

ASSESSING THE IMPACT OF COVID-19 ON TOURISM ACTIVITIES IN KISORO  
REGION: A CASE STUDY OF KISORO MUNICIPALITY

BY

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A RESEARCH REPORT SUBMITTED TO THE FACULTY OF ECONOMICS AND  
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**DECLARATION**

I, **Ainemukama Fredinando** declare that this research report entitled "*assess the impact of CO VID-19 on tourism activities in Kisoro region*" is my original work unless stated otherwise therein with complete references and it has never been submitted to any institution for any award.

Sign  .....


Date 8/2/2022 .....

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APPROVAL **3.**

This is to certify that this Research report titled, "*assess the impact of COVID-19 on tourism activities in Kisoro region*" has been conducted under my supervision and is now submitted with my approval.

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Date ... 

..

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## **DEFINITION OF OPERATIONAL TERMS**

**COVID -19:** Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases.

**Tourism activities:** tourism activities means commercial activity that contributes to the provision of accommodation, catering and other related tourism ventures and meets the needs of people who are travelling for pleasure or on business carried out for purposes of a touristic nature.

**Lockdown:** Lockdowns are an effective way of controlling the spread of COVID-19 in communities by imposing either total restriction on movement or partial restriction on movement.

**Quarantine:** a state, period, or place of isolation in which people that have arrived from elsewhere or been exposed to infectious diseases such as COVID-19.

**Economic recovery:** Economic recovery is the business cycle stage following a recession that is characterized by a sustained period of improving business activity.

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## CHAPTER ONE

### INTRODUCTION

#### 1.1 Background of the study

COVID-19 has resulted in massive financial losses and caused a global health and economic crises worldwide (Anderson et al., 2020). The spread of the pandemic resulted in steep decrease in the travel and tourism industry, a dominant contributor to the service industry (Abbas, 2021 ). The pandemics adversely impact tourists' behaviours and their mental wellbeing (Aman et al., 2019; Park et al., 2019). As a result they drop their planned tour plans in fear of the disease infection as it looks impossible to avoid transmission of the virus during the travel (Mamirkulova, 2020). Besides, tourist travel increases infection risk to the other air passengers in the absence of effective vaccines (Su et al., 2021 ). Travellers play a significant role in transferring viruses, epidemics, outbreaks, or pandemic between local communities' destination (Hollingsworth et al., 2006; Abbot, 2021 ). At present the entire world is facing crisis communication in the media (Su et al., 2021 ). Infectious viruses are highly contagious, mutate rapidly and increase mortality (Local Burden of Disease, H.I.V.C 2021). As a result, novel virus spread and cause unexpected epidemics.

Contagious agents usually communicate from animals to humans (Halimi et al., 2019). According to (Shuja et al., 2020), bats were the cause of Severe Acute Respiratory Syndrome (SARS) virus transmission to humans in 2002. The pandemic has caused negative impact on patients with chronic diseases (Kiani et al., 2013) the camel flu virus, the Middle East Respiratory Syndrome (MERS) virus, which was identified in 2012, and camels were the MERS disease source and infected humans (AI-Tawfiq et al., 2014). Infected people spread the virus and pass it to others in their so close contacts through the droplets, cough, and smear contaminations (Cliff and Hagget, 2004; MacIntyre, 2020). The earlier study identified that travel restriction as most helpful and effective interventions in the early and late phases of infectious diseases to minimize its spread and control transmission rate in communities (Kallbekken and Salen, 2021).

COVID-19 pandemic instigated by a fatal infection (SARS-CoV-2) (Ageel et al., 2020). The health experts first identified this virus in Wuhan, the capital of Hubei, China, in late December 2019. The World Health Organization an outbreak.

The COVID-19 viral disease caused the corona virus 2019 pandemic instigated by a fatal infection (SARS-Co V-2) (Aqeel et al., 2020). The health experts first identified this virus in Wuhan, China, in late December 2019. The WHO declared an outbreak of the COVID-19 a public health emergency of international concern in January and a global pandemic in March 2020. As of March 15, 2021, this pandemic has infected more than 119 million people, of which more than 2.66 million individuals have died from the lethal infectious disease (Lange, 2021 ). It has made this fatal virus one of the deadliest pandemics in human history. Symptoms of the coronavirus virus infection vary widely, from non to most lethal and life-threatening diseases (Abbas et al., 2021 ). When people approach each other, the virus is mainly transmitted through the air. It leaves the infected person breathing, coughing, sneezing, or talking and entering another person through their mouth, nose, or eyes. It can also spread through contaminated surfaces. Individuals remain infected from the virus for up to two weeks and may spread the virus even if there are no symptoms among infected people (Anjum et al., 2017; Monrnousseau et al., 2020; rather, 2021 ).

Corona viruses are a great family of viruses that cause respiratory illness that ranges from common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The 2019 novel coronavirus was named Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-Co V-2) while the disease associated with it is referred to as COVID-19. COVID-19 is known to be a new strain of coronavirus that has not been previously recognized in humans.

The disease was identified as the cause of an outbreak of a highly transmissible respiratory illness first detected in Wuhan, China in December 2019 (National Health Laboratory Services, 2020). Since then, COVID-19 has grown into a global pandemic and spreading across many countries. Yang et al (2020) found that the illness was spread through contact with other infected individuals, with symptoms such as fever, cough, and breathing problems. Transmission may also be aided by asymptomatic individuals, with up to 40% of infected persons remaining asymptomatic Oron, D et al (2020). Other aspects that enable infection include (a) speed and efficiency of COVID-19 transmission; (b) close contact between infected and non-infected individuals; ( c) airborne transmission Morawska et al 2020; ( d) vulnerability of immune compromised individuals with specific underlying health conditions (for example, hypertension, diabetes, cardiovascular disease, respiratory problems); ( e) susceptibility of

persons over the age of 65 years; and (f) contact with persons who have traveled to locations with a high number of cases Peeri et al (2020).

The African region, according to the WHO (2020b), first recorded low infection rates as compared to the European region, Indian region and the United States. As at 24th April, 2020, South Africa had the highest number of confirmed cases at 3953 with a death toll of 75. Algeria recorded 407 deaths from 3007 confirmed cases and Cameroon recorded 49 cases from 1401 cases. Death toll in Malawi stood at 3 from 33 confirmed cases whilst in Zimbabwe 4 deaths were recorded from 28 confirmed cases. Comoros and Lesotho had not recorded any confirmed cases of COVID-19 during that time. The World Economic Forum (WTO) (2020) argued that the low infection rates in Africa were and is still accredited to the population structure of Africa. Only 3 percent of the population in Sub-Saharan Africa is above 65 years, much lower than similar age brackets in China (11 percent) and Italy (23 percent). Many people who have succumbed to this pandemic are above the age of 65 with underlying medical conditions.

The COVID-19 pandemic has caused significant disruptions in the global economy. By the end of June 2020, the pandemic had brought international travel to an abrupt halt and significantly impacted the tourism activities. Corona virus was first identified in December 2019 as the cause of an outbreak of viral pneumonia in Wuhan the capital city of Hubei in China (WHO, 2020). Quickly the virus spread many countries across all regions of the world with 165,906,581 infections and more than 3,446,291 deaths with Uganda recording 43,223 cases and 350 deaths as of 21 May 2021 (World meter, 2021).

In Uganda, the first Corona virus disease was first recorded on 21 March 2020 (MoH Uganda, 2020). A 36 year old businessman from Kampala, Ugandan capital, who had travelled to Dubai in the United Arab (UAE) on a business trip. Consequently, individuals who had been to UAE two weeks prior to the first case were traced by Ministry of Health (MoH) Uganda and subjected to institutional quarantine. In the following two weeks (March 21 to April 5), there was a rapid rise in the number of cases to 52, most of whom were imported cases from institutional quarantine.

