



## Assessing challenges faced by the hospitality industry during the Covid19 pandemic: A case study of three hotels in Lusaka district, Zambia

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**Abstract** The COVID-19 global pandemic started in Wuhan City from China in 2019 and spread into over 80% countries in the world within four months and was declared as global health pandemic on 11<sup>th</sup> March 2020 by the World Health Organization (WHO). The pandemic is not only a global health challenge but it also brought entire socio-economic structures into a standstill. It has challenged the globalization and global operations of free enterprises. However, for a speedy recovery and regain of the economy, employment and business functions, a sustainable and fresh beginning is necessary. It is worthy to note that hospitality industry and tourism sector is one of the major world economic sector that was strongly hit by the pandemic due to measures that were put in place. Thus, therefore, this research assessed the impact of the pandemic on the hospitality industry in Lusaka district. The main objective of this research was to assess the challenges faced by the hospitality industry during the Covid-19 pandemic with respect to three Hotels in Lusaka. 124 hotel workers were randomly sampled, data required was drawn from primary and secondary sources and in addition data was collected using a questionnaire as a collection tool. Results of this research reviewed that, the hotel industry experienced income/economic decline of about 50% which led to loss of employment, reduction in worker's salaries and eventually negatively affecting the workers psychologically and socially. Thus COVID-19 pandemic has dramatically changed the hospitality industry in Lusaka district, and understanding its consequences is essential for its survival. There is a need for hospitality industry to diversify its business and also the government to come on bold to help build up the hospitality industry again.

**Key Words:** Hospitality industry, Sustainable, COVID 19, economic decline, consequences.

### INTRODUCTION:

The 2019 novel coronavirus disease (COVID-19) was first reported in China as an infectious upper respiratory disease. The virus has since spread worldwide presenting one of the most serious global health crises in history, with high socio-economic costs. While the health impacts are directly through contagion, the economic impacts are largely a consequence of the preventive measures adopted by the respective governments to curtail its spread. Key measures adopted by most countries to curtail the spread include the closing of borders and lockdowns of economies which among other things have seen the temporary closure of businesses, schools and social services (WHO, 2020). Zambia reported the first two cases of COVID-19 on 18 March 2020, which was imported from France. With the passing of days, the pandemic spread throughout the country with high numbers of cases recorded in urban areas as indicated in the Ministry of Health Report (2020). In July 2020, the cases reached over 1,000 and within 10 days reporting period, the total number of cases raised to 4,481. In Zambia according to the Ministry of Health Report (2021) the disease reached its peak in 2021 between May and July. During this period thousands of cases were recorded on a daily basis and many deaths were recorded and



Zambia was put on a red spot meaning a danger zone area in 2021. This led to complete ban of international travels to Zambia thereby affecting the tourism and hospitality industry. Schools, bars, restaurants, church services were temporarily closed. Funeral gatherings were restricted to 50 people only with advice from the government that burial of the loved ones to be done within two days as mortuaries in Lusaka and other hot spot zones were full to capacity. Following the robust measures put in place which included case finding, case management and the surveillance team, Zambia managed many cases despite having lost many people to the pandemic especially those who had comorbidities. In 2021, during the last quarter Zambia was removed from the red list after embarking on a large scale vaccination. This eased the restriction and many businesses began to operate while following the regulation under the new normal of COVID-19. Therefore, this research assessed the effects of the pandemic on hospitality industry in Lusaka Zambia using intercontinental, Pamozi and Zambezi hotels.

### The Hotel Industry in Zambia during COVID-19:

The health crisis caused by the pandemic COVID-19 has been of such magnitude that it has resulted in the drop of economic and tourism activity in most countries like Zambia thereby causing an economic crisis with consequences that are still difficulty to measure. The evolution of the coronavirus pandemic and the reviewed literature related to the impacts and recovery strategies that were implemented in previous crisis situations in relation to the hotel industry. This crisis has posed far much greater impact on the Zambia's economy. This is because Zambia's economy greatly depends on tourism sector and hotel industry contribution which contribute about 7% to 15% of the annual Gross



## Determining the challenges faced by Micro, Small and Medium Enterprises (MSMEs) regarding Knowledge Sharing activities in Lusaka Zambia

