low they become beggarly and start exploiting tourists. In some parks' tourist camp, hunting could take place in the night. Non-motivated rangers can become hunters in the night and start hunting or connive with poachers to poach from the park. Most parks in Nigeria do not have good communication facilities such as walkie talkie, GPS Technology. The few places communication facilities exist they are inadequate. The Boko

Haran, Bandits, Kidnappers use Eco-Tourism Sites as hide out for mischief activities, posed threat to tourists and to Eco-Tourism sites thereby hampered the economic benefits that accrue to the destination.

Hospitality is the friendly and generous reception and entertainment of guest, especially in one's own home. Youell (1998) describe hospitality as: that sector that provides leisure and business tourists with somewhere to stay and sustenance while traveling to or staying in their destinations. It encompasses hotels, fast food outlay, contract catering and wide range of other enterprises. Hospitality and tourism contribute immensely to the economic development of a nation.

The Objective of the Study

The main objective of the study is to examine the effect of Security and COVID-19 Challenges in Tourism Industry.

Statement of The problem

Information Security is the practice of defending information and information bearing materials from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction. It is a general term that can be used regardless of the form the data may take (electronic, physical, etc.). Preservation of confidentiality, integrity and availability of information (Justina et al. 2019).

The security challenges started in 2009 when the issue of Boko Haram started and the bandits, men of the underworld, kidnappers use the protected areas as hide out. For about eleven (11) years the park is faced with security challenges. Security threats are from cattle herdsman (Fulani), Bandits, kidnappers including the communities in order to acquire more land for development. The security threat affected the animals, the staff and the entire citizen. Most parks in Nigeria do not have good communication facilities such as walkie talkie, GPS Technology. The few places communication facilities exist they are inadequate (Ijeeomal and Eniang, (2018). The Boko Haran, Bandits, Kidnappers use Eco-Tourism Sites as hide out for mischief activities, posed threat to tourists and to Eco-Tourism sites thereby hampered the economic benefits that accrue to the destination.

Review of Related Literature

Hofstede, 2002, stated that "One of the most important features of the digital age is the use of new communications technologies to build digital citizenships. The state of insecurity in Nigeria today is alarming.

Jodhar and Kulkarni (2000) opined that "the primary purpose of a CCTV system are detection, observe, monitor and record observation, provide real time information for detection, identification, recording, provides after the fact material for assessment, analysis and review, usually with overlaid time, date and location information. CCTV cameras use small high definition color cameras, but by linking the control of the cameras to a computer objects can be tracked semi-automatically. According to Bannister et al. (2009), the technology that enable this is often referred to as VCA (video content analysis) and is currently being developed by a large number of technology company around the world and can be adopted by Tourism Organizations for the purpose of securing their resources. These current technologies enable the system to recognize if a moving object is a moving person or a crawling person. It can also determine the movement of people i.e. staff and users within the storage area of the organization as to how they are moving and whether they are assessing tourism resources or just reading.

Buhalis and Foerstre (2014) stated that new marketing strategy which is based on social media and personalization, through context-based and use of mobile devices has emerged as a new concept that enable marketers to increase value for all stakeholders at the destination by revolutionizing the market offering and co-creating products and services dynamically with customers.

Security can be maintained in some areas with respect to classified matter, the condition that prevents unauthorized persons from having access to official information that is safeguarded in the interest of national security, measures taken by a military unit, an activity or installation to protect itself against all acts designed to, or which may, impair its effectiveness. Perception of security can also increase objective security when it affects or deters malicious behavior as with visual signs of security protection such as digital video surveillance technologies in organization or on anti-self system in a car such as a vehicle tracking system or warning sign. There are different types of security such as Airport security; Food security, Home security, Hotel security, National security etc. A security director must have knowledge of criminal and civil law, risk and personnel management, budgeting a finance and a host of other areas in order to be effective. According to Peter (2002), customers do expect that hotels are safe places to stay and hotel companies need to ensure that they have appropriate security measure, not only to safe guard their guests but also their employees and the property. Security is very vital to the development of Tourism and Hospitality. Tourists will only visit those countries or areas they consider safe. The issue of Boko Haram and religious crises discourages tourists to travel to destination. Therefore, issues of safety, security and immigration, should be adequately addressed. There is need for the provision of good security networks that would ensure crime free society if the tourism industry is to thrive.

The emergence of Covid-19 pandemic forced the academic institutions throughout the world to embrace alternative ways to continue the teaching, learning activities. During this global lockdown situation, the online teaching appeared as a remedial measure to prevent cessation of teacher –student connection. Online teaching in most of the institutions has been an outcome of covid-19 cases (Chandwani et al. 2021).

