SPATIAL DISTRIBUTION AND SERVICE DELIVERY OF HOTELS IN KADUNA METROPOLIS, NIGERIA

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SEPTEMBER, 2016

DECLARATION

I declare that the work in this dissertation entitled **"Spatial Distribution and Service Delivery of Hotels in Kaduna Metropolis, Nigeria"**was carried out by me in the Department of Geography.The information derived from the literature has been duly acknowledged in the text and list of references provided. No part of this dissertation was previously presentedfor another degree or diploma in any other Institution.

Shunom Paul BABA _____ _____

Signature **Date**

CERTIFICATION

This dissertation entitled **"SPATIAL DISTRIBUTION AND SERVICE DELIVERY OF HOTELS IN KADUNA METROPOLIS, NIGERIA"** by Shunom Paul BABA meets the regulations governing the award of the degree of Masters Degree in Remote Sensing and Geographic Information System of the Ahmadu Bello University, and is approved for its contribution to knowledge and literary presentation.

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DEDICATION

This is dedicated to my wife and my mother.

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ABSTRACT

The development of the tourism industry in any country is hinged on the success of the hospitality industry of that particular country. This research analyzed the distribution of hotels in Kaduna metropolis and the quality of services these hotels provide. The research established the need for a database containing information about the hotels in the area. The objectives of the study were to map the spatial distribution of the hotels, the pattern of distribution, and classify the hotels based on the services they provided. The Global Positioning System (GPS)receiverwas used to capture the geographiccoordinates of the hotels. The list of registered hotels and their addresses were obtained from Kaduna State Ministry of Arts and Culture while the hoteliers were interviewed to gather data on the quality of services offered to the guests. The coordinates were overlaid on a topographic map of the metropolis to show their exact location. To determine the pattern of distribution, a Nearest Neighbour Analysis was performed. A relational database was created and queries were performed to get information about the hotels. Thereafter, the hotels were rated based on the UK classification scheme.It was found that 44.1% of hotels in the metropolis are in the 1 star category. It was also observed that the hotels in the 3 star category are the highest category in the area. It was also observed that some parts of the metropolis, likeKakuri which is the industrial hub of the city did not have a registered hotel. Furthermore, the pattern of distribution is such that the hotels cluster in certain parts of the metropolis that are proximate to the city center. It is therefore recommended that government should invest in infrastructure because it has a direct bearing on the hospitality industry. It is also pertinent that hoteliers upgrade their services so that they can meet international standards.

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CHAPTER ONE:INTRODUCTION

1.1 Background to the Study

A hotel is an institution or building in which are provided lodgings, meals and other services for the travelers (Encyclopedia Britannica, 1964). It can be said to be a business enterprise having a building for public accommodation and furnishes lodging and usually provides meals, beverages and personal services. A hotel is home away from home. It is the place where the tourist stops being the traveler and becomes the guest. To a greater or less extent, the facilities of the hotel may also affect the local population but the primary function of a hotel is to accommodate those away from home and supply them with their basic needs and try to meet their expectations (Medlik, 1980).

According to Mohanty (2008), it is the basic function of a hotel that makes it quite distinct from other types of businesses to which its functions are supplementary. It is not very easy to draw a line between a hotel and a lodging house, a motel, a guest house, or similar establishments. The main characteristics which set a hotel apart from other types of accommodations center on the extent or completeness of facilities and services available. A hotel has a wide range of business activities which can be grouped into these four functions: providing living accommodation; supplying food, drinkse.t.c for immediate consumption, having transportation, recreational and entertainment facilities; as well as any other function incidental or ancillary to any of these activities.

Bain (1968) asserts that the hotel industry is by nature and structure international; it is multi-dimensional and worldwide in its operation and versatile in its objectives. A report by Oxford Economics (2010) for the UK Hospitality Association showed that the core hospitality economy has an estimated turnover of 90 billion pounds and is worth 46 billion pounds to the UK economy in wage and profit terms, directly contributing 2.44 million jobs

(1 in 13 of total jobs) and over 1.2 million jobs through multiplier effects. The report noted that about 675,000 of the multiplier jobs are via supply-chain purchases, with two thirds of these in three sectors- manufacture of food, beverages and tobacco, agriculture and business services. The same report further stated that the hospitality industry is ahead of broad sectors such as financial service, transport and communication as well as construction in employment terms. TravelWatch (not dated) conducted a survey on the six Caribbean Islands on how accommodation businesses contribute to local and regional economies and the result revealed that 74% of their expenditure was on products and services from local sources.

Sharianne and Enz (2006) carried out a research to determine the extent to which sporting events affect communities using Springfield, Massachusetts as a case study. The results show that the teams visiting the city book approximately 1,500 room nights at two major downtown hotels each season. The visiting players and their team officials not only stayed in local hotels, but they also ate in local restaurants and rented cars locally. This helped to bolster the local economy of the host community.

Hotels have for long been an important element in the economies of many nations. The enormous increase in tourism of the 20th century has caused the hotel business to outgrow national boundaries and become global in character. Hotels are directly linked to the economy and are an integral part of many other economic activities (Mohanty, 2008). The relationship between tourism and hotels is very crucial in a proper understanding of the roles of hotels in the process of economic development of a state. Hotel industry is indispensable for the success of tourism. It is said that “no hotels, no tourism”. The relationship between the two can be expressed in two ways: first, hotel industry provides the basic ingredients of the local supply of the tourism sector and secondly, the bulk of business demand of hotels comes from tourism.

Hotels rely heavily on effective location strategy to succeed in the competition to attract guests to rent their rooms. An appropriate location is of paramount importance as it will be difficult and extremely costly for hotels to relocate and reconfigure their product offerings (Urtasun andGuitierrez, 2006). Nicolai (2006) opined that a strategic location will undoubtedly augur well for superior performance in terms of revenue generation. Empirical works such as that of Newell and Seabrook (2006) evaluated the decision making process of hotel investment and identified location as a key factor.

As a service industry, hotels are keen on locations that are accessible to their potential market because they seek for increased demand from potential guests. Weaver (1993) argued that potential guests (who are often tourists or business people) prefer a location where services are available. Hotels in urban areas are usually highly clustered, because agglomeration results in hotels enjoying benefits from clustering. Generally, one incentive for choosing to locate close to other hotels is to gain a significant positive influence in hotel efficiency (Barros, 2005;Urtasun andGuiterriez, 2006).

Globally, hotels can be classified based on different criteria. They may be classified based on the amenities, location, size of property and kind of service they render. The length of stay of customers, theme, as well as the target market may also be used as a basis for classification (Omogunloye andAyeni, 2012). The rating of hotels using stars based on services provided is the most common type of hotel classification. Higher number of stars indicates more luxury. Hospitality and service are two of the most distinguishing characteristics of any hotel in any star category. In the interest of both guests and the hotel industry, these elements have to be up to the required standard. It is important that guests receive a level of hospitality and the service that they (within reasonable limits) are entitled to expect in hotels of the star category concerned. This involves aspects like reception, treatment, and attitude of staff. It is obvious that the expectations of guests will rise as the number of stars of a particular hotel rises.

Hotels fall into various categories, ranging from boarding houses, guest houses, youth hostels, motels, small hotels of up to 25 bedrooms, average hotels of up to 100 bedrooms, to large hotels with several hundreds of bedrooms. The type of guests for which a hotel caters for gives it special characteristics and atmosphere e.g family type, commercial type etc(Omogunloye andAyeni, 2008). Many organizations made their own classification of hotels and award stars or seals of merit as guide to travelers or tourists. In the United Kingdom, star ratings are awarded by the Automobile Association (AA) and the Royal Automobile Club (RAC). The tourist boards offer crow ratings. In addition to providing an indication to the type of hotel, it is often regarded as an accepted mark of quality in all classifications, from the simplest inn to the most luxurious hotel (UNESCO, 2010).

In industrially backward regions, hotel plays a pivotal role in tourism and has tremendous potentials for earning foreign exchange, yielding tax revenues, providing employment, promoting the growth of ancillary industrial activities and over all development of industrially backward regions through its linkage effects. A demand for hotel services eventually generates activity in a number of industries and ancillary concerns involved in supplying products and raw products to hotels. The full effects of hotel operations is thought to lie not so much in the overall size of its effect and contribution to the general economic activity of a backward economy but in the role it plays in 3 specific aspects which are crucial to the economy. These areas are:employment, regional economic activity and balance of payment. In addition to the obvious linkages between hotels and the economy through hotel staff and local suppliers, important benefits are generated through construction and payment to government (Mohanty, 2008).

According to World Tourism Trade Council (2011), hotel occupancy and average daily room rates in Africa are not as strong as they used to be. The largest downward spiral, not surprisingly is found in North Africa. This reflects the impact of the ‘Arab Spring” on travel

and tourism in the region in terms of lost businesses during uprisings, ongoing negative perceptions of safety and security concerns regarding the future political stability of newly democratized countries. In most developing countries a large percentage of hotels are owned by foreigners. This results in the leakage of resources from the host communities to other places.

In Nigeria, the contemporary infrastructure situation has put tremendous strain on the various economic resources that are available for industries and more so, on the hospitality business (Bello and Bello, 2012). Bello (2005) and Bello and Bello(2012) pointed out thatincreased competition for the available infrastructures in the hospitality industry in Nigeria is heightened by the deteriorating economy. It is pertinent to affirm that Nigeria is facing challenges in improving their infrastructure and municipal service delivery. This is because infrastructure development has direct bearing on the sustenance of the hospitality industry (Bello& Bello, 2012). The study posits that the degree of public infrastructure decay may have been negatively affecting the development, operation and sustenance of the industry.

Kaduna metropolis is known to be the former capital of the northern region and a home to industrial, economic and administrative functions. This is largely responsible for the concentration of hotels in the area and has therefore, given birth to the need to analyze the spatial distribution and service delivery of hotels in the area.

1.2 Statement of the Research Problem

In order to succeed, investors must understand the interplay of success factors in the industry. A number of factors are responsible for the decision of investors to site hotels at particular areas; the location of the hotel, which directly affects the investing success, needs to be fulfilled as a topmost priority. Kaduna metropolis is dotted with hotels of different kinds. It is home to some of the country's most reputable institutions and is unofficially the capital of the

north; as such, it attracts people from different parts of the country and beyond who require hotel services.This makes it important to assess the hotels in the area and the services they provide. As government shifts its attention to tourism, it is important to have necessary information about the existing hotels in the metropolis to enable easy choice and access to them. It is important that a database is created so that information regarding the hotels such as, where the hotels are located, the services they provide and the facilities available are provided to aid potential tourists and investors make informed decisions based on what their individual needs may be.

Urtasun and Guitierez (2006) conducted a research on hotel location in tourism cities using Madrid as a case study. Their findings were summarized in the following points. First, Northern and southern zones show the lowest average category, price, service, and chain affiliation in all Madrid. Second, zones of the historic city present different profiles. The heterogeneity of the historic city is even more accentuated considering that most expensive hotels in the city are located there. Third, the CBD is the zone with the highest average category. Fourth, the zone with the highest number of services is the airport, despite showing medium categories and moderate prices. Arbel and Pizam (1977) carried out a research on hotel patterns in Tel Aviv and the results showed a negative relationship between distance to the CBD and hotel prices.

Wall, Dudycha and Hutchinson (1985) as cited inUrtasun and Guiterrez (2006) observed in Toronto that hotels tend to concentrate in areas close to airports, seaports e.t.c. Vukasin (2009) posits that economic globalization, readily available markets, traffic development and advancements in information and other technologies have all caused an increase in the number of tourists, business and other kinds of trips, thus deeply influencing the transformation of hotel business.

Durodola (2012) examined the management of hotel properties in south west Nigeria. The findings of the study showed that facilities provision in the hotel industry within the study area was not totally in conformity with the national recommendation of tourism board of Nigeria. He observed that the NTDC act stipulates that a hotel in the country is graded as one star when it is a good small scale hotel with modest facilities, furnishing and refreshment. An economy hotel offering a higher standard of accommodation and facilities maybe classified as two stars. Any well-appointed tourism class hotel offering standard accommodation, and providing private bathroom with bath or shower and air conditioning in each room maybe considered three stars and if all these are present with various menus then the hotel is graded as four stars. When the hotel provides the highest standard of accommodation facilities, amenities, services and cuisine, it may then be graded as five stars. The study reports that the degree of application of facilities management in the hotel industry in the area is low. There appeared to be a correlation between hotel management style and hotel effectiveness in service delivery while there was strong evidence indicating that the style of facilities management, aids hotel effectiveness generally.

Bello and Bello (2012) also carried out a research on a strategic approach for sustainable hospitality business in Edo state. The study showed that poor energy infrastructure had increased the cost of operating hospitality business in Edo state. Furthermore, more infrastructure development is identified as a key to sustainable hospitality business in the area. Eja, Ukwanyi andOjong (2012)carried out a research on the categorization and spatial distribution of hotels in Calabar. Their results showed that majority of the hotels were sub-standard and the distribution was highly skew;2ed in favour of Calabar municipal local Government area. This was attributed to the fact that Calabar South Local Government Area was associated with poor power supply, poor sanitation, flooding and a host of other negative conditions.

Omogunleye and Ayeni (2012) analyzed the spatial distribution of Hotels in Lagos state. Their results show that GIS can be used to manipulate and show relationship between certain attributes and spatial data through single/multiple queries and statistical operations. Using buffers, they were able to show that only two hotels are within 2 km of the airport and that fewer than five hotels in the area can be recognized as five star. The need of the moment is a database for hotels in Kaduna metropolis. This research is therefore interested in showing where the hotels in Kaduna metropolis are located and the services they provide so that potential users can make informed decisions when choosing their accommodation. Based on the problem, the following are the research questions:

1. Where are the hotels in Kaduna metropolis located?
2. What is the pattern of distribution of hotels in the metropolis?
3. What is the proximity of the hotels to essential services and facilities?
4. What are the services and facilities provided by these hotels?

1.3 Aim and Objectives

This study aims at analyzing the spatial distribution and service delivery of hotels in Kaduna metropolis. The objectives are to:

i. identify and map the distribution of hotels in Kaduna metropolis
ii. determine the pattern of distribution of hotels in the metropolis
iii. Classify the hotels into different classes
iv. Create a relational database for the hotels in the metropolis

1.4 Scope of the Study

The study was restricted to Kaduna metropolis which comprises Kaduna North and South Local Government areas as well as parts of Igabi and Chikun local government areas.In terms of content, this research dwells on analyzing the spatial distribution of hotels and service

delivery. The focus is on the hotels in the metropolis that are registered with the state's Ministry of Arts and Culture as at June 2015. Bearing in mind that the registration of hotels is an ongoing process, not all existing hotels could be captured at the time of carrying out this project. This is so because this study is only concerned about hotels that are duly registered with the state's ministry of culture and tourism.

1.5 Justification

As the government shifts its attention to ways of boosting the tourism sector and increase foreign exchange as well as employment opportunities, it becomes imperative that every important information about the hotels is made available not through static and expensive media, mostly print, but through the digital media for effective and efficient services to people. There is no doubting that hotels are very important to tourism at all levels, the United Nations world tourism organization confirms that between 70% and 75% of international tourists' expenditure goes to hospitality services on annual basis (Akpabio, 2007). This confirms the strategic importance of the sector to tourism.

Visitors coming into the city may not know where to find the hotels and may need to know which of the hotels provide the facilities they require. For this reason, a guide map with the necessary information will be a good asset for the different travelers with different satisfaction requirements. What is therefore required at this time is an information database. The availability of this database will go a long way in helping people coming into the city locate for themselves accommodation of their choice without going through too much trouble. It is therefore important to have detailed information about the hotels for security planning and for investigation in case of any eventuality. Academically, the research will provide information on the standards expected of hotels and also the services which these hotels are expected to provide for their teeming customers as well as anyother relationships that these hotels may have with their host communities.

CHAPTER TWO: CONCEPTUAL FRAMEWORK AND LITERATURE REVIEW

2.1 Introduction

In this chapter, the basic concepts and theories used were explainedto give a better understanding of what the research intends to achieve. Empirical works of scholars related to this particular study were also reviewed for the purpose ofestablishing some basic facts and methodologies used in carrying out the research.

2.2 Conceptual Framework

2.2.1 Hotels

Scott (2008) defines a hotel as a wide spectrum of property types from larger units having up to or maybe in excess of 1000 letting bedrooms, to smaller units maybe having as few as 10 or even less. Pearce (1994) suggests that hotels are "the most visible and pure manifestation of tourism in the city". Hotels provide facilities for the transaction of meetings and conferences, and for recreation and entertainment. Accommodation plays a functional role by providing the facilities that make travel convenient and comfortable. Hotels commonly provide a number of different services within the same or different building which are often available for the use of both residents and non-residents of the hotel. These include the provision of letting bedroom, food and beverage services in restaurants, bars and banqueting rooms, conference/mailing rooms and leisure facilities (Otegbulu andTenigbade, 2011).

Furthermore, the total super capacity; that is whether the rooms are en suit bathrooms or showers, the heating or air-conditioning system; the quality, condition and standard of furnishing and fittings; and the facilities provided including such items as televisions, radio, fax machines, modern point internet services, in-house movies, direct dial telephones, hair dryers,mini-bars, safes, tea and coffee making facilities, pressing iron e.t.c. are also of importance(Scott, 2008).

Hotels are important to every society. This is because they create lodging facilities for business people and tourists (Omoguloye andAyeni, 2012). They embark on staff training that improves the effectiveness of the staff and enable them develop transferrable skills that can improve their future employability within the industry and beyond. Knowledge acquired by employees on public health and hygiene is often applied at home. This helps to improve household and community health and build human capital, thereby, enabling greater productivity and economic security (Ashley,Debrine and Lehr, 2007).

Hotel investments hold vast potentials for job creation and economic stimulus. They create jobs, generate foreign exchange, purchase goods and services locally, and also pay taxes. Visitors in the hotels spend outside the hotel and help to improve the socio-economic status of the area (International Finance Corporation, 2012).

2.2.2 Classification of Hotels

It is estimated that America plays host to over a million hotels. But in Nigeria, there are only about 12 internationally recognized hotels (Amadi, 2008). According to the Caribbean Tourism Corporation (2002) the AA rating which is the British system of hotel classification classify hotels in the following order:

1 Star: hotels in this classification are likely to be small and independently owned, with a family atmosphere. Services may be provided by the owner and family on an informal basis. There may be a limited range of facilities and meals may be fairly simple. Lunch, for example may not be served. Some bedrooms may not have an en suite bath/shower rooms. Maintenance, cleanliness and comfort should, however, always be of acceptable standard.

2 Star: in this classification hotels will typically be small to medium sized and offer more extensive facilities than at the one star level. Some business hotels come into the two star classification and guests can expect comfortable, well equipped, overnight accommodation,

usually with en suite bath/shower room. Reception and other staff will aim for a more professional presentation than at the one star level, and offer a wider range of straight forward services, including food and drink

3 Star: at this level, hotels are usually of a size to support higher staffing levels, and a significantly greater quality and range of facilities than at the lower classifications. Reception and other public rooms will be more spacious and the restaurant will also normally cater for non-residents. All bedrooms will have fully en suite bath and shower rooms and offer a good standard of comfort and equipment such as drier, direct dial phone, toiletries in the bathroom. Some room service can be expected, and some provision for business travelers.

