

Insecurity in Nigeria and Business Sustainability in Selected Hotels in Awka

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ABSTRACT

The incessant cases of killing, shooting, kidnapping, destruction of government properties and private business among other social crisis in Nigeria. This study ascertained the effect of insecurity on the performance of selected Hotels in Awka, Anambra State. The study was anchored on Democratic Peace Theory by Doyle. Survey research design and simple random sampling technique was used to select 12 hotels from a total of 125 hotels in Awka, Anambra State. The population of the study is 529 and Taro Yamane was used to determine the sample size of 228. Hypotheses were tested using Pearson Product Moment Correlation Coefficient and simple regression analysis. Findings revealed that there is significant effect of insecurity on the performance of selected Hotels in Awka, Anambra State by indicating negative relationship between weak security system and customer satisfaction; negative effect of political power tussle on business survival of selected hotels in Awka, Anambra State. It was concluded that insecurity affects stable operations of business as it could result in threat to lives of both workers and customers. Insecurity affect customers' patronage as well as work environment. Based on the findings, it was recommended that Government should focus on strengthening the security system of the state through adequate training and provision of needed gadgets and there should be stringent policies (such as disqualification or demotion) guiding unhealthy political behavior in the state.

KEYWORDS: *Insecurity, weak security system, political power tussle, customer satisfaction and sustainability*

1. INTRODUCTION

Nigeria which is perceived as the giant of Africa has witnessed an unprecedented incidences of insecurity ranging from the activities of Fulani Herdsmen; Boko Haram Insurgencies, Armed Robber Attacks, kidnapping, political/religious crisis, murder, destruction of oil facilities by Niger Delta militants, Child Abduction/ Trafficking etc. Other crimes committed by these Islamic sect include; destruction of vehicles; burning of churches, police stations, schools, hospitals, clinics, shops, army barracks and residential houses; abduction of expatriates (Ndubuisi-Okolo & Anigbuogu, 2019). These challenges have made security a pivotal issue which has made government to divert resources meant for developmental purposes to security. Also, the

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alarming rate at which the economic, political, social and religious affairs of the nation are dwindling at present is a real symptom of insecurity. Foreign investors are withdrawing their investment intention due to high rate of insecurity in Nigeria.

Hotels in Awka, Anambra State are business organizations that provide relaxation hospitality and treat customers. Hotel firms provide services of lodging, business meetings and personal affairs for customer. Digging deep to the causes of insecurity in the state, weak security and political interests seem to be the bedrock of killing of people and pause in business operations at certain days of the week. This seems to have positioned business in a survival

struggling state as business strive to maintain balance by abiding to instruction passed by secessionist groups and as well operates to offer customers the necessary goods and services. The year 2021 is a year that has been tagged with high insecurity happenings in Anambra State as both insecurity stems from the agitation of indigene that is the Indigenous people of Biafra Group “sit at home” instruction on notable business days as Monday and resorting to damaging business properties of violators of such instructions even to the extent of killing people and damaging government properties such as INEC and Police facilities.

Notwithstanding the fight to stop the havoc of the Boko Haram group by Federal Government, the case of Fulani Herdsmen killing were discovered as they attack both children, parents and farmlands of various states by killing men and women, boys and girls even to the extent of raping girls before killing them and government is on the move to resolve the situation of insecurity by these terrorist groups. it was discovered that one of the causes of insecurity in Anambra State was the fight for a Sovereign State called Biafra as some days were declared “sit-at-home” and violators of the “sit at home” were killed by thugs and businesses that failed to comply were burnt. In the quest to achieve a sovereign state, Federal Government Properties were destroyed such as INEC, Police Station among others in a bid to stop 2021 Gubernatorial Election. Notably, the issue of present state of insecurity poses as a danger to businesses, lives and properties of individuals.

