

Effect of Information and Communication Technology Usage on Service Delivery in Hotel Industries in Abeokuta Metropolis of Ogun State, Nigeria

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Abstract. Coping with the complex and dynamic business environments, hotel industry requires adoption and implementation of technologies with the aim of improving service delivery. This paper assessed the effect of Information and Communication technology usage on service delivery in hotel industries in Abeokuta Metropolis of Ogun State, Nigeria. Simple random sampling technique was used to select 215 members of staff from selected hotels. Primary data were collected with the aid of questionnaire analyzed using descriptive statistics such as percentage, mean and frequency. The research also discovered that respondent frequently used electronic lock for safety and security. In addition smoke detector, carbon monoxide, detector and sprinkler system were all available in the hotels for safety in case of fire incidence. Likewise, ICT infrastructure: DSTV, Wi-Fi and intercom were found in all hotels within the sample area. The study found that ICT helps in wide coverage, attracts international and domestic clients, and quick management decision which invariably improve service delivery. Based on empirical result, the study concluded that high cost of ICT gadgets, internet fraudster, tax on imported ICT spare parts and problem of privacy are factors affecting effective use of ICT among the respondents in the study area. It is therefore recommended that, government should reduce tax on imported ICT infrastructures and also hotel management must secure their information on internet against privacy and internet fraudsters.

Keywords: Information Communication Technology (ICT), Hotel, Service delivery, Customer

1. Introduction

The hotel industry sector is known to be one of the world's largest industries (Walker, 2010). It has the ability to provide comfort for people when they are away from their home. Its operations vary in size, function, and cost (Muhammad and Sajjadul, 2006). Hotel business environment is very dynamic and undergoes rapid changes as a result of technological innovation, increased awareness and demands from customers (Karimi, 2013). The industry operates in a complex and competitive environment characterized by changing conditions and highly unpredictable economic climate (Harold and Jeff, 1995). There is need for quick and fast information dissemination system which could invariably improve and promote hotel business industry.

The introduction of Information Communication Technology (ICT) into the hotel industry has brought about serious changes and rapid development among hotels across the world (Kim *et. al.*, 2006). ICT usage within the hotel industry dated back to the early 1960s when the first computer reservation system (CRS) was produced by the American Airline (International Federation for IT and Travel & Tourism, (IFITT, 2013). Since then, the hotel industry has matured and is seen as one of the biggest and quickest

developing industries in the globe, accounting for more than one third of the total global service trade (Walker, 2010; Zelenka, 2009). Globally, in 2011, it was estimated that more than 50% of leisure trips and above 40% of business travels are booked online (Firoiu and Croitoru, 2013). The development of ICTs has led to changes in demand and supply pattern in hotel industry. A higher demand for flexible, individualized options and quality of information has personalized leisure and hotel behavior, a consequence of increased ICT use (Egan, 2014). In addition, through new technologies and social media platforms like Facebook, Twitter, blogs etc, customers have the ability to share information and research ratings on destination, quality of service in hotels and restaurants (Buhalis and Costa, 2006).

Despite the remarkable impact of ICT on hotel growth and development. There are some problems affecting full implementation and usage of ICT among hotel industry. Studies indicated that most executives in recent time feel that information and communication technology decisions are outside of their comfort zone (Gupta, 2000). This inability of executives to evaluate the potential of information and communication technology resources can create challenges.

Hung *et. al.*, (2010) opined that some problems militating against the use of ICT include low level of ICT skills, lack of functional ICT policy, economic barriers (funds), ICT infrastructure, resistance to change, low capacity of communication facility and absence of digital or electronic devices. Furthermore, a keen observation of indigenous hospitality establishment reveals that very few among many being established understand the need and importance of information and communication technology. Others do not understand how information and communication technology can contribute to profit maximization. Although, ICTs provide a powerful tool that can bring advantages in promoting and strengthening the hotel industry's strategy and operations. There is need to fully adopt and implement regular usage of ICT among hotel industry. In addition, with the increasing competition among hotels,

attracting and retaining new customers can only be achieved with full implementation and utilization of ICT for day to day activities. It is against this background that this study intends to assess the role assessment of Information and Communication Technology deployment on service quality of hotels in Abeokuta metropolis, Ogun State Nigeria.

