

Assessment of Tourism Employment Conditions and Drawbacks in Tourist Facilities and Attraction Sites: The Case of Gondar City

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Abstract

The main purpose of this research is to investigate tourism employment conditions and drawbacks in tourist facilities and attraction sites of Gondar city. To achieve these objectives, we use qualitative and quantitative case study methods. For questionnaire data gathering instruments we used purposive and stratified sampling techniques. Therefore, hotel employees and tour guides have participated and the collected data was analyzed by descriptive statistics. The quantitative data was collected from hotel employees and tour guide association employees and analyzed through descriptive account of the data and thematic descriptive approach utilizes a theme summary data. The major findings of the study indicate that the major problem of tourism employment is poorness of hotel sector salary, temporary of the hotel sector work, reject women applicants who are over a certain age, seasonality of tour guiding income, unfair payment, lack of strong licensing procedure, little concern from different tourism stakeholders regarding tourism employment, limited career development opportunity and lack of protection for job related diseases and injury's. Finally, based on the results of the study, collaborative work of stakeholders, fair payment, establishing rule and regulation were some of the recommendations given.

Keywords: Employment, Challenge, Tourism, Drawbacks, Employment

DOI: 10.7176/JTHS/62-03

Publication date: November 30th 2022

1. Introduction

Background of the Study

According to world tourism organization (2010), Tourism is defined as "traveling to and staying in places outside their usual environment for more than twenty-four (24) hours and not more than one year for leisure, business, or other purposes not related to the exercise of an activity remunerated from within the place visited." Then, , tourism is related with a combination of the activities, the industries and the services that distribute a travel experience with the inclusion tour guide service, eating and drinking establishments, accommodation, entertainment facilities, transportation and other hospitality services supplied for individuals or groups of individuals who are travelling away from their homes.

Tourism is the act and practice of spending time away from home for the sake of recreation, relaxation, and pleasure while using commercial services. Tourism is the process, activities, and outcomes that result from interactions and relationships between tourists, tourism providers, host governments, host communities, and the surrounding environment in the attracting and hosting of visitors (Goeldner, 2009).

Tourism is one of the world's largest and fastest-growing industries and continued to grow in the early years of the twentieth century. Technology advancements, particularly in travel, have resulted in an increase in personal wealth and the availability of more resources, which has freed up time for activities such as vacations (Mann, 2006). According to the latest World Tourism (UNWTO, 2020), tourism is one of the world's largest and fastest-growing industries. International tourist arrivals increased by 4% in 2019, reaching a record 1.5 billion.

According to WTTC (2019), the Travel & Tourism sector contributed 10.3% to global GDP; a share which decreased to 5.3% in 2020 due to ongoing restrictions to mobility. 2021 saw the share increasing to 6.1%. In addition to this, in 2020, 62 million jobs were lost, representing a drop of 18.6%, leaving just 271 million employed across the sector globally, compared to 333 million in 2019. 18.2 million jobs were recovered in 2021, representing an increase of 6.7% year-on-year.

Tourism is an ever-expanding service business with enormous growth potential, and as a result, it has grown to be one of the largest and fastest-growing sectors of nations. Its ability to generate both direct and indirect employment, as well as the potential to earn foreign currency for the host community, as well as its high growth and development rates, infrastructure development, and the introduction of new management and educational experience, have all made this industry very appealing to all (Nurhssen, 2016).

Many rural communities in Africa are characterized by their remoteness, high levels of poverty and unemployment, low level of skills and education, and a high dependency on natural resources for survival (Ellis, 1999).

According to Aynalem et al (2016), Tourism is greatly labor intensive and a significant source of employment. It is among the world's top creators of employments requiring varying degrees of skills and allows for quick entry into the workforce for youth, women and migrant workers, so the contribution of tourism for employment is indispensable.

In fact, it is related business are the leading procedures of new job worldwide. Tourism has grown into a truly global activity that transcends political, ideological, geographic, and cultural barriers. It has evolved into more than just another industry, and it now serves as the foundation for many governments' environmental policies. (Cooper, et al,2008).

In general, the scope of employment opportunities in the tourism industrial sector is huge, and the majority of these opportunities and potentials remain largely untapped in many tourist destination countries. Because of the tourism industry, there are job opportunities in both the public and private sectors

Statement of the Problem

In spite of the fact that development of a tourism industry creates new work opportunities, critics of the industry contend that tourism gives primarily low paying, low-skilled jobs which are disparaging.

The Amhara region, at large, and Gondar city in particular, are home to tangible and intangible heritages associated with natural landscapes, mountains, endemic wildlife, churches, castles, places of memory and religious activities/ceremonies/festivals, material collections such as religious books, archaeological relics, and historic landscape, among other things. These heritages play a significant role in attracting international tourism demand, as well as fostering local pride and job opportunities (Amhara Region culture and tourism Bureau, 2019).

Inventorying specific tourism resources, mapping them, and bundling/packaging them with associated services and tourism facilities is critical to the city's tourism development, and it necessitates professional knowledge and experience in the subject. (Nurhssen, 2016).

Previous studies conducted on Gondar city's tourism depicts that one of the major challenge for tourism development in Gondar city is the limited availability and unemployment of tourism professionals and the field experts in the sector. Due to this, the city has faced difficulties in the identification of new/potential tourism resources, tourist activities, and fails to meet facility standards (Lemma,2014).According to Nurhssen(2016), stated that the development of local services, diversification & promotion of tourism in Gondar city is less successful.

It is assumed that to alleviate the tourism development challenges of the city there must be investigates to clearly understand the human resource conditions, heritage preservation issues and promoting of the tourism products. Subsequently, this study is designed especially address the tourism employment conditions and drawbacks in tourist facilities and attraction sites within the city.

Objective of the Study

The general objective of this study is to assess the tourism employment conditions and drawbacks in tourist facilities and attraction sites in Gondar city.

Research question

This study research questions are listed as follows

1. What is the current status of tourism employment conditions in Gondar city?
2. What are the major determinants of tourism employment conditions in tourist facilities and attraction sites in Gondar city?
3. What are the major drawbacks of tourism employment conditions in tourist facilities and attraction sites of Gondar city?

2. METHODOLOGY

Description of the Study area

Gondar is found in the northwestern part of Ethiopia with 748km road distance from the capital Addis Ababa and 182km road distance from Bahir Dar, the capital of Amhara Regional State. The city of Gondar lies with latitude and longitude of 12°36'N/37° 28'E. It has an altitude of 2,200m above sea level with a temperate climate.