The high rate of insecurity within the state and all over Nigeria is an indicator of weak security system. Nigerian Security system seems to be hijacked by tribalism, corruption and favouritism (Nelson, 2019). The security system of Nigeria seems to favour the Northern indigene than the South. Example is a situation whereby repented Boko Haram member is pardonable but anyone with such fate of repentance from the South faces the law. Aside that, the weak concern for the security system in Anambra State has resulted in prompts obedience to IPOB agitators rather than government in power which don't suppose to be. This has affected hotel firms in Awka, Anambra State as they operate at minimum capacity to offer satisfaction to customers. Even customer safety is not guaranteed in Hotels anymore. Sequel to this, there is high rate of cult clash which resulted in killings customers who belong to a secret cult in Hotels thereby putting both the management and staff of Hotels at risk. The security system is weak within Anambra State and customer satisfaction is not guaranteed by hotels in Awka, Anambra State.

The Nigerian political system is of course game of power tussle among greedy individuals as politician make use of thugs during and off election season and this is the breeding ground for insecurity and meeting places for political parties are hotels aside campaign ground. With the recent power tussle among political parties, the smooth operation of hotel is threatened as hotels could be target point for dirty works for politicians they intend to terminate and if such occurs, the survival of the hotel is threatened. It is against this backdrop that it becomes necessary to study the effect of insecurity on the performance of selected Hotels in Awka, Anambra State.

1.1. Statement of the Problem

Most business organizations such as hotels are experiencing declining operations due to numerous cases of insecurity. Recently, there is high threat in the stable operation of hotel business due to the “Indigenous People of Biafra Sit at Home Instructions” every Monday of the week and this is a core business day of the week of which failure to comply to results to destruction of business properties and loss of lives. The incessant cases of insecurity is a sign of weak security system as there are cases of killing, kidnap, destruction of properties and even to the extent of cult clash among indigenes of the state. While some key office holders failed in defending national interest and values, and protecting people from harm by criminals, they soon become saboteurs of government effort, by supporting and fuelling insecurity through either leaking vital security information or aiding and abetting criminals to acquire weapons or to escape the long arm of the law (Achumba & Akpor, 2016). The issue of insecurity have affected the usual satisfaction that customers derive from patronizing hotels as they feel unsafe anytime strange personalities visit the hotels for personal business. The struggle for political power, religious imposition and land disputes and the lack of aid for victims or punishment for troublemakers, corrupt persons, and the mismanagement of the economy have all fuelled tensions in the country, Akonbede (2013). The impacts of political power tussle on survival of hotels are thus evident as Hotels are the hideout and meeting point of politicians. It is against these problems, that the study examines the effect of insecurity on performance of Hotels in Awka, Anambra State.

1.2. Objectives of the Study

The broad objective of this study is to ascertain the effect of insecurity on the performance of selected Hotels in Awka, Anambra State. The specific objectives are;

1. To determine the degree of relationship that exists between weak security system and customer

satisfaction of selected Hotels in Awka, Anambra State.

- To identify the effect of political power tussle on survival of selected Hotels in Awka, Anambra State.

2. Conceptual Review

2.1. Concept of Insecurity

The word “insecurity” has myriads of connotations. It signifies danger; hazard; uncertainty; lack of protection, and lack of safety (Okpako, 2018). Beland (2015) defines “insecurity as “the state of fear or anxiety stemming from a concrete or alleged lack of protection.” It refers to lack or inadequate freedom from danger. This implies that insecurity is an absence of peace, order and security. These definitions of insecurity underscore a major point that those affected by insecurity are not only uncertain or unaware of what would happen but they are also vulnerable to the threats and dangers when they occur. People engaged in business activity, either directly or indirectly, to satisfy unlimited human wants. Therefore, business has become part and parcel of human existence in particular and global world in general.

2.1.1. Weak Security System

Weak security system refers to inadequate equipment for the security arm of government, both in weaponry and training (Achumba, 2013). Ogundele (2015) explained the nature of security challenges in Nigeria as he stresses that apart from the scourge of kidnapping Nigeria has become a fertile ground for dare devil robbers and all sorts of criminalities. There is no evidence to show that all security measures put on ground by Nigeria government has shown any appreciable drop in the incidents of armed robbery. Rather, it would seem armed robbery is on the increase. The situation is such that virtually every Nigerian now lives inside highly walled fences and barricaded compound, a sort of self-imposed prison yard. Unfortunately, securities agencies especially police that are responsible for internal security often seem helpless in the face of increasing crime wave in the country.

