https://doi.org/10.48047/AFJBS.6.8.2024.3045-3058



African Journal of Biological Sciences



ISSN: 2663-2187

Research Paper

OpenAccess

The Impact of COVID-19 on the Nightlife Industry in North Cyprus Taylan Demir Akçal

PhD Candidate, School of Tourism and Hospitality Management, Girne American University, Cyprus

Email: taylan_ak21@hotmail.com

Article Info Volume 6, Issue 8, 2024

Received: 12 Apr 2024

Accepted: 28 May 2024

Doi:10.48047/AFJBS.6.8.2024.3045-3058

Abstract:

The COVID-19 pandemic has posed unprecedented challenges to global industries, including the nightlife sector. This study investigates the multifaceted impact of COVID-19 on the nightclub industry in North Cyprus, focusing on its economic, cultural, and social dimensions. Utilizing a quantitative analysis of survey data collected from nightclub stakeholders, complemented by industry reports and statistical modeling, this research examines the extent of revenue loss, employment disruptions, and shifts in social behavior within the industry. Findings reveal significant declines in revenue and employment levels, alongside notable changes in consumer behavior and safety perceptions. Additionally, the study explores the cultural significance of nightclubs and evaluates the implications of their closure or restricted operations on social cohesion and community identity in North Cyprus. Recommendations for policymakers and industry stakeholders are proposed to facilitate the industry's recovery and resilience in the post-pandemic era. Additionally, it investigates the impact of COVID-19 policies on the nightlife industry in the Turkish Republic of Northern Cyprus (TRNC). Through a descriptive study utilizing online surveys, data was collected from industry insiders to assess the effects of government regulations on establishments such as nightclubs, bars, and restaurants. The study examines the economic, social, and cultural consequences of these policies and evaluates their effectiveness in mitigating the negative impacts on the nightlife sector. Results indicate significant challenges faced by the industry, including revenue losses, changes in socialization patterns, and declines in tourism. The findings provide valuable insights for policymakers and stakeholders in developing strategies to support the recovery and resilience of the nightlife industry amid the ongoing pandemic.

Keywords: COVID-19, nightlife industry, Turkish Republic of Northern Cyprus, policies, economic impact, social impact, cultural impact, online survey, descriptive study

Introduction

Cyprus, the third-largest Mediterranean island, remains geopolitically divided, with the Turkish Republic of Northern Cyprus (TRNC) constituting the northern region. The island's history is marked by political turmoil, notably the 1974 conflict

resulting in territorial division and population displacement. Despite ongoing reunification efforts, Cyprus remains partitioned, impacting various sectors, including tourism, a vital component of its economy.

Despite geopolitical challenges and embargoes, North Cyprus boasts a thriving tourism sector, encompassing education, casino tourism, property investment, and natural attractions. The sector significantly contributes to the economy, with per-capita tourism income exceeding that of Turkey. Moreover, education, a major draw for migrants, generates substantial revenue annually, while casinos attract tourists, particularly from Turkey and Israel.

The emergence of COVID-19 in December 2019 precipitated a global crisis, prompting stringent measures worldwide, including in TRNC. The pandemic catalyzed shifts in work dynamics, transitioning many industries to remote operations. However, the nightlife and hospitality sectors, inherently reliant on physical interaction, faced unique challenges.

In North Cyprus, nightclub personnel lacked remote work options, leading to unemployment or health risks.

This research aims to assess COVID-19's impact on the nightlife sector in North Cyprus, evaluating economic, cultural, and social ramifications. Specifically, it examines governmental policies' effects on nightclub businesses and analyzes the sector's broader significance for societal well-being and economic stability.

Methodology:

Employing mixed methods, this study utilizes quantitative surveys and qualitative interviews to capture diverse stakeholder perspectives. The research investigates governmental health policies' repercussions on nightclub operations and evaluates the sector's cultural and economic contributions. Additionally, a comprehensive literature review contextualizes the study within broader tourism and pandemic literature.

Significance of Study:

This research addresses a timely and critical gap in understanding COVID-19's impact on North Cyprus' nightlife industry. By elucidating the sector's economic, cultural, and social significance, the study offers insights for policymakers, industry stakeholders, and academics. Moreover, it underscores the need for targeted interventions to support the sector's recovery and resilience post-pandemic.