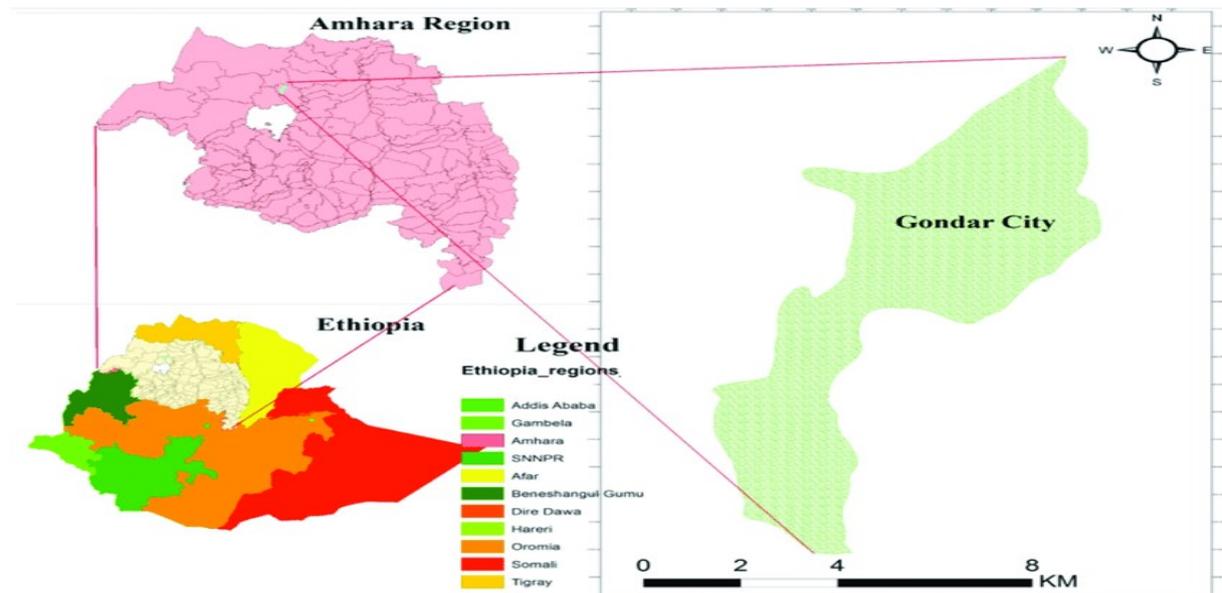


Photo source: Animut (2020)

Demographics

Gondar city is one of the cities of Amhara National Regional State. The city is found in the northern Gondar zone, northern Amhara region, Ethiopia. Gondar is far from, 727 km from Addis Ababa. Gondar capital city of Ethiopia and 181km north of Bahir Dar, which is the capital city of Amhara regional state. Gondar has a latitude and longitude of 12o36'N/37o 28'E respectively, with an elevation of 2133 meters above sea level. Gondar served as the capital city of Ethiopia for about 200 years next to Axum and Labella before the establishment of Addis Ababa (CSA,2007).

Study design

The main concern of the study will be to assess tourism employment conditions and drawbacks in tourist facilities and attraction sites of Gondar city. The researchers use quantitative and qualitative research approach technique.

The researchers used descriptive research design based on determinations of doing research for the reason that descriptive research is the most appropriate research design for our study since descriptive research provides the answer for WH questions.

Target Population

Our research focus is on the star categorized hotels and major attraction sites of Gondar city So that the population of this study will be nominated from Gondar city culture and tourism office, Gondar city guides association & tourist information Centre, hotel general managers, hotel Human Resource managers were the major targeted population of this study.

Sample and Sampling Procedure

Sampling Methods

In this study the researchers use non-probability sampling method and from non-probability sampling method the researchers use purposive /judgmental sampling and convenient sampling. In this study researchers use Purposive sampling for hotel general managers, hotel Human Resource managers, guide association general manager and Gondar city culture and tourism office. Those general managers have detailed information about tourism employment conditions and drawbacks and they are much close with the employees since they control over all activities of the employees and the researchers use convenient sampling for the purpose of selecting employees.

Sampling Size

The researcher has determined the sample size to make the data collection clear and easy. As a result, the researcher total population is 293 from guide association members (70), Taye Belay Hotel (73), Florida international hotel (76), Jantekel hotel (73) and Gondar city Culture, and Tourism office (1) and the researcher sample sizes is using the formula of simple random sampling which is called Taro Yamane (1967) which

determines minimum required sample size at 95% confidence level and level of precision $e=5%$,the formula as follows:

$$= \frac{N}{1+Ne^2} \dots\dots\dots (Yamane, 1967)$$

Where: n: The sample size

N: The population size

e: The level of precision or sampling error (0.1)

$$n = N / (1 + N * e^2)$$

$$n = 293 / (1 + 293 * 0.5^2)$$

$$n = 169$$

The researchers have 169 samples and each selected hotel, guide association members and Gondar city Culture, and Tourism and sport department sample size is as follows:

$$n_1 = (N_1/N) n \dots\dots\dots (Kathori, 2004)$$

$$n_J = 73 * 169 / 169$$

$$n_J = 42 \text{ (from Jantekel hotel)}$$

$$n_F = 76 * 169 / 293$$

$$n_F = 44 \text{ (from Florida international hotel)}$$

$$n_T = 73 * 169 / 169$$

$$n_T = 42 \text{ (from Taye Belay Hotel)}$$

$$n_G = 70 * 169 / 293$$

$$n_G = 40 \text{ (from guide association members)}$$

$$n_T \text{ and } C = 1 * 169 / 293$$

$$n_T \text{ and } C = 1 \text{ (from Gondar city Culture, and Tourism and sport department)}$$

DATA GATHERING METHODS

The data was collected through questionnaire, interview and from other secondary sources

PRIMARY DATA COLLECTION

A. Questionnaire was the major instrument that was used during data collection

B. Interview schedule: mixed structure interview based on the questionnaire was used during the collection of detailed information.

SECONDARY DATA COLLECTION

Existing literatures about culture was collected from the following sources:

A. Gondar city culture and tourism office

B. Other sources like internet published and unpublished materials, culture and tourism office written document.

Methods of Data Analysis

The researchers use quantitative and qualitative data analysis through descriptive statistical method to gather all vital and important data which will be organized in suitable method to be presented, analysis, interpreted and summarized. In this study the researchers use quantitative data analysis represented by means of percentage, frequency, mean and median and it used based on data analysis for better understanding of the research through deductive theory and to interpret the data based on our conclusions or outcomes. The researchers also tried to analyze qualitative data by summarizing the idea of respondents and used to triangulate the quantitative data.

