

Social Measure Adopted by Accommodation Establishment Amid Global Health Pandemic in Naval, Biliran

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Abstract: This paper presents a social measure adopted by accommodation establishment amid global health pandemic in Naval, Biliran. The aim is to evaluate the social measure practices of different accommodation establishment to provide recommendations for the improvement of the Hospitality industry during this pandemic. This paper used descriptive approach to assess the demographic profile of the respondents such as age, sex, civil status, name of the establishment, services offered, total number of rooms, amenities and the social measure used by the establishment. It was revealed that majority of the accommodation establishments has set a limit on the number of bookings and guests in order to prevent the spread of COVID-19 in the area. During working hours, the majority of the employees engages in social distancing and employs social measures and the management adapt DOH social measures as a policy in their workplaces. Thus, it is recommended that the management should follow protocols from the government to avoid spread of the Covid-19. Data and profiling of guests and staff should be monitored by management so that they can be easily tracked down.

Keywords: Social measures, accommodation establishment, global health pandemic, Covid-19

I. INTRODUCTION

Tourism and hospitality industry thrive on the patterns of visitations and a considerable effort are placed by decision makers to attract visitors to support the sector and enhance the multiplier effect from the industry. But due to the ongoing situation travel restrictions are being observed at national and international levels. These travel bans, border closures, events cancellations, quarantine requirements and fear of spread, have placed extreme challenges on tourism and hospitality sectors (Gossling et al., 2020).

People affected by humanitarian crises and those living in low-capacity settings are differently impacted by the COVID-19 outbreak. In these settings, critical measures for COVID-19 prevention and control that have been a feature of the response in higher resource settings, such as physical distancing, movement restrictions and home confinement, hand washing with water and soap, closure of schools and workplaces may be more difficult to implement and some of them potentially harmful to the survival of many community members. In addition, capacities for testing, isolating and treating those who develop the disease, tracing and

quarantining contacts may be severely lacking locally owing to weaker health systems (Nicola et al., 2020).

Public health and social measures in these settings need to be balanced against other risks affecting their communities, such as lack of income, access to basic services and social nets, and food insecurity. Whilst poorly implemented measures can increase risks of COVID-19 transmission, inadequately adapted interventions can have adverse impacts on overall public health as well as a range of far-reaching economic, social and political consequences (e.g. people dying of other diseases or left jobless and destitute, increased gender-based violence – GBV, increased violence against children, social unrest, etc.) (Browne et al., 2016).

In the Island Province of Biliran, all municipalities had gradually open their business and establishment despite of Covid-19 issues. They are Naval, Almeria, Kawayan, Culaba, Caibiran, Cabucgayan, Biliran and Maripipi. Among of all accommodation establishments, only three (3) tried to open and applied to department of tourism and follows protocols in Department of Health. During the pandemic, the province has a lot of tourism attractions and activities to provide in order to cater tourists but due to Covid-19 lots of hotels offered limited customer particularly Fragoch Hotel, Marvins Seaside Inns and Biliran Inns.

The research study on the other hand, narrowed its focused on Naval specifically to accommodation establishment. The town of Naval, which is the business center of the island province and a popular tourist destination, hosts the majority of commerce operations. As a tourist stopover, the area's market has grown, resulting in an early consequence of a healthier hotel business climate.

Nonetheless, on the concern of social measures, this study is aim to assess the social measures adopted by the accommodation establishment in Naval, Biliran amid Covid-19 pandemic. The study holds relevance for the hospitality industry as they face crucial task of reviving the different at large. It is imperative that viewpoints of every accommodation are investigated for guiding their employees who are engaged in managing and observing their establishment. This study helped spring-board more studies on social measures adopted by the accommodation establishment in Naval Biliran and the province at large.

II. OBJECTIVES OF THE STUDY

This study generally aims to evaluate the social measures adapted by the island lodging houses amid global health pandemic in order to provide recommendations for the improvement of hospitality industry.

Specifically, sought to;

1. Determine the demographic profile of the respondents in terms of:

- 1.1 age;
- 1.2 sex;
- 1.3 civil status,
- 1.4 name of the establishment;
- 1.5 services offered;
- 1.6 total number of rooms, and;
- 1.7 amenities.