Medubuike et al. (2020) stated that Coronavirus disease 2019 (COVID-19) is a novel disease pandemic that emerged in late 2019 in China, and later spread to other parts of the world, including Nigeria. Horseshoe bats in China, was a time bomb that could potentially cause the reemergence of severe acute respiratory syndrome (SARS) viruses or the emergence of unknown viruses. This warning was unheeded, and consequently, a novel coronavirus, SARS-CoV-2 (formerly 2019 nCoV, isolated on 7 January 2020) came to light, causing a contagious respiratory disease, coronavirus disease 2019 (COVID-19, named on 11th February by the WHO).

Coronavirus disease 2019 (COVID-19) is a viral pneumonia with symptoms such as dry cough, fever, sore throat, dyspnea, body pain and diarrhoea This disease emerged in late December 2019 in Wuhan, in Hubei province of China, and within three months, it had spread globally, prompting the World Health Organization (WHO) to declare COVID-19 a threat to world health.

Baglades (2020) stated that social distancing & Quarantine/ Isolation have caused massive pressure on the community radio sector extremely due to short notice. Fundraising processes have been cancelled and revenues such as advertising income are drying up overnight

resulting in immediate cash flow problems, cuts in grant-funded projects & many community radio stations have few or no cash reserve to tide them over situations like this.

Methodology

Sample was drawn from Idah Local Government Area that form the population of the study through random sampling method. A total of sixty (60) respondents was used as the actual sample size. The researcher used descriptive survey method to collect data. Sixty (60) structured questionnaires were distributed to respondents and fifty five (55) questionnaires were completed and returned, five were withheld. The analyzed data was therefore based on fifty five (55) successfully marked and returned questionnaires. Descriptive statistics: frequency and percentages were used in analyzing the data.

Table 1: Analysis of administered questionnaires

Variable	Frequency	Percentage %
Questionnaire returned	55	92%
Questionnaire not returned	5	8%
Total	60	100%

Source: Field Survey 2021

Presentation, And Analysis of Data

Table 2: THE EFFECT OF ICT IN TOURISM INDUSTRY

S/N	ITEM	VARIABLE	FREQUENY	PERCENTAGE %
1	Do you use ICT facilities to communicate with your audience?	Students	15	27%
		Tourists	16	29%
		Customers	24	44%
2	Have you ever encountered any issue of theft / attack in your organization?	Yes	21	38%
		No	20	36%
		Neutral	14	26%
3	Nature of the theft/attack?	Text Books/Rare Books	16	29%
		Computer	11	20%
		Tables/ Chairs	6	11%
		Cutleries	2	4%
		Linen	2	4%
		Arm Robbery	2	4%
		Kidnapping	4	7%
		Neutral	12	21%
4	Do you use ICT facilities to prevent theft/attack in your organization?	Yes	34	62%
		No	16	29%
		Neutral	5	9%
5	If yes what are the types of ICT facilities you use in preventing theft/attack?	Scanner	1	1%
		Surveillance Camera	26	47%
		RFID	2	4%
		GPS	18	33%
		Security quads	8	15%
6	Do you encounter any problem while using ICT facilities to prevent theft/attack and improve security of the organization?	Yes	33	60%
		No	11	20%
			11	20%
7	If yes, what are the nature of problems you encounter in using ICT facilities for prevention of theft /attack and improvement in your organization?	Inadequate power supply	14	26%
		System failure	9	16%
		Inadequate technological knowhow	3	5%
			6	11%
		Inadequate trained personnel	14	26%
		Inadequate funds	9	16%
8	Can ICT improve insecurity and COVID-19 challenges in Nigeria?	Yes	35	64%
		No	12	22%
		Neutral	8	14%
9	In your opinion, what are the possible solutions encountered in using ICT facilities in preventing theft and security improvement in your organization?	Organizing seminars and training	6	10%
		Provision of more ICT facilities	7	13%
		Improve funding for ICT facilities	7	13%
		Upgrading system to avoid failure	4	7%
		Provision of alternative source of power	5	9%
			2	4%
		Use of GPS technology	2	4%
		Data mining and data base	8	15%
		Use of CCTV camera	9	16%
		Intelligent monitoring	5	9%
		Use of social networks		