To reduce the spread of this pandemic, all countries imposed lockdowns, restricted domestic and international travel. Meanwhile, tourism is related to the human movement that is

adversely troubled by the travel restriction. Uganda's tourism activities have been growing slowly with a less domestic travel market. Because of travel restriction all types of travel and tourism activities have remained closed from Mid-March of 2020. However, COVID-19 has brought about a marked change in the lifestyle and economy of Uganda (UTB, 2020) as the Uganda government closed all forms of economic activity related to tourism. Travel and tourism were two of the first business sectors to be affected by COVID-19. Travel restrictions were imposed on all tourist destinations. Hotel, motel, restaurant, and transport sector activities were mostly postponed due to the country-wide lockdown. The airline industry was considerably affected with the cancellation of all domestic and international flights to and from Uganda.

Tourism in Latin America and the Caribbean was brought to temporary stand still as a result of the devastating global pandemic (COVID-19) (Dillon et al., 2020). However, countries and sub regions have been affected differently. The infection rates and victims illustrate the picture. Furthermore, in the Caribbean, the COVID-19 pandemic is occurring at a time when countries have already been hit by various economic and natural shocks, including hurricanes and other extreme weather occurrences, high levels of indebtedness, and limited access to concessional funding while facing a new hurricane season.

The United Nations World Tourism Organization (UNWTO, 2020a) anticipated that, international tourist arrivals would fall by 60 percent to 80 percent in 2020. This projection was made in projection to rapid spread of COVID-19 which forced many countries to close tourism activities for a while as one measure for containing COVID-19.

According to World Bank report (2020), the global pandemic COVID 19 led to global economy drop in the real Gross Domestic Product (GDP) especially to countries whose major revenue is generated from tourism. The report showed that there was a drop in the GDP up to -2.1 in Sub Saharan Africa and 2.9 in the East African block.

In Uganda, hotel sector lost a trillion of shillings in the period between March and June 2020 as the COVID-19 locked starved it of Occupancy. This was in line with the report authored by the Ministry of Tourism (2020). The loss was attributed to cancellation of bookings and events Daily Monitor (November 06 2020).

**Daily Monitor** (December 23 2020) reported that, at least 94.5 percent of the tourist enterprise **including** the Hotels/Lodges, bars, tour and travel companies reported reduction in the number of clients. This meant that the enterprises were unable to pay the workers due to poor cash **flows** as tourist related activities came to stand still with closure of international airports, inability for tour companies to pay enterprise utilities.

Kisoro region being a tourism hub for Uganda suffered a major shock when tourism was brought to stand still. All people that relied on tourism activities were disrupted as many lost their jobs, reduction in salaries and wages, reduction in bookings and low revenue collection from the parks since international arrivals were cancelled. Therefore, the future of tourism activities in Uganda is currently unknown. This study will present the impact of COVID-19 pandemic and will discuss the impacts on tourism activities in Kisoro region and the recovery strategy.

## **1.2 Problem statement**

Given the unprecedented impacts of COVID-19 on tourism and the wider economy, the sector is unlikely to recover fully in the foreseeable future, even if the virus is contained. The prospects for recovery will depend on the duration of the crisis and the time it takes for the travel and tourism sector to rebound. Furthermore, the effects of the virus outbreak on tourism are likely to be asymmetrical and highly localized within countries, with some destinations disproportionately vulnerable because of their high reliance on the sector. The government of Uganda through the Ministry of Tourism, Wildlife and Antiquities, is trying to come up with a recovery plan for the tourism activities. However, little is being done to assess the impact of COVID-19 on tourism activities in Uganda, especially in the Kisoro region which is considered as a tourism destination especially for Gorilla trekking for Uganda. This research therefore seeks to assess the impact of COVID-19 on tourism activities in Kisoro region.

## **1.3 Objectives of the study**

### **1.3.1 General objective**

The general objective of this study was assess the impact of COVID-19 on tourism activities in Kisoro region.

### **1.3.2 Specific objectives of the study**

1. To determine the impact of COVID-19 on tourism activities in Kisoro region
2. To find out the challenges faced by tourism industry during the COVID-19 pandemic in Kisoro region.
3. To find solutions to the challenges faced by tourism industry in Kisoro region

### **1.4 Research questions**

1. What is the impact of COVID-19 on tourism activities in Kisoro region?
2. What challenges is the tourism industry in Kisoro facing during the COVID-19 period Kisoro region?
3. How can tourism industry in Kisoro region be boosted during the COVID-19 period Kisoro region?

### **1.5 Significance of the study**

Though for education purpose, this research will also be used to inform policy makers on how to respond to crisis and also look at the strategies that can be put in place to boost the tourism activities. This will be done by carrying out deeper analysis of socio-economic impact on the sectors within the tourism activities. The outcome of this research will be used to guide policy makers in drafting long and short term policies for response and recovery.

### **1.6 Scope of study**

The study on assessing the impact of COVID-19 on tourism activities will be carried out from May 2021 to April 2022 in the Kisoro region in South Western Uganda. The study will be limited to studying the impact of COVID-19 on tourism activities in Kisoro region. Five tour companies, one national park, three hotels and communities around protected areas will be selected for the study. Specifically, the study will focus on finding out the socio economic impact of COVID-19 on tourism activities, challenges faced by tourism activities during COVID-19, and to give solutions to the challenges faced by the tourism activities in Kisoro during the COVID-19 pandemic.

### **1.7 Hypothesis**

The impact of the unfolding COVID-19 on Tourism activities in Kisoro region is through numerous channels, including sharp declines in international and domestic tourism and goods