4. ANALYSIS AND DATA INTERPERTATION

The researcher's analysis and interpretation of data is based on the collected data from the respondents. And the researcher's respondents where from major star categorized hotels and tour guides of Gondar city in the form of questionnaire from hotel and tour guide employees. The response of the respondent is very good and the whole are attempted to reply for their questions.

Table 4.1 the Respondent Rate

Variables	N _q	In %
Rejected questionnaires	-	
Unreturned questionnaires	-	
Usable questionnaires	65	100%
Total	65	100%

Source: Data Survey, 2022

Table 4.2 showed that out of 65 questionnaires 65(100%) of questionnaires were already returned back and used for research inputs.

4.1 Demographic Characteristics of the Respondents

Table 4.2 General information of respondents in hotel employees and Tour Guides

General information of respondents in hotel employees								
Respondents			Respondents			Respondents		
Sex	Frequency	In %	Educational Background	Frequency	In %	Position	Frequency	In %
Male	27	60%	Certificate	15	33.3%	Departmental Manager	7	15.55%
Female	18	40%	Diploma	15	33.3%	Supervisor	10	22.22%
			Bachelor Degree	14	31.1%	Front office	8	17.77%
			Master Degree	1	2.2%	Food and beverage Manager	4	8.88%
						Cashier	3	6.66%
						Waiter	5	11.11%
						House keeping	6	13.33%
						Bar man	2	4.44%
Total	45	100%		45	100%		45	100%
General information of respondents in Tour Guides								
Respondents			Respondents			Respondents		
Sex	Frequency	In %	Educational Background	Frequency	In %	Position	Frequency	In %
Male	19	95%	Religious education	-	-	Employee of tour operator or travel agency	1	5%
Female	1	5%	Certificate	-	-	Independent guide	16	80%
			Diploma	6	30%	Employee of a site (attractions)	3	15%
			Bachelor degree	14	70%			
			Master degree	-				
Total	20	100%		20	100%		20	100%
Grand Total	65	100%		65	100%		65	100%

Source: Data Survey, 2022

Table 4.2 indicates that out of 65 respondents 46 (70.76%) were males, whereas 19 (29.23%) were females. The data indicates that more of the respondents were males. Regarding the educational levels of the respondents, 15(23.07%) of the respondents were certificates holder 21 (32.3%) of the respondents were diploma holders, 28 (43.07%) of the respondents were degree holders and, 1 (1.5%) of the respondents were master degree holder. The researchers understood that most of respondents were well educated.

The above table also illustrates the job backgrounds or positions of hotel employee respondents. Out of 65 respondents 7 (15.55%) were departmental managers, 10(22.22%) were supervisor, 8(17.77%) front office, 4(8.88%) food and beverage manager, 3(6.66%) cashier, 5(11.11%) waiter, 6(13.33%) housekeeping and 2(4.44%) were bar man. This indicates the majority of respondents were supervisors.

The above table also illustrates the job backgrounds or positions of tour guide employee respondents. Out of 65 respondents 1 (5%) were Employee of tour operator or travel agency, 16 (80%) were Independent guide and, 3 (15%) were Employee of a site (attractions). The data indicates that the majority of respondents were Independent guides.

4.2. Criteria to determine the working conditions of hotel employees

Table 4.3 Fairness of hotel recruitments

No	Item 1	Respondents		
		Alternative	Frequency	In percentage %
1	Fairness of hotel recruitments	Strongly disagree	3	6.66%
		Disagree	5	11.11%
		Undecided	2	4.44%
		Agree	25	55.55%
		Strongly agree	10	22.22%
		Total	45	100%

Source: Survey Data, 2022

The above table shows that out of 45 respondents 5 (11.11%) and 3 (6.66%) of respondents disagree and strongly disagree with the statement. On the other hand, 25 (55.55%) and 10 (22.22%) of respondents agree and strongly agree about fairness of hotel recruitment. that Means hotel recruitment is fair and 2 (4.44%) of respondents replied undecided towards the fairness of hotel recruitment. Generally based on the above description we conclude that the recruitment in hotel is fair

Table 4.4 poorness of hotel sector salary

No	Item 2	Respondents		
		Alternative	Frequency	In percentage %
2	poorness of hotel sector salary	Strongly disagree	9	20%
		Disagree	5	11.11%
		Undecided	7	15.55%
		Agree	16	35.55%
		Strongly agree	8	17.77%
		Total	45	100%

Source: Survey Data, 2022

Table 4.4 shows that out of 45 respondents 5 (11.11%) and 9 (20%) of respondents disagree and strongly disagree about poorness of hotel sector salary, 16 (35.55%) and 8 (17.77%) of respondents agree and strongly agree about poorness of hotel sector salary; this Means hotel sector salary is low and not adequate and 7 (15.55%) of respondents replied undecided towards poorness of hotel sector salary. Based on the above description we conclude that the hotel sector salary is very low and not enough for their effort.

Table 4.5 hotels offer bonus or inventive for employees

No	Item 3	Respondents		
		Alternative	Frequency	In percentage %
3	hotels offer bonus or inventive for employees	Strongly disagree	10	22.22%
		Disagree	10	22.22%
		Undecided	4	8.88%
		Agree	18	40%
		Strongly agree	3	6.66%
		Total	45	100%

Source: Survey Data, 2022

Table 4.5 shows that out of 45 respondents 10 (22.22%) and 10 (22.22%) of respondents answer disagree and strongly disagree about hotels offer bonus or inventive for employees, 18 (40%) and 3 (6.66%) of respondents agree and strongly agree about hotels offer bonus or inventive for employees. That Means the hotels offer bonus or incentive for their employees and 4 (8.88%) of respondents answer undecided towards hotels offer bonus or incentive for employees. Based on the above description we conclude that there is bonus or incentive that is offered by the hotel for who performed better or who accomplish his/her responsibility successfully.

Table 4.6 availability of vocational training in the hotel sector

No	Item 4	Respondents		
		Alternative	Frequency	In percentage %
4	availability of vocational training in the hotel sector	Strongly disagree	2	4.44%
		Disagree	7	15.55%
		Undecided	4	8.88%
		Agree	17	37.77%
		Strongly agree	15	33.33%
		Total	45	100%

Source: Survey Data, 2022

Table 4.6 shows that out of 45 respondents 7 (15.55%) and 2 (4.44%) of respondents replied disagree and strongly disagree about the availability of vocational training in the hotel sector, 17 (37.77%) and 15 (33.33%) of respondents agree and strongly agree about the availability of vocational training in the hotel sector. that Means the hotel sector provide well developed system of vocational training and 4 (8.88%) of respondents replied undecided towards the availability of vocational training in the hotel sector. Generally based on the above description we conclude that there is a well-developed system of vocational training in the hotel sector.