Source: Field Survey 2021

The analysis from table 2 above shows 27% of the respondents used ICT facilities to communicate to students, 29% to tourists while 44% respondents used ICT facilities to communicate to customers. The analysis also shows that 38% of the respondents have

encountered theft/attack in the organization, 62% of the respondents used ICT gadget to prevent theft /attack in the organization, while 47% of the respondents used surveillance camera to prevent theft/ attack in the industry. 64% responded that ICT facilities can be used to prevent insecurity and covid-19 challenges in the country,

Table 3: COVID-19 CHALLENGES IN TOURISM INDUSTRY

S/N	ITEM	VARIABLE	FREQUENCY	PERCENTAGES %
1	Does Government use ICT to announce the advent of COVID-19 Pandemic?	Yes No	55 -	100%
2	Does COVID-19 affect tourism business?	Positively Negatively	14 41	25% 75%
3	The Advent of COVID-19 does it restrict your movement?	Yes No	40 15	73% 27%
4	Does the Advent of COVID-19 introduce famine?	Inflation Hunger Insecurity Financial Hardship Theft Kidnapping All of the above	7 12 4 10 5 4 13	13% 22% 7% 18% 9% 7% 42%
5	What are the preventive measures against COVID-19 Pandemic?	Nose Mask Wash Hands Regularly Social Distancing All of the above	55	100%
6	Does the introduction of COVID-19 vaccines actually prevent the corona virus disease?	Yes No Neutral	21 15 19	38% 27% 35%

Source: Field Survey 2021

Table 3 above shows that Government used ICT to communicate to the public the advent of COVID-19 Pandemic 100%, 75% respondents testified that covid-19 affected tourism business negatively, 73% agreed that covid-19 restricted their movement and it equally restricted tourists from travelling to destination of interest. 42% respondents opined that covid-19 actually introduced famine to national economy, 100% respondents acknowledged the preventive measure against covid-19 are available while 38% attested that covid-19 vaccines can prevent corona virus disease.

The Major Uses of ICT in Tourism Industry

CCTV Camera, Jodhar and Kulkarni (2000), opined that “The primary purpose of a CCTV system are detection, observe, monitor and record observation, provide real time information for detection, identification, recording, after the tact material for assessment, analysis and review, usually with overlaid time, date and location information. CCTV cameras use small high definition color cameras, but by linking the control of the cameras to a computer objects can be tracked semi-automatically. According to Bannister et al, (2009), the technology that enable this is often referred to as VCA (video content analysis) and is currently being developed by a large number of technology company around the world and can be adopted by Tourism Organizations for the purpose of securing their resources.

Crowe & Timothy (2010) assert that site lighting at vehicular and pedestrian entrances and circulation areas should be continuous and sufficient to support a secure atmosphere as well as support appropriate surveillance. Appropriate and clear signage should be provided, including off-site and entrance signage as well as on-site signage that should include directional, cautionary, and parking signs for employees, visitors, service vehicles, and pedestrians. Signs should generally not be provided to identify sensitive areas. Landscaping elements should enhance security by deterring unwanted entry while not allowing criminals to conceal themselves from security personnel and CCTV systems.

Reservation; A reservation is an agreement or arrangement to secure a seat on airline flight. The process of reserving an airline seat is referred to as booking (Jagmohan, 2008). With the advent of COVID-19 Pandemic, travelers or tourists were restricted from travelling into another country, hampered international and domestic tourism. Airlines / Travel Agencies and hoteliers lost businesses due to low patronage of potential tourists or customers.

E-Marketing: ICT provides information for prospective customers in one place at any time of day, from anywhere in the world. This can be attained by using advanced means of communication and by adapting business operations to demanding requirements of the best practices in modern tourist market (Loncaric and Radete, 2015). ICT not only enable customers to search for and purchase customized tourism and hospitality products, but also help suppliers to develop, manage and distribute their products without any time limit and geographical constraints (Crystal, et al. 2011). Since the rapid development and commercialization of ICT are advantageous to the tourism and hospitality industries, hotels and other tourism-related companies are prompted to adopt these technologies (Sahadev and Islam, 2005).

E- Learning: According to Donna, (2020), E-learning, also referred to as online learning or electronic learning, is the acquisition of knowledge which takes place through electronic technologies and media. In simple language, e-learning is defined as “learning that is enabled electronically”. Typically, e-learning is conducted on the Internet, where students can access their learning materials online at any place and time. E-Learning most often takes place in the form of online courses, online degrees, or online programs. COVID-19 Pandemic motivated users of ICT for E-Learning, Conferences, Seminars and E-Marketing globally.

