

Impact of Covid-19 on Small Tourism Businesses:

North West Province, South Africa

Alpheaus Litheko

School of Management Sciences
North-West university
Mmabatho, South Africa
16513207@nwu.ac.za

Abstract— Abstract— The corona virus pandemic(Covid-19) has had a devastating effect on the South Africa's economy, specifically the tourism economy sector. Despite support from government through the introduction of economic stimulus packages aimed at providing support and relief to small tourism businesses, the policy response such as the 'stay-at-home' policy has severely damaged the incomes of small tourism businesses, in some cases resulting in the closing down. The tourism sector has experienced a widespread booking cancellation, decline in visitation, decline in air travel and drop in consumer demand as a result of this global pandemic. This study provides recommendations to policy makers within government to develop strategies that can provide assistance to small tourism businesses, to ensure they remain afloat and operational through this economic distress brought by corona virus. In-depth interview was undertaken with bed & breakfast and restaurant business owners to explore their perception, feelings and ideas about the subject. The aim of this paper was to examine the degree of impact Covid-19 has had on the tourism sector with a distinct focus on small businesses, and subsequently recommend findings of the paper to businesses and policy makers that are providing business support to ensure survival and continued business operation of this small tourism businesses, given their importance in the economy of the North West province of South Africa.

Keywords- Covid-19; Small Businesses; Tourism; Government Support; Policy response;

I. INTRODUCTION

The impact of corona virus (Covid-19) pandemic has been severe on small businesses in all economic sectors. The Covid-19 pandemic has wreaked financial devastation throughout South Africa, leaving many small business owners struggling to survive. According to the National Small Business Chamber (NSBC), 86% of small businesses stated they had suffered negative effects as a result of the pandemic and only 14% of small business owners said they had experienced limited effects, according Small Business Site (2020). South Africa, has had one of the strictest lockdowns in the world but started easing it under economic pressure in June 20, however as a result this has seen confirmed cases double over the past two weeks, placing greater inequality exacerbating the outbreak. The government is experiencing an economic dilemma as the reintroduction of further lockdown measures such as alcohol sales, temporary closure of restaurants and hotels, are among

drastic measures to curb a Covid-19 surge, however the regulations introduced has placed enormous strain on small businesses survival that might lead to business failure, with millions of jobs at risk. Small businesses at most do not have the cash flow to support its operations.

South Africa has been listed as one of the countries that has been impacted by the restriction of international and domestic travelling due to the corona virus pandemic. In particular, international tourists' arrival is essential to the sustainable development of the country's tourism sector. As justified by Muzekenyi *et al* (2018) the World Travel and Tourism Council revealed that the total contribution of travel and tourism to South Africa's gross domestic product (GDP) was \$27 154 693 980 in 2016 (9.3% of GDP) and grew by 2.5% to \$27 830 183 880 (9.4% of GDP) in 2017 (Department of Tourism, 2018). Prior to this, an annual average growth rate of 7.4% between 2011 and 2013 with a record 9.6 million international tourist arrivals recorded in 2013 was documented (StatsSA 2014). Furthermore, a 3% increase in international tourist arrivals was noted in 2011 (StatsSA 2015a). Remarkably, StatsSA (2015b) recorded a tourism spend of R218.9 billion in 2013, marking a 9.7% increase from 2012, with international tourist spending contributing 43% to the total tourism spend in 2013. Undeniably, this assisted in maintaining a positive tourism trade balance, which is a favourable position for significantly influencing economic growth (Akinboade & Braihmoh 2009; Pablo-Romero & Molina 2013; Tang & Tan 2013).

The primary objective of this paper was to examine the degree of impact Covid-19 has had on small businesses operating in the tourism sector. The secondary objectives are as follows:

- To review the long term effects of covid-19 on small businesses.
- To obtain comments from respondents that can inform government policy to provide support to small businesses.

Presented here are the objectives of the paper based on the effects of covid-19 on small tourism businesses in the North West province, South Africa.