Table 4.7 availability of annual rests in the hotel

No	Item 5 Question	Respondents		
		Alternative	Frequency	In percentage %
	availability of annual rests in the hotel	Strongly disagree	2	4.44%
		Disagree	-	-
		Undecided	3	6.66%
		Agree	13	28.88%
		Strongly agree	27	60%
	Total	45	100%	

Source: Survey Data, 2022

Table 4.7 shows that out of 45 respondents 2 (4.44%) respondents responded disagree about the availability of annual rests in the hotel, 13 (28.88%) and 27 (60%) of respondents agree and strongly agree about the availability of annual rests in the hotel and 3 (6.66%) of respondents responded undecided towards the availability of annual rests in the hotel. Based on the above description we conclude that the hotels provide sufficient annual rest for their employees every year.

Table 4.8 placement of hotel employees based on their skill and profession

No	Item 6 Question	Respondents		
		Alternative	Frequency	In percentage %
	placement of hotel employees based on their skill and profession	Strongly disagree	1	2.22%
		Disagree	3	6.66%
		Undecided	6	13.33%
		Agree	24	53.33%
		Strongly agree	11	24.44%
	Total	45	100%	

Source: Survey Data, 2022

Table 4.8 shows that out of 45 respondents 3 (6.66%) and 1 (2.22%) of respondents answer disagree and strongly disagree about the placement of hotel employees based on their skill and profession, 24 (53.33%) and 11 (24.44%) of respondents agree and strongly agree related to the placement of hotel employees based on their skill and profession. That means the placement of hotel employees are based on their skill and profession and 6 (13.33%) of respondents were undecided towards the placement of hotel employees based on their skill and profession. Based on the above description we conclude that the placement of employees in the hotel is based on their qualifying and knowledge.

Table 4.9 availability of promotion in the hotel

No	Item 7 Question	Respondents		
		Alternative	Frequency	In percentage %
	availability of promotion in the hotel	Strongly disagree	4	8.88%
		Disagree	5	11.11%
		Undecided	7	15.55%
		Agree	17	37.77%
		Strongly agree	12	26.66%
	Total	45	100%	

Source: Survey Data, 2022

Table 4.9 shows that out of 45 respondents 5 (11.11%) and 4 (8.88%) of respondents replied disagree and strongly disagree about the availability of promotion in the hotel, 17 (37.77%) and 12 (26.66%) of respondents agree and strongly agree related to the availability of promotion in the hotel. That means the hotel offered promotion for their employees and 7 (15.55%) of respondents replied undecided towards the availability of promotion in the hotel. Based on the above description we conclude that promotion is given for who performed better by the hotel.

Table 4.10 hotel work is not permanent

No	Item 8 Question	Respondents		
		Alternative	Frequency	In percentage %
	hotel work is not permanent	Strongly disagree	5	11.11%
		Disagree	11	24.44%
		Undecided	10	22.22%
		Agree	12	26.66%
		Strongly agree	7	15.55%
		Total	45	100%

Source: Survey Data, 2022

Table 4.10 shows that out of 45 respondents 11 (24.44%) and 5 (11.11%) of respondents responded disagree and strongly disagree about the impermanent of hotel work, 12 (26.66%) and 7 (15.55%) of respondents agree and strongly agree related to the impermanent of hotel work. That means the hotel work is not permanent throughout the year and 10 (22.22%) of respondents responded undecided towards the impermanent of hotel work. Based on the above description we conclude that the hotel work is not permanent throughout the year and the employees feel secure for their work.

Table 4.11 over time work for no extra money in the hotel

No	Item 9 Question	Respondents		
		Alternative	Frequency	In percentage %
	over time work for no extra money in the hotel	Strongly disagree	5	11.11%
		Disagree	13	28.88%
		Undecided	11	24.44%
		Agree	6	13.33%
		Strongly agree	10	22.22%
		Total	45	100%

Source: Survey Data, 2022

Table 4.11 shows that out of 45 respondents 13 (28.88%) and 10 (22.22%) of respondents answer disagree and strongly disagree about the overtime work for no extra money in the hotel. That means the hotel employees don't work over time, 6 (13.33%) and 5 (11.11%) of respondents agree and strongly agree related to the overtime work for no extra money in the hotel and 11 (24.44%) of respondents answer undecided towards the overtime work for no extra money in the hotel. Generally based on the above description we conclude that the hotel employees are not expected to work over time for no extra money or for just the normal hour's rate.

Table 4.12 lack of transport service for hotel employees

No	Item 10 Question	Respondents		
		Alternative	Frequency	In percentage %
	lack of transport service for hotel employees	Strongly disagree	16	35.55%
		Disagree	20	44.44%
		Undecided	2	4.44%
		Agree	4	8.88%
		Strongly agree	3	6.66%
		Total	45	100%

Source: Survey Data, 2022

Table 4.12 shows that out of 45 respondents 20 (44.44%) and 16 (35.55%) of respondents replied disagree and strongly disagree about the lack of transport service for hotel employees. That means the hotel workers have transport service, 4 (8.88%) and 3 (6.66%) of respondents agree and strongly agree related to the lack of transport service for hotel employees and 2 (4.44%) of respondents replied undecided toward the lack of transport service for hotel employees. Based on the above description we conclude that the hotel employees have transport service during their departure and arrival time.

Table 4.13 little job satisfaction of hotel employees

No	Item 11	Respondents		
11	Question	Alternative	Frequency	In percentage %
	little job satisfaction of hotel employees	Strongly disagree	6	13.33%
		Disagree	12	26.66%
		Undecided	17	37.77%
		Agree	8	17.77%
		Strongly agree	2	4.44%
		Total	45	100%

Source: Survey Data, 2022

Table 4.13 shows that out of 45 respondents 12 (26.66%) and 6 (13.33%) of respondents responded disagree and strongly disagree about the little job satisfaction of hotel employees, 8 (17.77%) and 2(4.44%) of respondents responded agree and strongly agree related to the little job satisfaction of hotel employees and 17 (37.77%) of respondents responded undecided towards the little job satisfaction of hotel employees. That means the respondents have no idea about the job satisfaction of hotel employees. Based on the above description we conclude that the respondents don't like to say anything or no idea regarding to the job satisfaction of hotel employees.