2. Methodology

(a) Study area

The study was conducted in Abeokuta, the capital city of Ogun State. Ogun state was created in 1976 and it is located within the rainforest belt of the tropic region of Nigeria. It situated on the east bank of the Ogun River, near a group of rocky outcrops in a wooded savanna 77 kilometers north of Lagos by railway with population of 449,088 (NPC, 2006). Abeokuta hosts numerous hospitality outfits which include hotels, fast food units and restaurants. The study area is the economic centre of Ogun State with large number of hotels due to its proximity to Lagos State.

(b) Sampling procedure and sample size

Data were collected from selected hotels in Abeokuta-South and North Local Governments in Ogun state Nigeria. Hotels were selected using simple random sampling techniques. This technique gives equal chance for any hotel to be selected. A sample frame of 30 hotels was selected from the study area based on equal allocation of 15 hotels per Local Government, 10 respondents were selected from each hotel, giving a total 300 respondents in all. Out of three hundred questionnaires distributed, two hundred and fifteen were completed properly and used as basis for analysis. Questionnaire was administered to hotel manager, ICT head, receptionist and front desk officers.

A self-designed instrument tagged "Assessment of Information and Communication Technology on Service Delivery among Hospitality Industry (AICTSDHI)" was used for the purpose of data collection. The instruments consisted of twenty-five multiple choice objective items and fifty-eight items measured on four Likert-type scale

(c) Method of data collection and analysis

Primary data were employed for this study. Data was collected from hotels manager, ICT head, receptionist and front desk officers using pre-tested questionnaire to enhance the reliability of the data. Information sought includes socio economic characteristics of the respondents,

nature of hotel, ICT infrastructure, and various factors militating against ICT usage on service delivery. The data generated was analyzed using descriptive statistics such as mean, standard deviation, frequency and percentages.

3. Results and Discussion

Table 1: Personal Characteristics of Respondents (n = 215)

Selected Personal Characteristics	Frequency	Percentage
Sex		
Male	148	68.8
Female	67	31.2
Age (Mean age = 32.12)		
15-20	18	8.4
20 – 30	84	39.1
30 – 40	66	30.7
40 – 50	47	21
Education		
Secondary school	6	2.8
OND/NCE	79	36.7
HND/BSC	116	54.0
Msc	14	6.5
Staff Experience (Mean = 8.5)		
<1	18	8.4
1-5	24	11.2
5-10	112	52.1
10 yrs and above	61	28.3

Source: Hotel survey, 2017

(a) Personal characteristics of the respondents

The result showed that 68.8 % of respondents working in the hotels sampled were males and 31.2% were females. Majority of the respondents of the respondents (69.8%) were between 20 to 40 years. Level of education attainment by respondents indicated that 54% of the respondents had HND/BSc with at least 5-10years of experience in working with hotel industry. This revealed that majority of respondents were literate this might enhance effective and efficient usage of information and communication technology inversely promote service delivery in the hotels. Educational qualification of the respondents goes a long way in determining the way they will perceive the potentials of ICT in facilitating effective service delivery to their customers.

Table 2: Distribution on the Nature of the Hotel (n = 215)

Variable	Frequency	Percentage
Year of hotel existence		
1-5	79	36.7
5-10	94	43.7
10-15	13	6.1
15 and above	29	13.5
Hotel Rating		
Three star	141	65.6
Four star	33	15.3
Five star	41	19.1

Hotel unit		
ICT unit	64	29.8
Front office	60	27.9
restaurant and bar	45	20.9
Marketing	15	7.0
House keeping	6	2.8
Account	25	11.6

Source: Hotel survey, 2017

(b) Nature of the Hotel

Year of hotel existence determines the ability to expand, acquire more ICT gadgets and take good decision in readiness to the use of ICT. The result indicated that majority of the hotel (43.7%) were in operation for over 5-10 years. This was followed by those in operation for over 1-5 years with (36.74 %) This shows that most of the hotel sampled were in operation for long period, hence this may improve the usage of ICT due to their ability to expand the business as fast as possible and to adapt to any changes in hotel business.

The rating of the hotel showed that 65.6 % of the hotels were three star, 15.3 % four hotels while 19.1% were five star hotels. The result implies that majority of the hotels were standard hotels that use information and communication technology for their daily operations in order to improve service delivery to their customers. In addition, 29.8% of the respondents in ICT unit makes use of ICT, 27.9% of front office unit used ICT, 20.9 % of respondents in restaurant and bar unit, 7.0% marketing, 2.8% housekeeping and 11.6% account. This implies that all departments were involved in the use of ICT. Thus, ICT is indispensable tool for creating better customers satisfaction and improve service delivery. Sigauw *et. al.*, (2000), opined that the use of ICT enhancing guest’s experience of the brand and assists the employees in working efficiently to achieve the organizational goals.