E- Library: Digital library also called an online, or internet library, a digital repository, or a digital collection is a an online database of digital objects that can include text, still images, audio, video, digital documents or other digital media formats or a library accessible through the internet. Objects can consist of digitized content like print or photographs, as well as original produced digital content, word processor files or social media posts. Digital library or e- library provide means of organizing, searching and retrieving the content contained in the collection. Digital libraries provide users with improvements in electronic and audio book technology as well as presenting new forms of communication such as wikis and blogs.

Some Security Challenges in Nigeria

- (1) Poverty and unemployment
- (2) Insurgences – Boko haram, militants, religious or ethnic wars
- (3) Insecurity of lives – kidnapping, armed robbery, ritual killings
- (1) Corruption – Rigging of election, fake licenses, etc
- (2) Theft – Oil pipeline, public funds or piracy
- (3) Information security – defacing government websites, theft of critical data, Denial of Service attacks
- (4) Insider threats - Moles within security agencies, disgruntled employees

- (5) Over-reliance on foreign technology
- (6) Inadequate regulations: e.g. cyber security and the most recent
- (7) Farmers/Herdsmen clashes
- (8) COVID -19 Pandemic

Measure for Adequate Security and Covid-19 Challenges in Tourism Industry

According to Brown and Patkus, (2003), “there are two major methods currently used for detection; electromagnetic and Radio Frequency Identification (RFID). RFID solutions are being designed to improve Tourism operation/efficiency.

Electronic Access Control

Electronic access technology is the best system for controlling access to Tourism building, facilities, resources and rooms. Authorized people are allowed to enter a controlled area by automatically unlocking of the door. Plastic access cards are inexpensive and software can be programmed to restrict access to certain areas while recording the time, date and location of authorized and unauthorized access. According to Dean (2004), “for extra security, access control can be used in conjunction with video surveillance to control and monitor large collections and equipments.” Access cards can be integrated as photo ID cards for Tourism employees and can be used as temporary keys for Tourism clientele to have access to restricted areas. The access system can also be used for monitoring employee time and attendance, security patrols of the property and can limit access to sensitive areas, information or equipment.

Electronic access control system enhances safety and protects valuable tourism assets. Access control solution ranges from simple authorized access systems to advanced close circuit monitoring and exception reports delivered through secure internet connections. The most popular types of cards is the magnetic strip cards, which looks like a credit card and carries two or more tracks of information on the magnetic stripe, these can be used for access control and other services. Dean (2004) asserts that the proximity card is more expensive but is also more durable and easier to use. For internal use, a close range type is used; for car parking entrance, a longer range of up to one yard or so is possible. Proximity card readers can be hidden behind a wall surface for aesthetic purposes, with just a marker on the wall. Other available card readers include bar code readers and RFID readers.

Paul (2009) stated that entry keypads can also be included within access control system for entry without a card or in addition to the card. Biometrics entry systems are available including fingerprint recognition, palm recognition, and scanning system for high security measure

Securing Tourism and Hospitality Resources Using Video Surveillance

Video surveillance and closed-circuit television (CCTV) systems serve as a way to monitor and record security, deter crime and ensure safety. Advances in CCTV technology and reduction in cost have also made video surveillance a cost effective management tool for library facilities. McCahill and Norris (2002) noted that “Tourism can use closed-circuit television (CCTV) to identify visitors and employees, monitor work areas, deter theft and ensure the security can also be used to monitor and record evidence on clientele and staff misconduct in the organization. CCTV systems are quickly becoming one of the most important and economic security and safety tools available to Tourism and Hospitality industry. The key steps when considering the designing a CCTV system for tourism and hospitality organization, according to Mc Cahill and Norris (2002), include:

- (9) Determine the primary application of the CCTV system

- (10) Define the layout and characteristics of the control area(s) of the organization building
- (11) Decide on camera type and features (4) Determine the best location for viewing monitors
- (5) Determine the best method of signal transmission (6) Decide on the type of recording/archival equipment for the system

Based on this information, the system developers implement features such as blurring faces of “virtually wall” that block the sight of a camera where it is not allowed to film. It is also possible to provide the system with rules, such as for example “sound the alarm whenever a person is walking close to the building area of tourism and hospitality organization without authorized access. Marcus (2007) asserted that “VCA also has the ability to position people on a map by calculating their position from the images”. It is then possible to link many cameras and track people through the tourism and hospitality building. This can also be done for forensic purposes where a person can be tracked between cameras without anyone having to analyze any hours of film. According to Marcus (2007), Oludare, (2015), these surveillance motion detection imaging and camera can be used to monitor the following places in the organization premises:

- . * Drive way to the organization building
- * Monitor the parking area of the organization
- * Monitor the library shelf areas
- * Monitor the organizational equipment, such as tourism computers located in each office
- * Monitor the movement of staff and users within the industry
- * Monitor the exchange of materials within the organization, etc.