2. Assess the recommended measures used by the lodging houses amid global health pandemic in Naval Biliran in terms of:

- 2.1 Mobilize all sectors and communities;
- 2.2 Prevent suppress & slow transmission;
- 2.3 Find test, isolate & treat cases, quarantine contact, and;
- 2.4 Provide appropriate clinical care.

3. Determine the key actions including adaptations used by the lodging houses amid global health pandemic in Naval Biliran in terms of:

- 3.1 Mobilize all sectors and communities;
- 3.2 Prevent suppress & slow transmission;
- 3.3 Find test, isolate & treat cases, quarantine contact, and;
- 3.4 Provide appropriate clinical care.

4. Ascertain the significant relationship between the demographic profile and the social measures adapted by the lodging house used by the lodging houses in Higtangan Island amid global health pandemic.

III. FRAMEWORK OF THE STUDY

This section presents theories lifted from different sources which provide strong bases and support in answer to the questions posed which the study intends to address.

Theoretical Framework. This study is anchored on the following theories:

The study is anchored on the theory of social psychology Major et al. (2018), starting with the discussion by Goffman (1963). This refers to research in stigma that developed. There are also several studies on stigma in economics; Moffitt (1983), Besley and Coate (1992), and Bhargava and Manoli (2015) study the stigma of accepting welfare benefits (Lindbeck et al. 1999; Kurita et al. 2020; Itaya and Kurita 2020). Moreover, Kim (2003) analyzes the

stigma related to tax evasion, and Rasmusen (1996) investigates the stigma against an ex-convict.

The theoretical analysis in this study assumes that, under the declared state of emergency, the individual going out suffers psychological costs arising from both the stigma of going out and the risk of infection. That is, we emphasize that infection risk and stigma have a complementary effect on the psychological cost to the player. Thus, the theoretical result shows that under a declared state of emergency, people refrain more from going out as it entails a strong psychological cost.

In contrast to these strict measures against the spread of infectious diseases that prohibit citizens from going out where the state imposes severe private rights restrictions with penalties for violations, the legal basis for restricting behavior in several other countries is vague. This refers to the second type of policy described above—a policy of curtailment based on people’s self-restraint, without enforcement. Aiming to attain a certain number of infections and immunization without strict restrictive measures, Sweden recommends working from home and only advocates avoiding unnecessary travel and social contact with high-risk older people. Japan, which has the lowest number of cases per million people among the 36 industrialized countries in the OECD, has a non-coercive, unenforceable policy with a vague legal basis, such as declaring a state of emergency and requesting that people refrain from leaving home unnecessarily to control the spread of COVID-19.

Conceptual framework. The conceptual framework is presented in figure 1 shows the diagrammatic representation of interaction variables. The dependent variables of the study include the profile of the respondents in terms of age, sex, civil status. The independent variables However, reflected the social measures adapted by the island lodging house used by the lodging houses in Higtangan Island amid global health pandemic.

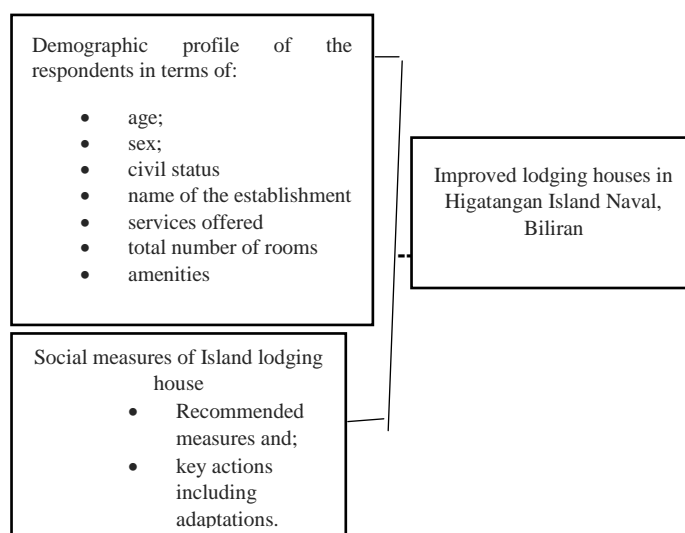


Figure 1 The Conceptual Framework of the Study

IV. METHODOLOGY

4.1 Research Design

This study is descriptive research. This paper used descriptive approach to assess the demographic profile of the respondents such as age, sex; civil status, and work status of the employee which includes the social measures they practice.