Table 3: Distribution of ICT infrastructure Availability (n = 215)

S/N	ICT	Very Frequent	Frequent	Sometime	Not at all
		Freq. (%)	Freq. (%)	Freq. (%)	Freq. (%)
1	Wi-Fi	195(90.7)	4(1.9)	16(7.4)	-
2	Website	124(57.7)	70(32.5)	21(9.8)	-
3	Wireless internet	147(68.3)	61(28.4)	7(3.3)	-
4	Digital conference facilities	138(64.2)	13(6)	64(29.8)	-
5	Intercom in all rooms	137(63.7)	36(16.7)	42(19.5)	-
6	Smart room keys	204(94.9)	11(5.1)	-	-
7	DSTV	196 (91.2)	19(8.8)	-	-
8	Electronics lock	98(45.6)	68(31.6)	48(22.8)	-
9	Smoke detectors	180(83.7)	35(16.3)	-	-
10	Carbon monoxide detectors	97(45.1)	99(46)	19(8.8)	-
11	Sprinkler system	38(17.7)	151(70.2)	25(11.6)	1(0.5)
12	CCTV	45(20.9)	95(44.2)	56(26)	19(8.8)
13	ATM	51(23.7)	117(54.4)	-	47(21.8)
14	POS	171(79.5)	39(18.1)	2(2.2)	-
15	Computer reservation system	126(58.6)	86(40)	1(0.5)	2(0.9)

Source: Hotel survey, 2017 Note: Multiple responses were recorded

(c) ICT Infrastructures Available in the Hotels

Fifteen items were tested on the availability of ICT infrastructures. All the items were mostly available with higher percentages recorded among the respondents. Result in table 3 revealed the availability of the following ICT facilities in the hotels across the study area. They are: WI-FI, Website, wireless internet,

Intercom, Smart room keys, DSTV, Smoke detector carbon monoxide detector, Sprinkler system, POS, Intercom and computer reservation system. 90.7% of the respondents indicated that WIFI available very frequent, 90.2% indicated that website infrastructures is available to their to search for information, 70.2% of the respondents revealed frequent availability of digital conference facilities, 80.5% reported very frequent availability of intercom. All the respondents claimed availability of smart keys and DSTV in their hotels. Most of the respondents 77.2% frequent use electronic lock for safety and security. In addition, all the respondents sampled use smoke detector very frequent with 91.1% and 87.2% use carbon monoxide detector and sprinkler system respectively in case of fire incidence regularly. 78.1% had ATM machine available to their customers. 97.7% of respondents claimed the availability of POS in the hotel for quick financial transaction. In addition 98.6% of respondents reported the availability of computer reservation system in their premises.

Out of the various ICT hardware available and used in the hotels, smoke detector, POS, Smart key rooms DSTV and computer reservation system were all available and commonly use among the hotels in the study area. The overall mean score of 3.33 with a standard deviation of 0.32 indicated that there is little difference in the responses and frequent use of the ICT items in the study area.

Table 4: Distribution based on the effect of ICT usage on Customers Patronage (n = 215)

Variable	Frequency	Percentage
Level of Patronage		
Very high	97	45.1
High	73	34.0
Average	27	12.6
Low	12	5.6
Poor	6	2.8
Level of ICT Usage		
Once a day	12	5.6
Several times a week	25	11.6
Several times daily	178	82.8
Level of On-line reservation		
Once in a month	16	7.4
Often	75	34.9
Always	124	57.7
Training		
Yes	197	91.6
No	18	8.4
Level of Literacy		
High	161	74.9
Average	52	24.2
Low	2	0.9

Source: Hotel survey, 2017.

(d) Effect of ICT usage on Customers' Patronage

The result in Table 4 indicated that 91.6 % of the respondents agreed that customers' patronage affect ICT usage which invariably promotes services delivery. With respect to frequency of ICT usage among hotels in the study area, 5.6% use ICT once a day, 11.6 % of the staff use ICT several times a week while 82.8 % of the respondents use ICT several times daily. Spanos *et. al.*, (2002) stated that the introduction of information and communication technologies(ICT) to link together their front-office, back-office, and food and beverage departments may be necessary for the efficient and cost-effective delivery of their services. The result indicated that most of the respondents 57.7% always booked online for reservation, 34.9% often, while only 7.4% booked online once in a month. The result corroborates Collins, Buhalis

and Peters (2003) who discovered that the overall percentage of hotel rooms booked online grows tremendously each year and will be increased by 20 per cent in 2025 due to the introduction ICT to service delivery among hotels.