Lives of citizenry and government efforts to tackle the problem through various menial methods and approaches such as the use of police, military, vigilante and local hunters seem not to be yielding success. But deploying technology, through the use of ICT devices such as computer, internet, mobile phone, close circuit television (CCTV), surveillance cameras, social network analysis, biometry surveillance, data mining, satellite imagery, and IP devices, the satellite would definitely produce the desired results.” Another strong argument is that besides its speed, technology-driven surveillance and intelligence gathering cost less in terms of men and logistics. Reports show that the United States and some countries in Europe, Asia, Middle East and even in Africa are taking proactive steps at checkmating threats to their national security by latching onto revolutions in ICT. Nigerians watched in amazement how America deployed its security system to track down the April 13, 2013 Boston Marathon bombers.

Covid-19 Vaccines

The advent of the COVID-19 vaccines has ushered in a ray of hope in dealing with this deadly pandemic. However, low- and middle-income countries (LMIC) such as Nigeria need to figure out how to protect its teeming population and meet up with the storage requirements of the vaccines. The Pfizer and Moderna vaccines were designed with mRNA technology that requires intensely cold storage to elongate shelf-life. The Pfizer variant requires storage at $-70^{\circ}\text{C} \pm 10^{\circ}\text{C}$ for up to ten days unopened and on getting to its point of use, it can either be stored in ultra-low temperature freezers for up to six months, in thermal shippers for up to 30 days whilst refilling with dry ice every five days and regular hospital refrigeration units at $2-8^{\circ}\text{C}$ for up to five days. Once thawed or refrigerated under $2-8^{\circ}\text{C}$, the vaccine cannot be

refrozen. On the other hand, the Moderna variant can be stored at -20°C for up to six months, $2-8^{\circ}\text{C}$ for up to 30 days within the six-month shelf life after thawing and at room temperature for up to 12 hours.

Shamsudeen (2021) stated that with the persistent increase in population, onset of new diseases, advent of novel vaccines and breakdown of cold chain equipment (CCE), the current cold chain capacity is bound to be insufficient. Findings suggest that Nigeria currently has a cold chain capacity of 201m^2 and needs a total capacity of 672m^2 to meet up with demands. Hence, there is a 70% deficit of the routine maximum demand. With reference to the ultra cold chain capacity of Nigeria, Dr Faisal Shuaib, the Executive Director of the National Primary Healthcare Development Agency, disclosed during a tour of the National Strategic Cold Store (NSCS) in Abuja that the NSCS has three ultra-cold chain equipment which have a combined capacity of 2100 litres; operate at a temperature of -85°C and can store up to 400,000 doses of the Pfizer vaccine.

Study Area

Idah Local Government Area is the oldest in Igala land it was created in 1967 out of the Igala native authority (NA) by military regime under General Yakubu Gowon, which made Idah the headquarters (Usman, 2005).

Conclusion

Tourism is an industry with abundant potential for growth. For Tourism to thrive in this nation, Government should ensure that there is national security; a state of absence of everything and anything that could be a threat to peace, progress, development and tranquility within a society. The use of ICT and CCTV camera surveillance technology can enhance the security challenges in the tourism industry. The advent of covid-19 vaccines against coronavirus for healthy life is available.

Recommendations

The study recommends the following points:

- The Close Circuit Television (CCTV) Camera Surveillance Technology, VCA (Video Content Analysis), Radio Frequency Identification (RFID) Global Positioning System (GPS) can be adopted by Tourism Organizations for the purpose of securing their resources and to improve Tourism and Hospitality operation efficiency.
- The Boko Haran, Bandits, Kidnappers use Eco-Tourism Sites as hide out for mischief activities pose threat to tourists and to Eco-Tourism site. Government should ensure that Ecotourism sites are free from the above threats for effective operation of Tourism destination.
- Security information should be maintained with respect to classified matter, the condition that prevents unauthorized persons from having access to official information that is safeguarded in the interest of national security.
- To ensure security of the resources and the consumers, there should be tourism police in place.
- Government should provide security for life and property of her citizens
- Tourism industry requires funds from the Government and Private enterprises for the purchase of ICT devices against insecurity and covid-19 challenges.
- Manpower and technology knowhow personnel are required for effective and efficient operation of the tourism industry.
- Covid-19 vaccines should be improved for good health and long life.
- Government should improve the economy of the nation and Covid-19 challenges.

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