This research was conducted to explore the social measures adopted by island lodging houses. The research design for this study is a quantitative research approach as it is the most appropriate approach to answer the research problem. Quantitative research collects data to quantify and subject information for statistical analysis in order to support or counter alternate knowledge claims (Creswell, 2003 cited in Williams, 2007).

4.2 Research Locale

This study will be conducted in Higatangan, Naval, Biliran. The island composed of five (5) beach resorts namely the Limpiado Beach Resort, Higatangan Island Beach Resort, Eworts Lodge, Emponet Barton Beach and Hagdan Beach Resort. The beaches are rich in tourism that helps the municipality of Naval attaining on its goal for sustainable tourism development. Thus, the conduct of a social measures adapted in Island lodging houses made Higatangan Island made a fitting research environment

4.3 Research Respondents

The research respondents will be the employees of the five (5) selected beach resorts in Higatangan, Island and Talahid Almeria, Biliran. We randomly select 5 employees of each establishment that would come to a total of 40 respondents in our study. They will be the involved respondents in order to provide the necessary data to attain the objectives of this study.

4.4 Research Instrument

The researchers will utilize a questionnaire from the IASC entitled **“PUBLIC HEALTH AND SOCIAL MEASURES FOR COVID-19 PREPAREDNESS AND RESPONSE IN LOW CAPACITY AND HUMANITARIAN SETTINGS”** hereby modified by the researcher to obtain necessary information that pertains to the Social measures adopted by island lodging houses. The said questionnaire is composed of two parts. Part I contains the information of the respondent’s personal profile which includes the age, sex, civil status, length of employment, employment status; and educational background. Part II provides the data which involved in the social measures of the island.

4.5 Data Gathering Procedure

In gathering the data, the survey questionnaire will be subjected for approval from the Dean of the School of Management and Entrepreneurship and instructor of the subject. Then, the researchers seek permission by writing a

letter request addressed to the owner of the different beach resorts for them to administer the questionnaire to the respondents. Thereafter, the survey questionnaires will be distributed for them to answer.

After the retrieval of the instruments, the data will be tallied, collated, tabulated and analyzed.

4.6 Data Scoring

All data collected from the respondents were systematically tabulated, tallied, carefully described, explained and recorded in order to attain the accurate information needed from the respondents. The data gathered from then survey were scored as follows:

On the social measures of the island lodging houses the following categorization of 5-point rating scale will be utilized:

Range of Value	Quantitative Description	Qualitative Description
4.3 - 5.0	5	Strongly Agree
3.5 – 4.2	4	Agree
2.7 – 3.4	3	Undecided
1.9 – 2.6	2	Disagree
1.0 – 1.8	1	Strongly Disagree

4.7 Methods of Scoring

Items	Responses and Scoring
Sex	Male = 1; Female= 2
Age (in years)	21 to 25= 1 26 to 30= 2 31 to 35= 3 36 to 40= 4 41 to 45= 5 45 to 50= 6 Above 50= 7
Marital Status	Single= 1 Married= 2 Separated= 3 Widow/Widower= 4
Name of the establishment	
Services offered	Food and beverage Travel and tourism Lodging Recreation
Total number of rooms	1-3 rooms = 1 4-5 rooms = 2 6-7 rooms = 3 8-10 rooms = 4 11-15 rooms = 5
Amenities	Kitchen facilities TV with cable Essentially kit towels

4.8 Statistical Treatment

The data taken from the research tools will be classified according to the problem in this research. The results were tallied and tabulated. The researcher used

statistical methods and techniques in analyzing data. To determine the results of the study we use the mean and frequency percentage.