The result revealed that 91.6% of the respondents were trained on the use of ICT while 8.4% were not trained on the use of ICT. The level of ICT literacy level among the respondents indicated 74.9% had high ICT literacy level, while 24.2% revealed low ICT literacy level.

Table: 5: Distribution on effects of ICT Usage on service delivery

S/N	Variables	SA Freq. (%)	A Freq. (%)	D Freq. (%)	SD Freq. (%)
1	The use of ICT in our hotel attracts international and domestic clients.	158(75.24)	57(26.5)	-	-
2	ICT usage helps us in wide coverage of the hotel within and outside Nigeria.	157(73)	38(17.7)	20(9.3)	-
3	ICT usage helps our clients in speedy booking due to free access to information pertaining to the hotels from our website.	179(83.3)	36(16.7)	-	-
4	The use of ICT helps our customers to make quick payment of charges before and after service.	10(4.7)	205(95.3)	-	-
5	ICT helps the management to improve return on investment due to reduction on overhead expenses (cost).	53(24.7)	113(52.6)	49(22.8)	-
6	The use of ICT by our staff reduce fraud among the hotel cashier because the practice is cashless system which did not allow collection of raw cash from the customers	144(67)	49(22.8)	22(10.3)	-
7	ICT usage by our hotel allows quick feedback from customers, which helps to know where there should be improvement in service delivery.	124(57.7)	77(35.8)	14(6.5)	-
8	The use of ICT by our hotel marketing officers, improves marketing efficiency due to wide coverage and easy access to available service.	117(54.4)	50(23.3)	48(22.3)	-
9	The use of ICT allows adequate financial records keeping among our cashier and accountant due because management can access financial ability of hotel anywhere in the world.	106(49.3)	109(50.7)	-	-
10	The use on ICT among our customers increases loyalty due to their increase in the level of patronage	110(51.2)	83(38.6)	22(10.2)	-
11.	ICT enhances quality of service delivery to guest in hotel here	96(44.7)	103(47.9)	16(7.4)	-
12	Our services can be done faster through the help of ICT	-	86(86.5)	29(13.5)	-
13	We can easily get information across here faster when using ICT.	62(28.8)	145(67.4)	8(3.7)	-
14	ICT usage increases efficiency among hotel our workers in carrying out their duties regularly.	81(37.7)	134(62.3)	-	-
15	It facilitates decision making process among the management member.	88(40.9)	93(43.3)	34(15.8)	-
16	ICT assists us in managing corporate data effectively in areas such as: managing client data, processing bookings, generating financial reports and data recovery in case of emergency/disaster	98(45.6)	117(54.4)	-	-
17	ICT usage in our hotels adds value to hotel business in terms of ability to attract and retain clients.	80(37.2)	135(62.8)	-	-

Source: Hotel Survey, 2017

d) Effect of ICT on service delivery among hotels in the study area

Effective service delivery to consumers remains one of the greatest tasks for any firm to achieve customer needs and expectations are changing at all time. To meet the needs of customers, incorporation of ICT to hotel business is very germane. Table 5 below presents the effect of ICT usage on service delivery, seventeen items were analyzed. All the items showed positive responses from the respondents. Over 75.2% of the respondents strongly agreed that ICT attracts international and domestic clients to their hotel. Nwakanma, et. al., (2014) stated that Information and Communication Technology) has become an almost universal feature of hotel industry. Likewise, all the participants 100% strongly agreed that ICT helps in wide coverage of the hotel within and outside Nigeria as well as allows speedy booking among the customers due to free access to information pertaining to the hotels. This was supported by Apulu and Latham (2010), who claimed that ICT enables customers to receive immediate feedbacks that allow companies to react fast to customers' demands and recognize new market niches.

Furthermore, Table 5 showed that 95.3% agreed with the use of ICT helps their customers to make quick payment of charges before and after service. Also, 24.7% of the participants strongly agreed while 52.6% agreed that ICT helps the management to improve return on investment. Hengst and Sol, (2001) stated that ICT enables organizations to decrease costs, increase organizational capabilities and also, assist to shape inter-organizational coordination. In addition, 89.8% of the respondents strongly agreed that the use of ICT reduces fraud among hotel cashier due to the practice of cashless policy. Likewise ICT usage by staff allows quick feedback recorded high percentage with 57.7% strongly agreed and 35.8% agreed. In marketing of hotel services, 54.4 % strongly agreed and 23.3% agreed that the use of ICT by hotel marketing officers improves efficiency due to wide coverage. This corroborates Nwakanma, et. al., (2014) with the application of ICT, manager can obtain visible organizational benefits and is able to stimulate the growth of the company, in line with the market evolution.