2.1.2. Political Power Tussle

Political power tussle refers to inter and intra-political party conflicts which have become rife which politicians are deploying large resources to out-do each other, changing the rules and legislations of the political game, distorting laws and employing violence and political assassination to settle political scores (Hazen & Horner, 2017). The end-products of such misadventures have often been catastrophic. The existence of innumerable political parties has caused havoc in Nigeria; this is because majority has not

really comprehended the ethics of politics. Misconceptions, uprisings from diverse parties have landed many politicians to their untimely grave. Politics is a game of luck and not “a Do or Die affair” business. For instance, few years ago, the unexpected power shift from the northern hegemony to a minority geo-political zone of South-south, as a result of the death of President Yar’adua could be linked to the initial high tempo of insecurity (Salawu, 2014). That is, the death of President Yar’adua resulted in an alteration of the northern perpetual claim on political power in Nigeria. In addition, the refutation of the North-South agreement on rotational presidency within the People’s Democratic Party (PDP) is also another major element, thus the death of Yar’Adua and the ascendancy of Good luck Ebele Jonathan as the president disarrayed planned and articulated political arrangement (Ferrell, 2012). In addition, there is incessant rancor among political leaders even within same party and rancor between the ruling party and the opposition parties. There are also several economic related assassinations all over the nation which creates problems to the nation’s economic growth and development.

2.1.3. Organizational Performance

Organizational Performance is seen as the output of the organization measured in terms of profitability. Profitability is measured in terms of Cost savings, focus on core business (thus increasing efficiency), Reduction in money spent on fixed assets (cost restructuring), Reduction in tax paid (tax benefit) and Increase turnover (Sales) Kotabe (2018) identifies three types of performance measures as necessary components in any outsourcing performance measurement system: strategic measures; financial measures; and quality measures. Other studies use additional dimensions of market performance such as costs savings, cycle time, customer satisfaction, and productivity to measure the effectiveness of outsourcing strategy (Malhorta and Goldstein, 2019).

2.1.4. Customer Satisfaction

Customer satisfaction has been one of the top tools for a successful business. It is impossible for a business organization to grow up in case the company ignores or disregards the needs of customers (Tao, 2014). Customer satisfaction is defined as an overall evaluation based on the total purchase and consumption experience with the goods or services over time (Fornell, Johnson, Anderson, Cha & Bryant 2016). Customer satisfaction is influenced by specific product or service features and perceptions of quality, customer’s emotional responses, their attributions and perception of equity (Zeithal & Bitner, 2013) When the customer is satisfied with the product or service of

the company, it can make the customer to purchase frequently and to recommend products or services to potential customers.

2.1.5. Sustainable Operations

Sustainable operation is the management and coordination of environmental, social and financial demands and concerns to ensure responsible, ethical and ongoing success. Sustainability is the core of a business (Stuchtey & Oppenheim, 2015). It is in this vein that Colbert & Kuruiz (2017) defined sustainable operations as “keeping the business going”. It also refers to “achieving success today without compromising the needs of the future.

2.1.6. Business Survival

Business growth and survival have been described as implicit organizational goals that require investment of energy and other resources (Ademi, 2013). According to Gross, any business organization that does not take survival as the main objective should have re-think (Ukpai, 2014). Business organizations exist to survive in the midst of environmental factors that tend to encroach on business performance. The competition in the industry is getting stronger and firms are adopting different strategies to be competitive in the industry. Surviving in the global struggle to meet with increasing demand on firms in the market place has seen many researchers and academicians having a resort to pay attention to the individual employees in the organization since innovation in product and services are brought about by these individuals.