II. LITERATURE REVIEW

China was the first country to experience the full force of the disease, with confirmed active cases at over 60,000 by mid-February 2020. European countries such as Italy, Spain, and France has had severe phases of the epidemic, followed by the United States where the number of active cases is growing rapidly. Mid-year has seen increased number of infections in emerging market and developing economies, countries such as Brazil, South Africa and India. The economic damage is mounting across all countries, tracking the sharp rise in new infections and containment measures put in place by governments, as evaluated by Bluedorn *et al.* (2020).

Countries has had limited mechanisms to mitigate the demographic effects of Covid-19, and relatively high number of countries have decided upon a form of lockdown to reduce contagion by breaking existing social and economic forms of contact. Such measures imposed has had a severe negative shock on the economy, with immediate loss of economic activity followed by medium-term and long-term economic effects (Arndt *et al.*, 2020). The South Africa government has been pushed into a recession as a result of the lock-down measures implemented beginning 27 March 2020. The lockdown has had an influence on the economic activity that forced reduction in production and restrictions on non-essential business operations, such as restaurants, sports events, hotels, and overall reduced activity on the tourism sector. The lockdown measures has posed immediate economic pressures on all role players in the tourism sector, in particular small businesses. For the purpose of this paper the focus is on small tourism businesses.

Impact of covid-19 on tourism – There are parallels that can be drawn from covid-19 and the financial crisis event of 2007-2008. As in, many people in the earlier recession assumed the impacts would largely be localised (In that case based on the assumption that the subprime mortgage crisis would be relatively minor problem affecting only the US, but ultimately affecting the global financial system) (Elliot, 2020). Initially, the perception was that Covid-19 pandemic would be localised in China only. It later spread across the world through movement of people. The economic pain became severe as lockdown regulations came to effect, and the severity was felt in the tourism sector with travel bans affecting the aviation industry and other industries that has close ties with the tourism, such as cancellations of sport and entertainment events (Elliot, 2020; Horowitz, 2020; Ozili & Arun, 2020).

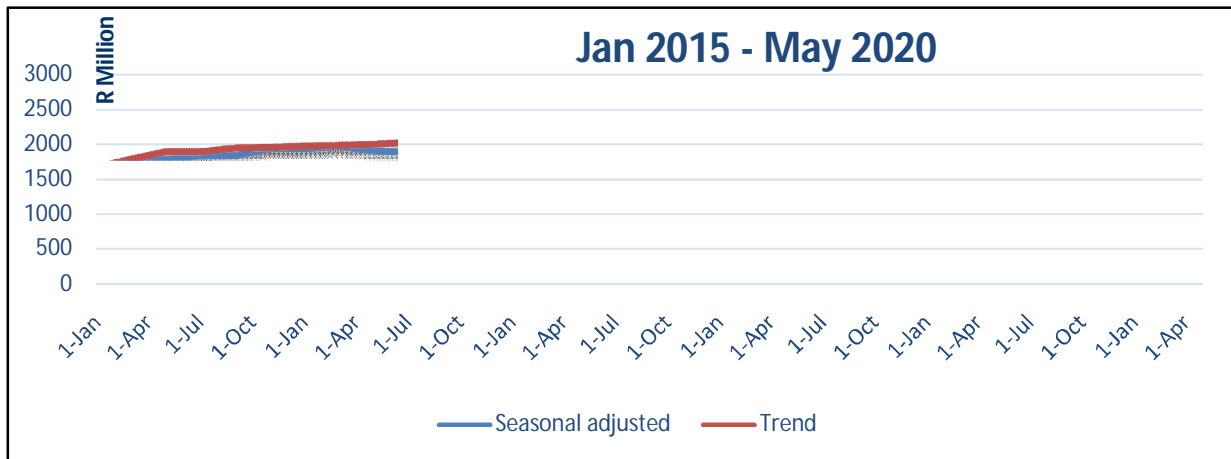
Tourism is one of the fastest growing industries in South Africa. The sector has become one of the key drivers of economic expansion and employment creation in South Africa, as analysed by Nieman *et al.* (2010). Economic growth in South Africa is significantly influenced by international tourism receipts, which are dependent upon the number of foreign tourist arrivals (Dube, 2013). The weaker South African rand to the United State Dollar (SAR/USD) in the past ten years left the exchange rate in favour of the international tourist, thereby creating the potential for a high number of international tourist arrivals in South Africa (StatsSA, 2016).