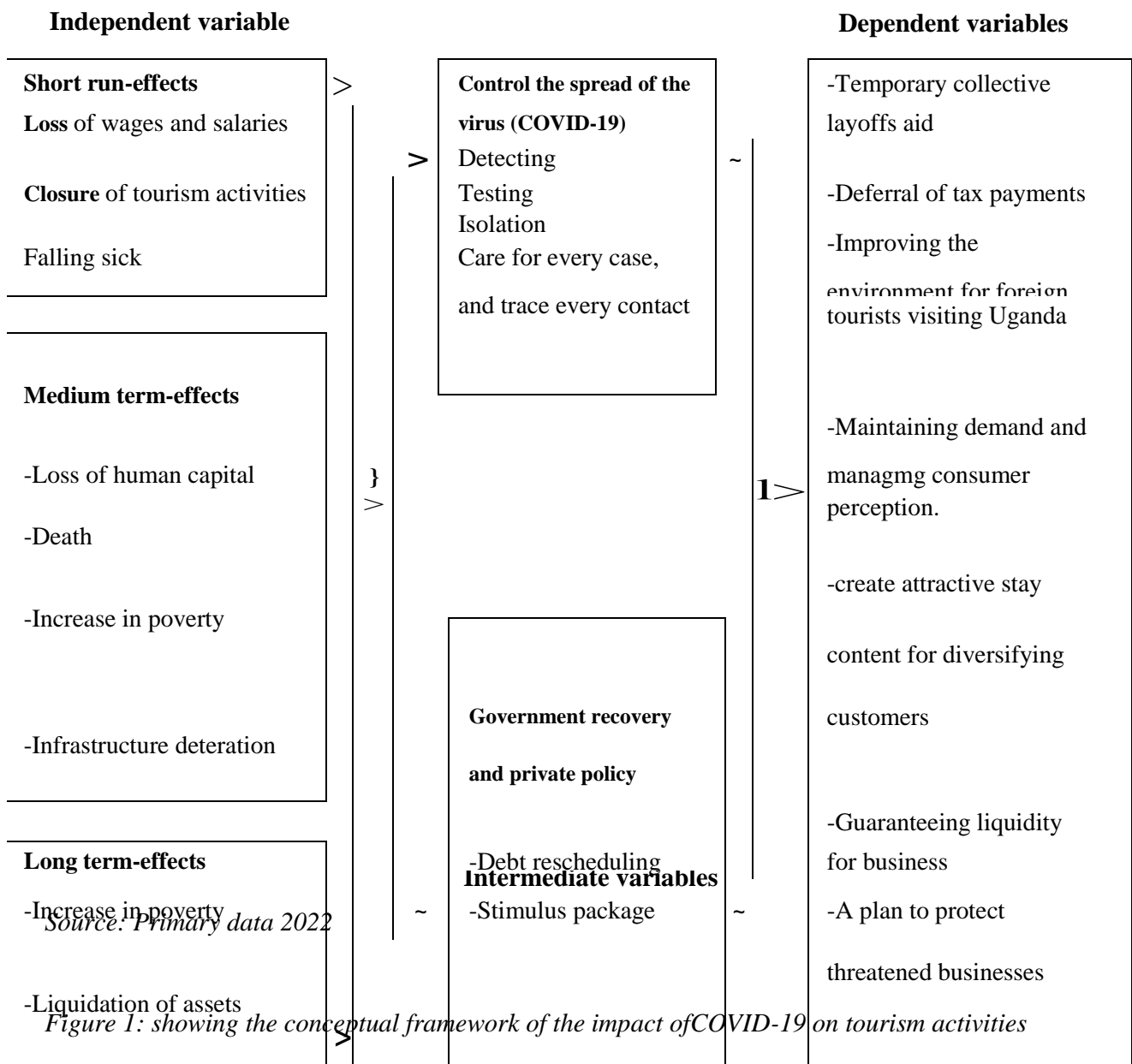


and services that fall in tourism effects. The magnitude of this impact on tourism depends on **how** the outbreak evolves, which remains highly uncertain at the time this research.

Tourism growth under COVID-19 depends on a range of drivers, such as promotion of domestic tourism by encouraging local participation, whether the shock is truly a spike or lasts, **or** whether there is structural damage, among other factors.

### 1.8 Conceptual frame work

concept is defined by Nachmias (1996) as an abstraction, symbol, a representation of an object or one of its properties, or a behavioural phenomenon. The conceptual model is an illustration of key variables and their interconnection or relationship. A model therefore is an abstraction from reality that orders and simplifies our view of reality by representing its essential characteristics. Figure 1 presents the conceptual framework for the study



According to figure 1 above, independent variables will be the impact of COVID-19 on tourism activities and they include the sort term effects (loss of wages and salaries, closure of tourism activities), medium term effects (Loss of human capital, increase in poverty, and infrastructure

deteration), and Long term plan (increase in poverty, liquidation of assets). Dependent variables will be the solutions to the challenges faced by the tourism activities in Kisoro region during this time of COVID-19. However, the dependent variable will be achieved if the intermediate variables are considered and taken as a priority.

## CHAPTER TWO

### LITERATURE REVIEW

#### 2.1 Introduction

This chapter explored relevant study instruments, reports and studies on the impact of COVID- 19 on tourism activities conducted in the past. Literature review provides a framework within which the findings will be contextualized. It covered literature review on historical background of COVID-19, impact of the pandemic on tourism activities, challenges faced by tourism activities during the COVID-19. The topic on the impact of covid-19 on tourism activities will extensively be explored. There is a wide range of literature focused exclusively on impact of covid-19. It is this area that the present study will deal with, though general literature on covid-19 will be cited.

The real cause of COVID-19 is closely related to the SARS virus (Petrosillo et al., 2020). SARS virus has many types whose origin is said to be circulating among the animals. Some of these viruses include; SARS-Co V which was first identified in China in 2002 as the cause of an outbreak of Severe Acute Respiratory Syndrome (SARS). This type of virus causes flu-like symptoms. In May 2004, the World Health Organization (LAU et al., 2004) declared that SARS was contained ( eradicated) worldwide; MERS-Co V was first identified in 2012 in Jordan and Saudi Arabia as the cause of Middle East Respiratory Syndrome (MERS) is also related to animals. It causes flu-like symptoms. MERS-Co V has been circulating in several countries (for example USA, May 2014; South Korea, July 2015) and is still around (2200 confirmed cases and 790 deaths in 2018) (Tesini, 2020); SARS-Co V-2 was identified in December 2019. It causes acute respiratory illness that can be severe.

Studies in the literature suggest that SARS-Co V and MERS-Co V originated in bats, with further both circulate in civet cats and camels, respectively. The reservoir for SARS-Co V-2 is not well known, though pangolins and bats are believed to be the source. In fact, a lot is known about the dynamics of SARS-Co V and MERS-Co V, which contributed to contain and control the associated diseases.

COVID-19 is a communicable disease that is transmitted through touching contaminated surfaces or objects. A person can be infected by touching a surface or object contaminated with the virus and then touching their own mouth, nose, or possibly their eyes (the T zone of the

face) (WHO, 2020b ). The speed of spread from one person to another varies. Some viruses do not spread as easily. Another factor is whether the spread is sustained, spreading continually without stopping. The virus that causes COVID-19 has been spreading very fast in the community (community spread) where is not sustained.

The clinical symptoms of COVID-19 include fever, shortness of breath, acute pneumonia, expectoration, hemoptysis often followed by renal failure (Lawday & Trout, 2021 ). The incubation period is estimated to be 5.2-5.5 days (Eikenberry et al., 2020), and the serial interval (the time between the successive onset of symptoms in a chain of transmission) was 7.6 days (Joint mission report, 2020).

The most common symptoms of COVID-19 are fever, tiredness, headache, chest pain and dry cough. Some patients may have runny nose, sore throat, nasal congestion, and aches and pains or diarrhea (Verity et al., 2020). A big number of people who get COVID-19 experience a mild case about as serious as regular cold and recover without needing any special treatment (Zhao et al., 2020). The recovery rate depends on the strength on the immune system. The elderly and people with underlying problems such as blood pressure, heart problems or diabetes, or chronic respiratory conditions, are at a great risk of serious illness from COVID-19 (Huang et al., 2020).

Starting with regions out of the African region, critical global responses to control the spread of the COVID-19 pandemic have included travel restrictions, shelter-in-place, improved hygiene, disinfection of public areas and social distancing orders. (Suau-Sanchez et al., 2020) highlighted that, most countries around the world have imposed partial or complete border closures, with travel bans affecting the majority of the world's populace.

Early interventions such as intensive contact tracing followed by quarantine and isolation can effectively reduce the transmission of COVID-19 (Tang et al., 2020). In preventing the spread of the virus in Uganda, the Uganda government adopted extreme measures to mitigate COVID- 19 outbreak. This follows the presidential directive guided by the Ministry of Health in March 2020; the government closed all schools, burned public gatherings, and closed inbound and outbound transportation.

## **2.1 Impact of COVID-19 on tourism activities**

For Uganda specifically, the Minister of Finance, Planning and Economic Development (MFPED) provided preliminary assessment on March 20, 2020 of the short-term impact of the pandemic, anticipating the following(MFPED, 2020):

Increase in the number of poor people by 2.6 million. This was a result of the closure of tourism activities where both skilled and non-skilled employees were laid off in the tourism sector due to the lock down;

Significant deterioration of the current account balance owing to expected severe reduction in exports, tourism receipts and workers remittances;

Domestic revenue shortfall of Shs288.3 billion in FY 2019/20 and Shs3 50 billion in FY 2020/21 due a reduction in economic activity. Uganda Revenue Authority anticipate a loss of UGX 116.26 billion in customs revenue by the end of June due to this crisis alone, expanding the overall revenue loss UGX 513.26 billion by close of June 20206(URA, 2020).