4 Star: expectations at this level include a degree of luxury as well as quality furnishings, décor and equipment in every area of the hotel. Bedrooms will also usually offer more space than at the lower star levels, well designed, coordinated furnishings décor. The en suite bathrooms will have enough ratios of guests to provide services like porterage, 24-hour room service, laundry and dry cleaning. The restaurant will demonstrate a serious approach to its cuisines.

5 Star: here we should find spacious and luxurious accommodation throughout the hotel, matching best international standards. Interior design should impress with its quality and attention to detail, comfort and elegance. Furnishings should be immaculate. Services should be formal, well supervised and flawless in attention to guests' needs without being intrusive. The restaurant will demonstrate a high level of technical skill, producing dishes to the highest international standards. Staff will be knowledgeable, helpful, well versed in all aspects of customer care, combining efficiency with courtesy.

2.2.3 Service Delivery

A service is an economic activity that creates value and provides benefits for customers at specific times and places by bringing about a desired change in or on behalf of the recipient of the service. Although the process may be tied to a physical product, the performance is transitory, often intangible in nature and does not normally result in ownership of any of the factors of production (Lovelock andWirtz, 2004). Pizam and Ellis (1999) established the importance of service quality to business performance. Carauana, (2002) showed that service quality is antecedent to customer satisfaction and that customer satisfaction is antecedent to customer loyalty. Perceived service quality comes from the service encounter between the customer and the service provider; it is at such times that the customer develops satisfaction or dissatisfaction. Each service experience is made up of a series of individual discrete service encounters during which the customer will make these evaluations (Bitner, 1990). According to Cowe andVorhies(1993), the customer, prior to the encounter, form expectations about the forthcoming experience using a number of intrinsic and extrinsic cues that give indication about the likely performance standard.

A Sanskrit(language used by Hindus in India) saying "AtithiDevoBhavah" meaning the customer is god" summarizes how to treat customers. There are some basic requirements that all hotels should have to make their experiences both welcoming and comforting to guests. Some of the things to pay attention to are cleanliness, security, internet, and bed comfort. Others are bathroom plumbing, lighting, aroma, and simple, tasty food. No matter what the hotel, from a luxury hotel to a budget in, all guests should expect a warm welcome, a friendly face, attentive service and heartfelt thanks.

2.2.3 GIS and Databases

GIS is defined as a set of tools for collecting, storing, retrieving at will, transforming, and displaying spatial data from the real world for a particular set of purposes(Burrough,1986). It is a system that uses spatial and non-spatial data and includes operations that support spatial analysis. The database was introduced to retrieve data efficiently and integrate spatial and non- spatial data (Samet, 2002). A database is a collection of interrelated data stored within a computer environment. In such an environment, the data is persistent, which means it survives unexpected software or hardware problems. Two major advantages of the database are large data volume and persistence. Traditionally, a database is used to manage stocks, personnel, travel reservations and so on. (Rigaux, Scholl, and Voisard, 2002)

A database can be seen as one or several files stored on some external memory device, such as a disk. Although it will be possible to write applications that directly access these files, such architecture will raise a number of problems pertaining to security, concurrency, and complexity of data manipulation. A database management system is a collection of software that manages database structure and controls access to data stored in a database. Generally speaking, a DBMS, facilitates the process of defining database, constructing database, manipulating database and querying database.It also aids the process of updating the database.

2.3 Literature Review

2.3.1 Quality of Services provided by Hotels

Wilkins, Merrilees and Herrington (2007) worked on the total service quality in hotels. They collated a total of 664 responses from guests of four and five star hotels in Australia to investigate the antecedents of service quality and also evaluate the structure of service quality. The paper found that hotel patrons do not see service quality as" the sum of lots of pieces of a pie. They see the pie as a whole". The research concluded that there are three

main types of service quality in hotels which can be grouped as physical product, service experience and quality food and beverage.

Peng, Zhau andMattila,(2015) conducted a research on improving service management in budget hotels. Data were collected through email from willing customers of an economy hotel in China. This was done without the hotel management and staff knowing that customers will be reporting their satisfaction levels. The data collection lasted a month. 162,757 customers responded out of 3,478,677 emails sent. The service rating (breakfast, internet, hotel room,amenities, facilities, staff and transport convenience) was assessed by the customers rating their perceptions on a scale of 1-7 (1= Very Dissatisfied to 7= Very Satisfied). The responses showed that guests were satisfied with services related to the room but were less happy with internet and breakfast.Their results reveal that the overall experience was high but revisit intention was relatively low.

Rogerson (2013) analyzed the improvement of tourism product competitiveness in South Africa, specifically the hotel industry. Two national databases were constructed for this research to provide listings of all registered hotels in South Africa corresponding to the two study years of 1990 and 2010. The two data sets were built by the triangulation of a range of data sets and sources and supplemented by an internet search of corporate and local destinations website. Informationwas tracked for each establishment concerning location, size of hotel and quality as measured by star rating. The research also drew from corporate annual reports, industry documentary sources and the findings of a set of interviews conducted with key stake holders of the South African hotel industry. 40 interviews were conducted with group and individual hotel managers in different forms across the major tourism nodes of the country. The results showed that there is only a marginal change in the actual number of hotel establishments in the country. The research also revealed that there is a major improvement in the quality of hotels within the period. By 2010, the South African hotel industry which

had 82% of hotels in the 1 star and 2 star categories had 75% of the hotels in the 3-5 star categories. The researcher further opined that there is a growing concentration of hotels in South Africa's largest urban centers and a relative (if not absolute) decline of hotels in the country's smaller centers.

Poku, Zakari andSoali,(2013) examined the impact of service quality on customer loyalty in the Ghanaian hotel industry. Drawing their samples from three hotels (two star, three star, four star), they collected data from 50 customers of each hotel on their expectations, perceptions and satisfaction with respect to service quality of the hotels using questionnaire survey. In addition, five staff members per hotel were purposively selected and interviewed. They reported that although the customer responses varied as it concerns satisfaction levels of the service quality variables of all forms of services provided by the hotels, the guests of the 3 star hotel were generally most satisfied. The results revealed that guests are attracted by standard accommodation, neat bathroom facilities and well-stocked bars for guests or customers.

2.3.2 Spatial Distribution of Hotels

Hotels are keen on locations that are proximate to their potential markets because hotels seek for increased demand from potential guests (Yang, Wong, and Wang, 2012). The factor of accessibility underpins the historical tendency for hotels to cluster at central locations which would have large demands for accommodation either in central business or central tourist areas (Opperman, Din, andAmri,1996). Other prime areas for hotel development linked to access considerations would be airports, railway stations and iconic tourist attractions.

Harwood and El-Manstrly (2012) embarked on a study to show that there is a shift in the mode of technology being used to find accommodation in Scotland. The study argues that there is a change in the manner of ‘being found’, in that hotels are no longer being found in

the physical domain but are being searched online. Data was collected from 2005 with the compilation of a database of the population of hoteliers for all of Scotland, using a variety of both online and offline sources. The research posits that the hoteliers should reconfigure themselves if they are to be found and chosen as the accommodation of choice.They observed that the population of serviced accommodation in Scotland for 2005 was determined to consist of 6,522 sites, with a composition dominated by Bed and Breakfast (B&B) and guest houses. Only 6% of these hoteliers have 50 or more rooms, whilst 42% have two or three rooms, with only 2% offering one room. The corporate sector (a company holding more than one site) comprises less than 6% (375 sites) of the population, with 10 organizations holding 55% of this. The report states that numerous small hotels appear to be aligned along the main roadways of Scotland, whereas guest houses tend to be located in towns. It was further observed that though hotels are distributed throughout Scotland, they tend to cluster in towns and cities, especially around the city center.

Rogerson(2013) opined that in 1990, the hotel geography in Johannesburg exhibited a strong cluster in and around the CBD and its immediate environs. The article stated that the newer nodes of hotel development shifted away from the inner city, northwards to the suburbs with the relocation of the Johannesburg stock exchange to the area. Although the author acknowledges the fact that the inner city still host a considerable number of hotels, the study concludes that in the geography of metropolitan Johannesburg, the hotel cluster falls outside the boundaries of the city and is actually located in the neighbouring area.

In 2014,Rogerson analyzed the changing hotel location patterns in Ekurhuleni, which is South Africa's industrial workshop. The audit was undertaken by triangulating information from several different hotel listings. Some of them are: tourism grading of South Africa, AA accommodation guide, list of leading hotel chains and hotels listed by local tourism boards. In addition to published listings a comprehensive internet search was undertaken of

accommodation search engines including: SA venues, where to stay, sleeping out, Solomon guide, Safari now, SA cheap hotels, exclusive getaways, rooms for Africa and country roads. This process resulted in the building up of data sets for all urban centers. The investigation showed that the local hotel economy of the area was transformed between 1990 and 2010. It was observed thatthere has been a collapse of the low quality liquor dominated hotel which was numerically the major accommodation type pre-1990 period. The booming business tourism economy caused new investments and hotel property development in medium size and high quality four and five star hotel establishments. In 1990, the largest clusters of hotels are recorded in Germiston, Springs, Boksburg and Brakpan which together accounted for 33 hotels or 70% of all local hotels. Using the index of number of rooms, the most important location is Kempton Park which incorporates the international airport. It is observed, however, that only three hotels existed there at this time providing a total of 427 rooms or 27.8 percent of total rooms. The total of available rooms in Ekurhuleni in 1990 was distributed widely across several of the old industrial and mining towns. By 2010 a number of changes could be observed. The most significant shift was the expansion and strengthening of the cluster of airport related business hotels at Kempton Park and also in the neighbouring centers of Benoni, Boksburg and Eden vale. The growth of the Kempton Park cluster is particularly striking; by 2010 this expanded to represent nearly half of all hotel rooms in Ekurhuleni.

Eja, Ajake, andInah, *(*2012)performed a spatial analysis of hotel strata and rate of tourist inflow in hotels in Calabar, Cross River State Nigeria. The researchers used the GPS to capture the coordinates of the 123 hotels in metropolis. The hotels were categorized on the bases of the facilities and services rendered. The level of tourist inflow in each of the categories was also identified in each zone. Analysis of Variance (ANOVA)was used to examine variation in the level of patronage in the different categories of hotels. The

researchshowed that 78.44% of one star hotels are located in Calabar South Local Government Area. It was also revealed that Calabar Municipality had 93.44% of the three star hotels and 66.66% of the four star hotels. The higher quality hotels are located in Calabar Municipal while the lower quality hotels are in Calabar South. The study concluded that 77.23% of the total number of hotels clusters in Calabar Municipality against 22.73% in Calabar South.

In 2013,Adeyemi mapped the locational patterns of hotels in Akure, Ondo State, Nigeria. In order to get this done, alist of hotels in the area, their addresses, as well as an analogue map of Akurewere obtained from the Ondo State Tourism Board.Coordinates of the hotels were captured (64 out of 65) using a hand held GPS. The study records that hotels are foundall over the town but are concentrated outside the central business district. It further revealed that Oke-Ijebu/ Ijapo axis located in the North Eastern part of the town houses the highest number of hotels in the area representing 31.3%. It is so because this axis is majorly the residential area in Akure and has an express road linking it to the CBD which allows patrons easy access. The study further showed that most of the hotels with higher ratings cluster around the Government Residential Area of the state.

CHAPTER THREE:STUDY AREA AND METHODOLOGY

3.1 Introduction

This chapter presents the basic characteristics of the area under study. The location, climate, population, economic activities as well as the land use in the areawere described.Thesourcesof data and the methods used in analyzing them were also discussed.

3.2 The Study Area

3.2.1 Location and Extent

Kaduna metropolis lies between Latitudes $10^{o}26'0''$ and$10^{o}38'0''$ N of the Equatorand Longitudes $7^{o}22'0''$ and$7^{o}32'0''$ E of the Greenwich meridian. It is located on the high plains of northern Nigeria. It is approximately 80 kilometers from Zaria to the north and 154 kilometers from Abuja to the south. The metropolis is surrounded by an agrarian country side largely inhabited by the Gbagyi's. It extends to UngwarRomi and Gonin Gora in the south and the Nigerian Airforce Base and the national teachers institute in the north. In the west, it extends to RafinYashi.

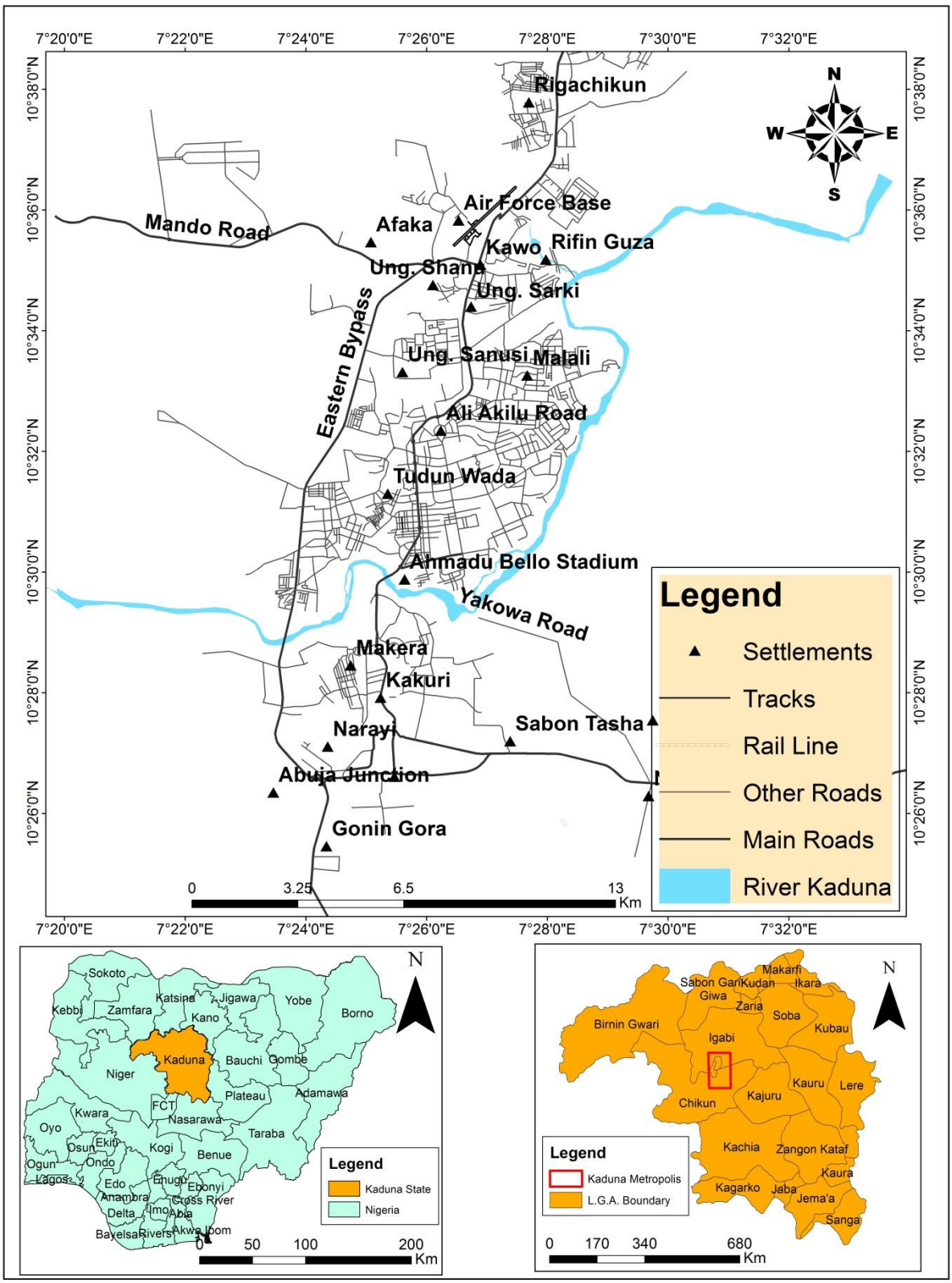


Figure 3.1: Study Area (Kaduna Metropolis)

Source: Quickbird 2012

3.2.2 Climate

The climate of the area is tropical continental characterized by a well-defined wet season and dry season. The dry season is influenced by north-easterly trade wind (dry and cold harmattan wind) from the Sahara and the south-westerly wind influences the wet season (Whezum, 2005).The area is characterized by relatively wide rapid changes in temperature and humidity with an exception of the harmattan period. The dry season extends from the month of November until April with the harmattan at its peak in the months of December and January. The month of April is usually the hottest. The rains begin in May and last till October. The rain falls heavy with high intensity and short duration. Rainfall amount ranges between 1200mm-1500mm. (Whezum, 2005)

3.2.3 Population

The population of Kaduna metropolis consists of people from different parts of Nigeria and other parts of the world. Ethnic groups like Koro, Ham, Atyap, Bajju, Yoruba, Hausa, Igbo, Tiv, Nupe and several others dominate the area. (Whezum, 2005). Christianity and Islam are major religions in the area with a few adherents of traditional religions which have been greatly depopulated due to invasion of Islam and Christianity (Udo, 1970).From inception of the settlement till present, the population of Kaduna metropolis has increased steadily and rapidly Omonigie, 2005). In 1991, the area had a population of 800,000 people (NPopC, 1991). Using exponential method of projection, the metropolis is estimated to have 2, 001,031 people in 2015.

3.2.4 Economic Activities

The metropolis is a center of commercial activities in the sense that goods from surrounding states are brought to the markets in the area for sale and upward transportation to other areas. The metropolis is home to virtually every bank in the country as branches of different banks are found scattered in all corners of the town. Other financial institutions like insurance

companies are also found in the city. Companies and other retailers are seen to have their depots sited within the metropolis for easy distribution.

Kaduna has instituted agencies to cater for the interest of local, national and foreign entrepreneurs and industrialist. Mainly, the ministry of commerce and industry in the state is charged with the responsibility of maintaining good economic climate. In other to promote industrial and commercial enterprises, the government has put in place several infrastructures such as transport and communication as well as other social amenities. Other commercial activities found within the metropolis include petty trading, business centers, restaurants etc. All these are therefore to meet the needs of the teeming population.(Thaddeus, 1990)

Almost all the industries in the state are located within the city. The location of these industries was influenced by government policies and probable market. For example, the high concentration of textile in the state as a whole is in Kaduna. Also, the federal government's decision in the mid-1970s to locate the petroleum refinery and automobile assembling plant (PAN) in the city further widened its industrial growth base and increased the agglomeration in the area.Other major manufacturing industries in the city include super phosphate Fertilizer Company, national oil and chemical etc. There are other small to medium scale industries that are very important for providing equipment for rural dwellers use, construction of metal doors, windows and frames and so on(Omonigie, 2005).