Table 4.14 lack of personal development in the hotel

No	Item 12	Respondents		
12	Question	Alternative	Frequency	In percentage %
	lack of personal development in the hotel	Strongly disagree	10	22.22%
		Disagree	17	37.77%
		Undecided	7	15.55%
		Agree	9	20%
		Strongly agree	2	4.44%
		Total	45	100%

Source: Survey Data, 2022

Table 4.14 shows that out of 45 respondents 17 (37.77%) and 10 (22.22%) of respondents answers disagree and strongly disagree about the lack of personal development in the hotel. That means the hotel employees can get personal development from their experience, 9 (20%) and 2 (4.44%) of respondents agree and strongly agree related to the lack of personal development in the hotel and 7 (15.55%) of respondents answers undecided towards the lack of personal development in the hotel. Based on the above description we conclude that the hotel employees be able to build up their personal development from their work career or job experience.

Table 4.15 lack of retirement pension in the hotel

No	Item 13	Respondents		
13	Question	Alternative	Frequency	In percentage %
	lack of retirement pension in the hotel	Strongly disagree	13	28.88%
		Disagree	19	42.22%
		Undecided	4	8.88%
		Agree	7	15.55%
		Strongly agree	2	4.44%
		Total	45	100%

Source: Survey Data, 2022

Table 4.15 shows that out of 45 respondents 19 (42.22%) and 13 (28.88%) of them responded disagree and strongly disagree about the lack of retirement pension in the hotel. That means the hotel employees have retirement pension, 7 (15.55%) and 2 (4.44%) of respondents agree and strongly agree related to the lack of retirement pension in the hotel and 4 (8.88%) of respondents responded undecided towards the lack of retirement pension in the hotel. Based on the above description we conclude that the hotel employees have or can get retirement pension at the end of their job career.

Table 4.16 position of women in certain areas only

No	Item 14 Question	Respondents		
		Alternative	Frequency	In percentage %
14	position of women in certain areas only	Strongly disagree	12	26.66%
		Disagree	15	33.33%
		Undecided	10	22.22%
		Agree	7	15.55%
		Strongly agree	1	2.22%
		Total	45	100%

Source: Survey Data, 2022

Table 4.16 shows that out of 45 respondents 15 (33.33%) and 12 (26.66%) of respondents disagree and strongly disagree about the position of women in certain areas only. That means the women position in the hotel is not in certain areas only, 7 (15.55%) and 1 (2.22%) of respondents agree and strongly agree related to the position of women in certain areas only and 10 (22.22%) of respondents replied undecided towards the position of women in certain areas only. Based on the above description we conclude that position of women in the hotel is linked to jobs in different kinds of jobs.

Table 4.17 hotel work rejects women applicants who are over a certain age

No	Item 15 Question	Respondents		
		Alternative	Frequency	In percentage %
15	hotel work rejects women applicants who are over a certain age	Strongly disagree	7	15.55%
		Disagree	8	17.77%
		Undecided	5	11.11%
		Agree	10	22.22%
		Strongly agree	15	33.33%
		Total	45	100%

Source: Survey Data, 2022

Table 4.17 shows that out of 45 respondents 8 (17.77%) and 7 (15.55%) of respondents answer disagree and strongly disagree about the hotel work rejects women applicants who are over a certain age, 10 (22.22%) and 15 (33.33%) of respondents agree and strongly agree related to the hotel work rejects women applicants who are over a certain age and 5 (11.11%) of respondents answer undecided towards the hotel work rejects women applicants who are over a certain age. Based on the above description we conclude that hotel work rejects women applicants who are over a certain age.

Table 4.18 lack of fair treatment by managers

No	Item 16 Question	Respondents		
		Alternative	Frequency	In percentage %
16	lack of fair treatment by managers	Strongly disagree	5	11.11%
		Disagree	21	46.66%
		Undecided	11	24.44%
		Agree	5	11.11%
		Strongly agree	3	6.66%
		Total	45	100%

Source: Survey Data, 2022

Table 4.18 shows that out of 45 respondents 21 (46.66%) and 5 (11.11%) of respondents responded disagree and strongly disagree about the lack of fair treatment by managers. That means the hotel employees are treated fairly by their managers, 5 (11.11%) and 3 (6.66%) of respondents agree and strongly agree related to the lack of fair treatment by managers and 11 (24.44%) of respondents responded undecided towards the lack of fair treatment by managers. Based on the above description we conclude that the treatment of employees from their manager is unbiased or make equal opportunity.

4.3. Criteria to determine the working conditions of tour guides

Table 4.19 working hours of guides are short

No	Item 1	Respondents		
		Alternative	Frequency	In percentage %
1	working hours of guides are short	Strongly disagree	1	20%
		Disagree	7	35%
		Undecided	3	15%
		Agree	4	20%
		Strongly agree	5	25%
		Total	20	100%

Source: Survey Data, 2022

Table 4.19 shows that out of 20 respondents 7 (35%) and 1 (5%) of respondents disagree and strongly disagree about the working hours of guides are short. That means the working hour of tour guides is not short, 4 (20%) and 5 (25%) of respondents agree and strongly agree related to the working hours of guides are short and 3 (15%) of respondents replied undecided about the working hours of guides are short. Based on the above description we conclude that tour guides working hour is not short.

Table 4.20 lack of protection for job related disease and injuries

No	Item 2	Respondents		
		Alternative	Frequency	In percentage %
2	Lack of protection for job related disease and injuries	Strongly disagree	4	20%
		Disagree	1	5%
		Undecided	4	20%
		Agree	5	25%
		Strongly agree	6	30%
		Total	20	100%

Source: Survey, 2022

Table 4.20 shows that out of 20 respondents 1 (5%) and 4 (20%) of respondents responded disagree and strongly disagree about the lack of protection for job related disease and injuries, 5 (25%) and 6 (30%) of respondents replied agree and strongly agree related to the lack of protection for job related disease and injuries. That means tour guides have not protection for job related disease and injuries that may happen suddenly and 4 (20%) of respondents responded undecided related to the lack of protection for job related disease and injuries. Based on the above description we conclude that tour guides have not protection for job related disease and injury's.