Heightened pressure on fiscal space as a result of additional expenditure to address rapid response in the health sector and livelihood support for affected persons.

Kalvelage et al. (2021) stated that the unprecedented socio-economic impacts of the pandemic on the tourism sector have undoubtedly created a sort of crisis for Namibia considering the cumulative benefits (wildlife, people and economy) of the country's conservation efforts. The crisis includes all shocks that were reported during the time of lock down for example travel restriction, closure of public and private transportation, cancellation of bookings among others.

Across all domains, the average respondent expected employment losses to be over 50 percent in 2020. Operators from the food and beverage, recreation and outdoor activities, and accommodation domains expected the greatest percentage employment losses due to COVID- 19 (Conference Board of Canada, 2020). Operators in travel services, retail, and the miscellaneous other domain expected the least impacts on employment.

Nature-based tourism (NBT) has been negatively affected through restrictions on movements and gatherings and through fewer visitors to National Protected Areas (NPA) and community managed conservation areas, famously known as Communal Conservancies and Community Forests. This has had adverse effects on total value chains associated with these conservation

management practices (that is multiple land uses) and has highly underscored the importance of tourism for livelihoods and well-being of majority of the local and indigenous communities in Namibia's rural areas (Ministry of Environment and Tourism, 2020).

The average respondent across all domains expected revenue losses associated with COVID- 19 to be greater than 60 per cent in 2020. The three distinct domains where businesses expected the highest percentage losses were transportation (non-air), travel services, retail, and gaming. Respondents grouped in the miscellaneous other category also reported higher percentage losses (Conference Board of Canada, 2020).

Potential crisis risks and subjective assessment of foreign travel safety are the defining motivations for deciding to travel for millions of modern tourists, particularly in developed countries (Baker, 2015). This has also affected the economies of many countries whose GDP depends majorly on tourism.

The global spread of the COVID-19 pandemic from China to virtually every country in the world has become an unprecedented challenge for the tourism activities in 2020. Experts forecast economic consequences of this crisis including drop in revenue (Rutynskyi & Kushniruk, 2020).

Large industrial cities and cities-centers of mass tourism are at the highest risk and are vulnerable to the spread of epidemics (Rutynskyi & Kushniruk, 2020). Each such medical crisis significantly impairs the economy of cities, worsens the well-being of residents, and leads to the collapse and bankruptcy of small family businesses in the tourism activities (Hall, 2010; Gurtner, 2010). In such situations, the problems of reinventing retirement, work, wealth, health, and welfare in an idle society become a difficult challenge for residents of large cities (Marin, 2017).

In the Caribbean, the cruise industry was hit very hard. From the statistics, from 2010 to 2018, the sector grew by 7.8 percent per year on average. Relatively in 2019, the Caribbean welcomed 38 percent of the global total cruise passengers and 34 percent of the total cruise ship deployment. However, according to (Panetta, 2020), passengers number dropped in 2020 to almost zero. The situation was made worse as several countries refused ships at their docks as one way of preventing the spread of the pandemic.

The global air transport revenue was bridged by 11 percent by in 2020, which led to a loss of US\$163 billion dollars (Haque, 2021 ). According the report made by IA TA, approximately 25 million flights had been cancelled until June, 2020. Approximately 65.5 million jobs associated with the aviation and tourism sector. The agency forecasts that approximately 25 million aviation related jobs are at risk globally.

### 2.3 Challenges faced by tourism industry during the COVID-19 period

According to UK travel report (2020), occupancy in every English region declined sharply that led to closure of hotels and loss of human capital in the beginning of the pandemic.

Uganda experienced 94.5 percent decline of tourist enterprise including Hotels/lodges, bars, tour and travel agencies reported reduction in number of clients caused by Covid-19 pandemic and this was the major challenge (Paul M., 2020).

According to Paul (2020), 450,000 hotel bookings were cancelled between March and June 30 2020, which resulted into a loss of close to \$320.8m (Shsl.19 trillion). The loss, the report notes, was directly attributable to Covid-19 that continues to hold back a number of tourists from travel.

### 2.4 Recovery measures for tourism activities during and after COVID-19

With the help of World Travel and Tourism Council (WTTC) global travel safety protocols should be developed, many advanced economies are developing similar measures to safely reopen their travel sectors. However, implementing these protocols in small states will entail significant business restructuring and infrastructure adjustments, and employee retraining, in hotels and the transportation sector as well as at the various points of entry and ports. Some proposed measures, such as introducing digital and contactless payments, and other integrated technologies to enable automation, at hotels or in retail, may be onerous and costly for small states to implement.

Furthermore, one of the main bottlenecks to the development of backward linkages in the tourism sector is the inability of local suppliers to meet a variety of safety or hospitality standards (Jansen, 2013). This suggests that further safety standards could be onerous for small developing countries when seeking to build these linkages with local suppliers, potentially compromising some socio-economic spillovers.



The government of Uganda is seeking ways through which it can promote local tourism as a way of insulating the industry from external and international shocks. For example, the Uganda Tourism Board has come with a number of initiatives such as Pearl of Africa Tourism Expo (POA TE) and hiring market destination representatives in key source markets including UK and Ireland, Germany, Austria and Switzerland, UAE, Japan and China as well as launching domestic and international awareness drives (Rachel, 2021 ).

## CHAPTER THREE

### RESEARCH METHODOLOGY

#### 3.1 Research Design

The overall research designs for this study was the survey and cross sectional-research methods which, according to the Handbook of Survey Research by Marsden and Wright (2010), it employed systematic standardized approaches to collecting information on individuals, households or organizations through questioning systematically identified samples. Further, the broad guideline of research methods as provided by Couperet al (1999) in the book, "Computer Assisted Survey Information Collection" was considered during data collection and analysis. The broad principles states:

This study adopted the descriptive and exploratory research methodology (Hakim, 2000) which included the definition and description of the study population, sampling size, sampling procedure, questionnaire type and the administration process, and the data collection criteria. The methodology also outlined the process and methods of monitoring data collection, data cleaning process and tools, and the data analysis and the analytical tools.

Descriptive and exploratory research methodology was chosen for this study as was viewed as useful in unearthing associations (Phillips, 2015). Since the variables that were gathered through the instrument of a structured questionnaire were both quantitative and qualitative in nature, Descriptive Statistics was used as the analytical tools to both reveal underlying associations between variables and also quantify the strengths of those associations.

#### 3.3. Study area

Kisoro is a town (Municipal) in the Western Region of Uganda (Appendix V). It is the chief town of Kisoro District and the site of the district headquarters. (Dhamija & Bhide, 2011) Kisoro is a proximately 76 kilometers by road, west of Kabale that largest city in the Kigezi sub region. Kisoro is located east of Rumangabo and the Virunga mountains in the Democratic Republic of Congo (DRC). The geographical coordinates of Kisoro are 1 °17'06.0"S, 29°41'06.0"E (Latitude:-1.2850; Longitude: 29.6850). Kisoro Town Council sits at an average elevation of 1,929 metres above sea level.

Kisoro has two main tourism destination centers for Mountain Gorillas that is Mgahinga Gorilla National park and Bwindi impenetrable National Park (Rushaga sector). With many hotels and

tourist attractions being established in the town, Kisoro will become the next tourism city after Fort portal.