3.2.5 Existing Land Use Pattern

According to the state's ministry of Lands and Survey, residences account for a larger part of the landuse as compared to other land uses. The residences consist of low, medium and high residential areas. Another form of land use is the mixed land use which is mostly commercial and residential. These land uses are found invading each other as a result of the pressure on

the land in the metropolis. Buildings are used for residence as well as for retailing petty goods. Often buildings used as shops are converted to houses at night.

Most of the industries in the state are located in the Kakuri industrial layout. These activities, according to the state's ministry of lands and survey (1993), take up a large percentage of the land in the metropolis.These activities have resulted in the pollution of the area and the dumping of toxic waste in the River Kaduna that drains the metropolis (KEPA, 2004).

The quantity of land used for agriculture is very minimal. This is so because urbanization and the movement of people from the northern part of the state to the south have almost caused the disappearance of any form of cultivation (ministry of lands and survey, 1993). Vacant and open land meant for future expansion or recreational purposes have been used for construction of houses and commercial centers. Only a tiny percentage of the land is dedicated to agriculture and the crops grown include exotic species of trees and flowers. Other agricultural activities in the area include poultry farming, animal rearing and fish ponds.

3.3 Methodology

This section shows the data used, their sources, the mode of collection as well as how the data was processed and analyzed.

3.3.1 Reconnaissance Survey

This is the preparatory stage for project execution. It wasafamiliarization tour of the study area by the researcher. The researcher visited the relevant agencies or ministry that could help with pre-existing data related to the study. The researcher was able to get a list of the registered hotels and their addresses.

3.3.2 Types of Data

The data used include:

- point location of the hotels (coordinates),
- a topographic map of Kaduna metropolis with a scale of 1:100000 which was obtained from the state's Ministry of Lands and Survey,
- the price range of the rooms,
- data on the facilities available in the hotels, and
- services provided.

3.3.3 Data Sources

3.3.3.1 Primary Source

Coordinates of the hotels were captured and recorded using a hand held GPS (Garmin 76 CSX)receiver. The coordinates were overlaid on a map of the metropolis to show the exact location of the hotels on the map.Attribute data (room prices, facilities available, number of roomse.t.c) of the hotels were gathered by interviewing the hotel management. This was used to determine the services the hotels provide and the classes they fall into.

3.3.3.2. Secondary Sources of Data

Data from the archives of the state ministry of Arts and Culture were acquired. This included information on the names of hotels that are registered with the ministry and their addresses. Literature materials were also extracted from journals, printed texts, newspaper articles as well as previous theses/dissertations.

3.3.4 Data Collection

A total of 127 (91.4%) hotels out of 141 were located and captured using hand held GPS(Garmin76csx). Others could not be captured because the researcher was unable to trace their location in the metropolis. The hotel managements were interviewed in order to collect data on the room rates, number of rooms, the facilities and the services available. This was

achieved by the use of check list. Out of the total number captured only 87(68.5%) gave details of the services and facilities available.

3.3.5 Data Processing

The topographic map of the area was scanned and georeferenced. After the georeferencing, it was projected and then digitized. The coordinates were then reproduced on excel spread sheet before beingtransferred to the GIS environment in ArcGIS 10.1

3.3.6 Methods of Data Analysis

3.3.6.1 Spatial Distribution of Hotels

The hotels in the metropolis were identified and mapped. This was achieved by using the GPS to capture the coordinates of the hotels in the metropolis. Thereafter, the coordinates of each hotel were overlaid on the base map to show the exact location of these hotels in the metropolis. This was performed using the overlay function of the ArcGIS 10.1 software. The study area was then divided into clusters based on the proximity of one sector of the metropolis to the other. (Barnawa, Doka, KurminMashi/Goningora, Sabo/Mahuta and UnwarRimi/MalaliKakuri and Kawo/Mando)

3.3.6.2 Patttern of Distribution of Hotels

A nearest neighbour analysis was performed using the ArcGIS 10.1 software to determine the pattern of distribution of the hotels in the metropolis. The observed distance was divided by the expected distance to give the nearest neighbour ratio. The nearest neighbour analysis was chosen because it is more compatible with point data.

3.3.6.3 Classification of Hotels

The hotels were grouped into different classes (1 star, 2 star and 3 star) based on the facilities and services provided. This was achieved with the aid of information on facilities and

services gathered from structured interviews with the hoteliers. The hotels were grouped into different classes, according to star ratings using the UK hospitality industry rating scheme which states that.

3.3.6.4 Creation of Relational Database.

Furthermore, a relational database of the hotels in the metropolis was created using a relation also known as a table. The relation (hotel) was associated with a set of attributes: coordinates, number of rooms, price range, conference hall, internet services, car hire, restaurant, gym, and swimming pool such that data in each relation is structured as a set of rows with each row consisting of a list of values, one for each attribute. The database features were created using Microsoft excel 2007 before being exported to the GIS environment of the ArcGis 10.1. The database was queried to show the number of hotels that provide particular services that potential guests may require.

CHAPTER FOUR:RESULTS AND DISCUSSION

4.1 Introduction

This chapter presents the data collected and the results obtained in the course of the analysis. Tables and figures were used to show the location of the hotels, the pattern of distribution of the hotels,the number of the hotels in the area, the services that these hotels provided, as well as the different classes of hotels in the area. It also shows the number of hotels in the metropolis and those in particular areas of the metropolis that provide particular services.

4.2 Distribution of Hotels

This section shows the hotels in the metropolis and their exact position on the map of the metropolis.A total of 127 hotels were surveyed. A cursory look at the map of the metropolis shows that hotels are found almost throughout the metropolis. It can also be seen that most of these hotels are situated along major roads for easy access. Figure 4.1 displays the spatial distribution of the hotels surveyed while the Table 4.1, shows the distribution of the hotels in the metropolis according to clusters.

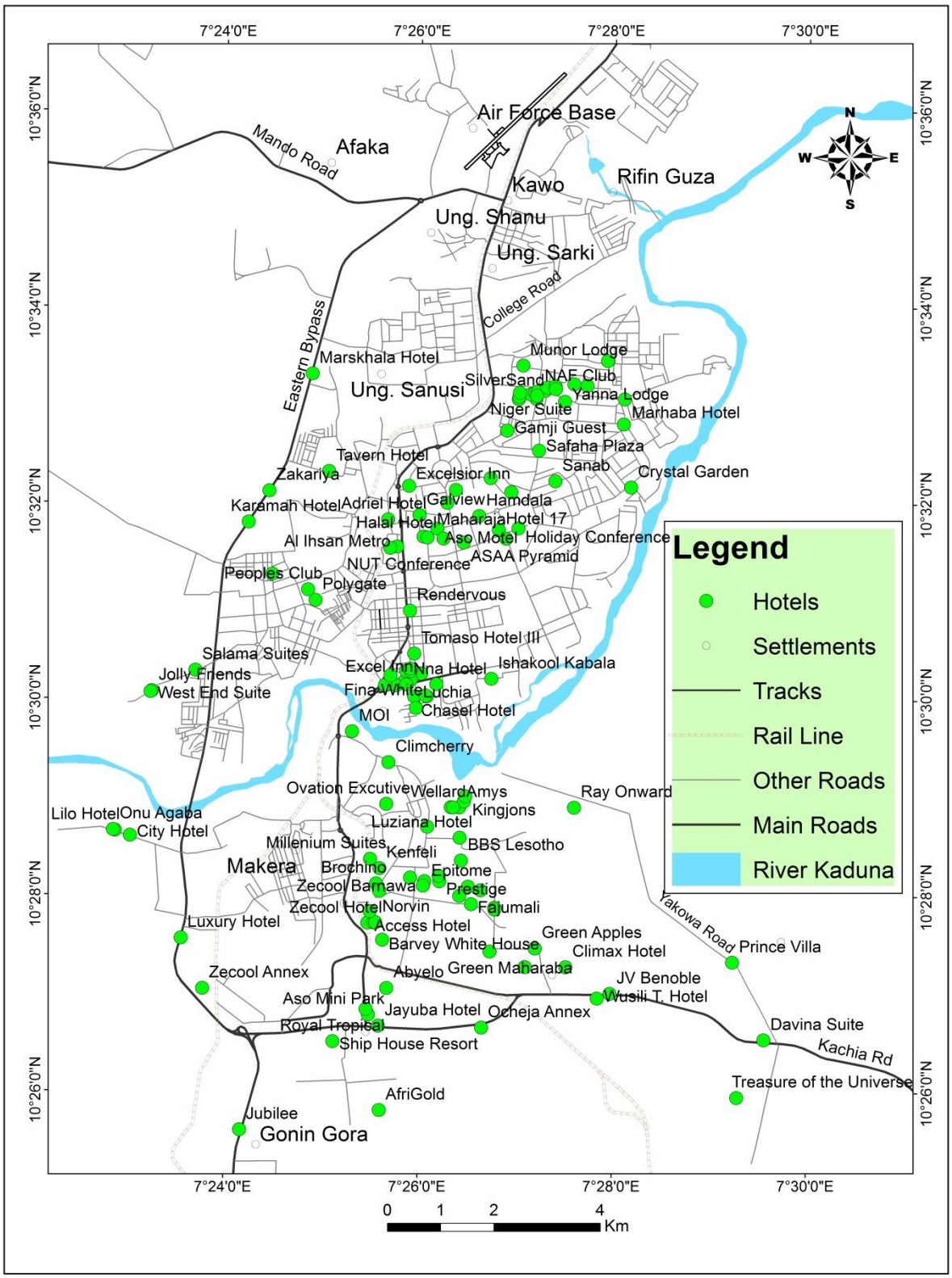


Figure 4.1: The Spatial Distribution of Hotels in Kaduna Metropolis

Source: Author's Analysis, 2015

Table 4.1: Distribution of Hotels in the Metropolis According to Clusters

Cluster	Number of Hotels	Percentage
Barnawa	34	26.77
Doka	23	18.11
Kurmin Mashi/Goningora	26	20.47
Sabo/Mahuta	10	7.78
Malali/UngwarRimi	34	26.77
Kakuri	0	0
Kawo/Mando	0	0
Total	127	100

Source: Field Survey, 2015

The result of the analysis as shown in Table 4.1 shows that 26.77% of the hotels are located in Barnawa and Malali/UngwarRimi respectively. Their location here is due to the fact that these areas are mostly residential and are relatively more serene when compared to other parts of the metropolis. They are also areas that have easy access to parts of the metropolis where services are found.Barnawa, for example, is in the south but has a good number of hotels due to its proximity to the city center.Malali/UngwarRimi cluster have relatively better infrastructure which encourages investors to site their investments there.Kurminmashi/Goningora has 20.47% of the hotels in the metropolis. This cluster is at the entrance of the metropolis from FCT. The hotelsare found here because they seek to exploit the fact that guests coming into the metropolis from the FCT and other areas are likely to seek for accommodation in such areas. The cluster is also very close to the express road that connects that part of town to the airport. Kakuri and Kawo/Mando clusters did not have anyregistered hotel. This is to the detriment of visitors coming into the city from the north and the airport. The absence of hotels in these areasis related to the fact that the clusters are busy and noisy with very few services located there.

4.3 Pattern of Distribution of Hotels

This section shows what the distribution of hotels in the metropolis looks like. It analyses proximity between the hotels in the different sectors of the metropolis.

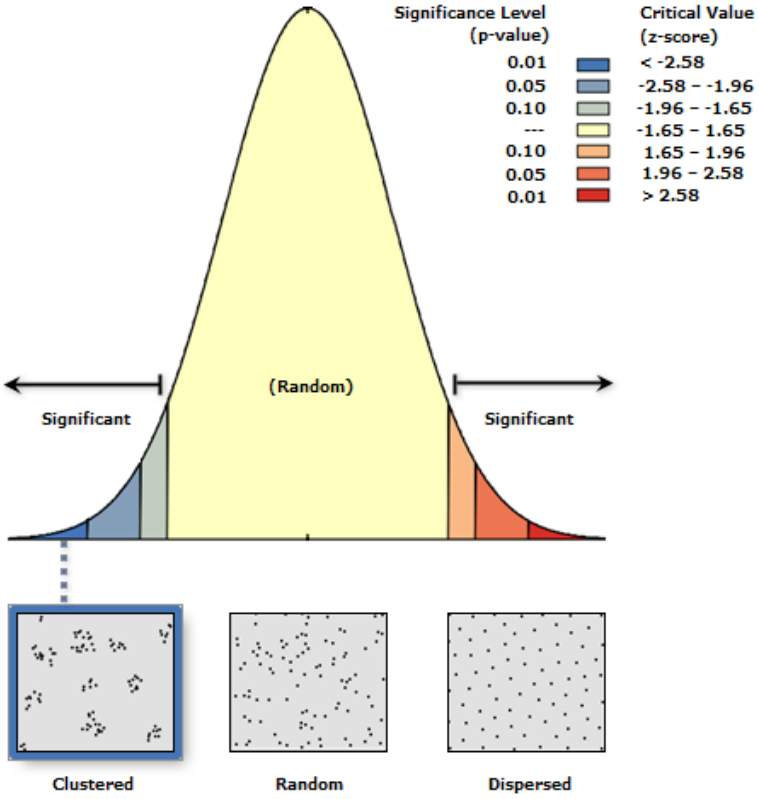


Figure 4.2: Pattern of Distribution of Hotels in the Metropolis

Table 4.2: Pattern of Distribution of Hotels in the Metropolis

Observed Mean distance	394.691372 Meters
Expected mean distance	612.458020 Meters
NearestNeighbour Ratio	0.644438
Z-score	-7.665629
P-value	0.000000

Looking at the nearest neighbour ratio 0.644438 in Table 4.2 and the pattern of distribution in figure 4.2, it can be concluded that the pattern of distribution of hotels in the metropolis is such that the hotels cluster around each other and also around areas were services are available. The hotels cluster around each other to enjoy the benefits of agglomeration. This

finding aligns itself with the position of Barros (2005) which states that hotels cluster around each other to gain significant positive influence in hotel efficiency. The factor of accessibility underpins the historical tendency for hotels to cluster at central locations which would have large demands for accommodation either in central business or central tourist areas (Oppermane*t al.,* 1996)

4.4 Classification of Hotels

This section presents the hotels and the classes they fall into based on the UK classification scheme stated in chapter three.

Comparing the services provided by the hotels in the area and the standard expected for them to be rated in any of the categories, it was observed that 44.1% of the hotels in the metropolis are in the 1 star category. This is so because even though most of them did not operate in a family atmosphere, the services were provided on an informal basis and the facilities were basically simple. 31.5% could not be classified because the information needed to classify them was not readily available. Only 6.3% of the hotels in the metropolis were in the 3 star category. Here, the reception rooms were more spacious than that of hotels with lower ratings. They also had some provision for business travelers with relatively higher standards of comfort for their guests. It was observed that none of the hotels in the metropolis provides services that qualify them to be in the 4 and 5 star classification. It can therefore be said that the hotels in the metropolis do not provide the quality of services that international guests may require.

Table 4.3: Hotel Classification and Services Provided

S/No	Name of Hotel/Guest House	Size	Restaurant/ Lounge On Premises	Indoor/ Outdoor Pool	Car Hire Service	Exercise Facilities	Meeting Facilities	Remarks
1	Hamdala Hotel	205 Rooms	Yes	Yes	No	No	Yes	***
2	One United Nigeria	32 Rooms	Yes	No	No	No	No	*
3	Fejeco Guest Inn	11 Rooms	Yes	No	No	No	No	*
4	Marhaba Hotel	12 Rooms	Yes	No	No	No	No	*
5	Mussafir Hotel	48 Rooms	Yes	No	No	No	No	*
6	Hotel Flamingo	23 Rooms	Yes	No	No	No	No	*
7	Excel Inn	18 Rooms	Yes	No	No	No	No	*
8	Kimbo Hotel	34 Rooms	Yes	No	No	No	No	*
9	Kimbo Hotel	25 Rooms	Yes	No	No	No	No	*
10	Nna Hotels	30 Rooms	Yes	No	No	No	No	*
11	De Nevilla Hotels	65 Rooms	Yes	Yes	No	No	Yes	**
12	Aso Motel Ltd	70 Rooms	Yes	No	No	No	Yes	**
13	Luziana Hotels Ltd	38 Rooms	Yes	No	No	No	Yes	*
14	Chasel Hotel	7 Rooms	No	No	No	No	No	*
15	Chasel Hotel	12 Rooms	Yes	No	No	No	No	*
16	Luchia Hotel	12 Rooms.	Yes	No	No	No	No	*
17	Hotel 17	60 Rooms	Yes	Yes	Yes	Yes	Yes	***
18	Budget Master Hotel	36 Rooms	Yes	No	No	No	No	*
19	Royal Tropicana Hotel	65 Rooms	Yes	Yes	No	Yes	Yes	***
20	Crystal Garden Hotel	50 Rooms	Yes	Yes	No	Yes	Yes	***
21	Maharaja Hotel	40 Rooms	Yes	No	No	No	Yes	*
22	Carlton Millenium Resort Hotels Ltd	41 Rooms	Yes	No	No	No	No	*

23	TafawaBalewa Guest Inn	24 Rooms	Yes	No	No	No	No	*
24	Sanab Hotel	18 Rooms	Yes	No	No	No	Yes	**
25	Holiday Conference Hotel	32 Rooms	Yes	No	No	No	Yes	**
26	Al-Ahab Millenium Hotels Ltd	19 Rooms	Yes	No	No	No	Yes	**
27	Ba Fra International Hotels Ltd	39 Rooms	Yes	No	No	No	Yes	**
28	Excelsior Inn	22 Rooms	Yes	No	No	No	No	*
29	Access Hotel Annex	22 Rooms	Yes	No	No	No	No	*
30	Ishakool Hotel	27 Rooms	Yes	No	No	No	No	*
31	Command Guest House	43 Rooms	Yes	Yes	No	No	Yes	**
32	Asaa Pyramid Hotel	149 Rooms	Yes	Yes	Yes	Yes	Yes	***
33	Crocodile Hotel	30 Rooms	Yes	No	No	Yes	Yes	***
34	Access International House	42 Rooms	Yes	No	No	Yes	Yes	**
35	Adriel Hotel	25 Rooms	Yes	No	No	No	No	**
36	Al-Ihsan Hotel	66 Rooms	Yes	No	No	Yes	Yes	**
37	Maskhala Hotel	14 Rooms	Yes	No	No	No	No	*
38	Zakariya Prestigious Hotel	48 Rooms	Yes	No	No	Yes	Yes	*
39	Karama Hotel	24 Rooms	Yes	No	No	No	No	*
40	Hotel Dabras	24 Rooms	Yes	No	No	No	No	*
41	Tavern Hotel	48 Rooms	Yes	No	No	Yes	Yes	**
42	Tomaso Guest House	16 Rooms	Yes	No	No	No	Yes	*
43	Tomaso Guest House		Yes	No	No	No	No	*
44	Bbs Diamond Suites	21 Rooms	Yes	No	No	No	Yes	**
45	Bbs Diamond Suites Annex	14 Rooms	Yes	No	No	No	No	*
46	De Eminent Hotel Ltd	19 Rooms	Yes	No	No	No	No	*
47	Le Helda Palace Hotel	21 Rooms	Yes	No	No	No	No	*
48	Kingjons Palace Hotel	10 Rooms	Yes	No	No	No	Yes	*
49	Asoh Mini Park Hotel	21 Rooms	Yes	No	No	No	Yes	*
50	Space 2020 Hotel	27 Rooms	Yes	No	No	No	Yes	*