Table 4.21 working load of tour guides is low

No	Item 3	Respondents		
		Alternative	Frequency	In percentage %
3	working load of tour guides is low	Strongly disagree	10	50%
		Disagree	2	10%
		Undecided	-	-
		Agree	2	10%
		Strongly agree	6	30%
		Total	20	100%

Source: Survey Data, 2022

Table 4.21 shows that out of 20 respondents 2 (10%) and 10 (50%) of respondents disagree and strongly disagree about the working load of tour guides is low. That means the working load of tour guides is not low, 2 (10%) and 6 (30%) of respondents agree and strongly agree related to the working load of tour guides is low and no one respondent answer undecided about the working load of tour guides is low. Based on the above description we conclude that the tour guides working load is very high.

Table 4.22 tour guides work is seasonal

No	Item 4	Respondents		
		Alternative	Frequency	In percentage %
4	tour guides work is seasonal	Strongly disagree	2	10%
		Disagree	-	-
		Undecided	-	-
		Agree	3	15%
		Strongly agree	15	75%
		Total	20	100%

Source: Survey Data, 2022

Table 4.22 shows that out of 20 respondents 2 (10%) of respondents disagree and strongly disagree about the tour guides work is seasonal, 3 (15%) and 15 (75%) of respondents agree and strongly agree related to the tour guides work is seasonal. That means tour guides work is seasonal and no one respondents undecided about the tour guides work is seasonal. Based on the above description we conclude that much of the tour guides work is seasonal.

Table 4.23 tour guides have well organized union

No	Item 5	Respondents		
		Alternative	Frequency	In percentage %
5	tour guides have well organized union	Strongly disagree	1	5%
		Disagree	2	10%
		Undecided	-	-
		Agree	13	65%
		Strongly agree	4	20%
		Total	20	100%

Source: Survey Data, 2022

Table 4.23 shows that out of 20 respondents 2 (10%) and 1 (5%) of respondents responded disagree and strongly disagree about the organized union of tour guides, 13 (65%) and 4 (20%) of respondents agree and strongly agree related to the organized union of tour guides. That means tour guides have organized union and no one of respondents responded undecided related to the organized union of tour guides. Based on the above description we conclude that tour guides have well organized union.

Table 4.24 Tour guides are punctual

No	Item 6	Respondents		
		Alternative	Frequency	In percentage %
6	tour guides are punctual	Strongly disagree	2	10%
		Disagree	-	-
		Undecided	-	-
		Agree	8	40%
		Strongly agree	10	50%
		Total	20	100%

Source: Survey Data, 2022

Table 4.24 shows that out of 20 respondents 2 (%) respondents answer disagree and strongly disagree about the punctuality of tour guides, 8 (40%) and 10 (50%) of respondents agree and strongly agree related to the punctuality of tour guides. That means tour guides are punctual and no one respondents answer undecided related to the punctuality of tour guides. Based on the above description we conclude that the tour guides are punctual for their occupation

Table 4.25 satisfaction of tourist by tour guides service

No	Item 7	Respondents		
		Alternative	Frequency	In percentage %
7	satisfaction of tourist by tour guides service	Strongly disagree	3	15%
		Disagree	-	-
		Undecided	-	-
		Agree	10	50%
		Strongly agree	7	35%
		Total	20	100%

Source: Survey Data, 2022

Table 4.25 shows that out of 20 respondents 3 (15%) respondents disagree and strongly disagree about the satisfaction of tourist by tour guides service, 10 (50%) and 7 (35%) of respondents agree and strongly agree

related to the satisfaction of tourist by tour guides service. That means guides are satisfied their tourists and no one respondents replied undecided about the satisfaction of tourist by tour guides service. Based on the above description we conclude that tour guides are satisfied their customers by their service.

Table 4.26 tour guides job discriminates workers by sex, race and disability

No	Item 8	Respondents		
		Alternative	Frequency	In percentage %
8	tour guides job discriminates workers by sex, race and disability	Strongly disagree	7	35%
		Disagree	6	30%
		Undecided	4	20%
		Agree	2	10%
		Strongly agree	1	5%
		Total	20	100%

Source: Survey Data, 2022

Table 4.26 shows that out of 20 respondents 6 (30%) and 7 (35%) of respondents disagree and strongly disagree about the tour guides job discriminates workers by sex, race and disability. That means the tour guides don't discriminate workers by sex, race and disability, 2 (10%) and 1 (5%) of respondents agree and strongly agree related to the tour guides job discriminates workers by sex, race and disability and 4 (20%) of respondents answer undecided about the tour guides job discriminates workers by sex, race and disability. Generally based on the above description we conclude that tour guides job don't discriminate workers in terms of sex, race and disability.

Table 4.27 tour guide profession has opportunity to meet different tourists

No	Item 9	Respondents		
		Alternative	Frequency	In percentage %
9	tour guide profession has opportunity to meet different tourists	Strongly disagree	-	-
		Disagree	1	5%
		Undecided	-	-
		Agree	9	45%
		Strongly agree	10	50%
		Total	20	100%

Source: Survey Data, 2022

Table 4.27 shows that out of 20 respondents 1 (5%) of respondents responded disagree about the opportunity of tour guide profession to meet different tourists, 9 (45%) and 10 (50%) of respondents agree and strongly agree related to the opportunity of tour guide profession to meet different tourists. That means the tour guide profession has opportunity to meet different tourists and no one respondents responded undecided about the opportunity of tour guide profession to meet different tourists. Based on the above description we conclude that tour guide's employment provides opportunity to meet different kinds of tourists from different country, culture and behavior.

Table 4.28 tour guides earn fair payment

No	Item 10	Respondents		
		Alternative	Frequency	In percentage %
10	tour guides earn fair payment	Strongly disagree	2	10%
		Disagree	10	50%
		Undecided	3	15%
		Agree	4	20%
		Strongly agree	1	5%
		Total	20	100%

Source: Survey Data, 2022

Table 4.28 shows that out of 20 respondents 10 (50%) and 2 (10%) of respondents disagree and strongly disagree about the tour guides fair payment. That means the tour guides don't earn fair payment for their work, 4 (20%) and 1 (5%) of respondents agree and strongly agree related to the tour guides fair payment and 3 (15%) of respondents replied undecided related to the tour guides fair payment. In general, based on the above description we conclude that tour guides don't earn fair payment for their job.