### 3.4 Sampling Procedure and Sample Size

The subject of the study was the tourism activities in five sectors of tourism (accommodation sector, attraction sector, travel organizers, transport organizers, and destination organizers) in Kisoro municipality. Out of the entire population of 220 respondents, 110 respondents were selected using random sampling technique of which, 20 persons representing Uganda Wildlife Authority were selected purposively. 78 persons represented Community residents and business community involved in five sectors of tourism and 20 persons represented tourists who were found in different tourism centers in Kisoro Municipality during time of this research. The study will involve respondents were given questionnaires to fill in respect of the study problem. The sample size was determined by Taro Yamane's formula as follows;

$$\text{Sample size } n = \frac{cay}{\dots}$$

Where,

n =desired sample size

N = Study population e=

level of significance 1 =

constant

Therefore, to compensate a sample size 'n' which were representatives of all confident unit or 0.05 level of significance ( Taro Yamane' s formula).

$$220$$

$$n = (1 + 220(0.05)^2) 220$$

$$(1 + 0.55) \frac{220}{\dots}$$

$$(1 + 1)$$

$$220$$

$$2$$

$$= 110$$

Therefore the targeted sample was made up 110 respondents out of the total population of 220 **Table**

### 3.2 Sample size

Target group	Target population	Sample size
Community residents and business community involved in five sectors of tourism	150	78
Uganda Wildlife Authority officials	20	12
Tourists	50	20
<b>Total</b>	<b>220</b>	<b>110</b>

Source: Author, 2021

### 3.5 Data Collection Instruments

The study employed the use of both the questionnaires and interview schedule.

#### 3.5.1 Questionnaires

This tool was developed by the researcher with the help from the University supervisor. This tool was preferred the study because collected data from a large samples over a short period of time. The tool contained both open and closed ended questions. Closed ended questions are easy to analyze since they are in immediate usable form, easy to administer as each item was followed by alternative answer and this was economical in terms of time and money. Openended questions stimulated a person to think about his/her feeling or motives and to express what he/she consider most vital. The questionnaires will be administered to the tourism business community residents.

#### 3.5.2 Interview

The study hired the respondent type of interview where the interviewer retained all control throughout the process. The researcher used the interview schedule for guidance during the interview process. The interview schedule design was meant for the Uganda Wildlife Authority officials. This enable the researcher to collect the information based on the objective of the study and balance between quality and quantity of data collected and also more information that cannot be directly observed or is difficult to put down in writing.

### **3.6 Data Analysis Procedure**

The data was sorted and analyzed using Statistical Package for Social Sciences, where tables, frequencies were used in interpreting the respondent's perception on issues in the questionnaires.

### **3.7 Validity of and Reliability of Research Instruments**

To test the content validity of instruments, the researcher discussed the instruments with the university supervisor to ensure that all the concepts under investigation are well measured. A pilot study was used to aid in improving the validity of the instruments. Items were then be checked to ensure that they are accurately measured and the concepts of under study are clear and understood by the respondents.

To determine the reliability of the instruments, pre-testing through piloting will be done in Kabale Municipality since it will be not be part of the study. The reliability of the items were be based on the estimates of the variability among the responses to the items.

### **3.8 Data Collection Procedures**

The researcher acquired a permit from the Kabale University to conduct the research. The researcher in this manner will seek consent and approval from the University Supervisor, to administer the interview schedules and questionnaires to the Community residents and business community involved in five sectors of tourism, tourists and Uganda Wildlife Officials. The researcher then distributed the questionnaires and collected them immediately after the exercise to ensure efficiency in collection of the data. The researcher then sought an appointment with the heads of five tourism sectors to interview their employees.

### **3.9 Ethical Considerations**

Data was handled carefully, so that information about individual people and even institutions will be used in ways that recognize those people's initial ownership of information and which respects them as fellow human beings who are entitled to dignity and privacy. The permission of Kabale University to conduct the research will be obtained. This research was designed to be free of active deception. In the data generation process every effort was made to ensure accuracy.

## CHAPTER FOUR

### DATA PRESENTATION AND ANALYSIS

#### 4.0 Introduction

This chapter is composed of data collected during the data collection process. It presents the statistical description of the characteristics respondents and the analysis of the findings the findings in relation to the study. The findings were analyzed using descriptive statistics that included use of frequency, tables, mean and standard deviation

#### 4.1 Response rate

The targeted population for the study was 110 but only 95 responded provided the data as shown below

**Table 4.1: Response rate**

Sample population	Actual participants	Percentage
110	95	86.3%

*Source Primary data 2022*

#### 4.2 Characteristics of the respondents

The characteristics of the respondents was collected to assess how such characteristics were linked to the study purpose. The characteristics consisted of the gender of the respondents, age, education qualification, marital status, and occupation of the respondents.

##### 4.2.1 Gender of the respondents

The study examined and described the gender details of the respondents to ensure fair inclusion of both male and females in the study.

**Table 4.2: Gender of the respondents**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	59	62.1	62.1	62.1
Valid Female	36	37.9	37.9	100.0
Total	95	100.0	100.0	

*Source: Primary Data 2022*

Table 4.2 above shows that 62.1% of the respondents were male while, 37.9% were females. Results therefore indicated that the majority of the respondents were male compared to their male counterpart. However, for this study, views of all respondents contributed to this study.

#### 4.2.2 Qualification of the respondents

The study aimed at finding education qualification of the respondents. This was aimed at finding out how the respondents understood the questions. The higher the education qualification of the respondents, the faster they understood the questions they were asked. Results were summarized as per table 4.3 below.

**Table 4.3: Qualification of the respondents**

	Frequency	Percent	Valid Percent	Cumulative Percent
Secondary	19	20.0	20.0	20.0
Diploma	38	40.0	40.0	60.0
Valid Degree	38	40.0	40.0	100.0
Total	95	100.0	100.0	

Source: Primary data 2022

Table 4.2 above shows that 38% of the respondents have attained Diploma and Degree respectively, while 20% have attained secondary level. Findings therefore indicate that respondents have enough education to understand the questions asked to them.

#### 4.2.3 Age of the respondents

Respondents were asked not to reveal their age but their category where they fall. Findings are shown in table 4.3 below.

**Table 4.4: Age of the respondents**

	Frequency	Percent	Valid Percent	Cumulative Percent
18-25	63	66.3	66.3	66.3
25-34	25	26.3	26.3	92.6
Valid 35-44	7	7.4	7.4	100.0
Total	95	100.0	100.0	

Source: Primary data 2022

In relation to the age category, analysis was conducted to ensure that that data was gathered from mature persons with the ability to express their views in line with the study, Kabale

branch. Outcomes in the table above shows that all were aged 18 and most were in the age category of 18-25, followed by those who are 46-55, and lastly 35-44. Thus, data was gathered for mature respondents who provided free opinions and views in relation to the study.

#### 4.2.4 Marital status of the respondents

The study aimed at finding the marital status of the marital status of the respondents. This was done to make sure all respondents according to their marital status are included in the study. The table below shows the results

**Table 4.5: Marital status of the respondents**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Single	71	74.7	74.7	74.7
Married	22	23.2	23.2	97.9
Divorced	2	2.1	2.1	100.0
Total	95	100.0	100.0	

Source: Primary data 2022

Table 4.5 above shows that 74.7% of the respondents were single followed by married respondents 23.2%. Lastly, the divorced were 2.1 %. From the above results, it was evident that majority of the respondents were single, while the divorced were the minority in the study.

#### 4.2.5 Occupation of the respondents

The study aimed at determining the occupation of the respondents. Results are as shown below.