2.2. Theoretical Framework

This study adopts the Democratic Peace Theory by Doyle (1998) to explain the Security challenges in Nigerian. According to the theorists, security largely depends on encouraging liberal institutions to discharge their responsibilities creditably; and a security policy must have as its long-term the spread of liberalism (Doyle, 1998). Therefore, the route to peace is to encourage democratic system, the universal respect for human rights and the development of civil society. But such conclusion depends largely on untroubled and robust correlation between the democratic nature of a state and peaceful inclination. Thus, the democratic peace theory assumes that liberal states do not fight wars against other liberal states. Thus, Doyle argued that there was a difference in liberal practice towards liberal societies and liberal practice towards non-liberal societies.

2.3. Empirical Review

Nwagbala, Uzodike, Anizoba & Ani (2021) research on insecurity and food crisis in Nigeria: a study of Ayamelum Local Government Area, Anambra State.

The study adopted descriptive survey research design and 8 communities in the Local Government Area of Ayamelum were involved in the study and the targeted population of the study was small holder-farmers selected conveniently across the communities. Chi Square (χ^2) was used as statistical tool of analysis. Findings revealed that insecurity in form of herders attack on farming communities has negative effect on food production in the country. The study concluded that the attacks on farmers by the Fulani killer herdsmen is responsible for the rise in prices of agricultural products in the market as farmers have to resort to the hiring of private security to attend their farming activities throughout the farming season.

Ndubuisi-Okolo & Anigbuogu (2019) researched on insecurity in Nigeria: the implications for industrialization and sustainable development. Objectives are set to highlight the causes of insecurity in Nigeria and also to proffer solutions on how to redress the issues of insecurity in the country. Exploratory Research Design was adopted. Data were generated via the internet, library, and other documented materials relevant to the study. Democratic Peace Theory was utilized to explain the challenges of insecurity. Findings revealed that insecurity is a pivotal factor hindering the growth of industrialization and sustainable development in Nigeria. Based on this revelation, it was concluded that rapid growth of industrialization and sustainable development is only possible when the menace of insecurity is halted. The study, therefore, recommended that Government need to take the business of governance seriously and redress issues bordering on injustices, victimization, marginalization, discrimination, insecurity and also create a safe and an enabling environment for investments which will step up industrialization and sustainable development thereby enhancing the livelihoods of the greatest numbers of its citizens.

Nwagbala (2021) conducted a study on insecurity situation and the implications on business sustainability in Nigeria using qualitative analysis. The study revealed that insecurity had a negative impact on business sustainability and recommend that there is urgent need for the government to address and tackle the issue of insecurity and govern in a way that foster development, eliminating crime, unemployment, and underdevelopment in the public and private organization.

Opusunju, Akyuz & Ibrahim (2019) conducted a study on insecurity and business performance with keen focus on the operation management challenge in Ikot Ekpene, Akwa Ibom State of Nigeria. The study

used survey research design using structural questionnaire administered to the respondents who are small business owners in Ikot Ekpene. The study used regression analysis and correlation as statistical tools to analyze the data. The study found that there is a positive significant effect of insecurity on small business performance and also there is a significant relationship between operation management challenge and small business performance. The study suggested that Small business should try to adopt more principles of operation management in dealing with insecurity situation in Ikot Ekpene, Akwa Ibom State. They should monitored external and internal business environment because it posse challenge to operation management among the owners of small business in Ikot Ekpene, Akwa Ibom State.

Hassan, Kashim, Bamiduro & Rauf (2020) conducted a research on the impact of government policy and insecurity factors on Small Medium Enterprises (SMEs) Productivity in Nigeria. The study adopted exploratory research design and the study was based on a nation- wide survey conducted in the year 2020 within a design of 590 SMEs with which the hypotheses were tested with the use of multinomial logistic regression. Findings revealed that insecurity variables had adverse effect on SMEs productivity in Nigeria. The study therefore concluded that insecurity factors such as kidnapping, cultism attacks and political tussles significantly affect the mode of business operations.