51	Tomaso Guest House	17 Rooms	Yes	No	No	No	No	*
52	Barvey White House Hotel	12 Rooms	Yes	No	No	No	No	*
53	Kenfeli International Palm Beach Hotel	36 Rooms	Yes	Yes	No	No	Yes	*
54	Ovation Executive Hotel	17 Rooms	Yes	No	No	No	No	*
55	Fajumali Guest House	28 Rooms	Yes	No	No	No	Yes	*
56	Zecool Hotels Ltd	95 Rooms	Yes	Yes	No	No	Yes	***
57	Joint One Hotel Ltd	20 Rooms	Yes	No	No	No	No	*
58	Climax Hotel Ltd	33 Rooms	Yes	No	No	No	Yes	*
59	JvBenoble Hotel Ltd	40 Rooms	Yes	No	No	No	Yes	*
60	Wusili Tourist Hotel Ltd	14 Rooms	Yes	No	No	No	No	*
61	Treasures Of The Universe Resort	14 Charlets	Yes	No	No	Yes	Yes	*
62	Abyelo International Hotel	34 Rooms	Yes	No	No	No	No	*
63	Royal Tropicana Hotel Ltd	24 Rooms	Yes	No	No	No	No	*
64	Rabah Road Guest Inn & Suite		Yes	No	No	No	No	*
65	Halal Fountain Hotel	32 Rooms	Yes	No	No	No	Yes	**
66	Africa Continental Hotel	27 Rooms	Yes	No	No	No	Yes	***
67	Palm View	11 Rooms	Yes	No	No	No	No	*
68	Benue Guest House	32 Rooms	Yes	No	No	No	Yes	*
69	Borno Hotel	33 Rooms	Yes	No	No	No	No	*
70	Kartland Hotel	17 Rooms	Yes	No	No	No	No	*
71	Niger Suites	20 Rooms	Yes	No	No	No	No	*
72	Halal Fountain	30 Rooms	Yes	No	No	No	No	**
73	Murno Lodge	43 Rooms	Yes	Yes	No	No	No	**
74	Admiralty Suites	8 Rooms	Yes	No	No	No	Yes	**
75	Safaha Plaza	18 Rooms	Yes	No	No	No	No	*
76	New Rendezvous	41 Rooms	Yes	No	No	No	No	*
77	Yanna Lodge		Yes	No	No	No	Yes	**
78	Erisort Hotel	16 Rooms	Yes	No	No	No	No	*
79	Quarter House	47 Rooms	Yes	No	No	No	Yes	**
80	Gamji Guest House	20 Rooms	Yes	No	Yes	No	No	*
81	Peace House	35 Rooms	Yes	No	Yes	No	No	*

82	Silver Sand Hotel	39 Rooms	Yes	No	Yes	Yes	Yes	**
83	Epitome Hotel	52 Rooms	Yes	Yes	No	Yes	Yes	**
84	Green Suites Villa	16 Rooms	Yes	No	Yes	Yes	Yes	**
85	Prestige Hotels	34 Rooms	Yes	Yes	No	No	Yes	**
86	Chimcherry Hotel Ltd	42 Rooms	Yes	No	Yes	No	Yes	**
87	Amys Hotel	10 Rooms	Yes	No	No	No	No	*

*** - 3 Stars, ** - 2 Stars, * - One Star hotel
Source: Field Survey, 2015

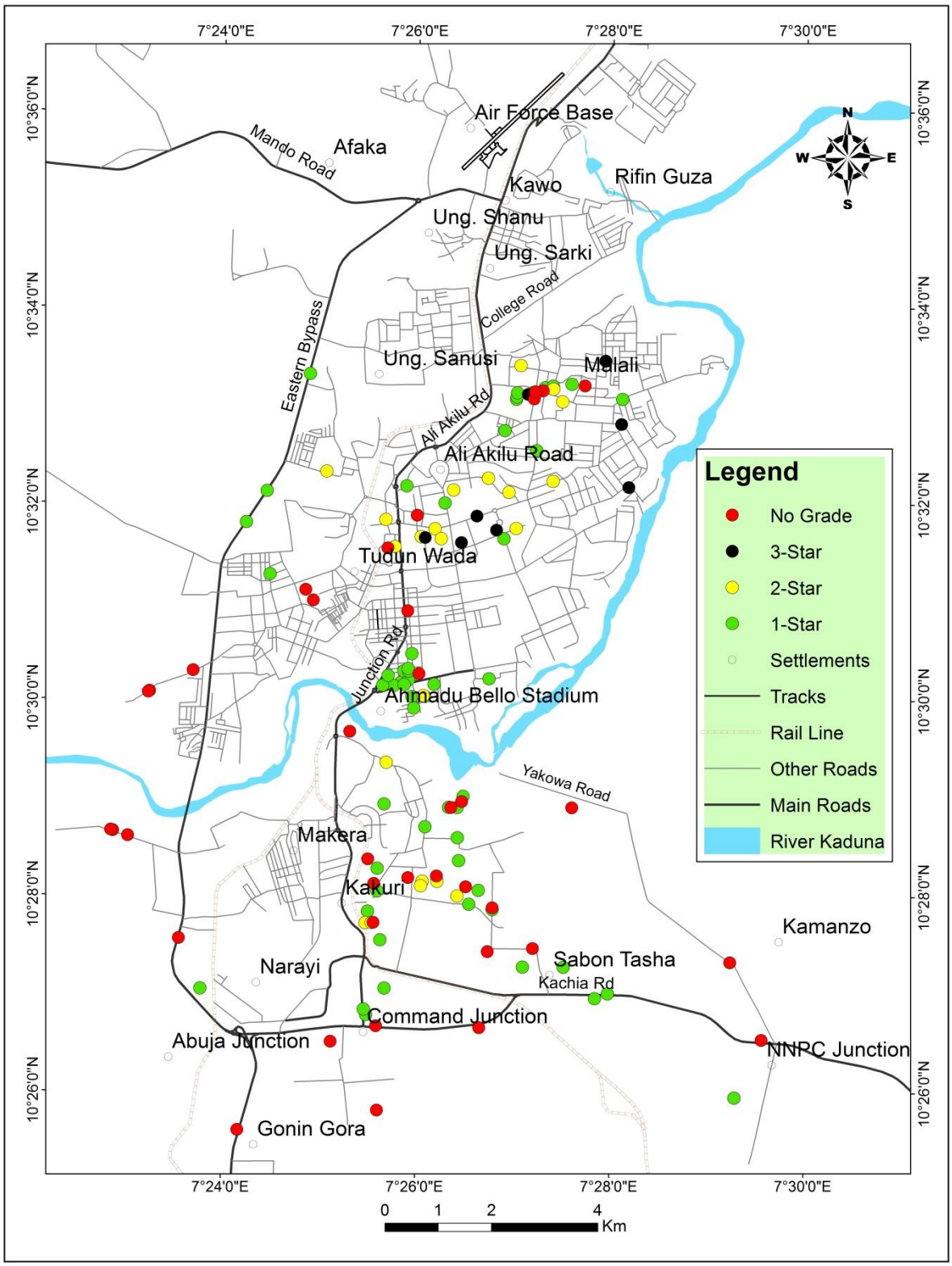


Figure 4.3: Classification of Hotels

Source: Author's Analysis 2015

Table 4.4: Classification of Hotels

Class of Hotel	Number of Hotels	Percentage
No Grade	40	31.5
1Star	56	44.1
2 Star	22	17.3
3 Star	9	7.1
Total	127	100

Source: Field Survey, 2015

4.4.1 Classification of Hotels According to Clusters

This section presents the different classes of hotels and their distribution according to clusters. It shows the number of hotels in each classification and the cluster they fall into.

Table 4.5: Classes of Hotels in Different Clusters

Class of Hotel	Barnawa	Doka	Kurminmashi/Gonin Gora	Sabo/ Mahuta	Malali/UngwarRimi	Total
3 Star	1	1	0	0	7	9
2 Star	5	6	1	0	10	22
1 Star	19	14	4	7	12	56
No Grade	9	2	21	3	5	40
Total	34	23	26	10	34	127

It was observed that the hotels in the higher star categories are found in clusters like Barnawa and Malali/UngwarRimi because they are areas that are residential, serene and have relatively better infrastructural development. Although, there is an exception in the case of Doka, which has one of the few 3 star hotels found in the metropolis. The lower categories of hotels are found in almost all the clusters of the metropolis.

4.4.2 Services Provided by Hotels

This section shows the services provided by hotels in the metropolis. Out of the 127 hotels surveyed only 87 (68.5%) hotels responded to the questions of the researcher.

4.4.3 Hotels that Provide Internet Services

It was observed that 11.02%, 6.30% and 4.72% of the hotels in Malali/UngwarRimi, Doka and Sabo/Mahuta respectively, provide internet services for their guests. On the whole, 22.83% of the hotels in the study area provide internet facilities. This serviceis provideddue to the fact that most of the guests are business men and women who may need to be in touch with other business people, friends and/or family in the metropolis or other parts of the country or the world.

Table 4.6: Hotels that Provide Internet Services

Clusters	No. of Hotels with Internet Facilities	Percentage	Number of Hotels Surveyed	Percentage
Barnawa	6	4.72	34	26.77
Doka	8	6.30	23	18.11
KurminMashi/Goningora	1	0.79	26	20.47
Sabo/Mahuta	0	0.00	10	7.87
Malali/UngwarRimi	14	11.02	34	26.77
Kakuri	0	0.00	0	0.00
Kawo/Mando	0	0.00	0	0.00
Total	29	22.83	127	100.00

Source: Field Survey, 2015

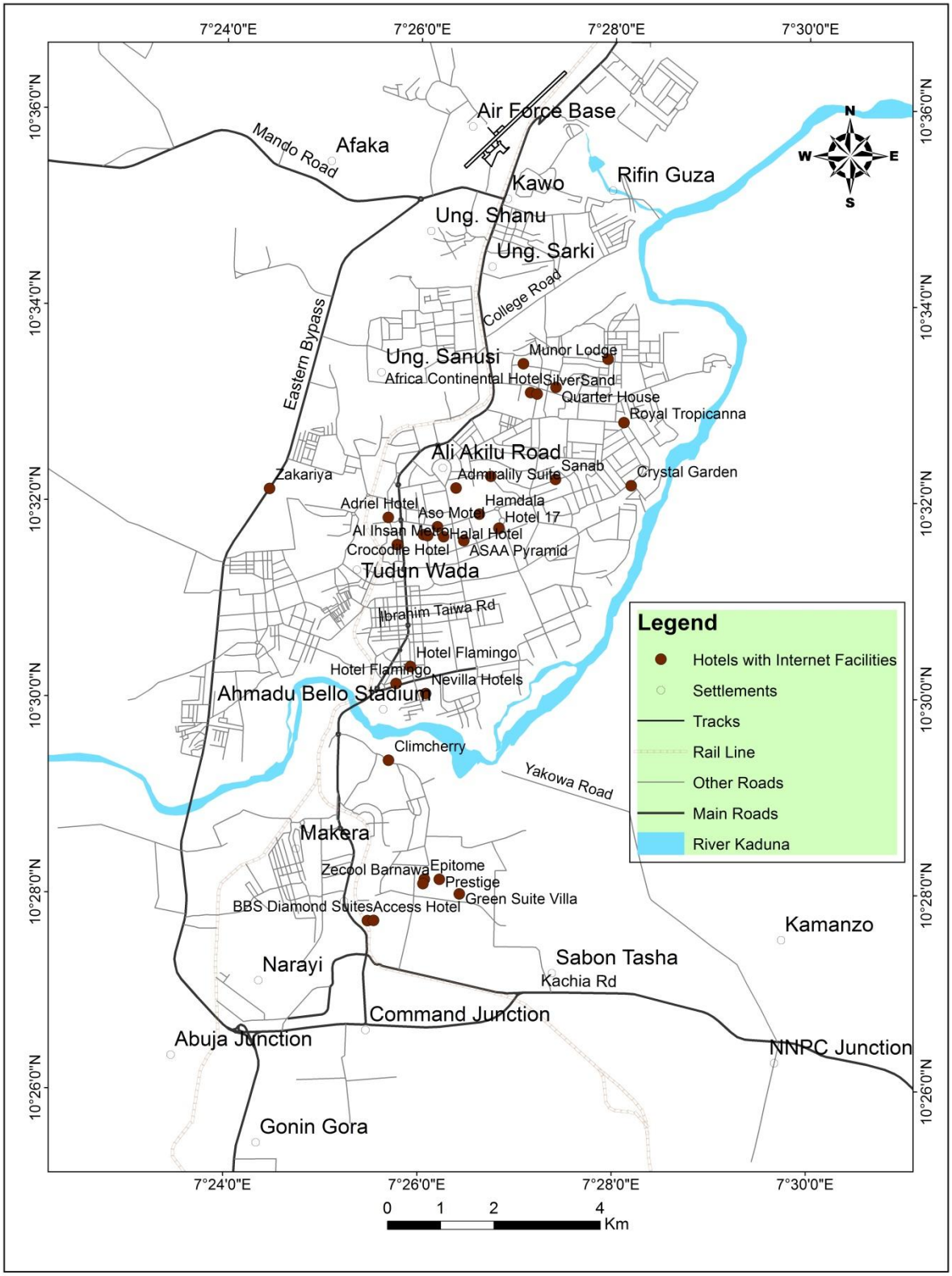


Figure 4.4: Hotels with Internet Facilities

Source: Author's Analysis 2015

4.4.4 Hotels that Provide Gym Facilities

The analysis showed that 3.15% of the hotels in Malali/UngwarRimi and Doka respectively, provide gym facilities for their guests. Another 1.57% of hotels in Barnawa and KurminMashi/Gonigora respectively, provide the same service. In Sabo/Mahuta only 0.79% of the hotels provide exercise facilities. It can be seen that only 10.24% of the hotels in the study area provide gym facilities. Many of the guests require a gym or some form of exercise either before they begin the day or at the end of the day. This is often done to help them keep fit and stay alert.

Table 4.7: Hotels that Provide GymFacilities

Clusters	No. of Hotels with Gym	Percentage	Number of Hotels Surveyed	Percentage
Barnawa	2	1.57	34	26.77
Doka	4	3.15	23	18.11
KurminMashi/Goningora	2	1.57	26	20.47
Sabo/Mahuta	1	0.79	10	7.87
Malali/UngwarRimi	4	3.15	34	26.77
Kakuri	0	0.00	0	0.00
Kawo/Mando	0	0.00	0	0.00
Total	13	10.24	127	100.00

Source: Field Survey, 2015

The provision of gym facilities is very low. This may be due to the cost of procurement of the equipment needed in a gym or the non-chalant attitude of guests to exercise.

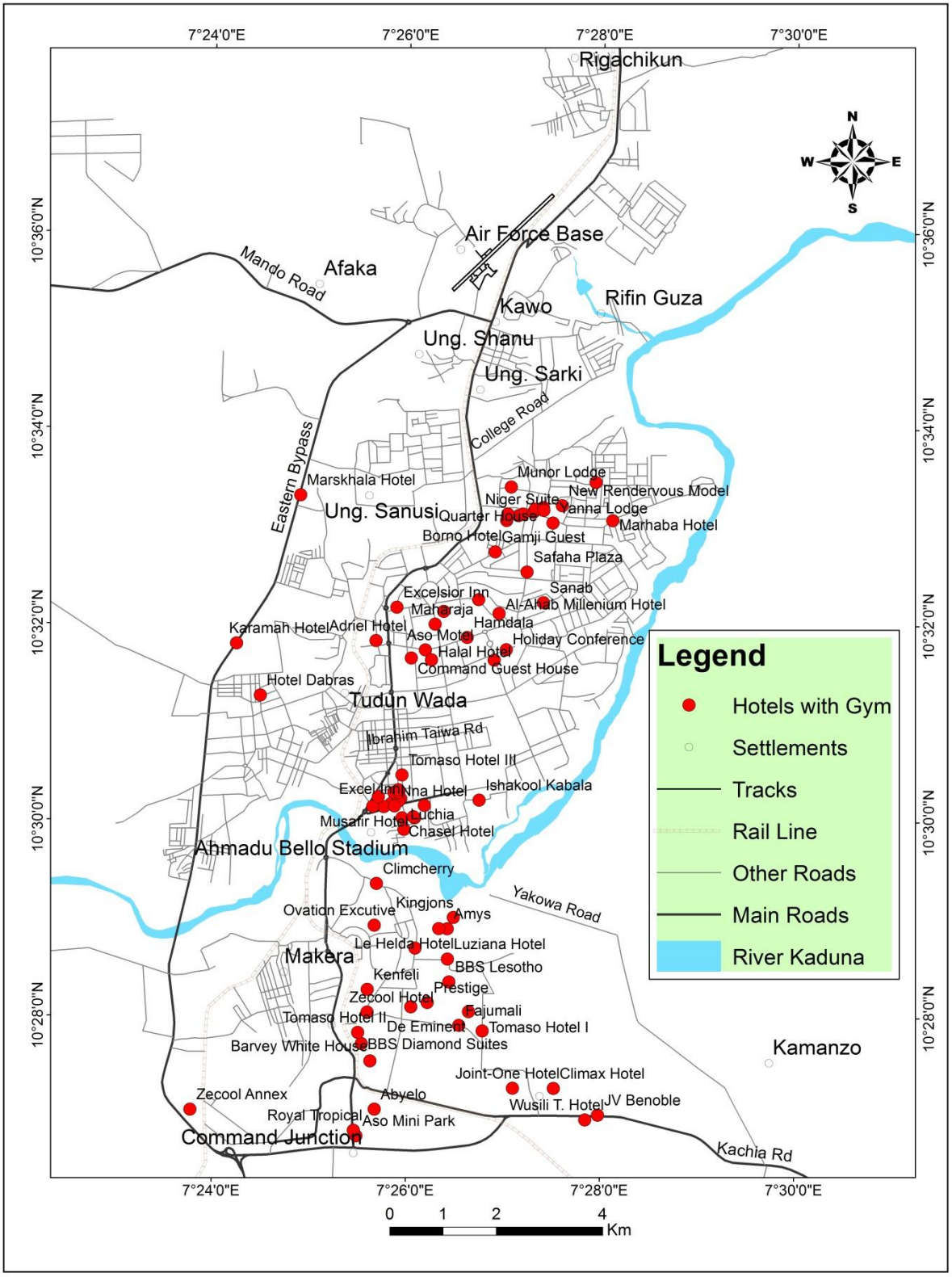


Figure 4.5: Hotels that Provide Gym Facilities

Source: Author's Analysis, 2015

4.4.5 Hotels that Provide Swimming Pool

In Malali/UngwarRimi4.72% of the hotels provide swimming pool. 3.15% and 1.57% of the hotels in Barnawa and Doka respectively, provide swimming pool for their guests. Only 9.45% of the hotelsin the study area have swimming pools. This provides a source of recreation for both resident guests and people accommodated elsewhere. The weather in the metropolis is usually very hot at particular times of the year and so these swimming pools help both resident and non-resident guests to cope with the heat.