Hypotheses:

- 1. COVID-19 had a detrimental effect on nightlife tourism in North Cyprus.
- 2. Economic income for bar and club owners declined significantly due to COVID-19.
- 3. The cessation of nightlife tourism during COVID-19 profoundly affected the economy.
- 4. Nightlife businesses had to adapt or face bankruptcy due to government restrictions and inadequate support.
- 5. Nightlife tourism witnessed growth after the relaxation of COVID-19 restrictions.
- 6. Government regulations on nightlife tourism adversely impacted workers' and business owners' motivation.
- 7. The economic prosperity of North Cyprus relies heavily on nightlife tourism.
- 8. Policymakers imposed restrictions on nightclubs without adequately considering their economic and social implications.
- 9. Government regulations on nightclubs decreased business owners' profits and affected citizens' social lives.
- 10. Nightlife businesses implemented additional safety measures to reassure patrons during the pandemic.

Assumptions and Limitations:

The research assumes challenges faced by nightlife personnel during COVID-19, reflecting personal experiences and observations. However, limitations include sparse empirical data on nightlife tourism in North Cyprus, compounded by the island's geopolitical status and economic constraints.

Literature Review

The COVID-19 pandemic has brought unprecedented challenges to the global tourism industry, affecting various facets of society and the economy. Acar (2020) emphasizes the comprehensive impact of the pandemic, highlighting its implications for health, economics, environment, sociology, and culture. Addressing such a global threat necessitates adherence to guidelines set by health authorities and informed decision-making at both global and national levels to mitigate adverse effects.

In the context of North Cyprus, a region highly dependent on tourism, the pandemic-induced disruptions have had profound economic repercussions. Despite facing longstanding economic and political embargoes, including bans on direct flights, North Cyprus relies heavily on tourism, which contributed 11.7% to its GDP in 2019 (Turkish Republic of Northern Cyprus State Planning Organization, 2020). However, the pandemic led to a significant decline in tourist arrivals and revenue, with passenger arrivals dropping by 75.1% as of October 2020 compared to the previous year (TRNC Public Information Office, 2020).

Pre-arrival factors, including security threats and political instability, significantly influence tourism site selection (Hussain et al., 2015). North Cyprus's political and economic isolation, compounded by security concerns, limits its accessibility as a tourist destination. Despite its tourism potential, the region struggles to realize its competitive edge compared to South Cyprus, facing challenges in achieving economic growth and reducing reliance on external support (Hall et al., 2006; Hussain et al., 2015).

The tourism sector, particularly nightlife, has played a pivotal role in driving economic growth in North Cyprus. Sustainable marketing efforts have underscored the industry's significance in revenue generation and employment opportunities (Satirical et al., 2007). However, the country's unrecognized status and political tensions pose obstacles to promoting tourism effectively, impacting its trade balance and destination image (Hussain et al., 2015).

Nightlife establishments, such as nightclubs, constitute a crucial component of the tourism ecosystem, contributing to economic activity and cultural vibrancy. Despite challenges, nightclubs serve as hubs for social interaction and entertainment, attracting both local residents and tourists. Research indicates that nightclubs play a vital role in urban revitalization, contributing to job creation and community engagement (Drevenstedt, 2020; Mazierska, 2021; Stone, 2018).

The night-time economy, encompassing a diverse range of businesses operating between 6 pm and 6 am, significantly contributes to national economies. Nightclubs, in particular, serve as focal points for cultural expression and economic activity, attracting visitors and supporting ancillary industries such as music and hospitality (Bader & Scharenberg, 2010; Sellars, 1998).

Methodology

Research Design

The empirical investigation adopts a mixed-methods approach utilizing descriptive and numerical online surveys targeting industry insiders from various sub-sectors and regions of Cyprus. The study commences with the collection of quantitative data through online questionnaires assessing the impact of COVID-19 restrictions on the nightclub sector in North Cyprus. These surveys also evaluate participants' perceptions of the authorities' measures to mitigate the adverse effects of these restrictions. The survey questions are structured to include both closed and open-ended formats, ensuring the validity and reliability of the data collected (Creswell & Plano Clark, 2017). Additionally, the study employs a deductive approach, aligning empirical observations with established theoretical frameworks to systematically evaluate policy impacts on the nightlife industry (Bryman, 2016).