Furthermore, ICT improves increases customers' loyalty with 51.2% strongly agreed and 38.6% agreed while only 10.2% disagreed. This was supported by Brenda, (2002) who believed that the use of ICT is to the advantage of the customer and should lead to customer loyalty, as organizations can communicate with customers using up-to-date techniques which will remove uncertainty and will lead to the creation of trust. 92.6% of the respondent strongly agreed that ICT enhances quality of service delivery to guest. Cordella (2006) emphasized that the diffusion of ICT in the present era is associated with an increased amount of information becoming available with the aim of increasing service delivery. 37.7 % and 52.6% of the respondents strongly agreed and agreed respectively that ICT usage increases efficiency among hotel workers. Dutta, et. al., (2003), believed that management find that adoption of ICT can increases the productivity of the employees. Also, 40.9% strongly agreed while 43.3% agreed that ICT facilitates decision making process among the management. This indicated that ICT facilitates decision making process among the hotel in the study area. According to Spanos, et. al., (2002) ICT removes distance and time constraint in accessing required information flows ditto to reduction in the cost of production. Nevertheless, all the respondents (100%) agreed that ICT assists in managing corporate data effectively in areas such as managing client data, processing bookings, generating financial reports and data recovery in case of emergency. Olugbenga (2006) argued that ICTs are used for strategic management, communication and collaboration, customers' access, managerial decision making, data management and knowledge management since it helps to provide an effective means of organizational productivity and service delivery. The study further revealed that 37.2% strongly agreed and 62.8% agreed that use of ICT leads to business expansion. Thus the use of ICT add more value to hotel business as asserted by Richard, (2013) that ICT has the potential to add substantial value to business operations and competitiveness of a business. The potential value ICT offers needs to be exploited in order to raise corporate performance, and competitive position.

Table 6: Distribution based on Factors Militating against ICT usage on service delivery

S/N	FACTORS	SA Freq. (%)	A Freq. (%)	D Freq. (%)	SD Freq. (%)
1.	High cost of modern ICT make it difficult for our hotels not to use ICT for service delivery.	50 (23.3)	76 (35.3)	47 (21.9)	42 (19.5)
2.	Do epileptic power supply in the country make it difficult to use modern ICT for service delivery in our hotel	23 (10.7)	56 (25.1)	124 (57.7)	12 (5.6)
3.	Does inadequate technician to operate and repair affect the usage of ICT in our hotel for service delivery.	-	-	110(51.16)	105 (48.8)
4	Does consideration of how to get materials to fix ICT when faulty allow our hotel to use it.	-	11 (5.1)	112 (52.1)	92 (42.8)
5.	Does constant increment of data bundle/internet charges affect the use of ICT in service delivery in our hotel	-	77 (35.8)	127 (59.1)	11 (5.1)
6.	Does fear of fake and inferior ICT infrastructure contribute to the non- use of it in service delivery in our hotel	-	18 (8.4)	184 (85.6)	13 (6.1)
7.	Does increase in tax on imported ICT spare parts, laptop and other ICT facilities affect the use of ICT for service delivery.	198 (92.1)	17 (7.9)	-	-
8.	Fear of internet fraudsters contribute to ICT in our hotel	80 (37.2)	104 (48.4)	-	31 (14..4)
9	Privacy and security issues of ICT are very significant in our hotel	127 (59.1)	21 (9.8)	33 (15.4)	34 (15.8)
10	Use of ICT has sent some of our staff to labour market.	9 (4.2)	83 (38.6)	63(29.3)	60 (27.9)
11	Inadequate staff training in using ICT infrastructure contribute to ICT problem in our hotel	18 (8.4)	22 (10.2)	106 (49.3)	69 (31.1)
12	Frequent upgrading in ICT infrastructures limit the usage in our hotel	19 (8.8)	138 (64.9)	56(26.1)	2 (0.9)

Source: Hotel Survey, 2017

e) Factors Militating Against ICT Usage

Table 6 presented factors militating against ICT usage on service delivery among the respondents in the study area. The respondents indicated that five were major factors while nine were minor factors. This implies that respondents strongly agreed with only five items being major factors militating against the use of ICT on service delivery.