Table 4.8: Hotels that Provide Swimming Pool

Clusters	No. of Hotels with Swimming pool	Percentage	Number of Hotels Surveyed	Percentage
Barnawa	4	3.15	34	26.77
Doka	2	1.57	23	18.11
KurminMashi/Goningora	0	0.00	26	20.47
Sabo/Mahuta	0	0.00	10	7.87
Malali/UngwarRimi	6	4.72	34	26.77
Kakuri	0	0.00	0	0.00
Kawo/Mando	0	0.00	0	0.00
Total	12	9.45	127	100.00

Source: Field Survey, 2015

Swimming pools are rarely built by hotels in the metropolis because the society frowns at any exposure of the body in public places. Secondly, the cost of constructing one is relatively high and the needed expertise for the constructing of swimming pools is not common in the area.

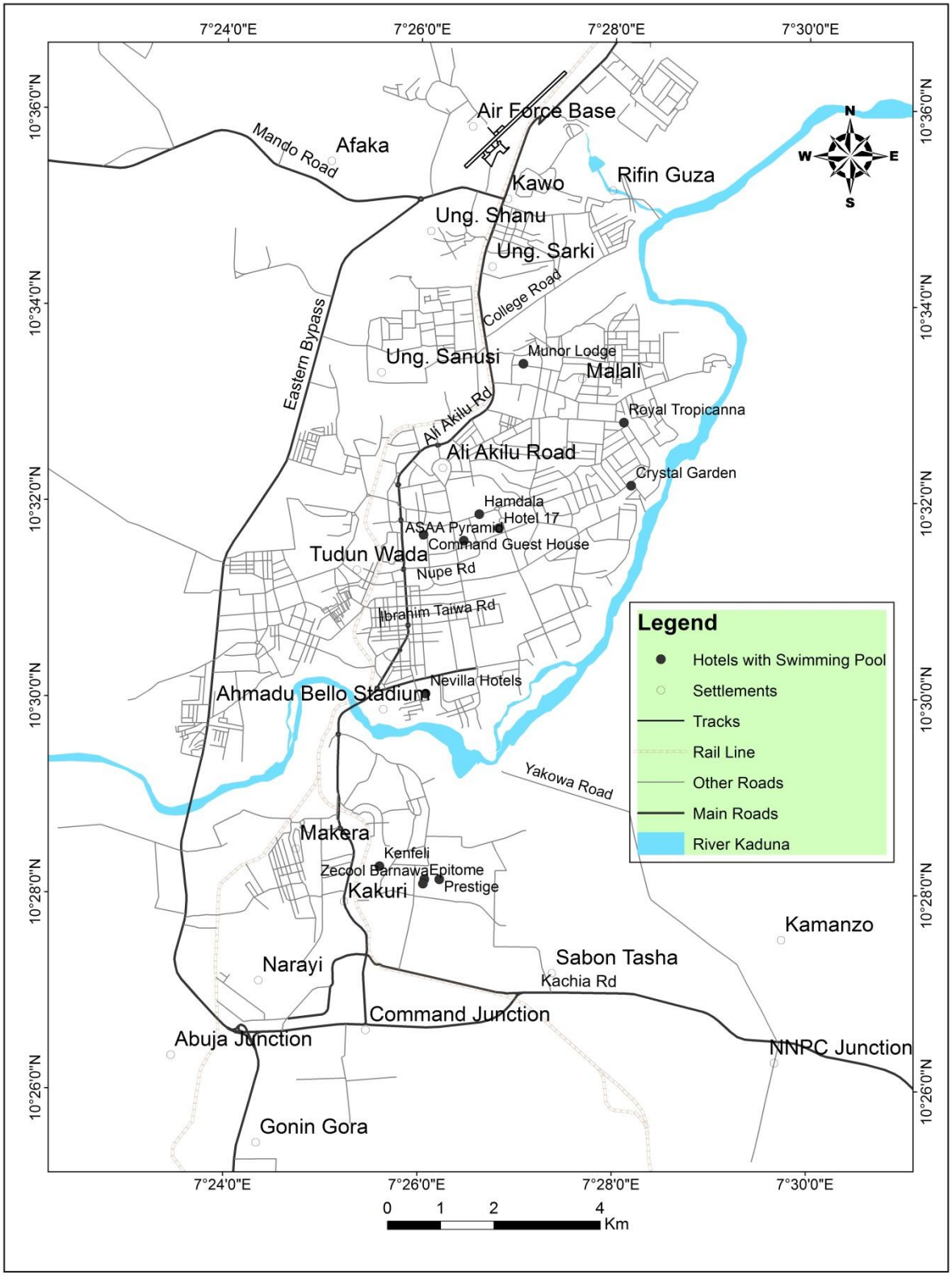


Figure 4.6: Hotels that Provide Swimming Pool

Source: Author's Analysis, 2015

4.4.6 Hotels that Provide Conference Halls

Meetings are a crucial part of business. Hotels therefore provide meeting facilities for their guests so that the hotel can serve as "one stop shop" for the guests. 12.60% of the hotels in Malali/UngwarRimi and 9.45% of the hotels in Barnawa provide meeting facilities. In KurminMashi/Goningora only 1.57% of the hotels provide meeting facilities. A total of 32.28% of hotels in the study area have conference halls. These facilities are provided to ease the problems of guests and prevent them from having to accommodate themselves in one hotel and attend meetings or conferences in another place.

Table 4.9: Hotels that Provide Conference Halls

Clusters	No. of Hotels with Conference	Percentage	Number of Hotels Surveyed	Percentage
Barnawa	12	9.45	34	26.77
Doka	8	6.30	23	18.11
KurminMashi/Goningora	2	1.57	26	20.47
Sabo/Mahuta	3	2.36	10	7.87
Malali/UngwarRimi	16	12.60	34	26.77
Kakuri	0	0.00	0	0.00
Kawo/Mando	0	0.00	0	0.00
Total	41	32.28	127	100.00

Source: Field Survey, 2015

The number of hotels that provide this service is relatively high because it helps increase the income that accrues to the hoteliers

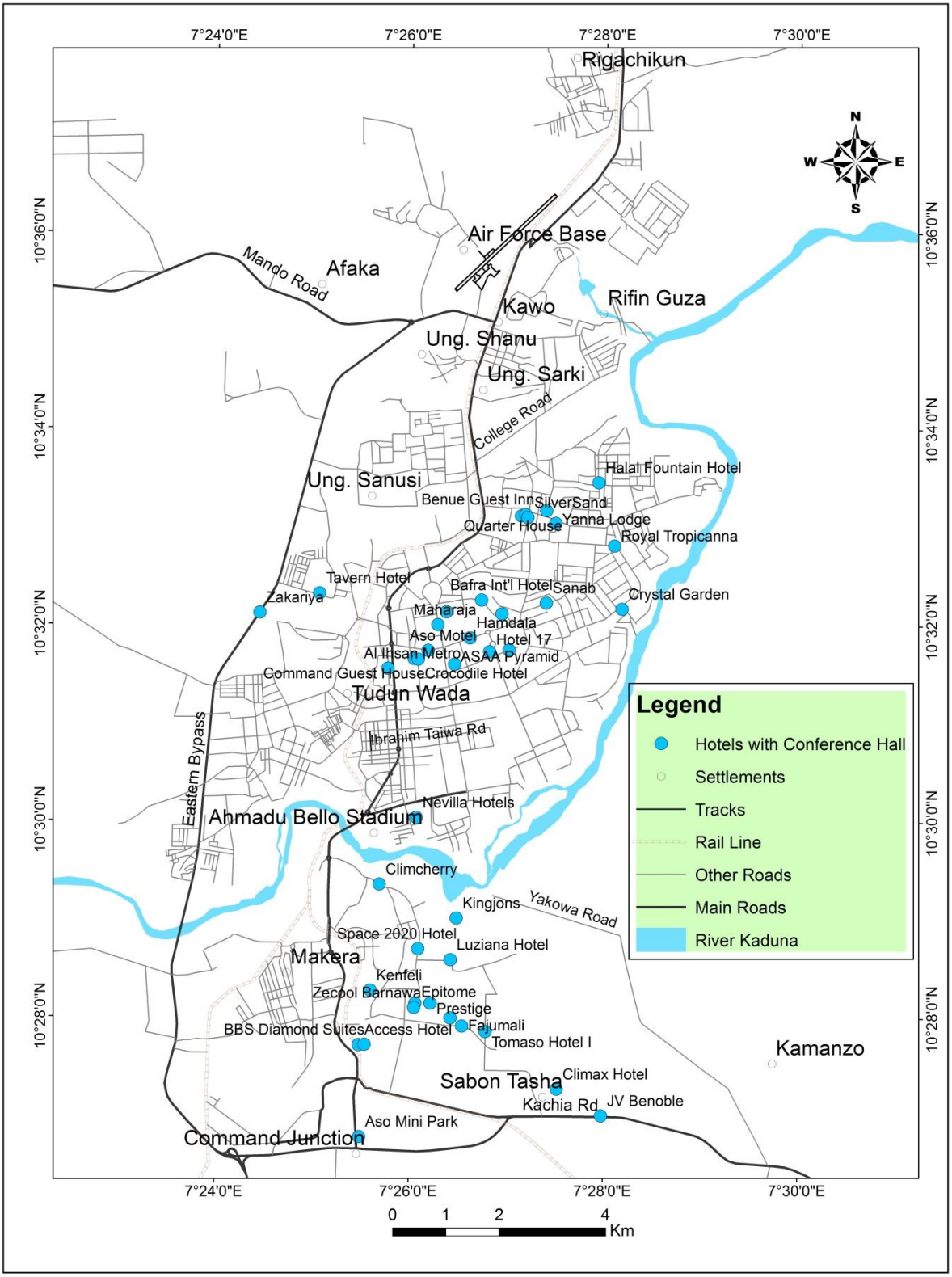


Figure 4.7: Hotels that Provide ConferenceHalls

Source: Author's Analysis, 2015

4.4.7 Hotels that Provide Car Hire Services

The results show that 4.72% of the hotels that provide car hire services in the metropolis are found in the Malali/UngwarRimi cluster. The other 1.57%are found in Barnawa. Only 6.30% of hotels in the study area provide car hire services. Hotels in other sectors of the metropolis do not provide this service. Car hire service is provided for guests because a large number of them do not travel with their cars and will need some form of transportation as they go about their businesses in the metropolis.

Table 4.10: Hotels that Provide Car Hire Services

Clusters	No. of Hotels with Car Hire Services	Percentage	Number of Hotels Surveyed	Percentage
Barnawa	2	1.57	34	26.77
Doka	0	0.00	23	18.11
KurminMashi/Goningora	0	0.00	26	20.47
Sabo/Mahuta	0	0.00	10	7.87
Malali/UngwarRimi	6	4.72	34	26.77
Kakuri	0	0.00	0	0.00
Kawo/Mando	0	0.00	0	0.00
Total	8	6.30	127	100.00

Source: Field Survey, 2015

Provision of car hire services is not very popular here because it increases the cost of doing business. Drivers will have to be employed and the cars will need regular fueling and maintenance services which will cost additional expenses to the hotel management.

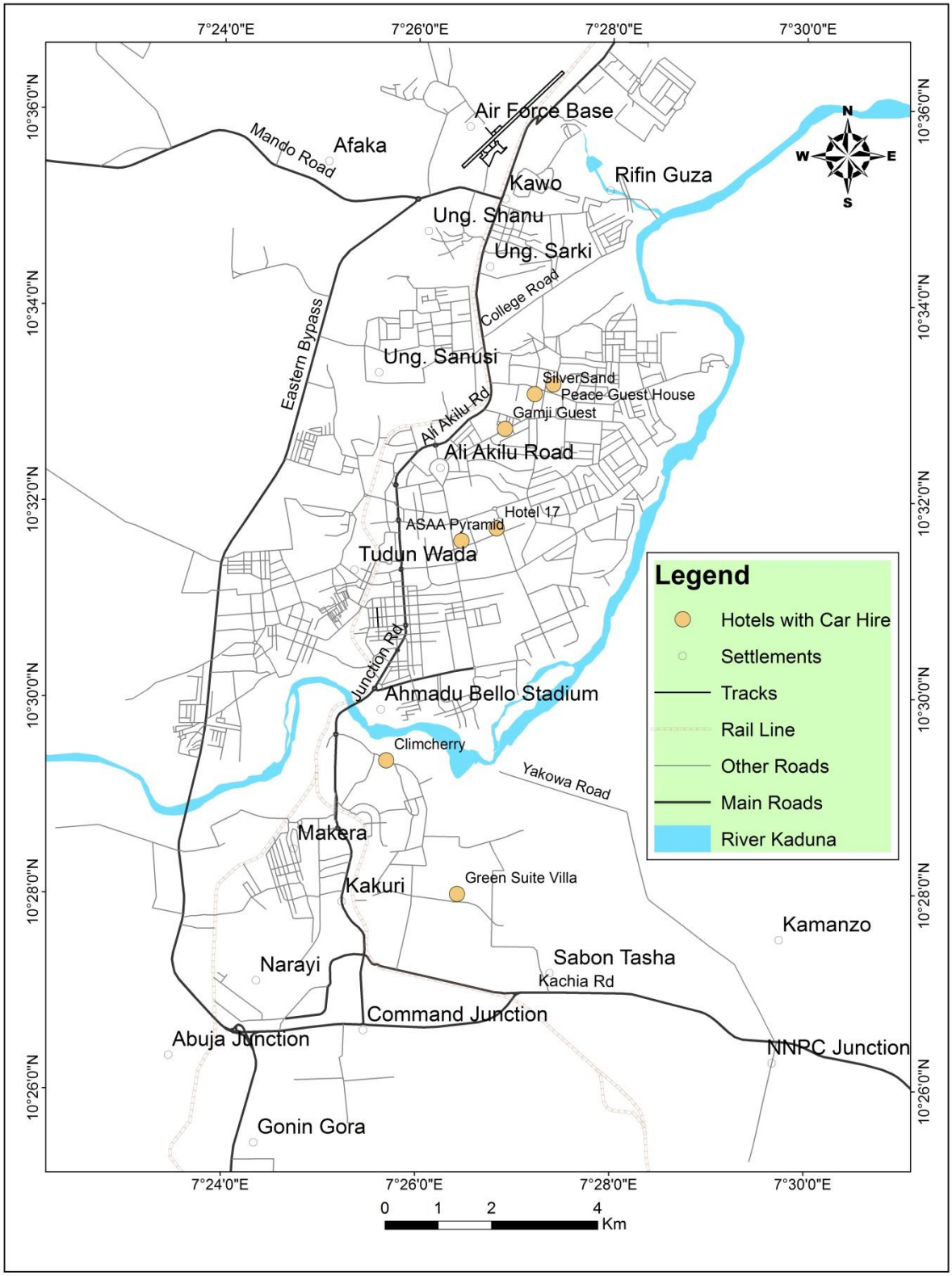


Figure 4.8: Hotels that Provide Car Hire Services

Source: Author's Analysis, 2015

4.4.8 Hotels with Restaurants in their Premises

All the hotels in the metropolis provide food for their residenthouse guests while some provide for those who are non-resident guests of the hotel. Guests are often visitors in a place and therefore require places where they can get something to eat without having to go through so much trouble. Hotels come in handy in such situations because they provide food needed by guests for a token. It can be seen that all the restaurants surveyed in the area have a restaurant in their premises. Since these restaurants are expected to service both resident and non-resident guests, they are likely to raise the income of the hotelier. The hoteliers are therefore encouraged to provide this service.

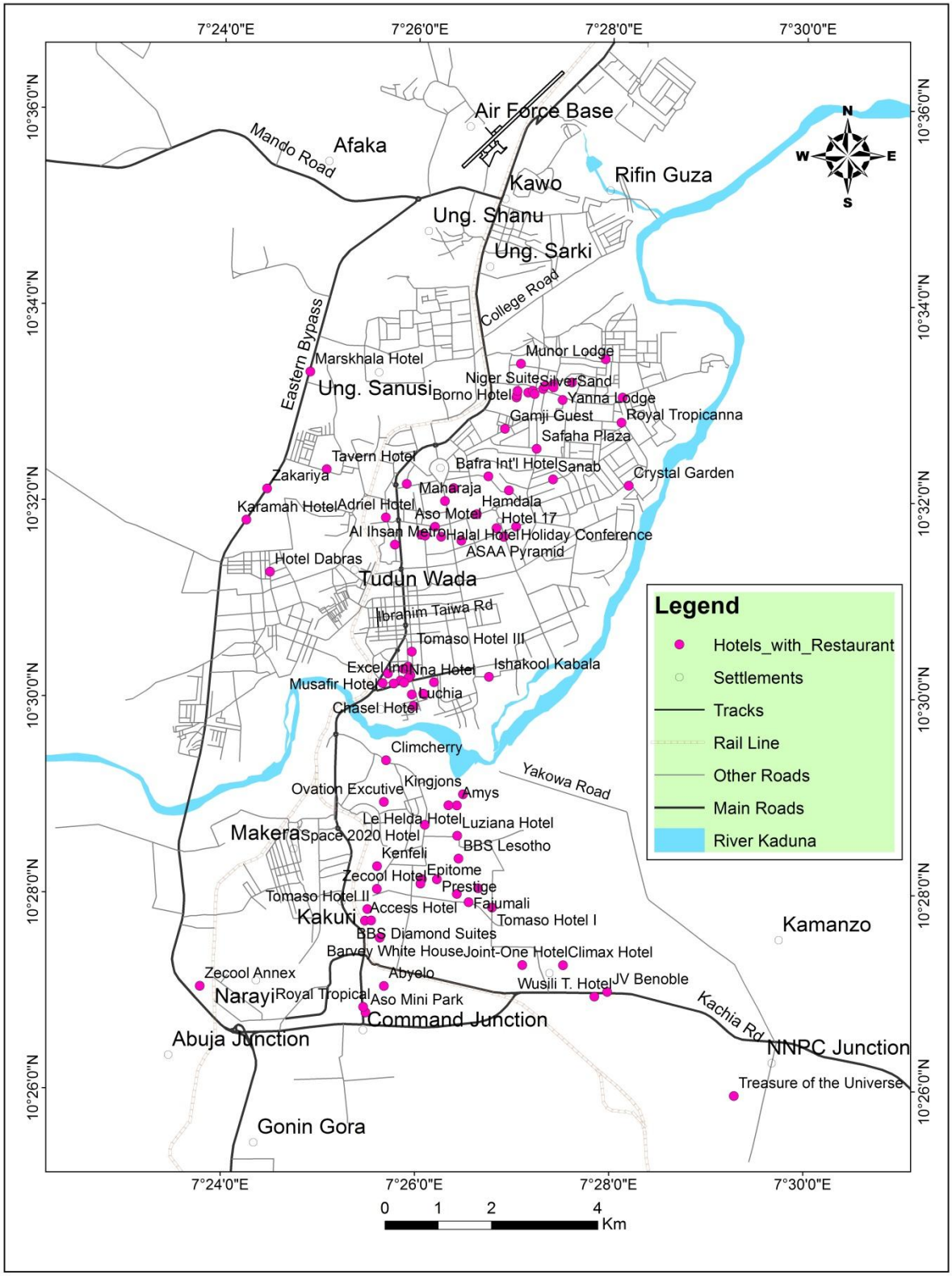


Figure 4.9: Hotels that have Restaurants

Source: Author's Analysis, 2015

4.4.9 Room Rates of Hotels in the Area

The room rates of the hotels differ according to the hotel and the services they offer. The rates range from 2,300 Naira to 143,000 Naira. This disparity can be traced to the fact that the people coming into the metropolis do not have the same spendingpower; some are able to afford hotels with relatively high prices while others are just looking for a place to accommodate them.Therefore, there is a need to provide accommodation that guests of different social classes can afford.