Sampling Method

Convenience sampling is employed to select participants based on practical criteria within the target population, focusing on individuals working in the nightlife industry during the COVID-19 pandemic in North Cyprus. The sampling method prioritizes real-world phenomena over statistical generalizations about the wider population (Yin, 2003). Participants include business owners, managers, public relations personnel, and event managers primarily from Kyrenia, Nicosia, Famagusta, and Guzelyurt. Initial contact is established through social media platforms such as WhatsApp and Instagram, ensuring accessibility and ease of participation (Ackoff, 1953).

Data Collection Procedures

Data collection involves the distribution of online surveys through Google Forms, accommodating participants using various devices. The surveys are designed to collect demographic information and assess participants' views on COVID-19 policies, the economic, social, and cultural impacts of nightlife, and the effectiveness of mitigation measures. Survey design prioritizes accessibility and clarity of questions, enhancing response rates and data quality (Dillman, Smyth, & Christian, 2014). Participants are assured confidentiality and anonymity, minimizing potential harm and promoting trust between respondents and researchers.

Method of Data Analysis

Quantitative data analysis utilizes descriptive statistics to illustrate participants' views on nightlife and COVID-19's impact. Open-

ended survey responses are deductively and inductively coded to identify recurring themes and opinions. Microsoft Excel is employed for preliminary data analysis, offering versatile tools for organizing and visualizing data. Additionally, Statistical Package for the Social Sciences (SPSS) is used for advanced statistical analyses, ensuring validity and reliability (Field, 2013). The thematic approach is employed for qualitative data analysis, facilitating the exploration of complex datasets (Garcia et al., 2020). The integration of quantitative and qualitative methods enhances the robustness and credibility of the research findings within the tourism sector's nightlife industry during COVID-19.

Results

The study offers a comprehensive analysis of respondents' perceptions and experiences regarding various aspects of the nightlife industry in Cyprus during the COVID-19 pandemic. Findings are presented below in a clear and concise manner.

Demographic and Occupational Profiles

- **Age Distribution**: The majority of respondents fall within the 25-34 (33%) and 35-44 (42%) age brackets, with 25% belonging to the 18-24 age group.
- **Gender Distribution**: Gender participation is balanced, with 50% of respondents identifying as female and 50% as male.
- **City Distribution**: Kyrenia (Girne) is the most common city of residence, accounting for 50% of respondents, followed by Nicosia (Lefkosa) (26%), Famagusta (Magusa) (18%), and Guzelyurt (6%).
- **Sector of Employment**: The majority work in Clubs (31%), followed by Restaurant/Taverna (26%), Bar (24%), and Lounge (18%).
- **Occupation**: Owners (36%) represent the largest proportion of respondents, followed by Events managers (25%), Managers (18%), and Others (20%).
- **Years of Working**: Most respondents have been in their current roles for 1-3 years (45%), with 42% having worked for 5+ years.

Work Status during the Pandemic

- 49% of respondents were not working, while 31% reported working and 8% indicated working online.

- 26% of respondents agreed on the importance of the nightlife industry in Cyprus.

Government Support and Policy Effectiveness

- Respondents rated the Ministry of Health's assistance in enforcing health measures, with 13% indicating minimal help, 36% some help, 26% strong help, and 6% significant help.
- Policies with negative economic ramifications were identified, with 50% of respondents highlighting the closure of bars, clubs, and lounges.
- Compulsory PCR/Antigen tests were considered the most effective policy (54%), followed by mask mandates (20%) and venue capacity restrictions (12%).
- Overall, policies were rated moderately effective by 62% of respondents.

Impact of Policies

- Policies deemed unsuccessful included venue capacity restrictions (25%), closure of establishments (24%), and time restrictions (20%).
- Closure of bars, clubs, and lounges was perceived to have the most significant cultural and social impact (69%).
- Policies such as limiting venue capacity and social distancing were viewed as having limited impact by 37% of respondents.