**Table 4.6: Occupation of the respondents**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Civil servant	19	20.0	20.0	20.0
Entrepreneur	38	40.0	40.0	60.0
Others	38	40.0	40.0	100.0
Total	95	100.0	100.0	

Source: Primary data 2022

Table 4.6 above shows that 40% are entrepreneurs and others respectively, while 20% of the respondents are civil servants. Findings therefore indicate that majority of the respondents are either entrepreneurs or others respectively.



### 4.3 Knowledge on impact of COVID-19 on tourism activities

#### 4.2.5 Satisfaction with the current situation

The research aimed at finding out whether the respondents are satisfied current situation. The researcher wanted to find out if customers were satisfied with the current situation or not.

Results were presented as seen below.

**Table 4.7: Satisfaction with the current situation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	19	20.0	20.0	20.0
No	76	80.0	80.0	100.0
Total	95	100.0	100.0	

Source: Primary data 2022

80.0% of the respondents stated that they were not contented with the current situation, while 20% of the respondents sated that they are contented with the current situation. Findings therefore show that majority of the respondents are not contented with the current situation.

#### 4.2.6 Understanding on COVID-19

The researcher wanted to find out if the respondents have knowledge on COVID-19. The results as indicated on 4.8 below;

**Table 4.8: Understand on COVID**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	95	100.0	100.0	100.0

Source: Primary data 2022

Table 4:8 above shows all respondents understand the COVID-19 with 100%.

#### 4.2.6 Education on COVID-19

The researcher wanted to find out if the respondents have been educated on how to control and prevent COVID-19. Views of the respondents were captured as follows.

**Table 4.8: Education on COVID**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	76	80.0	80.0	80.0
No	19	20.0	20.0	100.0
Total	95	100.0	100.0	

Source: Primary data 2022

Table 4.8 above shows that 80.0% of the respondents have had education on COVID-19, While 20.0% of the respondents stated that they have not received education on COVID-19. Basing on the above findings, it's evident that majority of the respondents have received education on COVID-19.

#### 4.2.7 Test for COVID-19

The researcher wanted to find out if the respondents are vaccinated against COVID-19. The study was aimed at assessing for the readiness to full reopening of tourism activities. Summary of the findings are indicated on table 4.8 below.

**Table 4.9: Test for COVID-19**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	76	80.0	80.0	80.0
No	19	20.0	20.0	100.0
Total	95	100.0	100.0	

Source: Primary data 2022

Table 4.9 above shows that 80.0% of the respondents are vaccinated against COVID-19, while 20.0% of the respondents have not been vaccinated. From the findings above, there is a possibility that the unvaccinated respondents may infect those who are vaccinated. Therefore, total vaccination is required throughout.

#### 4.2.7 Knowledge for prevention method for COVID-19

In relation to knowledge on prevention of COVID-19, analysis was conducted to find out if respondents were aware about the prevention of COVID-19. The outcomes in the table below respondents' views on the prevention of COVID-19 as seen below

**Table 4.10: Knowledge on any prevention method for COVID-19**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	95	100.0	100.0	100.0

Source: Primary data 2022

100.0% of the respondents were aware of prevention method for COVID-19.

#### 4.2.8 Vaccination status

The researcher wanted to find out if the respondents had been vaccinated against COVID-19 or. The researcher further wanted to know the readiness of tourism industry to embark full reopening. Summary of the findings are indicated on table 4.11 below

**Table 4.11: Vaccination status**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	76	80.0	80.0	80.0
Valid No	19	20.0	20.0	100.0
Total	95	100.0	100.0	

Source: Primary data 2022

The table above shows that 80.0% of the respondents have been vaccinated while 20.0% of the respondents have not been vaccinated.

#### 4.2.8 Vaccination level

The study aimed at finding the vaccination level of the respondents. Results are shown below

**Table 4.12: Vaccination status**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Partially vaccinated	38	40.0	40.0	40.0
Valid Fully vaccinated	57	60.0	60.0	100.0
Total	95	100.0	100.0	

Source: primary data 2022

Table 4.12 above shows that 60% of the respondents have fully been vaccinated, while 38% of the respondents have partially been vaccinated.

#### 4.2.9 Change on tourism pattern

The researcher also wanted to find out from the respondents if COVID-19 had changed the pattern of tourism. Results are summarized on the table below;

**Table 4.11: change on tourism pattern**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	76	80.0	80.0	80.0
No	19	20.0	20.0	100.0
Total	95	100.0	100.0	

Source: Primary data 2022

Table 4.11 above shows that 80.0% of the respondents agree that that there has been a change in pattern of tourism activities, while 20.0% of the respondents stated that change in tourism activities has not changed

#### **4.2.10 Nature of business**

The study aimed at finding out if the businesses were related to tourism. Results were analyzed as seen below;

**Table 4.11: Nature of business**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	95	100.0	100.0	100.0

Source: Primary data 2022

According to the table above, 100.0% of the respondents have businesses related to tourism.

#### **4.5 Impact of COVID-19 on Tourism Activities**

Objective one aimed at assessing the impact of COVID-19 on tourism industry in Kisoro municipality. Quantitative question on this objective was measured on Likert Scale with 1 =Strongly Disagree and 5=Strongly Agree

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
COVID-19 led sharp decline of tourism activities that led to closure of hotels and loss of human capital in the beginning of the pandemic.	95	1.00	5.00	5.0000	.00000
There was closure of tourism activities and cancelation of travels	95	1.00	5.00	4.2000	.40212
COVID-19 led to the loss of human capital.	95	1.00	5.00	3.6000	1.02521
COVID-19 pandemic led to the liquidation of assets especially in tourism sector.	95	1.00	4.00	3.0000	.63581
COVID-19 has brought about innovative solutions that have been put in place in the cultural and creative sectors across.	95	1.00	5.00	4.4000	.80424
Valid N (listwise)	95				

*Source: Primary data 2022*

Table above shows that majority of the respondents agreed that COVID-19 led sharp decline of tourism activities that led to closure of hotels and loss of human capital in the beginning of the pandemic in Kisoro Municipality (mean=5.0000), COVID-19 has brought about innovative solutions that have been put in place in the cultural and creative sectors across (mean=4.4000), COVID-19 has brought about innovative solutions that have been put in place in the cultural and creative sectors across (mean=4.2000), the was closure of tourism activities and cancelation of travels (mean=4.2000), and COVID-19 led to the loss of human capital (mean=3.6000), COVID-19 pandemic led to the liquidation of assets especially in tourism sector (mean=3.0000).

**.6 Challenges faced by tourism industry during the COVID-19 pandemic**

Objective two aimed at finding Challenges faced by tourism industry during the COVID-19 pandemic in Kisoro municipality. Quantitative question on this objective was measured on Likert Scale with 1=Strongly Disagree and 5=Strongly Agree

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Several hotel bookings were canceled which led to lose of money and revenue.	95	1.00	5.00	4.4000	.49250
COVID-19 led to the decline of tourism enterprise including Hotels/lodges, bars, tour and travel.	95	1.00	5.00	4.8000	.40212
Tour and travel companies closed.	95	1.00	5.00	4.0000	.00000
Lower prices, a lack of significant demand and low occupancy rates did not bode well for revenues and profitability.	95	1.00	5.00	3.8000	.75230
Smaller operators will likely not survive a prolonged period of low occupancy higher costs and losses.	95	1.00	5.00	4.2000	.75230
Valid N (listwise)	95				

Source: Primary data 2022

The table above shows that majority of the respondents agreed that COVID-19 led to the decline of tourism enterprise including Hotels/lodges, bars, tour and travel (mean=4.8000), several hotel bookings were canceled which led to lose of money and revenue (mean=4.4000), Smaller operators will likely not survive a prolonged period of low occupancy higher costs and losses (mean=4.2000), Tour and travel companies closed (mean=4.0000) and few

respondents agreed that Lower prices, a lack of significant demand and low occupancy rates did not bode well for revenues and profitability (mean=3.8000).