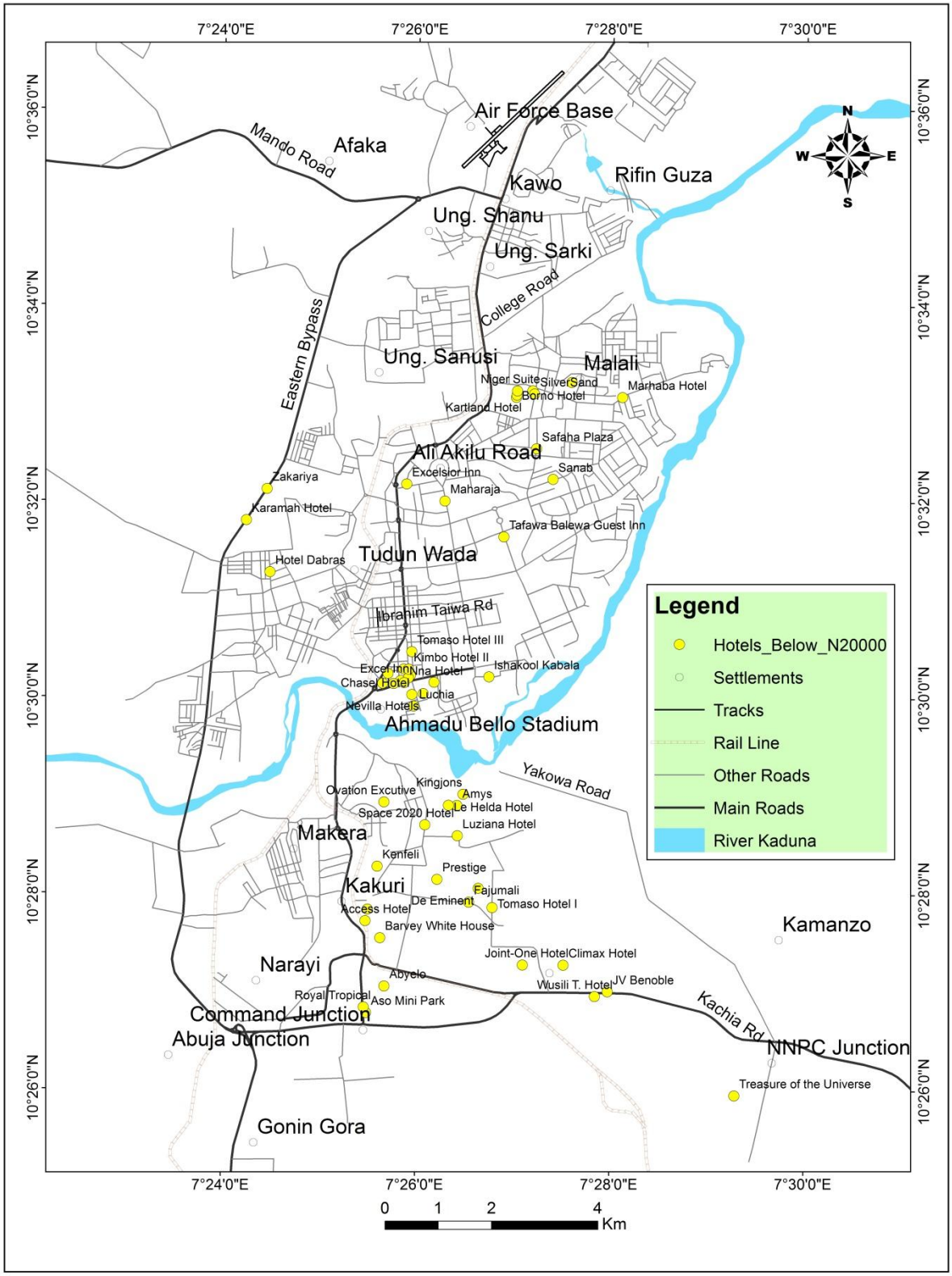


Figure: 4.10: Hotels with Rooms below N20, 000

Source: Author's Analysis, 2015

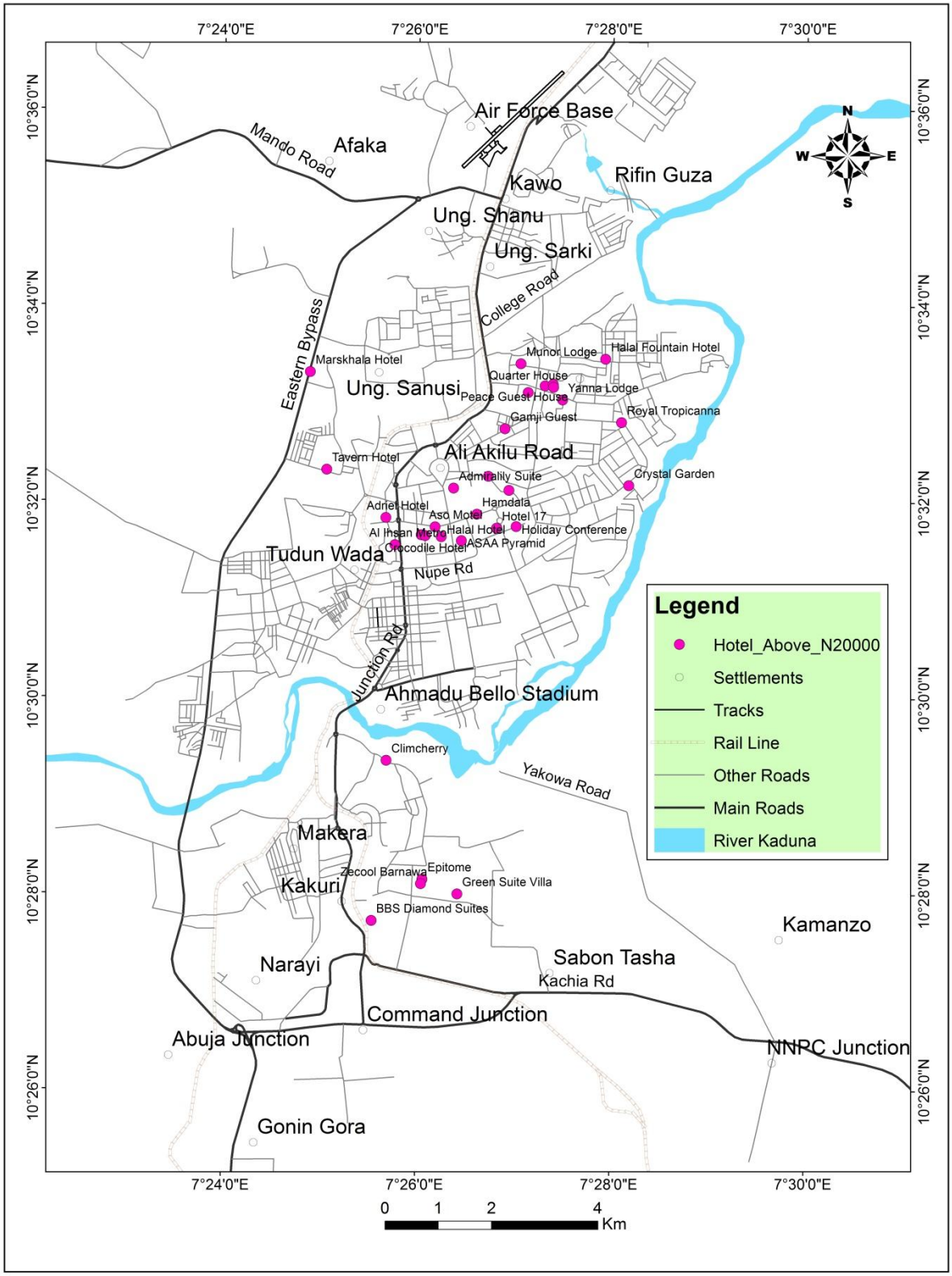


Figure: 4.11: Hotels with Rooms above N20, 000

Source: Author's Analysis, 2015

From the discovery made based on the services provided by the hotels, it can be inferred that services such as conference halls and restaurants that generate money are being provided by many hotels but services that result in the hotels accruing some expenses are few and far between. It therefore implies that services are often provided based on how much profit they can bring to the hotelier.

CHAPTER FIVE:SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 Introduction

This chapter presents a summary of what was done in the course of this research, the conclusions reached as well as some recommendations based on the observations made in this study.

5.2 Summary of Findings

This study was carried out to investigate the spatial distribution and service delivery of hotels in Kaduna metropolis. Four research questions were formulated to guide the study among which is where the hotels are located, what the pattern of distribution is and what are the services provided by these hotels and the proximity of the hotels to banks, offices etc.

After the analysis, it was foundthat areas like Kakuri and Kawo the metropolis did not have any registered hotel located in them. It was also revealed that hotels in the metropolis cluster in areas that have easy access to the central business district of the city. Also worthy of note is the fact that the research showed that 44.1 % of the hotels in the area fall in the 1 star category while there wasn't any hotel in the area that qualified to be rated as 4 or 5 star.

5.3 Conclusion and Implications

This study observes that majority of the sectors of the metropolis have a number of registered hotels located in them. The number of hotels in one area differs from that of other areas. It is worthy of note that the metropolis does not have a single hotel in the 4 and 5 star categories. This means they do not provide the services that guest require and they do not meet the international standards for hotels.It is therefore safe to accept Amadi's (2008) postulation which states that there are few internationally recognized hotels in Nigeria. The results further reveal that the pattern of distribution of hotels in the metropolis is clustered. Again, this agrees with Urtasun&Guiterez (2006) who stated that hotels cluster around other hotels to gain significant positive influence in hotel efficiency.

It is not always easy to distinguish between hotels of different star categories. This is because, some hotels are categorized in a lower category but may provide one or more facilities expected of hotels with a higher rating. More so,the difference between one hotel and the other may be in the intangible services offered by one of them. Therefore, the grading might be difficult to achieve because not all the hoteliers are willing to answer questions concerning their business.Some hotels meet standards for grading in a particular class but fall short of meeting just one of the requirements. For example, a hotel in the three star category is, among other things, expected to have a well-stocked bar. But in this Kaduna State, people have strong connections to their religious beliefs and may not tolerate the sale of alcohol on their premises. Obtaining the necessary permission to inspect the rooms is almost impossible, and therefore, facilities like bathroom plumbing and services like thequality of bed sheets, the cuisines prepared and the general ambience of the letting rooms are left to the imaginations of the researcher.

The implication of these findings is that conferences, sporting events and cultural celebrations might not be held in the metropolis due to the limited provision of basic services and facilities by the hotels in the area. This may result in the loss of jobs and much needed income that will help boost the economy of the state.

5.4 Recommendations

From the findings of the study, the following recommendations were made;

1. Government should encourage investors to invest in the hospitality industry owing to the fact that the metropolis is without a single hotel in the four and five star categories.
2. The state government should reserve pieces of land in all sectors of the metropolis and allocate strictly to those who are interested in investing in the hospitality industry.

3. Government should upgrade infrastructure in the metropolis because it has a direct bearing on the sustenance of the hospitality industry.

4. Hoteliers who already have hotels should endeavor to upgrade their services so that they can compete with other international brands.

5. The state's ministry of Arts and Culture should embark on regular monitoring and evaluation campaign to ensure that hotels are duly registered and maintain the standards expected of them.

6. A minimum standard should be set for hoteliers who desire to operate in the metropolis and the rules followed strictly. This will prevent the registration of hotels that fail to meet the minimum requirements.

For further study, researchers can:

1. perform the same study in other important towns of the state or other parts of the country.
2. attempt to establish the relationship between the services provided and the hotel rates.
3. carryout a trend analysis to see the changes in the hotel patterns in the area.
4. investigate the level of patronage of the hotels (in view of their services and their variations).

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Appendix I: Interview Guide

1) Does your hotel have a restaurant on the premises? If yes. Do you provide services to guests from outside?
2) Does your hotel have a meeting or conference room?
3) Does your hotel provide a gym?
4) Do you have a swimming pool?
5) How many rooms do you have?
6) What is the price range for the rooms?
7) Do you provide internet services for your guests?
8) Do you provide car hire services for your guests?
9) Do you provide 24 hour room service
10) Do you have a bar on the premises?
11) Are your bathrooms ensuit?

Appendix II: Hotels Location and Services Provided

S/No	Name of Hotel/Guest House	Lat	Long	Address	Number of Rooms	Restaurant/ Lounge On Premises	Room Rates	Indoor/ Outdoor Pool	Car Hire Service	Exercise Facilities	Meeting Facilities	Internet Access/ Data Post
1	Hamdala Hotel	10.53117	7.443528	No.26 Muhammadu Buhari Way, Kaduna	205 Rooms	Yes	Studio Suite-₦14,950 Special Luxury-₦14,663 Chalet-₦19,550 Executive Suite ₦31,050 Luxury Double ₦10,350 Presidential Suite ₦69,000	Yes	No	No	Yes	Yes
2	One United Nigeria	10.50481	7.431083	N. 11 Muri Road, Kaduna	32 Rooms	Yes	Suite-₦4500 Double Room-₦3500 Standard Room -₦3000	No	No	No	No	No
3	Fejeco Guest Inn	10.48164	7.440333	Nj. 5 Junction Road, Kaduna	11 Rooms	Yes	Luxury Room-₦3500 Executive Room-₦ 2300	No	No	No	No	No

4	Marhaba Hotel	10.55111	7.468444	Nj.3 Junction Road , Kaduna	12 Rooms	Yes	Business Suite-₦ 4600 Luxury Suite-₦ 5200	No	No	No	No	No
5	Mussafir Hotel	10.50239	7.427472	Nl.15 Constitution Road, Kaduna	48 Rooms	Yes	Single Room-₦ 3600 Standard Room-₦ 4000 Suite-₦7000	No	No	No	No	No
6	Hotel Flamingo	10.50233	7.429361	Nl.28 Constitution Road, Kaduna	23 Rooms	Yes	Luxury Double-₦ 4500 Standard Double-₦4100	No	No	No	No	Yes
7	Excel Inn	10.50286	7.430583	Nn.23 Constitution Road, Kaduna	18 Rooms	Yes	Double-₦4600 Suite-₦8050	No	No	No	No	No
8	Kimbo Hotel	10.50331	7.431889	Nn.25 Constitution Road, Kaduna	34 Rooms	Yes	Standard Room-₦ 5500 Single Room-₦ 5000	No	No	No	No	No
9	Kimbo Hotel	10.50331	7.431889	Nn.26 Constitution Road, Kaduna	25 Rooms	Yes	Single Room-₦ 3500 Double Room-₦ 4000	No	No	No	No	No

10	Nna Hotels	10.50247	7.431167	No.4/5 Block A, Constitution Road	30 Rooms	Yes	Nna Single-₦ 3450 Standard Room -₦ 5175 Executive Standard ₦ 5750 Double- ₦ 6900 Executive Double- ₦ 7475 Executive Suite- ₦9315	No	No	No	No	No
11	De Nevilla Hotels	10.50064	7.434444	Plot 3/4 AbubakarKigo Road New Ext. Kaduna	65 Rooms	Yes	Standard Suites-₦ 8500 Double Suite- ₦9000 Executive Suite 13,000 Royal Suite- ₦18,000	Yes	No	No	Yes	Yes
12	Aso Motel Ltd	10.529	7.436361	14 Muhammadu Buhari Way, Kaduna	70 Rooms	Yes	Standard Double- ₦12,650 Luxury Double- ₦14,950 Chalet- ₦17,250 Studio	No	No	No	Yes	Yes

							Room 18,400 Royal Suite-₦ 24,150 Pent House-₦36,800					
13	Luziana Hotels Ltd	10.4765	7.440417	Ah. 11/12 Luchia Close, Off Kigo Road New Extention, Kaduna	38 Rooms	Yes	Standard Room- ₦ 7,500 Luxury Room- ₦ 9,500 Presidentia l Suite-₦15000	No	No	No	Yes	No
14	Chasel Hotel	10.50047	7.4325	B.14 Kigo Road, New Extension, Kaduna	7 Rooms	No	Business Suite-₦ 5000 Standard Suite-₦ 4000	No	No	No	No	No
15	Chasel Hotel	10.50403	7.428449	No.6 Egypt Road, Barnawa, Kaduna	12 Rooms	Yes	Suite-₦ 5000 Standard Double-₦ 4000	No	No	No	No	No
16	Luchia Hotel	10.4985	7.432833	Egypt Road, Barnawa Kaduna	12 Rooms.	Yes	Standard Double-₦ 4000	No	No	No	No	No

17	Hotel 17	10.52896	7.446992	No. 6 TafawaBalewa Way/ Lafiya Road	60 Rooms	Yes	Standard Room- ₦12,870 Studio Room-₦20,475 Superior Double-₦22,815 Luxury Room 24,570 Executive Double-₦29,250 Crystal Suites-₦35,100 Diplomatic Suites-₦43,875 Presidential Suites-₦93,600	Yes	Yes	Yes	Yes	Yes
18	Budget Master Hotel	10.50372	7.43225	Nn 15 AbubakarKigo Road, Off Constitution Road, Kaduna	36 Rooms	Yes	Budget Room ₦4,500 Standard Room-₦5000	No	No	No	No	No
19	Royal Tropicana Hotel	10.54686	7.468278	72 A & B IsahKaita Road, Malali, Kaduna	65 Rooms	Yes	Standard Deluxe-₦17,250 Royal Room-₦19,550 Luxury Room-₦	Yes	No	Yes	Yes	Yes

							20,700 Luxury Suite-₦ 30,475 Duplex-₦40,250 Presidential Suite-₦103,500					
20	Crystal Garden Hotel	10.53614	7.469583	103 Isa Kaita Road, Kaduna	50 Rooms	Yes	Double Deluxe-₦14, 944.25 Royal Studio-₦ 19,550 Luxury Studio-₦ 23,805. Luxury Vip Suite-₦37,030 Vip Suite-₦50,255 Presidential Suite-₦64,802.50	Yes	No	Yes	Yes	Yes
21	Maharaja Hotel	10.53339	7.469583	No.1 Independence Way, Kaduna	40 Rooms	Yes	Double Room-₦5,200 Business Suite-₦7500 Deluxe Suite-₦6,900 Royal	No	No	No	Yes	No