Okpako (2017) researched on insecurity and sustainability of SMEs in Kaduna. The study adopted

3. METHODOLOGY

The study adopted survey research design. A well structured Questionnaire were used in collecting relevant data. The population of this study comprised the management and employees of selected Hotels in Awka, Anambra State. A total of 125 hotels are currently operating in Awka Anambra State (Anambra Chamber of Commerce, 2021). The study adopted Simple Random Sampling Technique to select 12 Hotel organizations in Awka, Anambra State. The Hotels were selected based on some criteria; Location, Years of operation, Legal Compliance and Scale of Operation: The selected hotels are listed in the table below;

Table 3.1 List of selected Hotels for the Study

Serial No.	Hotels	Staff Population	Location
1.	Chicotel Classique Hotel Ltd	71	1 Emma Nnaemeka Street, off Arthur Eze Avenue, Awka, Anambra State
2.	Sea Gate Hotel and Suites Ltd	41	48-50 old Inec Road, Okpuno, Awka Capital Territory, Awka, Anambra State.
3.	Hotel De Lamitel Ltd	31	3-4 Lamitel Crecent, by Royal Garden, Awka, Anambra State.
4.	De GeoGold Hotels and Suites	47	1 Geogold Close, Off Enugu- Onitsha Express Way, Awka , Anambra State.
5.	Hiltop Hotels Ltd	33	115 Enugu-Onitsha Road, Awka, Anambra State.
6.	Choice Hotel	28	71 Arthur Eze Avenue, Agu Awka, Anambra State.
7.	De Santos Hotels Ltd	29	341 Enugu-Onitsha Road, Awka, Anambra State.

survey research design and data were collected with the use of structured questionnaire from 319 SMEs in Kaduna. The respondents of the 319 SMEs comprise a total population of 522. Data were analyzed using arithmetic mean and hypotheses were tested using Pearson Product Correlation Coefficient via SPSS. Findings revealed that insecurity affects sustainable operations of business negatively. The study concluded that the presence of insecurity poses as threat to the sustainability of business. The study recommended measures to be undertaken by government such as strong security, monitoring and prosecuting persons that are engaged in activities that causes insecurity in the state.

2.4. Gap in Literature

Studies have been carried on insecurity in Nigeria: the implications for industrialization and sustainable development. While other studies on insecurity and food crisis in Nigeria. Other studies focused on insecurity by relating it to other business practices and sectors such as SMEs but none of the studies sought to ascertain the effect of insecurity on the performance of selected Hotels in Awka, Anambra State through the following gaps;

Studies failed to determine the degree of relationship that exists between weak security system and customer satisfaction of selected Hotels in Awka, Anambra State.

None of the studies sought to identify the effect of political power tussle on survival of selected Hotels in Awka, Anambra State. These are the exact gaps that the study intends to fill.

8.	New Jerusalem Hotels	59	23 Arizon Street, Off Oby Okoli, Awka, Anambra State.
9.	Parktonia Hotels and Suites	42	345. Enugu-Onitsha Express way Awka , Anambra State.
10.	Fun Surge Ltd	35	29 Iyiagu Estate, Awka, Anambra State.
11.	Golphine Suites and Hotel	45	Plot 5 Golphins Close, Unizik Junction, Awka, Anambra State.
12.	Cosmila Suite and Hotels	68	38 Cosmila Close, off old Inec Road, Awka Anambra State
		Total =529	

Source: Field Survey, 2021

4. DATA PRESENTATION AND ANALYSIS

4.1. Data Presentation

The data used in the analysis of this project were obtained from the response of the respondents to the questionnaire administered to them by the researcher.

Table 4.1.1 Schedule of Questionnaire administered and returned

1.	Number of questionnaire copies administered	228	100%
2.	Number of questionnaire copies retrieved	212	93%
3.	Number of questionnaire copies not retrieved	16	7%

Source: Field Survey, 2021.

Table 4.1.1 above showed that 228 copies of questionnaire were distributed, 212 (93%) were returned while 16 (7%) were not returned.

Table 4.1.2 Gender

Gender	Frequency	Percentage
Male	71	33
Female	141	67
Total	212	100

Source: Field Survey, 2021.

Table 4.1.2 above shows that 71 (33%) of the respondents are male and 141 (67%) of the respondents are female.

Table 4.1.3 Age

Age	Frequency	Percentage
Under 25	22	10
25 – 40	169	80
Above 40	21	10
Total	212	100

Source: Field Survey, 2021.