Table 4.29 tour guides wear uniform properly

No	Item 11	Respondents		
		Alternative	Frequency	In percentage %
11	tour guides wear uniform properly	Strongly disagree	4	20%
		Disagree	5	25%
		Undecided	1	5%
		Agree	7	35%
		Strongly agree	3	15%
		Total	20	100%

Source: Survey Data, 2022

Table 4.29 shows that out of 20 respondents 5 (25%) and 4 (20%) of respondents disagree and strongly disagree about the tour guides wear uniform properly, 7 (35%) and 3(15%) of respondents agree and strongly agree to the tour guides wear uniform properly. That means tour guides wear uniform properly and 1 (5%) of respondents answer undecided about the tour guides wear uniform properly. Based on the above description we conclude that many of the tour guides wear or dressed properly their working uniform.

Table 4.30 Seasonality affect the tour guides regular income

No	Item 12	Respondents		
		Alternative	Frequency	In percentage %
12	Seasonality affect the tour guides regular income	Strongly disagree	2	10%
		Disagree	-	-
		Undecided	-	-
		Agree	4	20%
		Strongly agree	14	70%
		Total	20	100%

Source: Survey Data, 2022

Table 4.30 shows that out of 20 respondents 2 (10%) respondents strongly disagree about the Seasonality of tour guides regular income, 4 (20%) and 14 (70%) of respondents agree and strongly agree related to the Seasonality of tour guides regular income. That means the tour guides affect by seasonality and no one respondents responded undecided related to Seasonality of the tour guides regular income. Based on the above description we conclude that the seasonality of tourism affects the tour guides regular income.

Table 4.31 on time and adequate information of tour guides for tourists

No	Item 13	Respondents		
		Alternative	Frequency	In percentage %
13	on time and adequate information of tour guides for tourists	Strongly disagree	-	-
		Disagree	-	-
		Undecided	2	10%
		Agree	7	35%
		Strongly agree	11	55%
		Total	20	100%

Source: Survey Data, 2022

Table 4.31 shows that out of 20 respondent's no one respondents disagree about the tour guides on time and adequate information to tourists, 7 (35%) and 11 (55%) of respondents agree and strongly agree related to the tour guides on time and adequate information to tourists. That means tour guides give on time and adequate information to their tourists and 2 (10%) of respondents were undecided related to the tour guides on time and adequate information to tourists. Based on the above description we conclude that tour guides provide sufficient and on time information or explanation about the destination to their tourists.

Table 4.32 limited career development of tour guide profession

No	Item 14	Respondents		
		Alternative	Frequency	In percentage %
14	limited career development of tour guide profession	Strongly disagree	-	-
		Disagree	2	10%
		Undecided	1	5%
		Agree	11	55%
		Strongly agree	6	30%
		Total	20	100%

Source: Survey Data, 2022

Table 4.32 shows that out of 20 respondents 2 (10%) and of respondents disagree with the limited career

development opportunity of tour guide profession, 11 (55%) and 6 (30%) of respondents agree and strongly agree related to the limited career development opportunity of tour guide profession. That means there is limited career development opportunity for tour guides and 1 (5%) of respondents answer undecided related to the limited career development opportunity of tour guide profession. Based on the above description we conclude that tour guides have limited career development opportunity.

Table 4.33 tour guides get adequate on the job training

No	Item 15	Respondents		
		Alternative	Frequency	In percentage %
15	tour guides get adequate on the job training	Strongly disagree	2	10%
		Disagree	4	20%
		Undecided	1	5%
		Agree	8	40%
		Strongly agree	5	25%
		Total	20	100%

Source: Survey Data, 2022

Table 4.33 shows that out of 20 respondents 4 (20%) and 2 (10%) of respondents responded disagree and strongly disagree about the tour guides adequate on the job training, 8 (40%) and 5 (25%) of respondents agree and strongly agree related to the tour guides adequate on the job training. That means tour guides get enough on the job training and 1 (5%) of respondents responded undecided related to the tour guides adequate on the job training. Based on the above description we conclude that tour guides get sufficient on the job training or adequate vocational training.

Table 4.34 organized effort of tour guides to regulate the guiding practice

No	Item 16	Respondents		
		Alternative	Frequency	In percentage %
16	organized effort by tour guides to regulate the guiding practice	Strongly disagree	1	
		Disagree	4	
		Undecided	2	
		Agree	10	
		Strongly agree	3	
		Total	20	100%

Source: Survey Data, 2022

Table 4.34 shows that out of 20 respondents 4 (20%) and 1 (5%) of respondents disagree and strongly disagree about the organized effort of tour guides to regulate the guiding practice, 10 (50%) and 3 (15%) of respondents agree and strongly agree related to the organized effort of tour guides to regulate the guiding practice. That means there is organized effort by tour guides to regulate the guiding practice and 2 (10%) of respondents undecided related to the organized effort of tour guides to regulate the guiding practice. Based on the above description we conclude that there is a well-organized effort from the tour guides to regulate unwanted practice of tour guides.

Table 4.35 tour guides affected by lack of strong licensing procedure

No	Item 17	Respondents		
		Alternative	Frequency	In percentage %
17	tour guides affected by lack of strong licensing procedure	Strongly disagree	1	5%
		Disagree	3	15%
		Undecided	2	10%
		Agree	8	40%
		Strongly agree	6	30%
		Total	20	100%

Source: Survey Data, 2022

Table 4.35 shows that out of 20 respondents 3 (15%) and 1 (5%) of respondents answer disagree and strongly disagree about the tour guides lack of strong licensing procedure, 8 (40%) and 6 (30%) of respondents agree and strongly agree related to the tour guides lack of strong licensing procedure. That means tour guides are affected by lack of strong licensing procedure and 2 (10%) of respondents answer undecided related to the tour guides lack of strong licensing procedure. Based on the above description we conclude that there is no well-organized system of licensing procedure.

Table 4.36 little concern of tour guides profession from different tourism stakeholders

No	Item 18	Respondents		
18	Question	Alternative	Frequency	In percentage %
	little concern of tour guides profession from different tourism stakeholders	Strongly disagree	1	5%
		Disagree	4	20%
		Undecided	-	-
		Agree	6	30%
		Strongly agree	9	45%
		Total	20	100%

Source: Survey Data, 2022

Table 4.36 shows that out of 20 respondents 4 (20%) and 1 (5%) of respondents responded disagree and strongly disagree about the little concern of tour guides profession from different tourism stakeholders, 6 (30%) and 9 (45%) of respondents agree and strongly agree related to the little concern of tour guides profession from different tourism stakeholders. That means there is little concern for the tour guiding profession from different stakeholders and no one respondents responded undecided about the little concern of tour guides profession from different tourism stakeholders. Based on the above description we conclude that there is very small concern for the tour guides profession from different tourism stakeholders even they have very little worry related to guides profession.