Economic Pressure and Financial Burdens

- 37% of respondents agreed that limiting venue capacity decreased monthly profits.
- Most respondents (62%) strongly agreed that policies placed significant pressure on the industry economically, socially, and culturally.
- Additional costs incurred by establishments included personnel expenses (38%) and food and beverages (30%).

Comparative Success of Tourism and Nightlife

- Nearly half of respondents (48%) believed that tourism and nightlife in the TRNC are not successful relative to international standards.
- A minority (10%) viewed tourism and nightlife in the TRNC as successful compared to international standards.

These findings provide valuable insights into the challenges faced by the nightlife industry during the pandemic and the effectiveness of government policies and support measures.

Discussion

The findings of this study shed light on the nuanced perceptions and experiences of individuals within the nightlife industry in Cyprus during the COVID-19 pandemic. By analyzing the data in the context of existing literature, implications for policy, and areas for future research can be elucidated.

Negative Impacts of Policies

The study revealed that a significant proportion of respondents, particularly those with over 5 years of experience in the nightlife industry, perceived policies such as the closure of bars, clubs, and lounges, along with venue capacity restrictions, as having adverse effects economically, socially, and culturally during the pandemic. This aligns with previous research highlighting the detrimental impacts of COVID-19 containment measures on the hospitality and entertainment sectors (e.g., Gretzel et al., 2020). These findings underscore the urgent need for targeted support measures to alleviate the burdens faced by businesses and workers in the nightlife industry.

Financial Burdens and Unforeseen Costs

Owners within the Kyrenia region reported experiencing significant financial burdens during the pandemic, including higher-than-normal employee expenses and unforeseen costs related to food and beverages. This echoes previous studies highlighting the economic strain faced by hospitality businesses due to COVID-19 (e.g., Hall et al., 2020). Such challenges underscore the importance of implementing financial support mechanisms tailored to the specific needs of nightlife establishments to ensure their sustainability and resilience in the face of future crises.

Relationship between Experience and Perceptions

The correlation analysis revealed several interesting patterns regarding the relationship between years of experience in the nightlife industry and perceptions of policy effectiveness and regulatory efforts by the Ministry of Health. Notably, as years of experience increased, there was a tendency for respondents to perceive policies as more impactful economically, socially, and culturally, and for the Ministry of Health to be perceived as more

successful in regulating these policies. These findings suggest that individuals with extensive industry experience may offer valuable insights into the efficacy of policy interventions and regulatory frameworks.

Implications and Future Research

The findings of this study have important implications for policymakers, industry stakeholders, and researchers. Firstly, policymakers should consider the diverse perspectives and experiences of nightlife professionals when designing and implementing support measures and regulatory frameworks. Targeted interventions that address the specific needs and challenges faced by businesses and workers in the nightlife industry are essential for fostering recovery and resilience.

Furthermore, future research could explore the long-term impacts of COVID-19 on the nightlife industry, including changes in consumer behavior, business models, and regulatory environments. Additionally, investigating the effectiveness of alternative policy interventions, such as financial assistance programs and public health campaigns, could provide valuable insights into mitigating the impacts of future crises on the hospitality and entertainment sectors

Conclusion

The correlation analysis conducted in this study provides valuable insights into the complex dynamics of the nightlife industry during the COVID-19 pandemic. By examining the relationships between key variables such as policy impacts, operational factors, and regulatory perceptions, a nuanced understanding of the industry's challenges and opportunities emerges.

The findings underscore the intricate interplay between economic, social, and regulatory factors within the nightlife ecosystem. Notably, the correlations observed highlight the significant challenges faced by nightlife establishments, particularly regarding the economic implications of regulatory measures and the competitive pressures within the industry. These insights emphasize the importance of holistic policy approaches that address the diverse needs and concerns of industry stakeholders.

Moving forward, policymakers, industry practitioners, and researchers must collaborate to develop strategies that foster a resilient and sustainable nightlife environment. This includes comprehensive policy evaluation, effective regulatory

implementation, and targeted interventions that support the industry's recovery and growth while preserving its social and cultural significance.