The table further indicates that some of the factors militating against the use of ICT include: high cost of ICT, internet fraudsters, tax on imported ICT spare parts problem of privacy and security and frequent upgrading of ICT infrastructure. High cost of ICT is one of the factors affecting the usage of ICT with 23.3% of the respondents strongly agreed and 35.3% agreed. This indicates that cost of purchasing ICT is very expensive. This may affect the usage

which adversely affects service delivery among the hotels in the study area.

In addition, 59.1% strongly agreed that security issues of ICT commonly affecting ICT usage in their hotels. 92.1% agreed that increase in tax on imported ICT spare parts, laptop and other ICT facilities affect the use of ICT for service delivery. Another problem militating against regular usage of ICT is the problem of internet fraudsters with most of the respondents 37.2% strongly agreed and 48.4 % agreed with the statement indicating that this problem is seriously affecting the usage of ICT in the study area. Thus, if proper measure is not put in place, ICT hackers may divert all the necessary information needed for day to day activities of the hotel. Hence, adequate security should be introduced to monitor the activities of ICT fraudsters on line.

Another problem affecting regular use of ICT is frequent upgrading of ICT infrastructures with 8.8 % strongly agreed and 64.2 % agreed with the items. Upgrading of ICT is a continuous process which protects the system from virus of different types. Regular upgrading helps to protect ICT (computer, laptop) from virus. Hence, this attracts additional cost and it could affect service delivery among the hotels. Also, fear of hotel staff to loose their job due to usage of ICT reported negative answer with almost 57.2% of the participants disagreed. Respondents strongly disagreed on this statement, this shows that incorporating ICT to hotel business add more value to hotel business not sending workers out of job.

Furthermore, some of the factors that are not militating against the use of ICT are epileptic power supply with most 57.7% and 5.6% of the respondents disagreed and strongly disagreed respectively. This reveals that epileptic power supply and inadequate technician are not affecting the usage of ICT usage in the study area. Respondents stated that they have power alternative which is readily available. The problem of technician is not common in the study area; respondents agreed that ICT technicians are not scarce in their domain.

From the analysis, 52.09% disagreed and 42.79% strongly disagreed on the consideration of how to get materials to fix faulty ICT. This shows that how to get materials for faulty ICT is not one of the factors militating against the use of ICT. Respondents concluded that they can source for ICT spare parts with in their locality or from computer village, Lagos state. In addition, constant increment in data bundle not affecting ICT usage among the respondents with 59.06% disagreed and 5.11% strongly disagreed indicating that data bundle cost is not affecting ICT usage in the study area. Hence, there is a lot of service providers in communication industry, all of them are working seriously to retain their customers with various bonuses that is why increment in data bundle may not possible due to fair of loosing customers.

4. Conclusion

The study assessed the impact of information and communication technology on service delivery among hotels industry in Abeokuta, Metropolis of Ogun State, Nigeria. The study empirically established that ICT infrastructure availability and usage improve service delivery. It showed that internet, Wi-Fi, smart room keys and DSTV have positive impact on hotel operations, potentially improve competitiveness in the marketplace and help the hotels to enhance the operating efficiency. The findings of the research showed the overall usage of information and communication technology include: profit maximization, quick information dissemination, increase loyalty and efficiency in the hotel industry. Thus, to retain customers, maintain standard and improve service delivery there should be regular and effective use of ICT infrastructure.

The study concluded that high cost of ICT gadgets, internet fraudster, tax on imported ICT spare parts and problem of privacy are factors affecting use of ICT among the respondents in the study area. Hence, there is need for hotel management to have the relevant resources including finances for procuring and maintaining ICT facilities once adopted as well as provision of internet security to manage their information and relevant data on internet.

5. Recommendations

Based on the findings of the study, the following recommendations are hereby made to improve the usage of ICT in the study area:

- Regular and effective training of hotel staff on how to handle ICT infrastructure by hotel management.
- Government should tackle the issue of insecurity and internet fraudsters.
- Hotel management should properly secure their information on line with the introduction of special security in order to protect it from outsider.
- Given the magnitude of finances required in installing some of ICTs for the hotel, the management of the hotel in the study area must avail the necessary financial resources for not only procuring the ICT facilities but for the

continued sustenance of the facilities once adopted as a major way to improve service delivery and operational efficiency.

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