**4.7 Solutions to challenges faced by tourism activities during the COVID-19 pandemic** Objective three aimed at finding solutions to the challenges faced by tourism industry during the COVID-19 pandemic in Kisoro municipality. Quantitative question on this objective was measured on Likert Scale with 1 =Strongly Disagree and 5=Strongly Agree

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Government should provide financial assistance to affected tourism businesses	95	1.00	5.00	4.8000	.40212
Capitalizing on travel corridors bubbles and diversifying sources markets.	95	1.00	5.00	3.8000	.40212
Incorporating health and safety as new pillar of global sustainability.	95	1.00	5.00	4.0000	.63581
Consumer demand should be maintained.	95	1.00	5.00	4.2000	.40212
Government should bail out business that are almost failing.	95	1.00	5.00	3.4000	1.02521
Banks should readjust loan repayment schedule to as to allow business owners to organize their businesses after the lockdown.	95	1.00	5.00	4.8000	.40212
Valid N (listwise)	95				

*Source: Primary data 2022*

The table above shows that majority of the respondents agreed that government should provide financial assistance to affected tourism businesses and Banks should readjust loan repayment schedule to as to allow business owners to organize their businesses after the lockdown respectively (mean=4.8000), Consumer demand should be maintained

(mean=4.2000), Incorporating health and safety as new pillar of global sustainability (mean=4.0000), capitalizing on travel corridors bubbles and diversifying sources markets (mean=3.8000), and Government should bail out business that are almost failing (mean=3.4000).



## CHAPTER FIVE

### DISCUSIONS, CONCLUSION AND RECOMENDATIONS

In this chapter, the discussion of the findings is presented in line with the study results.

#### 5.1 Discussion of findings

The study revealed a number of findings. These findings are summarized below;

#### 5.2 Impact of COVID-19 on Tourism Activities

Objective one aimed at assessing the impact of COVID-19 on tourism industry in Kisoro municipality. Quantitative question on this objective was measured on Likert Scale with 1 =Strongly Disagree and 5=Strongly Agree

Looking at the objective two of the study, majority of the respondents agreed that COVID-19 led sharp decline of tourism activities that led to closure of hotels and loss of human capital in the beginning of the pandemic in Kisoro Municipality (mean=S.0000), COVID-19 has brought about innovative solutions that have been put in place in the cultural and creative sectors across (mean=4.4000), COVID-19 has brought about innovative solutions that have been put in place in the cultural and creative sectors across (mean=4.2000), the was closure of tourism activities and cancelation of travels (mean=4.2000), and COVID-19 led to the loss of human capital (mean=3 .6000), COVID-19 pandemic led to the liquidation of assets especially in tourism sector (mean=3.0000). Findings therefore indicate that majority of the respondents agreed with the fact that COVID-19 led sharp decline of tourism activities that led to closure of hotels and loss of human capital in the beginning of the pandemic in Kisoro Municipality. Many tourism activities cancelled their bookings which led to decline in business which later led to closure and loss of human capital. However, few respondents agreed to the fact that COVID-19 pandemic led to the liquidation of assets especially in tourism sector.

#### 5.3 Challenges faced by tourism industry during the COVID-19 pandemic

Objective two aimed at finding Challenges faced by tourism industry during the COVID-19 pandemic in Kisoro municipality. Quantitative question on this objective was measured on Likert Scale with 1 =Strongly Disagree and 5=Strongly Agree

Findings indicated that majority of the respondents agreed that COVID-19 led to the decline of tourism enterprise including Hotels/lodges, bars, tour and travel (mean=4.8000), several

hotel bookings were canceled which led to lose of money and revenue (mean=4.4000), Smaller operators will likely not survive a prolonged period of low occupancy higher costs and losses (mean=4.2000), Tour and travel companies closed (mean=4.0000) and few respondents agreed that Lower prices, a lack of significant demand and low occupancy rates did not bode well for revenues and profitability (mean=3.8000). It was therefore evident that majority of the respondents were in agreement with the fact that COVID-19 led to the decline of tourism enterprise including Hotels/lodges, bars, tour and travel, while on the other hand few respondents agreed with the fact that Lower prices, a lack of significant demand and low occupancy rates did not bode well for revenues and profitability.

#### **5.4 Solutions to challenges faced by tourism activities during the COVID-19 pandemic**

##### **Include**

On challenges faced by tourism activities during the COVID-19 pandemic, the following solutions were suggested by the respondents. However, solutions to the challenges faced by tourism activities during the COVID-19 pandemic should be addressed by the stakeholders that is the government of Uganda through the mother Ministry (Ministry of Tourism, Wildlife and Antiquities).

Government should bail out business that are almost failing. Bailout packages such as interest free loans and simple interest loans should be given to business which need to be supported. The government should bail tourism businesses depending on the activities they were doing.

Debt rescheduling. The Government through the Ministry of Finance assisted by the parliament should negotiate with banks and Microfinance institutions to have loan payment schedule re-structured. Payment period for loans should be adjusted and businesses that suffered losses during the pandemic, the government should take over their loans.

To boost tourism, the government through Ministry of Tourism, Wildlife and Antiquities should carry out awareness campaigns such Pearl of Africa Tourism Expo, Tulambule, Tourism ambassador. These campaigns should be meant to promote tourism especially the domestic tourism so as to substitute the outbound tourism which suffered a great loss due to boarder closure.

Incorporating health and safety SOPS- as new measure for Tour and travel companies' for example every tourism destination should have hand washing facilities, screening tourists

before and after travel, wearing of facial mask, maintaining social distance and use of sanitizer always.

Objective three aimed at finding solutions to the challenges faced by tourism industry during the COVID-19 pandemic in Kisoro municipality. Quantitative question on this objective was measured on Likert Scale with 1 =Strongly Disagree and 5=Strongly Agree

On solutions to the challenges faced by tourism activities in Kisoro Municipality, findings show that majority of the respondents agreed that government should provide financial assistance to affected tourism businesses and Banks should readjust loan repayment schedule to as to allow business owners to organize their businesses after the lockdown respectively (mean=4.8000), Consumer demand should be maintained (mean=4.2000), Incorporating health and safety as new pillar of global sustainability (mean=4.0000), capitalizing on travel corridors bubbles and diversifying sources markets (mean=3.8000), and Government should bail out business that are almost failing (mean=3.4000). From the above findings, it was evident that majority of the respondents agreed that government should provide financial assistance to affected tourism businesses and Banks should readjust loan repayment schedule to as to allow business owners to organize their businesses after the lockdown respectively. Meanwhile, few respondents agreed with the fact that the government should bail out business that are almost failing. This indicates that respondents were biased with the when it comes to its recovery plan.

## **5.2 Conclusion**

COVID-19 has led to sharp decline on tourism activities that led to closure of hotels and loss of human capital in the beginning of the pandemic in Kisoro Municipality

COVID 19 has led to increased poverty as many people lost their jobs. As travels were canceled and tourists reduced in numbers, tour companies were forced to stop some of their employees from working hence creating poverty.

Government should provide financial assistance to affected tourism businesses

Banks should readjust loan repayment schedule to as to allow business owners to organize their businesses after the lockdown

## **5.3 Recommendation to the study**

]] countries should incorporate health and safety measures as new pillar of global

**sustainability.**

To maintain good and timely travel, health and safety should be incorporated in every travel.

Standard Operating Procedures such as Washing hands, maintaining social distance of at least 1 meter and wearing of facial mask will reduce the spread of the virus.