Weighted mean was used for the analysis of the data.

$$\text{Weighted Mean } \bar{x} = \frac{\sum xw}{\sum w}$$

In which,
 \bar{x} = weighted mean
 x = score
 W = weighted factor
 \sum = summation
 Percentage:
 $(P) \% = \frac{F}{N} \times 100$

Where: F = Frequency
 N = Total number of the respondents
 P = Percentage

V. RESULTS AND DISCUSSIONS

5.1 Respondent's Profile

This part shows the results of the respondent's profile specifically in the civil status and gender of the employees.

5.1.1 Sex of the Respondents

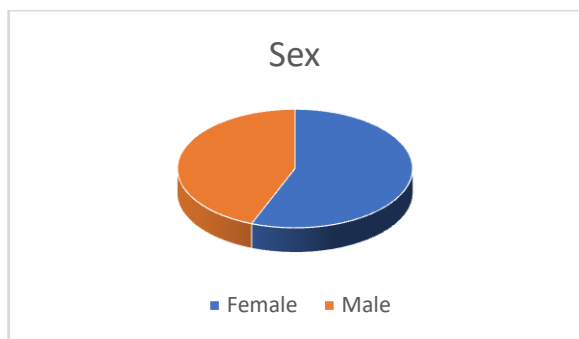


Table 1 showed that 28 or 72.5% are the female while the 22 respondents equal to 27.5% are the male. All in the total percentage are 50 equals to 100% in the percentage.

5.1.2 Civil Status of the Respondents

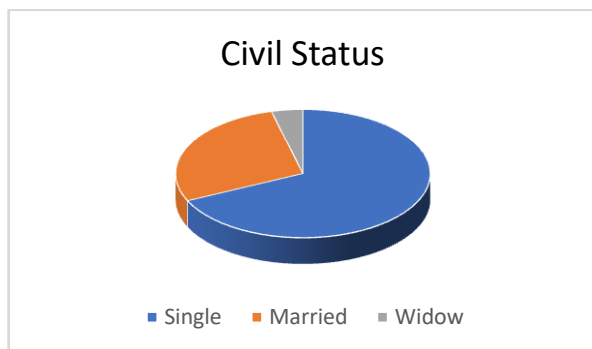


Table 2 result is presented that the *single* is equal to 34 or 68% while the *married* showed 14 or 28% the *widow* is equal to 2 or 4% for the

5.2 Recommended measures

This part shows the recommended measures of the lodging house amidst pandemic of COVID-19. This includes Mobilize all sectors and communities, Mobilize all sectors and communities, Find test, isolate & treat cases, quarantine contact and Provide appropriate clinical care.

Table 3. Mobilize all sectors and communities

INDICATORS	WM	INTERPRETATION
1. Conduct risk assessment	4.6	Oftentimes
2. Develop COVID-19 plan for the setting.	4.2	Oftentimes
3. Risk communication & community engagement	4.2	Oftentimes
4. Engage and train community health workers in response actions.	4.2	Oftentimes
5. Provide economic & social support	4.1	Oftentimes
6. Arrange safe burials	3.8	Sometimes
AWM	4.18	Oftentimes

The table above explains the Mobilize all sectors and communities of lodging house in Naval, Biliran. We can observe that there 6 indicators and among of the six indicators, the highest mean is in statement number 1 about the conduct of risk assessment while the lowest mean is in statement 6 about the arrangement of safe burials. This would be imply that the mobilize community conduct risk assessment and don't have a right for a burials in case they experienced in the establishment. It's the duty of the DOH or the hospital to take charge for the burials. The average weighted mean is 4.18 as describes oftentimes in all indicators.

Table 4. Prevent suppress & slow transmission

Prevent suppress & slow transmission	WM	INTERPRETATION
1. Physical distancing, limit movement & minimize gatherings	4.8	Oftentimes
2. Hand hygiene & respiratory etiquette	4.8	Oftentimes
3. Medical masks for HCW , sick people and caregivers & others (also non medical mask) according to setting and risks.	4.4	Oftentimes
4. Strengthen prevention measures for individual at risks of severe disease.	4.4	Oftentimes
AWM	4.6	Oftentimes

The table above explains the Prevention suppress & slow transmission of covid 19 to the establishments in Naval, Biliran. We can observe that there 4 indicators and among of the four indicators, the highest mean is in statement number 1

and 2 about the Physical distancing, limit movement & minimize gatherings and Hand hygiene & respiratory etiquette while the lowest mean is in statement 3 and 4. This would be imply that the lodging house of Naval, Biliran practice social measures and practice in their establishment. The average weighted mean is 4.18 as describes oftentimes in all indicators.