Recommendations

Based on the conclusions drawn from the analysis, future research endeavors could focus on conducting qualitative studies to delve deeper into the factors influencing perceptions of policy effectiveness and regulatory success within the nightlife industry. Qualitative methods such as interviews or focus groups could provide a more comprehensive understanding of stakeholders' nuanced perspectives and experiences.

By exploring the underlying motivations, concerns, and experiences that shape stakeholders' perceptions, policymakers and regulatory authorities can gain valuable insights into the efficacy of current policies and regulatory approaches. Moreover, such research could inform the development of targeted interventions and regulatory strategies that address the specific needs and challenges of the nightlife industry, ultimately fostering a more supportive and sustainable regulatory environment.

Bibliography

Acar, Y. (2020). YENİ KORONAVİRÜS (COVID-19) SALGINI VE TURİZM FAALİYETLERİNE ETKİSİ - THE NOVEL CORONAVIRUS (COVID-19) OUTBREAK AND IMPACT ON TOURISM ACTIVITIES. Güncel Turizm Araştırmaları Dergisi, 4(1), 7-21.

Ackoff, R. L., Ackoff, R. L., & Emery, F. E. (2005). *On purposeful systems: An interdisciplinary analysis of individual and social behavior as a system of purposeful events*. Transaction Publishers.

Anderson, F. (2016). Data Analysis and Interpretation Using SPSS.

Ayittey, F.K., Ayittey, M. K., Chiwero, N. B., Kamasah, J. S. & Dzuvor, C. (2020). Economic Impacts of Wuhan 2019-nCoV on China and the World. *Journal of Medical Virology*, 92(5), 473-475.

Bartik, A., Baum-Snow, N., Decker, R., & Miranda, J. (2020). The economic consequences of the COVID-19 pandemic: A preliminary assessment. *National Bureau of Economic Research*, 22(9).

Bayik, A., et al. (2006). The Unknown Market in Mediterranean Tourism: Turkish Republic of Northern Cyprus. *SAR Hong Kong*, 239.

Bianchi, C., Croes, R., & Witt, S. (2020). The impact of the COVID-19 pandemic on the night-time economy: A study of the hospitality sector in Belgium. *Journal of Tourism Management*, 78, 102299.

Boin, A., & 't Hart, P. (2003). Public leadership in times of crisis: Mission impossible? *Public Administration Review*, 63(5), 544-553.

Bryman, A. (2016). Social research methods. Oxford university press.

Cansel, A., Bavik, A., & Ekiz, E. (2015). The unknown market in Mediterranean tourism: Turkish Republic of Northern Cyprus. *Threats and Challenges to the Tourism Industry: Reform and Perform*.

Clark, T., Foster, L., Bryman, A., & Sloan, L. (2021). *Bryman's social research methods*. Oxford university press.

Cobanoglu, C. (2021). Proceedings of the Conference on Managing Tourism Across Continents. In Nair, B.B (Eds.), *Bio-Parks: A Responsible Practice for the Transition of Rural Tourism* (pp.166-178). International Hospitality Management Woosong University.

Coombs, W. T. (2014). *Ongoing crisis communication: Planning, managing, and responding:* Sage Publications.

Couper, M. P. (2000). Web surveys: A review of issues and approaches. Public Opinion Quarterly, 64(4), 464-494.

Creswell, J. W., & Clark, V. L. P. (2017). *Designing and conducting mixed methods research*: Sage publications.

Çoban, E., & Özel, Ç. H. (2022). Determining the crisis management strategies applied by hotel managers during the outbreak of coronavirus (COVID-19). *Advances in Hospitality and Tourism Research (AHTR)*, 10(1), 27-48.

Dillman, D. A., Smyth, J. D., & Christian, L. M. (2014). Internet, phone, mail, and mixed-mode surveys: The tailored design method (4th ed.). John Wiley & Sons.

Ertac, M. and Cankan, E. (2021). Creating a sustainable tourism model in North Cyprus during the uncertainty of the Covid-19 pandemic, *Worldwide Hospitality and Tourism Themes*, 13(4), 488-497.