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**Abstract:** The micro, small and medium enterprise (MSME) sector is often considered as a critical component in enhancing economic growth and poverty alleviation. In Zambia, MSMEs contribute approximately 70% to the country's gross domestic product. Furthermore, MSME sector plays a key role in promoting inclusive growth in the contemporary economy of Mandevu and Kalingalinga. The main objective of this research was to determine the challenges faced by Micro Small Medium Enterprises with regards to Knowledge Sharing Activities in Mandevu and Kalingalinga. 198 MSMEs were randomly sampled, required data was drawn from primary and secondary sources and in addition the required data was collected using a questionnaire as a data collection tool. Furthermore, data collected was analyzed quantitatively using SPSS. The study revealed the challenges that affect MSMEs with regards to knowledge sharing activities being: finance 46.2%, training 19.2%, human resource 17.7% and some respondents indicated trust, technology and incentives as challenges that affected their businesses with regards to knowledge sharing activities. The growth of the MSME Sector is affected by finance, human resource, trust, technology and incentives. To improve knowledge sharing activities, micro small medium enterprise owners should take keen interest in human resource management practices in Zambia. Furthermore, engagement through team work and training workshops as part of human resource management practices have a significant impact on knowledge sharing activities.

**Key Words:** Knowledge sharing activities, Micro Small Medium Enterprises, Innovation and Trust.

### INTRODUCTION:

In the past, Zambia had mainly depended on the mining sector for economic growth, which remained the status quo until the prices of copper suffered a substantial fall (MNDP, 2017). It was at this point in 1981 that the government realized the economy had to be sustained by other means, hence focus shifted on to the Micro, Small and Medium Enterprises (MSMEs) as a potential alternative. To help this sector to grow, the government introduced several policy measures: such as the Small Industries Development Act of 1981, Small Enterprise Development (SED) Act of 1996, the Poverty Reduction Strategy Paper (PRSP) of 2000- 2004, the Transitional National Development Plan of 2000-2005, the Micro, Small Medium Enterprises Policy and the Technical, Entrepreneurship, Vocational Education and Training (TEVET) (Musona, 2014). Furthermore, the 7<sup>th</sup> National Development Plan (2017) and the National Industrial Policy (2018) were launched (UNIDO, 2020). However, it is yet to be seen if these policies have had tangible results to this end, despite government apparent good will. Knowledge sharing is an activity through which knowledge: information, skills, plans, innovation, ideas, goals, insights, or expertise are exchanged between employees or organizations (Hendrick, 2021). George et al (2010) argues that, even though many African countries (Zambia) inclusive, rely heavily on the MSMEs sector to help stimulate their economies, many enterprises in this sector often do not develop into stronger entities partly due to knowledge sharing challenges. The World Bank Doing



Business Report (2012) affirm that, many promising entrepreneurs in Zambia are faced with knowledge sharing constraints that the estimated failure rate for start-ups is as high as 65% over a period of three years compared to an estimate of less than 50% in Europe over a period of five years. The World Bank define Micro, Small and Medium Enterprises (MSMEs) as follows – micro enterprises: 1–9 employees; small enterprises: 10–49 employees; and medium enterprises: 50–249 employees (Sobir, 2018). A Survey by George et al (2010), reveal that there is a vast productivity gap between Zambian MSMEs and their international competitors. When compared to MSMEs sector in high-performing and middle-income countries such as Brazil, Kenya, Malaysia, South Africa, and Thailand. The MSMEs sector in Zambia is less productive, as a result the sector is less competitive in global and regional market. George et al further states that this can be seen in Zambia's relative poor performance in manufacturing firms