Table 5. Find test, isolate & treat cases, quarantine contact

INDICATORS	WM	INTERPRETATION
1. Screening and referral for suspect cases.	4.4	Oftentimes
2. Test all suspect cases according to local strategy	4.4	Oftentimes
3. Isolate and treat all mild/moderate cases in designated facilities.	4.6	Oftentimes
4. Identify and monitor quarantine contacts.	4.6	Oftentimes
AWM	4.5	Oftentimes

The table above explains the test, isolate and treat cases and quarantine contact. We can observe that there 4 indicators and among of the four indicators, the highest mean is in statement number 3 and 4 about the Isolate and treat all mild/moderate cases in designated facilities and Identify and monitor quarantine contacts while the lowest mean is in statement 1 and 2. This would be imply that the lodging house of Naval, Biliran Isolate and treat all mild/moderate cases in designated facilities and monitor quarantine contacts if they experience kind of customer on their establishment. The average weighted mean is 4.18 as describes oftentimes in all indicators.

Key Actions Including Adaptations

This part shows the key actions including adaptations of the lodging house amidst pandemic of COVID-19. This includes Mobilize all sectors and communities, Mobilize all sectors and communities, Find test, isolate & treat cases, quarantine contact and Provide appropriate clinical care.

Table 6. Mobilize all sectors and communities

INDICATORS	WM	INTERPRETATION
1. engage communities to assess risk of COVID-19 spread for appropriate response.	4.8	Oftentimes
2. empower community leadership & local authorities to develop the plan-map resources.	4.1	Oftentimes
Work with local influences & networks focus on what can be done-monitor to adapt to feedback address stigma.	4.2	Oftentimes
Map measures for CHW & community actors to implement and oversee.	4.2	Oftentimes
Provide support including cash-based assistance to cover basic needs & services-protect food system-strengthen social protection-improve/provide shelter.	4.8	Oftentimes
Adapt burial ceremonies following local traditions to reduce transmission.	3.8	Sometimes
AWM	4.31	Oftentimes

The table above explains the mobilization of the communities during the covid19 pandemic. We can observe that there 6 indicators and among of the six indicators, the highest mean is in statement number 1 and 5 about the engagement of communities to assess risk of COVID-19 spread for appropriate response and Provide support including cash-based assistance to cover basic needs & services-protect food system-strengthen social protection-improve/provide shelter while the lowest mean is in statement 6. This would be imply that the lodging house of Naval, Biliran engage communities to assess risk of COVID-19 spread for appropriate response and provide government funds to the community. The average weighted mean is 4.18 as describes oftentimes in all indicators.

Table 7. Prevent suppress & slow transmission

Prevent suppress & slow transmission	WM	INTERPRETATION
1. Establish one way pedestrian circuits schedule different times for different groups to leave & return home-identify alternatives to gatherings.	4.2	Oftentimes
2. Mobilize resources & partners to ensure safe water supply & hand washing facilities.	4.4	Oftentimes
3. Temporary measures when in shortage of PPEs: extend used reprocessing or used alternatives-mask usage by healthy individuals and type of masks to be based on risk and only with other measures (not to replaced) methods to put on & off discard or clean to be supervised.	4.4	Oftentimes
4. Support staying at home-prevention measures at the household level (physical barrier, wear mask,	4.6	Oftentimes
AWM	4.4	Oftentimes

The table above explains the Prevention suppress & slow transmission of covid19 pandemic. We can observe that there 4 indicators and among of the four indicators, the highest mean is in statement number 4 about the Support staying at home-prevention measures at the household level (physical barrier, wear mask while the lowest mean is in statement 1. This would be imply that the lodging house of Naval, Biliran Support staying at home-prevention measures at the household level (physical barrier, wear mask,). This is to ensure the spreading of the covid-19. The average weighted mean is 4.18 as describes oftentimes in all indicators.