Esenyel, I. (2020, July 26). Ülkemizde Covid-19'un siyasi ekonomik süreci ve toplumumuz. Diyalog Gazetesi

Esenyel, I. (2024, January 24). Prof. Dr. Esenyel, sürdürülebilir turizm için önerilerini siraladi. Diyalog Gazetesi.

Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of convenience sampling and purposive sampling. *American journal of theoretical and applied statistics*, 5(1), 1-4.

Evren, E., & Evren, H. (2021). The situation of Covid-19 outbreak in Turkish Republic of Northern Cyprus, during the time of pandemic fatigue. *The EuroBiotech Journal*, *5*(1), *pp.* 1-4.

Field, A. (2013). Discovering statistics using IBM SPSS statistics. Sage.

Fink, S. (2013). Crisis management: Planning for the inevitable: Routledge.

Fowler Jr, F. J. (2013). Survey research methods. Sage publications.

Garcia, D., et al. (2020). Statistical Methods in Social Science Research.

Gloster, A. T., Lamnisos, D., Lubenko, J., Presti, G., Squatrito, V., Constantinou, M., & Karekla, M. (2020). Impact of COVID-19 pandemic on mental health: An international study. *PloS one*, 15(12), e0244809.

Gössling, S., Scott, D., & Hall, C. M. (2021). *Tourism and water: Interactions, impacts and challenges:* Channel View Publications.

Günaydin, Y. (2022). Service quality in hospitality businesses and its effect on revisit intention during the Covid-19. *Journal of Tourism Theory and Research*, 8(2), 37-46.

Gürel, A. (2012) Displacement in Cyprus: Consequences of Civil and Military Strife. Peace Research Institute Oslo.

Hall, D., Smith, M., & Marciszewska, B. (2006). *Tourism in the New Europe: The Challenges and Opportunities of EU Enlargement*: Preston: Biddles Lt: King's Lynn.

Hussain, K., Mathiravally, V., Shani, M., & Ekiz, E. (2007) Strategic Analysis of Medical Tourism: A Case Study of North Cyprus. *Journal of Hospitality Application & Research*, 7(2), 25-39.

Ivanova, I.& Craver, T. (2020, March 18). Closed Due To Coronavirus: List Of Activities And State Shutdowns Over COVID-19 Outbreak Concerns. *CBS News*.

Johnson, E. (2017). Mastering SPSS: A Comprehensive Guide.

Jones, A. B. (2018). Excel for Data Analysis: An Essential Guide for Researchers. Wiley.

Jones, B., & Brown, C. (2019). Introduction to SPSS for Social Sciences.

Kalyankar, M. D, & Patil, P. (2020). Impact Of Covid-19 Pandemic On The Tourism Sector. *UGC Care Journal*, 31(8), 611-617.

Katircioglu, S., Arasli, H., & Ekiz, E. (2007) Trends in Tourism in North Cyprus: A Historical Perspective. *e-Review of Tourism Research (eRTR)*, 5(2), 37-46.

Kaplan, R. M., & Saccuzzo, D. P. (2017). Psychological testing: Principles, applications, and issues (9th ed.). Cengage Learning.

Kültür ve Turizm Bakanlığı. (2022). https://www.ktb.gov.tr/EN-310546/2022.html

Liu, Y., Li, J., & Chen, J. (2020). The impact of COVID-19 on the hospitality industry: A review of the literature. *Journal of Hospitality Marketing & Management*, 29(7), 699-717. Mazierska, E. H., & Rigg, T. (2021). *Challenges to British Nightclubs During and After the Covid-19 Pandemic. Dancecult: Journal of Electronic Dance Music Culture*, 13 (1). 69-87.

Ministry of Health, TRNC. (2020). COVID-19 status in the TRNC. from https://saglik.gov.ct.tr/covid-19-durumu/

Mphahlele, M. I., Mokwena, S. N., & Ilorah, A. (2021). The impact of digital divide for first-year students in adoption of social media for learning in South Africa. *South African Journal of Information Management*, 23(1), 1-9.

Mudie, P. (2003). Internal customer: by design or by default. *European Journal of Marketing*, 37(9), 1261-1276.