Table 4.37 Gondar tour guides affected by busy tour itinerary

No	Item 19	Respondents		
19	Question	Alternative	Frequency	In percentage %
	Gondar tour guides affected by busy tour itinerary	Strongly disagree	5	25%
		Disagree	8	40%
		Undecided	3	15%
		Agree	4	20%
		Strongly agree	-	-
		Total	20	100%

Source: Survey Data, 2022

Table 4.37 shows that out of 20 respondents 8 (40%) and 5 (25%) of respondents disagree and strongly disagree about the Gondar tour guides affected by busy tour itinerary. That means tour guides in Gondar are not affected by busy tour itinerary, 4 (20%) of respondent's answer agree related to the Gondar tour guides affected by busy tour itinerary and 3 (15%) of respondents answer undecided related to the Gondar tour guides affected by busy tour itinerary. Based on the above description we conclude that Gondar tour guides are not affected by busy or full of activity tour itinerary.

Table 4.38 poor monitoring and regulation of tour guiding practice

No	Item 20	Respondents		
20	Question	Alternative	Frequency	In percentage %
	poor monitoring and regulation of tour guiding practice	Strongly disagree	2	10%
		Disagree	9	45%
		Undecided	1	5%
		Agree	5	25%
		Strongly agree	3	15%
		Total	20	100%

Source: Survey Data, 2022

Table 4.38 shows that out of 20 respondents 9 (45%) and 2 (10%) of respondents disagree and strongly disagree about the poor monitoring and regulation of tour guiding practice. That means the practice of tour guiding is monitor and regulate properly, 5 (25%) and 3 (15%) of respondents agree and strongly agree related to the poor monitoring and regulation of tour guiding practice and 1 (5%) of respondents replied undecided about the poor monitoring and regulation of tour guiding practice. Based on the above description we conclude that there is the monitoring and regulation of tour guiding practice.

4.4 Respondents general recommendation for the improvement of the hotel employees working condition in Gondar city.

Some of the recommendation of respondents are; working together in cooperation for a better result, well organized humane resource management, good support and salary from the owner, provide training for owners, managers and employees, working together with different stockholders to develop the hotel sector, developing infrastructures, placed professionals based on their skill, establishing peace, concerned from culture and tourism office, keep the wellbeing of the local community, experience sharing with other hotels and arranging employees

meetings.

4.5 Respondents general recommendation for the improvement of the tour guiding working condition in Gondar city.

Some of the recommendation of respondents are; providing vocational training, tour guide profession should be respect, promote the destination, opening language schools, should be government support, control illegal guides, evaluate the guides service, create good environment for visitors and rising the community awareness.

5. CONCLUSION AND RECOMMENDATIONS

Conclusion

Today, tourism and hospitality sectors are the foremost sectors of the world economy. It improves balance of payments as well as income creation and employment opportunities. Based on the study, tourism and hospitality sector have creating numerous job opportunities for many people in Gondar city in different areas like: accommodation, food and beverage (restaurants, dining rooms, cafes, fast food outlets, pubs, nightclubs, bed and breakfasts, hotels, lounges, catering operations; travel agencies, tour operation companies), natural and cultural attractions such as national parks, monuments, museums, concerts, festivals, conferences, trade shows, and exhibitions).

As observed from the finding of this study the drawbacks of tourism employment condition is existed in the hotels and tour guides in Gondar city and the current status of the tour guides and hotels employment condition is good but there are some challenges or factors affecting tourism employment condition in the hotel and tour guiding service.

The major factors are: poorness of hotel sector salary, Unfair treatment among men and women employees, lack of protection for job related disease and injury's, seasonality of the sector, unfair payment, limited carrier development, lack of strong licensing procedure and little concern from different tourism stakeholders are some to be noted as challenges for employment condition in tourism and hospitality business.

The government role to activate employment condition problems still low and other stockholders sector also has limited involvement in the tourism employment condition practice for these reason hotels and guide associations are under tourism employment condition problems.

The major solution mechanisms are: Fair recruitment, adequate salary, regular vocational training, promotion, transport service, adequate concern, fair management, Political stabilities, reduced working hours, technological advancement, increased income, avoid seasonality, fair payment for their job, well organized union, punctual, adequate information, good rule and regulation and encouraging climate are the major favorable conditions for the development of tourism employment conditions and to create numerous jobs

Besides, hotel and tour guide can be also developing sociocultural amplification of the people, empowering women and involvement of ignored communities by creating favorable job options. Due to this, both hotel and tour guiding give due attention for creating quality staff for quality tourism and hospitality industries to step on the sectors contribution for the Gondar city development.

Generally good tourism employment condition has environmental, economical, as well as socio- cultural benefit either direct or indirect. The major and effective mechanism to alleviate drawbacks of tourism employment condition are: adequate salary, strong rule and regulation, arranging regular and continues training for employees, collaborating with the other stakeholders, government involvement, recruiting professionals related with hotel and tourism, regularly evaluating employment condition status of hotels and tour guides and properly handle drawbacks of tourism employment condition.

Recommendations

Based on the findings of the research, the following points are recommended to the stakeholders or concerned bodies of the tourism and hospitality industry.

-  The hotel and tour guide association should work hard in cooperation to each other on the tourism employment conditions to alleviate the drawbacks and improve their standards.
-  Tour guides association, Hotels, government bodies and other stake holders should work together to minimize drawbacks of tourism employment conditions as well as to alleviate drawbacks of tourism employment condition.
-  The government body especially culture and tourism office must be involved in the tourism employment condition and drawbacks it may be through the provision of skilled man power, providing language school, establishment of strong rule and regulation and providing vocational training regularly.
-  The government body or educational institutions must train hotel and tour guide professionals and related as well as their must be responsible authorized agency to monitor or control hotels and tour guides employment conditions in Gondar city.

-  There should be the development of infrastructures like: road, electric city, water supply, telephone networking and educational institutions.
-  The tour guides and hotel employees should not be over dependence on the tourism, they have to find another source of income like: working in factory, run own business that could not be influence by seasonality.
-  Commitment among government or administration bodies related to strong licensing procedure, regulate the guides and hotels practice and keep the wellbeing of the local community.
-  Hotel owners consider their actual profit maximizing by placement of employees based on their skill and profession, fell being secure, provide transport service, sharing experience with other hotels and give full attention for the employees.
-  Tour guide associations and Hotels and other responsible stake holders must handle tourism employment conditions and eliminate the drawbacks in the Gondar city.
-  Junior students and other researchers should study on the tourism employment conditions and drawbacks in Gondar City deeply as quick as possible.

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