## An assessment of the impact of tourism education on the tourism industry in Lusaka, Zambia

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**Abstract:** Tourism is a significant economic factor in Zambia, its ranked as second after copper. Tourism education is a key driver to competitive, comparative advantage and improved quality of service delivery and human resources development. Lusaka being the capital city of Zambia, houses about 46% of Teveta institutions, however, the Zambia Tourism Master Plan, (2020) only recognizes two tourism higher education institutions (1 private and 1 public). Tourism Education has low supply in Lusaka, and affects the quality of service and inadequately qualified manpower to meet industry need between private sector and tourism educators. The main objective of the research is to assess the impact of tourism education on the tourism industry in Zambia, focusing on Lusaka Province. 108 respondents were purposively selected (5 Tevet and 2 Universities and various hospitality and tourism establishments), required data was drawn from primary and secondary sources and in addition data was collected using a questionnaire as a data collection tool. The research exposed a gap between what academics offer and the need of adequately qualified manpower in the tourism sector in Lusaka. These challenges affect the quality of manpower in tourism higher education and tourism industry in Zambia. The government has taken steps to address the skills gap by introduction of Skills development level (2017), and Tevet Fund (2016). Despite these efforts taken, the current tourism higher education does not meet the industry manpower needs on quality human resources, infrastructure development and equitable employment, skills levels are still low. There is need for strengthened stakeholder relationship between the tourism academics and private sector participation to reduce skills gap and meet the human resources development in the sector.

**Key Words:** Tourism and Education.

### INTRODUCTION :

Tourism is a significant economic factor in Zambia, its ranked as second after copper. Tourism education is a key driver to competitive, comparative advantage and improved quality of service delivery and human resources development. Lusaka being the capital city of Zambia, houses about 46% of Technical Education, Vocational and Entrepreneurship Training Authority (Teveta) institutions, however, the Zambia Tourism Master Plan, (2020) only recognizes two tourism higher education institutions (1 private and 1 public). This research set out to guide future development, an approach is to be taken that incorporates the views of both education providers and policy makers and the employers or industry experts. Tourism education is a key element in Zambia. It is characterized by vocational education institutions, and tourism higher education facilities, however, co-operation is elusive between industry and education providers in curriculum development and related issues low quality of tourism education services, it is very common in Sub-Saharan Africa. Tourism education is closely related to the tourism industry from an individual perspective in terms of employment, and from an organizational perspective in terms of the labor supply (Sun et.al, 2017).

According to a study by World Travel and Tourism Council, (2018) tourism is a person-to-person activity, with its quality depending on the education and motivation of its employees), therefore factors that influence tourism education such as infrastructure, adequately qualified teachers and quality





## Examining the Psychological Impacts of Death and Coping among the Igbo Tribe in Mbaise of Imo State in Nigeria

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**Abstract :** *Death is a concept that is as ancient as humankind. Medical practitioners agree that death comes as a result of many causes, namely: accidents, diseases, just to mention but a few. According to the World Health Organization (2018) out of the 56.9 million deaths worldwide in 2016, the majority of deaths came from diseases, and injuries among others. The main aim of this study was to examine the psychological impacts of death and coping among the Igbo tribe in Mbaise of Imo State in Nigeria. The scope of the study was Ezinihitte Local Government area in Mbaise. 399 respondents were randomly and purposively sampled, data was drawn from primary and secondary sources and in addition the required data was collected using a standardized questionnaire and an interview guide as tools for data collection. Furthermore, the data was analyzed using the SPSS and Microsoft excel. This study found that the majority of the Igbo people in Ezinihitte Local Government Area in Mbaise were female Christians, between the ages of 35-44 years, had attained tertiary education and were self-employed with an approximate income between N10,000 to N17,999. The study also found that Igbo had experienced bereavement in their family or death of relative(s) and usually grieved for more than 6 months but less than a year. Igbo believe men and women grieve differently and are traumatized, depressed, socially withdrawn, and helplessness after a bereavement and also believe one cannot control their grief alone. However, the magnitude is often depended on whether death was expected or unexpected. Igbo believe it is possible to feel the presence of the bereaved and important to conduct funeral proceedings. Igbo believe the best methods to assist people cope with bereavement is through providing more economic, psycho-social and spiritual support.*

**Key words:** *Igbo, Burial rite, Psychotherapy, Death, Reincarnation and Coping.*

### 1. INTRODUCTION ;

Death is a concept that is as ancient as humankind. Njemanze et al (2017) state that death dates back to the beginning of creation and since then death has become a fact. However, questions relating to how and why man dies and what happens to the soul after death have been a major subject of speculation among many cultures. Medical practitioners agree that death comes as result of many causes, namely: accidents, diseases, maternal and natural causes/disasters just to mention a few. According to the World Health Organization (2018) out of the 56.9 million deaths worldwide in 2016, the majority of deaths came from diseases (such as Ischemic heart disease and cancer), infections, and injuries among others. Currently, the Australian bureau of statistics (2021) illustrates that the death toll in 2021 had increased by 4.2 percent by 30<sup>th</sup> November 2021. The article further shows that the death toll is higher than averages usually experienced in the months of September and October largely due to the Covid-19 virus and other diseases (mentioned above such as Ischemic heart disease and cancer), infections, and injuries.