							Suite-₦ 8,950 Presidential Suite-₦13,000					
22	Carlton Millenium Resort Hotels Ltd	10.50334	7.466306	No.1 Yahaya Imam Road, By Rabah Road, MalaliGra, Kaduna	41 Rooms	Yes	Tourist-₦ 9,200 Deluxe-₦ 10,000 Executive-₦ 15,000 Standard Suite 20,700 Business Suite23,000 Carlton Suite-₦46,000	No	No	No	No	No
23	TafawaBalewa Guest Inn	10.52733	7.448194	No.10 TafawaBalewaG.R.A, Kaduna	24 Rooms	Yes	Business Suite-₦10,350 Luxury Suite-₦11,500 Executive Suite-₦12,650	No	No	No	No	No
24	Sanab Hotel	10.53714	7.456583	Lamido Road, Kaduna	18 Rooms	Yes	Deluxe-₦16,790 Luxury Double-₦18,400 Executive-₦22,425 Diplomatic Suite-	No	No	No	Yes	Yes

							₦28,750 Ambasadorial Suite-₦40,250					
25	Holiday Conference Hotel	10.5291	7.450418	No.2/16 Kufena Road, Off TafawaBalewa Way, Kaduna	32 Rooms	Yes	Classic Room-₦9,200 Superior Room-₦12,650 Deluxe Suite-₦14,950 Kufena Suite-₦17,250 Holiday Suite-₦23,000	No	No	No	Yes	No
26	Al-Ahab Millenium Hotels Ltd	10.53525	7.449	23a Yakubu Avenue (Gra) Off Alkali Road, Kaduna	19 Rooms	Yes	Standard-₦13,800 Deluxe-₦17,250 Classic-₦23,000 Royal-₦26,450 Business Suites-₦28,750 Executive Suite-₦34,500 Presidential Suite-₦48,300	No	No	No	Yes	No

27	Ba Fra International Hotels Ltd	10.53761	7.445472	11b Yakubu Avenue, Kaduna	39 Rooms	Yes	Standard Room-₦16,900 Luxury Room-₦19,900 Super Deluxe-₦25,900 Royal Suite-₦27,850 Business Suite-₦30,000 Executive Suite-₦33,500 Exclusive Suite-₦38,500 Bafra Suite-₦45,000	No	No	No	Yes	Yes
28	Excelsior Inn	10.53625	7.431444	2/7 BubaYaro Street Off Dendo Road, Kaduna	22 Rooms	Yes	Excelsior Room-₦13,225 America Room-₦13,225 China Room-₦7,533 Purim Room-₦8,625 French Room-	No	No	No	No	No

							₦8,625 Gilgal Room- ₦8625 Kada Room- ₦8,625 British Room- ₦10,183 Italian Room- ₦10,183 Dividend Room- ₦12,563.75 Nigeria Room 12,563.75 Hong Kong Room- ₦7,532 German Room- ₦7,532					
29	Access Hotel Annex	10.50258	7.436306	Stephen Shekari Road, Barnawa - Kaduna	22 Rooms	Yes	Standard Room- ₦6000 Superior Double- ₦9,775 Deluxe- ₦12,000	No	No	No	No	No

30	Ishakool Hotel	10.50353	7.445722	Kd. 10 Kabala Doki East, Behind Customs Hqtrs, Kaduna	27 Rooms	Yes	Deluxe Luxury Double-₦6000 Luxury Standard Single-₦4,500 Standard Economic Single-₦4000 Economic Single-₦3,500	No	No	No	No	No
31	Command Guest House	10.52764	7.433972	No.10 Muhammadu Buhari Way, Kaduna	43 Rooms	Yes	Standard Room-₦9,775 Superior Room-₦10,350 Diplomatic Room-₦19,550 Royal Suite-₦22,482.50 Villa Suite-₦27,600 Presidential Suite-₦29,785	Yes	No	No	Yes	Yes

32	Asaa Pyramid Hotel	10.52667	7.440889	No.13 Lafiya Road, Kaduna	149 Rooms	Yes	Super Deluxe-₦18,600 Studio Rooms-₦23,200 Executive Suites-₦41,400 Ambasadorial Suites-₦50,200 Royal Suites-₦62,900 Presidential Suite-₦98,500	Yes	Yes	Yes	Yes	Yes
33	Crocodile Hotel	10.5275	7.434667	7b Kanta Road, Kaduna	30 Rooms	Yes	Presidential Suite-₦64,000 Double Suite-₦27,000 Studio-₦23,750 Standard Room-₦20,000	No	No	Yes	Yes	Yes
34	Access International House	10.462	7.424667	Plot 3/4 Negic Close Off Constitution Road, Kaduna	42 Rooms	Yes	Standard Room-₦11,500 Superior Double-₦15,525 Deluxe 17,825 Studio	No	No	Yes	Yes	Yes

							Room-₦19,550 Luxury Suite-₦28,750 Presidential Suite-₦34,500					
35	Adriel Hotel	10.53056	7.427889	No.4 Bank Road, Kaduna	25 Rooms	Yes	Luxury Suite-₦17,850 Exclusive Suites-₦35,000	No	No	No	No	Yes
36	Al-Ihsan Hotel	10.52594	7.429472	Plot B.12/14 Mogadishu City Centre, Behind Ahmadu Bello Way, Kaduna	66 Rooms	Yes	Standard Room-₦10,500 Executive Suite-₦13,500 Business Suite-₦27,500 Presidential Suite-₦51,500	No	No	Yes	Yes	Yes
37	Maskhala Hotel	10.55528	7.414806	13/14 NnamdiAzikiwe Express Bye-Pass, KurminMashi, Kaduna	14 Rooms	Yes	Standard Room-₦6,900 Studio Room-₦8,625 Super Deluxe -₦8,625 Executive Suite-₦10,350	No	No	No	No	No

							Diplomatic Suite- ₦17,250 Ambasadorial Suite- ₦23,000					

38	Zakariya Prestigious Hotel	10.53539	7.407472	NnamdiAzikiwe Express Bye- Pass Badiko, Kaduna	48 Rooms	Yes	Double Standard-₦5,000 Prestigious Luxury-₦7000	No	No	Yes	Yes	Yes
39	Karama Hotel	10.53006	7.403944	Hh.17 NnamdiAzikiwe Bye-Pass, UngwanSanusi, Kaduna	24 Rooms	Yes	Single Room-₦3,000 Double Room Without Ac-₦3,500 Double Room With Ac-₦5000	No	No	No	No	No
40	Hotel Dabras	10.52122	7.408056	Aj.11 Gamagira Road, Tudun Wada, Kaduna	24 Rooms	Yes	Single Room-₦4,000 Double Room-₦5,000	No	No	No	No	No
41	Tavern Hotel	10.53869	7.417694	Plot 30 Gwamna Road, Off College Road, Kurmin -MashiG.R.A, Kaduna	48 Rooms	Yes	Single Room-₦6,325 Studio Room-₦8,625 Executive Room-₦9,200 Royal Studio-₦10,500 Luxury Double-₦13,800 Business Suite-₦23,000 Presidential Suite-₦26,450	No	No	Yes	Yes	No
42	Tomaso Guest House	10.46431	7.446444	No.55 Bumudin Close, Narayi High-Cost, Kaduna	16 Rooms	Yes	Single Room-₦3,675	No	No	No	Yes	No
43	Tomaso Guest House	10.46393	7.425208	No. Dd8a Zambia Crescent, Barnawa Low-Cost, Kaduna		Yes	Single Room-₦3000 Double Room-₦4,000	No	No	No	No	No
44	Bbs Diamond Suites	10.46206	7.425694	No.2 TankoTete Crescent, Off Gwari Avenue, BarnawaGra, Kaduna	21 Rooms	Yes	Chalet-₦6,900 Standard Double-₦8,050 Luxury Suite-₦9,200 Executive Suite-₦10,925 Royal Suite-₦23,000 Pent House-₦23,000 Presidential Suite-₦26,450	No	No	No	Yes	Yes

45	Bbs Diamond Suites Annex	10.47261	7.40667	11/13 Lesotho Road, Barnawa, Kaduna	14 Rooms	Yes		No	No	No	No	No
46	De Eminent Hotel Ltd	10.46758	7.444056	Plot 30/31 Soba Road, Barnawa, High-Cost, Kaduna	19 Rooms	Yes	Diamond-₦9,200 Gold-₦7,475 Silver-₦6,325	No	No	No	No	No
47	Le Helda Palace Hotel	10.48167	7.438889	No.28 Yusuf Aliyu Street, BarnawaG.R.A, Kaduna	21 Rooms	Yes	Chalet-₦5,000 Super Deluxe-₦6,900 Luxury Suite-₦8,900 Executive Suite-₦9,900 Le Helda Corporate Suite-₦11,900	No	No	No	No	No
48	Kingjons Palace Hotel	10.48356	7.441389	Ash One By Yusuf Aliyu Street, Barnawa, Kaduna	10 Rooms	Yes	Single Room-₦3,000	No	No	No	Yes	No
49	Asoh Mini Park Hotel	10.44639	7.424833	No.21 Yusuf Aliya Street, Barnawa, Kaduna	21 Rooms	Yes	Single Room-₦3,500 Double Room-₦4,000	No	No	No	Yes	No
50	Space 2020 Hotel	10.47833	7.434833	Ax.3 AliyuMakama Road, Barnawa, Kaduna	27 Rooms	Yes	Standard Room-₦5000 Budget Room-₦4,500	No	No	No	Yes	No
51	Tomaso Guest House	10.50763	7.431985	No. 60 Angola Crescent, Barnawa Low-Cost, Kaduna	17 Rooms	Yes	Classic Room-₦3,150 Executive Room-₦5,000 Deluxe Suite-₦10,000	No	No	No	No	No
52	Barvey White House Hotel	10.45911	7.427194	No.12 Stephen RijoShekari Road, Off Gwari Avenue, Barnawa, Kaduna	12 Rooms	Yes	Double Room-₦12,800 Standard Room10,800	No	No	No	No	No

53	Kenfeli International Palm Beach Hotel	10.47128	7.426667	No.11/12 Busa Close Off Gwari Avenue, Barnawa, Kaduna	36 Rooms	Yes	Deluxe-₦5,000 Super Deluxe-₦5,500 Executive-₦6,500 Superior Executive-₦7,000 Angel Royal-₦10,000 Fiath Royal-₦12,000 Suite-₦10,000 F	Yes	No	No	Yes	No
54	Ovation Executive Hotel	10.48219	7.427806	No.25 Gongola Road, Off Chalawa Crescent, Barnawa, Kaduna	17 Rooms	Yes	Studio Room-₦3,000 Mini-Standard-₦3,500 Standard Room-₦4,000 Executive Suite-₦6,000	No	No	No	No	No
55	Fajumali Guest House	10.46522	7.442417	No.11 Mayere Road, BarnawaHighcost, Kaduna	28 Rooms	Yes	Chalet-₦4,000 Luxury-₦5,600 Executive Room-₦6,000	No	No	No	Yes	No
56	Zecool Hotels Ltd	10.46522	7.434167	No.3 Zecool Crescent, Barnawa Kaduna	95 Rooms	Yes	Studio Room-₦6,000 Luxury Room-₦8,550 Executive Business Room-₦10,100 Executive Vip Room-₦13,800 Executive Business Suite-₦21,000 Executive Suite-₦15,000 King Suite-₦17,500 Zecool Royal-₦25,500 Presidential Suite-₦70,000	Yes	No	No	Yes	Yes
57	Joint One Hotel Ltd	10.45458	7.451694	No.2/7 Joint One Close, Off Chikun Road, Sabon Tasha, Kaduna	20 Rooms	Yes	Single Room-₦2,700 Luxury Room-₦4,500 Double Room-₦3,450	No	No	No	No	No

58	Climax Hotel Ltd	10.45458	7.458694	18/21 Kunai Street, Sabon Tasha, Kaduna	33 Rooms	Yes	Standard Room-₦4,500 Double Room-₦6,500 Single Room-3,500	No	No	No	Yes	No
59	JvBenoble Hotel Ltd	10.45008	7.466306	No.499 Kachia Road, UngwanBoro, Sabon Tasha, Kaduna	40 Rooms	Yes	Single Room-₦4,600 Double Room-₦5,500 Superior Room-₦7,500 Executive Room-₦6,500 Executive Suite-10,000 Royal Suite-₦12,000 Deluxe Suite-₦15,000	No	No	No	Yes	No
60	Wusili Tourist Hotel Ltd	10.44928	7.464111	No.19 Kunai/Wilson College Road, Sabon Tasha, Kaduna	14 Rooms	Yes	Standard Double-₦5,000 Superior Deluxe-₦6,500 Studio Deluxe-₦7,000 Executive Double-₦10,000 Royal Deluxe-₦12,000	No	No	No	No	No
61	Treasures Of The Universe Resort	10.4325	7.488111	Nnpc Road, Behind White Oil, Kaduna	14 Charlets	Yes	Chalets-₦8,000	No	No	Yes	Yes	No
62	Abyelo International Hotel	10.45092	7.427972	No.6/12 IshakuYari Road, Television, New Extension Kaduna	34 Rooms	Yes	Junior Suite-₦5,200 Senior Suite-₦7,300 Double Luxury-₦9,600	No	No	No	No	No
63	Royal Tropicana Hotel Ltd	10.44733	7.424417	No. 5 Kachia Road, Television, Kaduna	24 Rooms	Yes	Standard Room-₦4,000 Junior Suite-₦4,500 Luxury Suite-₦5,000 Senior Luxury-₦5,500 Senior Suite-₦6,500	No	No	No	No	No
64	Rabah Road Guest Inn & Suite	10.46206	7.425694	Rabah Road		Yes	Executive Single-₦6,900 Standard Room-₦9,200 Luxury Room-₦17,250	No	No	No	No	No

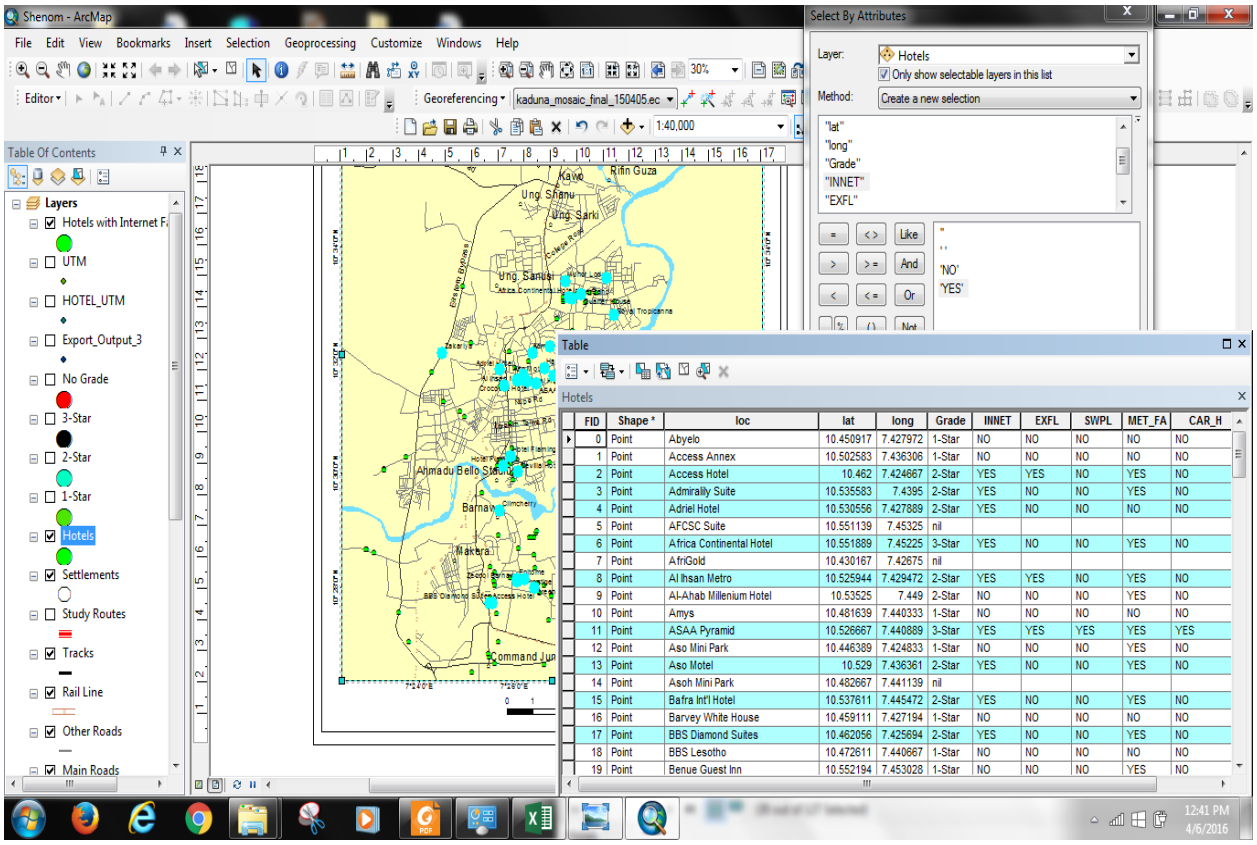
65	Halal Fountain Hotel	10.55761	7.465528	No.29 Rabah Road, P. O. Box 16003, Kaduna	32 Rooms	Yes	Luxury Double-₦9,7750 Deluxe Double-10,925 Business Suite-₦12,650 Diplomatic Suite-₦14,950 Luxury Suite-₦18,400 Royal Suite-₦29,325	No	No	No	Yes	Yes
66	Africa Continental Hotel	10.55189	7.45225	No. 2 Nagogo Road, Off Rabah Road, Kaduna	27 Rooms	Yes	Executive Room-₦23,000 Luxury Room-₦27,140 Kove Luxury-₦29,000 Ambassador Suite-₦39,375 Vip Suite-₦41,400 Royal Suites-₦37,375 Continental Suites-₦48,300 Presidential Suite-₦143,750	No	No	No	Yes	Yes
67	Palm View	10.55303	7.455139	No. 3 Nagogo Road, Off Rabah Road, P.O.Box 294, Kaduna	11 Rooms	Yes	Royal Suite-₦21,850 Luxury-₦18,400 Mini Suite-₦15,525 Deluxe Double-₦11,500 Luxury Double-₦9,200	No	No	No	No	No
68	Benue Guest House	10.55219	7.453028	No.17 Katuru Road, Behind Naf Club, UngwarSarki, Kaduna	32 Rooms	Yes	Luxury Single- ₦6,000 Standard-₦7,000 Luxury Double-₦8,000 Deluxe-₦10,000 Benue Suite-₦12,000 Bipcsuite-₦20,000	No	No	No	Yes	No
69	Borno Hotel	10.55106	7.450222	No.7 Marnona Road, Off Rabah Road, UngwarSarki, G.R.A, P.O. Box 1443, Kaduna	33 Rooms	Yes	Luxury Double-₦6,900 Business Suite-₦8,625 Security-₦11,500	No	No	No	No	No