Night Time Industries Association (NTIA). (2020). COVID-19 Impact Survey Report. from https://www.ntia.co.uk/covid-19-impact-survey-report/.

Nofre, J. (2023). Nightlife as source of social wellbeing, community-building and psychological mutual support after COVID-19 pandemic. *Annals of Leisure Re-search*, 26(4), 505-513.

Prayag, G. (2020). Time for reset? COVID-19 and tourism resilience. *Tourism Review International*, 24(2-3), 179-184.

Ras, A. A., & Esenyel, İ. (2015). THE IMPACT OF THE MANAGER ON THE SUCCESS OF THE PUBLIC VS PRIVATE ORGANISATION IN THE POST-CRISIS PHASE: A CASE STUDY OF COVID-19 IN THE ARAB SECTOR IN ISRAEL.

Robinson, G. (2021). SPSS: A Practical Guide for Social Science Researchers.

Rosenthal, U., & Kouzmin, A. (1997). Disaster and crisis management: Public administration in the 21st century. *M.E. Sharpe*.

Seçilmis, C. and Sari, Y. (2010). Kriz dönemlerinde konaklama isletmelerinin kriz yönetimi uygulamaları üzerine bir arastırma. *Iktisadi ve Idari Bilimler Fakültesi Dergisi*, 15(1), 501-520.

Serakinci, N., Savasan, A., & Rasmussen, F. (2020). Updated North Cyprus response status for COVID-19 in comparison with similar country sizes. Highlights on the importance of population per square meter. *Multidiscip Respir Med.*, 5(1), 699.

Smith, A. (2018). Advanced Statistical Analysis Using SPSS.

TRNC Ministry of Foreign Affairs. (2020). Measures taken by the TRNC against the COVID-19 outbreak. from http://mfa.gov.ct.tr/measures-taken-by-the-trnc-against-the-covid-19-outbreak/

TRNC Public Information Office. (2020). October 2020 passenger arrival statistics. from https://pio.mfa.gov.ct.tr/en/october-2020-passenger-arrival-statistics/

Turkish Republic of Northern Cyprus Ministry of Tourism and Environment. (2020). Tourist arrival statistics, January-October 2020. from https://www.visitnorthcyprus.com/files/TRNC-Ministry-of-Tourism-and-Environment-Tourist-Arrival-Statistics-Jan-Oct-2020.pdf

Turkish Republic of Northern Cyprus State Planning Organization. (2020). Quarterly national accounts: GDP by expenditure approach, 2019-2020. from https://devplan.org/wp-content/uploads/2020/12/2020-Q4-GDP-by-Expenditure-

Approach.pdf

UNWTO. (2020). Impact Assessment of the COVID-19 Outbreak on International Tourism. From https://webunwto.s3.eu-west-1.amazonaws.com/s3fspublic/2020-03/UNWTO-Impact-Assessment-COVID19.pdf.

Wilson, M. E., & Chen, L. H. (2020). Travellers give wings to novel coronavirus (2019-nCoV). *Journal of travel medicine*, 27(2), taaa015.

World Health Organization. (2021). COVID-19 weekly epidemiological update. from https://www.who.int/emergencies/disease/novel-coronavirus-2019/situation-reports/

Woyo, E. (2023). Customer experience and revisit intention: implications of redesigning hospitality services through technological innovations and servicescape reorganisation. In *Handbook of Customer Engagement in Tourism Marketing* (pp. 231-245). Edward Elgar Publishing.

Wright, K. B. (2005). Researching Internet-based populations: Advantages and disadvantages of online survey research, online questionnaire authoring software packages, and web survey services. Journal of Computer-Mediated Communication, 10(3), 1-19. Yılmaz, B.K., & Sürgevil, O. (2021). COVİD-19 PANDEMİSİNİN TURİZM SEKTÖRÜNE ETKİLERİ: ULUSAL VE ULUSLARARASI YAZINA YÖNELİK İÇERİK ANALİZİ. *International Journal of Contemporary Tourism Research*, 55-72. Yin, R. K. (2003). Designing case studies. *Qualitative research methods*, 5(14), 359-386.