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## EXAMINING ELECTORAL AND POLITICAL VIOLENCE IN MUNALI CONSTITUENCY OF LUSAKA DISTRICT IN ZAMBIA.

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**Abstract :** *The aim of this study was to examine electoral and political violence in Munali Constituency of Lusaka District in Zambia. The objectives of the study were to examine the factors that cause electoral and political violence in democratic settings like Zambia, to describe the effects of electoral violence on political participation and to recommend alternative solutions to minimize or end political violence. The study was informed by deepening intensity with which violence germinates and multiplies before, during and after presidential and parliamentary electioneering campaigns in the constituency. This study followed a qualitative approach. It employed a descriptive research design with elements of interpretative approach. A sample of 210 respondents made up of 105 residents of Kaunda Square and 105 of Mtendere townships were selected for the study. Purposive sampling and convenient random sampling procedures were used to identify the sample. Data was collected using hand-delivered questionnaire and interview guide. The main statistical tools used in the data analysis were frequency distribution and percentages. The study established that high levels of unemployment among youths, desire to retain or capture political power, rigging of elections and manipulation of the political process, hate speech by political leaders, high levels of poverty, collision of opposing members during political processions, Substance abuse among youth political cadres, disqualification and intimidation of opposition parties by the ruling party, corruption and poor governance, political intolerance and perpetrators of violence not being arrested and punished were the major factors contributing to electoral and political violence in Munali constituency. The study also found that fear of political violence in an election campaign demotivated people from participating in the electoral process from attending a political event to voting. The study recommends that the government through the constituency assembly office should provide training and employment to the youths, inciting comments by politicians must be discouraged, various political parties should form local Inter Political Advisory Committee (IPAC).*

**Key Words:** *Violence, political violence, electoral violence, governance, development, poverty.*

### INTRODUCTION :

Political violence is one of the most disturbing problems societies are facing today. It is found in almost all parts of the world, be it industrialized capitalist societies, or the socialist societies, as well as the developing countries of Asia and Africa (Bekoe, 2010). However, there is a growing concern that democratic governance is the most important tool for achieving development, particularly in a developing country of which election is not only integral and the most single source of political participation but also the only source of legitimate power in all democracies. Political violence has emerged as one of Africa's most pressing security issues. The rate of political violence before, during and after presidential and parliamentary electioneering in Zambia has attracted much attention from both local civil society organizations and international organizations. This is due to the fact that Zambia is a member of United Nations (UN) and articles three and five of the UN's Universal Declaration of Human Rights respectively state that "everyone has right to life, liberty and security of person; and no



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LUSAKA

11<sup>th</sup> December, 2020

Pastor George Njovu,  
Pastor Gospel Outreach Fellowship,  
**KABWE.**

**RE: REQUEST TO HOLD AN ENTREPRENEURSHIP TRAINING  
WORKSHOP FOR THE CLERGY IN KABWE CENTRAL  
PROVINCE 18<sup>TH</sup> TO 19<sup>TH</sup> DECEMBER, 2020**

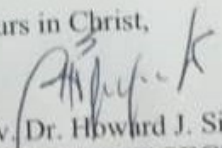
Reference is made to your letter of 11<sup>th</sup> December, 2020 over the subject matter.

The Ministry is happy to learn that the clergy in Kabwe would want to undergo training in entrepreneurship. The Ministry has no objection to this training as long as no cost is passed on to Government.

This kind of training resonates well with the proposed Church Empowerment His Excellency the President, Mr. Edgar Chagwa Lungu would want the Ministry of National Guidance and Religious Affairs to roll out in the very near future.

You are kindly asked to go ahead with the training and God richly bless you all.

Yours in Christ,

  
Rev. Dr. Howard J. Sikwela

**PERMANENT SECRETARY**  
**MINISTRY OF NATIONAL GUIDANCE AND RELIGIOUS AFFAIRS**

c.c. The Permanent Secretary,  
Provincial Administration,  
Central Province,  
**KABWE.**