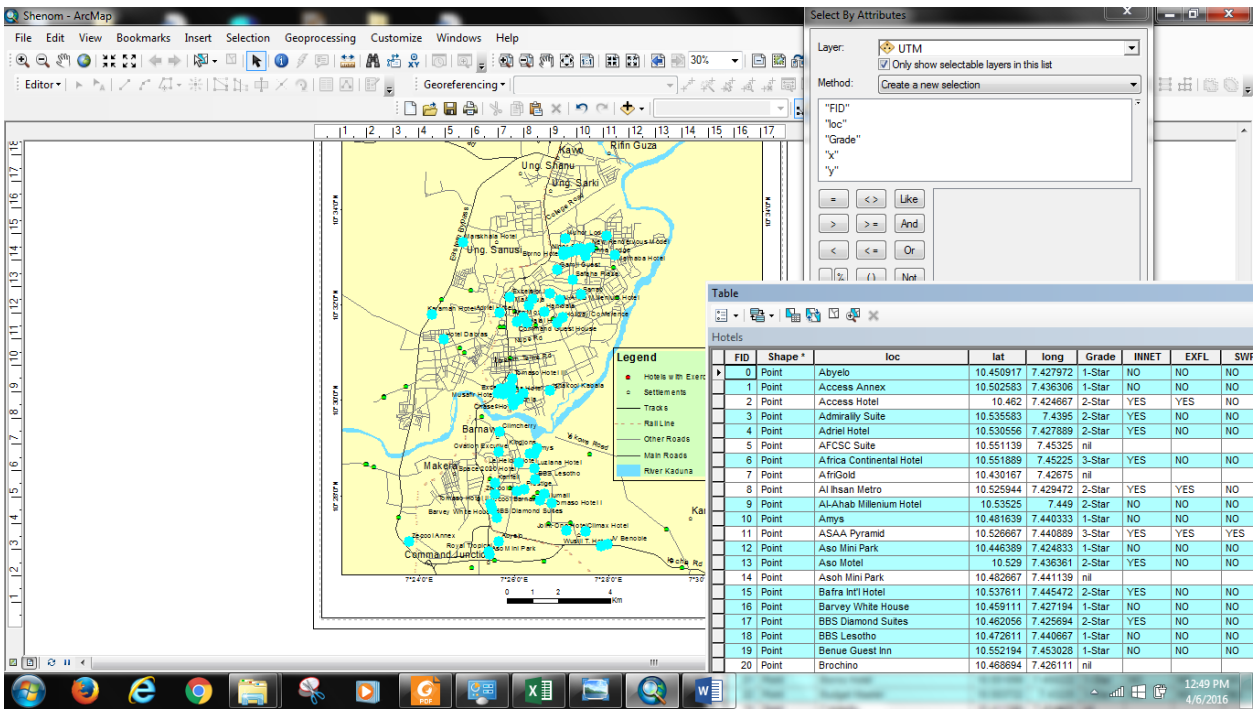
70	Kartland Hotel	10.55144	7.450306	No.13 Marnoma Road, UngwarSarki, Kaduna	17 Rooms	Yes	Standard Room-₦3,500 Executive Room-₦5,000	No	No	No	No	No
71	Niger Suites	10.55217	7.450417	No. 10/14 Marnona Road, By Rabah U/GwanSarki	20 Rooms	Yes	Single Room-₦4,700 Double Room-₦6,600 Business Suite-₦12,650 Executive Suite-₦10,000 Diplomatic Suite-₦12,000	No	No	No	No	No
72	Halal Fountain	10.46908	7.436972	No. 1 Wurno Off RabahBadarawa Kaduna	30 Rooms	Yes	₦10,925 - ₦97,750	No	No	No	No	Yes
73	Murno Lodge	10.55678	7.450972	5a Wurno Off Rabah Road, Kaduna	43 Rooms	Yes	Standard Suite-₦9,975 Shalton Suite-₦11,500 King Size-₦16,100 C/Class-₦19,550 E/Class-23,000 Vip-₦40,250	Yes	No	No	No	Yes
74	Admiralty Suites	10.53558	7.4395	No.3 Race Course Avenue, Kaduna	8 Rooms	Yes	Suites-₦25,000	No	No	No	Yes	Yes
75	Safaha Plaza	10.54233	7.45375	No.17 Sultan Road, Kaduna	18 Rooms	Yes	Deluxe Double-₦6,600 Diplomatic Suite-₦9,000 Royal Suite-₦12,000 Royal Special-₦14,000	No	No	No	No	No
76	New Rendezvous	10.55364	7.45975	No. 10 Rabah Close Malali	41 Rooms	Yes	Single Room-₦4,000 Double Room-₦5,000	No	No	No	No	No
77	Yanna Lodge	10.55067	7.458167	No. 3 Rock Road Off Rabah Road		Yes	Sudamaison-₦13,800 Kada Suite-₦19,550 Exotic Suite-₦23,000 Suda Classic-₦25,300 Ambassadorial-₦28,750 Sarki Suite-	No	No	No	Yes	No

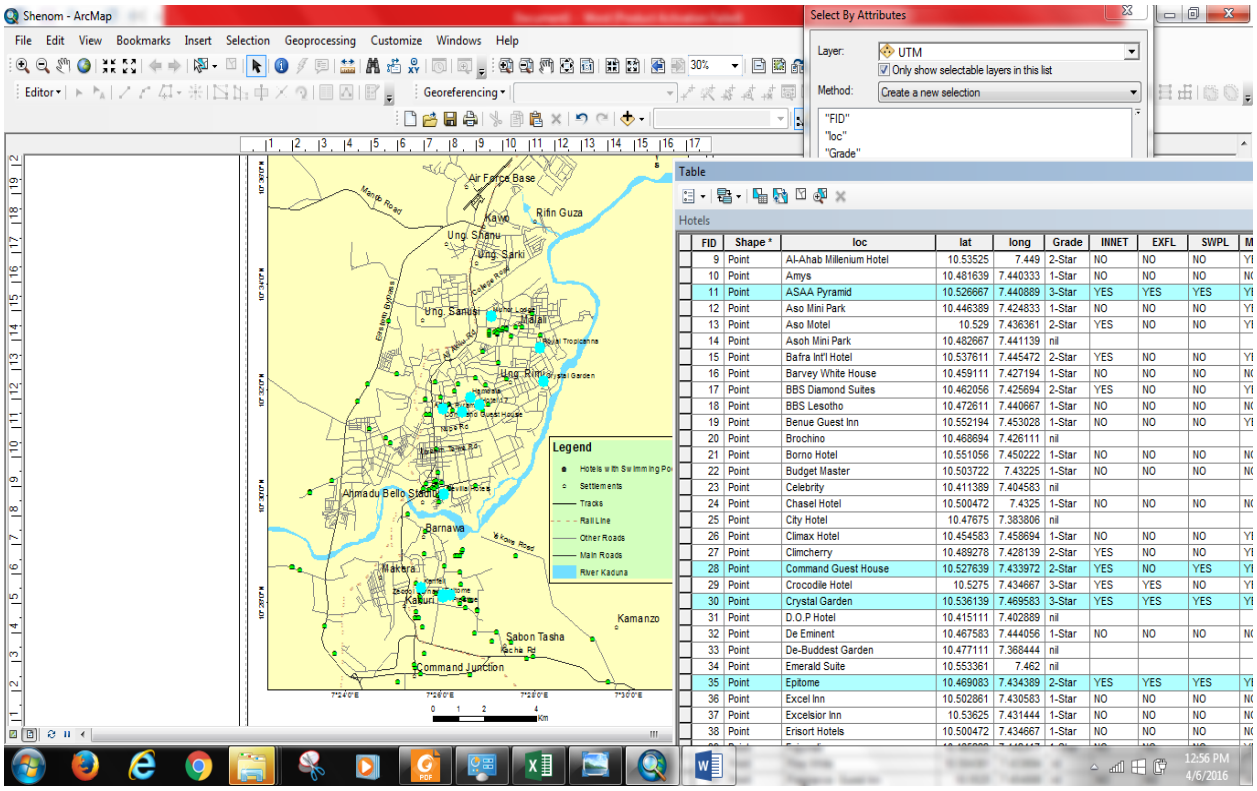
							₦34,500					
78	Erisort Hotel	10.50047	7.434667	Dd.4 AbubakarKigo Road, Kaduna	16 Rooms	Yes		No	No	No	No	No
79	Quarter House	10.55281	7.456583	No 1 Ogbadu Road Malali, Kaduna	47 Rooms	Yes	₦19,375 - ₦36,866	No	No	No	Yes	Yes
80	Gamji Guest House	10.54572	7.448278	Katuru Road, U/Sarki, Kaduna	20 Rooms	Yes	Diplomatic Suite-₦37,950 Executive Suite-₦17,789 Standard Room-₦14,738	No	Yes	No	No	No
81	Peace House	10.55331	7.456528	No. 1 AbOgbadu Road, Malali, Kaduna	35 Rooms	Yes	Diplomatic Suite-₦24,908 Business Suite-₦21,857 Vip Room-₦17,789 Executive Room-₦14,738 Standard Room-₦12,704 Economy Room-₦8,636	No	Yes	No	No	No
82	Silver Sand Hotel	10.55114	7.45325	9 Katuru Road Kaduna	39 Rooms	Yes	₦13,680 - ₦17,550	No	Yes	Yes	Yes	Yes
83	Epitome Hotel	10.46908	7.434389	12/13 Ethiopia Road Barnawa, Kaduna	52 Rooms	Yes	Epitome Classic-₦7600 Standard Luxury-₦12000 Holiday Suite-₦19000 Presidential Suite-₦25000	Yes	No	Yes	Yes	Yes
84	Green Suites Villa	10.46661	7.440417	Plot 579, Tanzania Crescent Baranawa Kaduna	16 Rooms	Yes	Standard Room-10,500 Suites-₦25,000	No	Yes	Yes	Yes	Yes

85	Prestige Hotels	10.46908	7.436972	No 1 Somalia Crescent Baranawa Phase 1, Baranawa	34 Rooms	Yes	Standard Room-~~₦~~6500 Deluxe-~~₦~~7500 Royal Deluxe-~~₦~~8,000 Prestigious Suites-~~₦~~12000	Yes	No	No	Yes	Yes
86	Chimcherry Hotel Ltd	10.48928	7.428139	21 AliyuMakama Road, Barnawa Kaduna	42 Rooms	Yes	Standard Room-~~₦~~8000 Luxury Room-~~₦~~9800 Super Deluxe-~~₦~~11000 Suites-~~₦~~25000	No	Yes	No	Yes	Yes
87	Amys Hotel	10.48164	7.440333		10 Rooms	Yes	Single Room-~~₦~~5000 Deluxe-~~₦~~6500 Executive Room-~~₦~~8000 Suite-~~₦~~12000	No	No	No	No	No

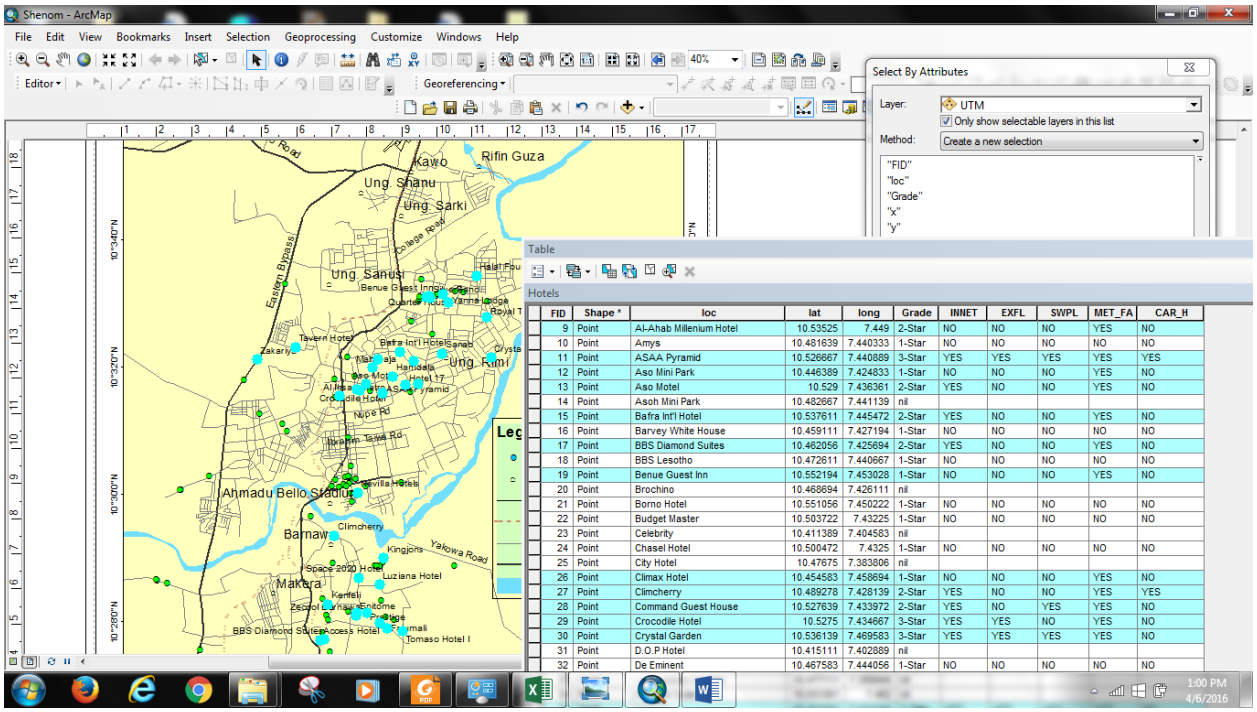
Appendix III: Screen Shots of the Queries Performed on the Database







FID	Shape *	loc	lat	long	Grade	INNET	EXFL	SWPL
9	Point	Al-Ahab Millenium Hotel	10.53525	7.449	2-Star	NO	NO	NO
10	Point	Amys	10.481639	7.440333	1-Star	NO	NO	NO
11	Point	ASAA Pyramid	10.526667	7.440889	3-Star	YES	YES	YES
12	Point	Aso Mini Park	10.446389	7.424833	1-Star	NO	NO	NO
13	Point	Aso Motel	10.529	7.436361	2-Star	YES	NO	NO
14	Point	Asoh Mini Park	10.482667	7.441139	nil			
15	Point	Bafra Int'l Hotel	10.537611	7.445472	2-Star	YES	NO	NO
16	Point	Barvey White House	10.459111	7.427194	1-Star	NO	NO	NO
17	Point	BBS Diamond Suites	10.462056	7.425694	2-Star	YES	NO	NO
18	Point	BBS Lesotho	10.472611	7.440667	1-Star	NO	NO	NO
19	Point	Benue Guest Inn	10.552194	7.453028	1-Star	NO	NO	NO
20	Point	Brochino	10.468694	7.426111	nil			
21	Point	Borno Hotel	10.551056	7.450222	1-Star	NO	NO	NO
22	Point	Budget Master	10.503722	7.43225	1-Star	NO	NO	NO
23	Point	Celebrity	10.411389	7.404583	nil			
24	Point	Chasel Hotel	10.500472	7.4325	1-Star	NO	NO	NO
25	Point	City Hotel	10.47675	7.383806	nil			
26	Point	Climax Hotel	10.454583	7.458694	1-Star	NO	NO	NO
27	Point	Climcherry	10.489278	7.428139	2-Star	YES	NO	NO
28	Point	Command Guest House	10.527639	7.433972	2-Star	YES	NO	YES
29	Point	Crocodile Hotel	10.5275	7.434667	3-Star	YES	YES	NO
30	Point	Crystal Garden	10.536139	7.469583	3-Star	YES	YES	YES
31	Point	D.O.P Hotel	10.415111	7.402889	nil			
32	Point	De Eminent	10.467583	7.444056	1-Star	NO	NO	NO
33	Point	De-Buddest Garden	10.477111	7.368444	nil			
34	Point	Emerald Suite	10.553361	7.462	nil			
35	Point	Epitome	10.469083	7.434389	2-Star	YES	YES	YES
36	Point	Excel Inn	10.502861	7.430583	1-Star	NO	NO	NO
37	Point	Excelsior Inn	10.53625	7.431444	1-Star	NO	NO	NO
38	Point	Erisort Hotels	10.500472	7.434667	1-Star	NO	NO	NO



FID	Shape *	loc	lat	long	Grade	INNET	EXFL	SWPL	MET_FA	CAR_H
9	Point	Al-Ahab Millenium Hotel	10.53525	7.449	2-Star	NO	NO	NO	YES	NO
10	Point	Amys	10.481639	7.440333	1-Star	NO	NO	NO	NO	NO
11	Point	ASAA Pyramid	10.526667	7.440889	3-Star	YES	YES	YES	YES	YES
12	Point	Aso Mini Park	10.446389	7.424833	1-Star	NO	NO	NO	YES	NO
13	Point	Aso Motel	10.529	7.436361	2-Star	YES	NO	NO	YES	NO
14	Point	Asoh Mini Park	10.482667	7.441139	nil					
15	Point	Bafra Int'l Hotel	10.537611	7.445472	2-Star	YES	NO	NO	YES	NO
16	Point	Barvey White House	10.459111	7.427194	1-Star	NO	NO	NO	NO	NO
17	Point	BBS Diamond Suites	10.462056	7.425694	2-Star	YES	NO	NO	YES	NO
18	Point	BBS Lesotho	10.472611	7.440667	1-Star	NO	NO	NO	NO	NO
19	Point	Benue Guest Inn	10.552194	7.453028	1-Star	NO	NO	NO	YES	NO
20	Point	Brochino	10.468694	7.426111	nil					
21	Point	Borno Hotel	10.551056	7.450222	1-Star	NO	NO	NO	NO	NO
22	Point	Budget Master	10.503722	7.43225	1-Star	NO	NO	NO	NO	NO
23	Point	Celebrity	10.411389	7.404583	nil					
24	Point	Chasel Hotel	10.500472	7.4325	1-Star	NO	NO	NO	NO	NO
25	Point	City Hotel	10.47675	7.383806	nil					
26	Point	Climax Hotel	10.454583	7.458694	1-Star	NO	NO	NO	YES	NO
27	Point	Climcherry	10.489278	7.428139	2-Star	YES	NO	NO	YES	YES
28	Point	Command Guest House	10.527639	7.433972	2-Star	YES	NO	YES	YES	NO
29	Point	Crocodile Hotel	10.5275	7.434667	3-Star	YES	YES	NO	YES	NO
30	Point	Crystal Garden	10.536139	7.469583	3-Star	YES	YES	YES	YES	NO
31	Point	D.O.P Hotel	10.415111	7.402889	nil					
32	Point	De Eminent	10.467583	7.444056	1-Star	NO	NO	NO	NO	NO