Table 4.1.3 above shows that 22 (10%) of the respondents are within the age bracket of under 25, 169 (80%) fall within the age bracket of 25 – 40 and 21 (10%) are above 40 years.

Table 4.1.4 Qualification

Questionnaire	Frequency	Percentage
WASC/SSCE	13	6
OND/NCE	131	62
HND/B.Sc	68	32
M.Sc/MBA	-	-
Ph.D	-	-
Total	212	100

Source: Field Survey, 2021.

Table 4.1.4 above shows that 13 (6%) of the respondents have WASC/SSCE qualification, 131 (62%) are OND/NCE holders, 68 (32%) are B.Sc holders.

Table 4.1.5 Official Position

Position	Frequency	Percentage
Senior staff	31	15
Junior staff	181	85
Total	212	100

Source: Field Survey, 2021.

Table 4.1.5 above shows that 31 (15%) of the respondents are senior staff, 181 (85%) are junior staff.

4.1.6 Years of Service

Years of Service	Frequency	Percentage
1-5Years	117	55
6-10years	42	20
11-15years	32	15
16years and above	21	10
Total	212	100

Source: Field Survey, 2021.

Table 4.1.6 above shows that 117 (55%) of the respondents have been working for the organization within 1-5 year, 42 (20%) falls within 6-10years of service, 32 (15%) falls within 11-15 years of service and 21 (10%) falls within 16 years and above.

4.2. Analysis of Data Related to Research Questions

Decision rule

The decision in the analysis section would be determine by the average of the responses of respondents. Strongly agree (5 points), agree (4 points), undecided (3 points), disagree (2 points) and strongly disagree (1 point). The average of the responses are $(5+4+3+2+1)/5 = 3.0$. Therefore, mean score below 3.0 would be considered as disagree and mean score of 3.0 and above would be considered as agreed.

Table 4.2.1 Analysis of Respondents responses to the degree of relationship exists between weak security system and customer satisfaction of selected Hotels in Awka, Anambra State.

S/N	Questionnaire Items	SA	A	U	D	SD	Mean	Remark
	Weak Security System							
1.	The armed forces lacks professional skills and this has given rise to insecurity within the business environment.	37	48	23	56	48	2.86	Disagree
2.	There is little concern for security needs and this has resulted in failed security within the business environment.	67	53	11	42	39	3.32	Agree
3.	Security personnel lack the necessary arms and equipment to fight criminals that affects business operation.	62	58	11	49	32	3.33	Agree
	Customer Satisfaction							
4.	We have been able to meet customers' needs via our services.	29	35	13	62	73	2.40	Disagree
5.	We ensure that there is safety of customers that subscribe to our services.	52	59	17	46	38	3.19	Agree
6.	We offer high class services to customers.	81	89	12	19	11	3.99	Agree
	Grand Mean						3.18	Agree

Source; Computation of Respondents' Responses

Table 4.2.2 shows that respondents agree to questions relating to weak security system and customer satisfaction with aggregate mean scores of 3.18. While respondents disagree to security agencies and personnel lacking professional skills and been able to meet customers' needs via services with an average of 2.86 and 2.40 respectively.

Table 4.2.3 Analysis of responses to the effect of political power tussle on survival of selected Hotels in Awka, Anambra State

S/N	Questionnaire Items	SA	A	U	D	SD	Mean	Remark
Political Power Tussle								
1.	We have been experiencing security breach from thugs that are associated with political personnel.	35	48	21	62	46	2.67	Disagree
2.	Actions from political leaders usually pose as threat to the safety of customers and staff in hotels.	65	61	13	51	22	3.15	Agree
3.	Hotel businesses are usually affected by political unrest/rivalry during election.	41	48	27	53	43	2.96	Disagree
Business Survival								
4.	This business has been operating for a long time.	62	73	13	29	35	3.46	Agree
5.	We have passed through many challenges in the course of operation.	63	51	14	46	38	3.30	Agree
6.	We have been upgrading to new system of operation.	61	79	12	39	21	3.57	Agree
Grand Mean							3.30	Agree

Source; computation of Respondents' Response

Table 2.3 above shows that respondents agreed to questions relating to political power tussle and survival of business with a grand average of 3.30. But disagreed to experiencing security breach from thugs that are associated with political personnel and Hotel businesses are usually affected by political unrest/rivalry during election with 2.67 and 2.96 respectively.