Government should provide financial assistance to affected tourism businesses-Stimulus

**packages**

Incorporating health and safety SOPS- as new measure for Tour and travel companies' for example COVID task force should be available in the reception hall/boarder points, park entrance for thermal/temperature screening and provide hand disinfection for all passengers/tourists, Provide information sheets and briefing on barrier measures and any screening tests where applicable, Facilitate the orientation of passengers to airport services, in collaboration with the authorized services, Ensure the organization of the required tests at the airport health post, Take charge of passengers with signs suggestive of COVID-19 according to the protocol of the Ministry of Health, Organize the disinfection of passengers and luggage at the exit of the terminal or before getting onto the shuttle, In the event of a health alert from the aircraft, prepare the Rapid Response teams (Ambulance, personnel with PPE,) and activate

**the appropriate communication chain.**

**Government should bail out business that are almost failing.**

Debt rescheduling -financial institutions --Banks should readjust loan repayment schedule so as to allow business owners to organize their businesses after the lockdown.

**More of Pearl of Africa Tourism Expo (PO ATE)**

#### **5.4 Areas for further study**

A study should be carried to find out the impact of COVID-19 on wildlife conservation.

A study should be carried out to find out the Impact of COVID-19 on cultural tourism.

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**APPENDIX I: Proposed budget**

<b>NO</b>	<b>Item</b>	<b>Amount</b>
1.	Printing	250,000
2.	Photocopying	100,000
3.	Airtime	100,000
4.	Transport	300,000
5.	Binding	10,000
6.	Data collection process	250,000
7.	Hardcover binding	30,000
8.	Miscellaneous	200,000
	<b>Total</b>	<b>1,240,000</b>



**APPENDIX I: Research work plan**

<b>Activity</b>	<b>APRIL 2021</b>	<b>May- Oct 2021</b>	<b>Nov 2021</b>	<b>Dec 2021</b>	<b>Jan 2022</b>	<b>Feb 2022</b>
Topic selection and approval	✓					
Proposal writing		✓				
Proposal correction and submission			✓	✓		
Data collection and analysis					✓	
Report writing and submission						✓



- 1) Civil servant                      2). Farmer                      3) Entrepreneur                      4). Other. ....

**1. Are you contented with the current situation?**

- 1). Yes  
2). No  
3. **If** no, why?

.....  
.....

2. Do you have any understanding on COVID-19? I.)

Yes

2.)No

3. **If** yes, what do you know about COVID-19? Explain

.....  
.....

4. Have you been educated on the dangers of COVID-19? I). Yes

2). No

5. Have you ever tested for COVID-19?

1). Yes

2) No

6. Are you aware of any prevention method for COVID-19? **1).** Yes

2). No

7. Have you been vaccinated against COVID-19?

1).Yes

2).No

8. If vaccinated state the level of vaccination.

1).Partially vaccinated

2).Fully vaccinated

9. Do you think COVID-19 has changed the pattern of tourism? 1).Yes

2). No

10. **If** yes, how? explain

.....

11. Do you have any business related to tourism?

1).Yes

2). No

12. **If** yes has it been affected in any way during the COVID-19 lockdown? Explain

.....

**PART II: Impact of COVID-19 on tourism activities**

13. The following statements are about the impact of COVID-19 on tourism activities in Kisoro district. Please read the statements carefully and rate them using the scale below. Strongly Agree=5 Agree=4 Not sure=3 Disagree=2 and Strongly disagree

Statement	5	4	3	2	1
COVID-19 led sharp decline of tourism activities that led to closure of hotels and loss of human capital in the beginning of the pandemic.					
There was closure of tourism activities and cancelation of travels					
COVID-19 led to the loss of human capital					
COVID-19 pandemic led to the liquidation of assets especially in tourism sector.					
COVID-19 has brought about innovative solutions that have been put in place in the cultural and creative sectors across.					

**PART III: Challenges faced by tourism industry during the COVID-19 pandemic**

14. The following statements are about the Challenges faced by tourism industry during the COVID-19 pandemic in Kisoro region. Please read the statements carefully and rate them using the scale below. Strongly Agree=5 Agree=4 Not sure=3 Disagree=2 and strongly disagree.

<b>Statement</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Several hotel bookings were canceled which lead to lose money and revenue.					
COVID-19 led to decline of tourism enterprise including Hotels/lodges, bars, tour and travel.					
Tour and travel companies closed.					
Lower prices, a lack of significant demand and low occupancy rates did not bode well for revenues and profitability					
Smaller operators will likely not survive a prolonged period of low occupancy, higher costs and losses.					

**PART IV: solutions to the challenges faced by tourism industry in Kisoro region**

15. The following statements are about the solutions to the Challenges faced by tourism industry during the COVID-19 pandemic in Kisoro region. Please read the statements carefully and rate them using the scale below. Strongly Agree=5 Agree=4 Not sure=3 Disagree=2 and strongly disagree.

<b>statement</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Government should provide financial assistance to affected tourism businesses					
Capitalizing on travel corridors bubbles and diversifying source markets					
Incorporating health and safety as new pillar of global sustainability					
Consumer demand should be maintained					
Government should bail out business that are almost failing					
Banks should readjust loan repayment schedule to as to allow business owners to organize their businesses after the lockdown.					

**APPENDIX III: TOPIC INTERVIEW GUIDE FOR KEY INFORMANTS Kabale**

University P.O box

317, Kabale

December 20 2021

Dear respondent,

My name is **Ainemukama Fredinando** a student of Kabale University. I am carrying out research on "assessing the impact of COVID-19 on tourism activities" supervised by Kabale University. Most of this research is being carried out in the Kisoro. You have been selected for this study because of your knowledge on the impact COVID-19 on tourism.

If you agree to participate, all the information you provide will be completely anonymous and confidential.

Yours faithfully,

**Ainemukama Fredinando**

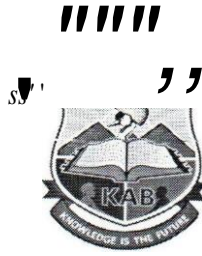
1. What is the level of COVID-19 preparedness in your area?
2. Has the community been educated on how to fight COVID-19 in your area?
3. Are people in your area embracing COVID-19 vaccination campaign?
4. How has COVID-19 affected tourism activities in your area?
5. What preventive measures is the government undertaking to curb COVID-19?
6. What are the challenges faced in fight against COVID-19 in your area?

**Thank you**

APPENDIX IV: INTRODUCTORY LETTER

**KABALE**

PO Box 317 Kabale -  
Uganda **Email:**  
[info@kab.ac.ug](mailto:info@kab.ac.ug)  
[admissions@kab.ac.ug](mailto:admissions@kab.ac.ug)



**UNIVERSITY**

**Tel:** 256-392-848355/04864-26463  
**Mob:** 256-782860259  
**Fax:** 256-4864-22803  
**Website:** [www.kab.ac.ug](http://www.kab.ac.ug)

FACULTY OF ECONOMICS AND MANAGEMENT SCIENCES

DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT

11<sup>th</sup> January 2022

**TO WHOM IT MAY CONCERN**

This is to certify that **AINEMUKAMA FREDINANDO** Registration number 2018/KTH/0588/F is a student of Kabale University, Department of tourism and Hospitality Management. He is conducting a research entitled" ***Assessing the impact of COVID 19 on Tourism activities in Kisoro Region: A case study of Kisoro Municipality***". He needs to collect data from your organization; your cooperation will be highly appreciated.

Best Regards,

A handwritten signature in blue ink, appearing to read 'Nuwe JB', is written over a light blue horizontal line.

Dr. Nuwe John Bosco

Head of Department

DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT

APPENDIX V: KISORO TOWN