Table 8. Find test, isolate & treat cases, quarantine contact

Find test, isolate & treat cases, quarantine contact	WM	INTERPRETATION
1. Enhance early warning & case detection in HCF & community establish reporting & referral system to designated isolation facilities.	4.4	Oftentimes
2. Prioritized testing based on capacity-used syndromic approach & diagnostic exclusion.	4.2	Oftentimes
3. Used hierarchy of isolation, establish/assign community temporary structures	4.2	Oftentimes

4. Add strict daily monitoring of contacts when they cannot remain in quarantine.	4.6	Oftentimes
AWM	4.35	Oftentimes

The table above explains the test, isolate and treat cases and quarantine contact. We can observe that there 4 indicators and among of the four indicators, the highest mean is in statement number 4 about Add strict daily monitoring of contacts when they cannot remain in quarantine while the lowest mean is in statement 2 and 3. This would be imply that the lodging house of Naval, Biliran strictly monitored guest and booking in their establishments. This is to ensure safety and security of the place. The average weighted mean is 4.358 as describes oftentimes in all indicators.

V. SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This chapter presents the summary of finding, the corresponding conclusions conducted as well as the recommendation based on the results that were made from the study.

Summary of Findings

This research aims to study the safety practices of hotel accommodation amidst the pandemic in Naval, Biliran.

The following are findings of the study:

As of the Age of respondents out of 80 customers are belong of 18-30. This imply that the most employee in lodging house accommodation in Naval, Biliran Province are too young and a fresh graduate.

As of the Civil Status of the respondents, out of 80 customers most of them are single. The data manifest that the majority of the employee are singles that have no responsibilities with regards to family.

As to the mobilize community, the lodging house conduct risk assessment and don't have a right for a burials in case they experienced in the establishment. It's the duty of the DOH or the hospital to take charge for the burials.

As to the prevention suppress of covid 19, The lodging house of Naval, Biliran practice social measures and practice in their establishment. The average weighted mean is 4.18 as describes oftentimes in all indicators.

As to the test, isolate & treat cases, quarantine contact, the lodging house of Naval, Biliran Isolate and treat all mild/moderate cases in designated facilities and monitor quarantine contacts if they experience kind of customer on their establishment. The average weighted mean is 4.18 as describes oftentimes in all indicators.

For the key adaptation in mobilize community, the lodging house of Naval, Biliran engage communities to assess risk of COVID-19 spread for appropriate response and provide government funds to the community. The average

weighted mean is 4.18 as describes oftentimes in all indicators.

For the key adaptation prevention suppress of covid 19, the lodging house of Naval, Biliran Support staying at home-prevention measures at the household level (physical barrier, wear mask,). This is to ensure the spreading of the covid-19. The average weighted mean is 4.18 as describes oftentimes in all indicators.

For the key adaptation of test, isolate & treat cases, quarantine contact, the lodging house of Naval, Biliran strictly monitored guest and booking in their establishments. This is to ensure safety and security of the place. The average weighted mean is 4.358 as describes oftentimes in all indicators.

Conclusions

On the basis of the findings of the study, the following conclusions are drawn:

1. The majority of those who responded were 22 years old, accounting for 8.75 percent of the overall number of people who responded. It means that the hotel in Naval, Biliran, was established by people who are of an age where they can make their own decisions.
2. The Naval Biliran lodging house has set a limit on the number of bookings and guests in order to prevent the spread of COVID-19 in the area.
3. During working hours, the majority of the employees engages in social distancing and employs social measures.
4. The majority of employees adopt DOH social measures as a policy in their workplaces.

Recommendation

Based on the findings and conclusions of the study the following recommendations were offered:

1. For the sake of safety and security, the management should always practice and update social measures within the establishment.
2. Data and profiling of guests and staff should be monitored by management so that they can be readily tracked down.
3. The government should monitor every facility to see if they follow the IATF and DOH protocols.

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