4.3. Test of Hypotheses

4.3.1. Test of Hypothesis One

H₀₂: There is no significant relationship existing between weak security system and customer satisfaction of selected Hotels in Awka, Anambra State.

Table 4.3.2 Correlation between weak security system and customer satisfaction

		Weak_security_system	Customer_satisfaction
Weak_security_system	Pearson Correlation	1	-.520**
	Sig. (2-tailed)		.003
	N	212	212
Customer_satisfaction	Pearson Correlation	-.520**	1
	Sig. (2-tailed)	.003	
	N	212	212

**. Correlation is significant at the 0.05 level (2-tailed).

From table 4.3.2 indicated significant relationship between weak security system and customer satisfaction with $r=-0.520$, $n=212$ and $P=0.003$ ($P<0.5$) at 0.05 significant at 2tailed, alternative hypothesis is accepted. Hence, there is negative relationship between weak security system and customer satisfaction of selected Hotels in Awka, Anambra State.

4.3.2. Test of Hypothesis Two

H₀₃: Political power tussle do not affect survival of selected Hotels in Awka, Anambra State.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	-.169 ^a	.028	-.093	198.98524

a. Predictors: (Constant), Political_power_tussle

The model shows that political power tussle significantly affects the survival of Hotels in Awka with regression coefficient of 0.169.

ANOVA ^a						
Model	Sum of Squares	Df	Mean Square	F	Sig.	
1	Regression	9261.478	1	9261.478	.234	.642 ^b
	Residual	316761.022	211	39595.128		
	Total	326022.500	212			

a. Dependent Business_survival
b. Predictors: (Constant), Political_power_tussle

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	110.763	70.395		1.573	.154
	Political_power_tussle	-.168	.347	-.169	-.484	.642
a. Dependent Variable: Business_survival						

The tables above shows that there is significant effect of political power tussle on business survival of selected hotels in Awka, Anambra State with R coefficient of 0.169.

5. SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1. Summary of Findings

Based on the hypotheses tested, findings revealed that there is significant the effect of insecurity on the performance of selected Hotels in Awka, Anambra State through the following findings;

1. There is significant relationship between weak security system and customer satisfaction with $r=-0.520$, $n= 212$ and $P=0.003$. The implication of this findings revealed that there is negative relationship between weak security system and customer satisfaction.
2. The test of the third hypothesis revealed that there is significant effect of political power tussle on business survival of selected hotels in Awka, Anambra State with R coefficient of 0.169.

5.2. Conclusion

The study concluded that insecurity affects stable operations of business as it could result in threat to lives of both workers and customers. Insecurity affects customers' patronage as well as work environment. The study deduced that weak security system such as non-professionalism approach by security personnel and agency could affect the comfortable business patronage by customers as customers do not feel safe if there is no assured security system. Political power tussle is a threat on the survival of business as political power tussle such as fight for political positions, murdering of opponents in hotels and shooting and fighting within the hotel environment could affect customers and staff business intention.

5.3. Recommendations

The following were recommended by the study;

1. Government should focus on strengthening the security system of the state through adequate training and provision of needed gadgets that will curb the problem of insecurity.
2. There should be stringent policies (such as disqualification or demotion) guiding unhealthy

political behavior in the state as it will result in stable operations of business.

5.4. Contribution to Knowledge

This study has succeeded in undertaking and completing research on the effect of insecurity on performance of Hotels in Awka, Anambra State. The study introduced some insecurity-sensitive origins such as weak security system and political power tussle as well as their effect on the performance of businesses.

5.5. Suggestions for further Studies

The following were recommended by the study;

1. Insecurity and economic growth of Nigeria with major focus on Brewery Sector (2015-2022).
2. Political crisis and performance of SMEs in Anambra State with major focus on sit at home instructions on businesses in Anambra State.

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