This implies that the exchange-rate fluctuations are significant in attracting international tourists. As a result, tourism has significantly emerged as one of the key foreign currency contributors to economic growth in South Africa (Peeters *et al.*, 2014; Getz & Page, 2016; Marschall, 2017). In essence, South Africa's main tourism markets are found in Western developed countries, such as the United States of America and Germany (StatsSA, 2016). But with the spread of the corona virus in the country, the tourism industry got highly impacted. The hotels, airlines as well as the cruise operations were temporarily halted from operations, and people were ordered to stay home to safeguard themselves from the virus. This has created a major downfall in the tourism industry from domestic as well as the international perspective, as analysed by Hoque *et al.* (2020). As reported by the United Nations Conference on Trade and Development (UNCTD), (2020), international tourism is among the economic sectors most impacted by the covid-19 pandemic. The United Nations World Tourism Organisation (UNWTO) estimates a loss of 850 million to 1.1 billion international tourists' arrivals, that is approximately \$ 910 million to \$ 1.1 trillion in export revenues and 100-200 million jobs depending on whether borders are opened in September or December.

According to StatsSA (2020), in 2018 the total tourism spend in South Africa was R273.2 billion, while domestic tourism accounted for 56 percent of total spending and 44 percent was international inbound travel. This translates approximately to R22.7 billion per month and R748 million per day in tourism expenditure that has been lost. Tourism in South Africa supports 1.5 million jobs and contributes 8.6 percent to the GDP. According to Eyewitness News (2020), the KwaZulu Natal Province's Member of Executive Council (MEC) in the finance cluster projected that over 300000 jobs in province tourism sector would be lost due to Covid-19. The Travel report (2020) indicates that the South African accommodation sector has taken the greatest impact since the lockdown regulation were enforced by government, especially with leisure tourism not permitted. StatsSA (2020) revealed that in May 2020, all accommodation types recorded large negative year-on-year growth in income from accommodation. The main contributor to the year-on-year decrease in income from accommodation were hotels (-98.2 percent); and other accommodation categories (-98.8 percent). Income from accommodation decreased by 77 percent from March to May 2020 compared with March to May 2019, as reflected in Figure 1 and Table 1. The main contributors to this decrease were hotels (-77.1 percent); and other accommodation clusters (-76.4 percent), reported by StatsSA (2020). The tourism industry is encountering unprecedented threats as posed by corona virus.

Tourism has come to an abrupt end as the impact of Covid-19 has brought the sector to a near standstill. As the world contends with the realities of this global pandemic, there is an opportunity for South Africa to take on a path that can lead to the transformation of the tourism sector through the institutionalising of innovation as it might alter the demand and supply side of tourism that can foster the emergence of new paths, as explained by Brouder (2020). Furthermore, instead of

Figure1: Income from accommodation at current prices



Source:

StatsSA (2020)

Table 1: Income from accommodation at current prices (R million)

Month	2015	2016	2017	2018	2019	2020 1/
Jan	1 674,6	1 970,0	2 128,7	2 166,9	2 093,5	2 191,5
Feb	1 793,6	2 122,7	2 243,7	2 161,1	2 092,8	2 262,3
Mar	1 942,4	2 222,4	2 306,4	2 244,9	2 249,4	1 311,7
Apr	1 674,2	1 848,4	2 016,0	1 936,2	1 988,8	37,9
May	1 531,9	1 691,9	1 734,7	1 698,1	1 750,5	26,8
Jun	1 370,5	1 526,4	1 645,8	1 683,0	1 804,7	
Jul	1 602,3	1 835,9	1 919,0	1 911,5	1 964,7	
Aug	1 674,7	1 858,9	1 931,1	1 974,3	2 067,1	
Sep	1 764,0	1 913,9	1 968,3	2 052,5	2 204,4	
Oct	2 007,9	2 241,8	2 284,6	2 267,8	2 308,0	
Nov	2 032,0	2 239,7	2 217,9	2 282,4	2 267,8	
Dec	2 326,1	2 367,7	2 532,3	2 467,7	2 493,4	
Total	21394,2	23 839,7	24 928,5	24 846,4	25 285,1	

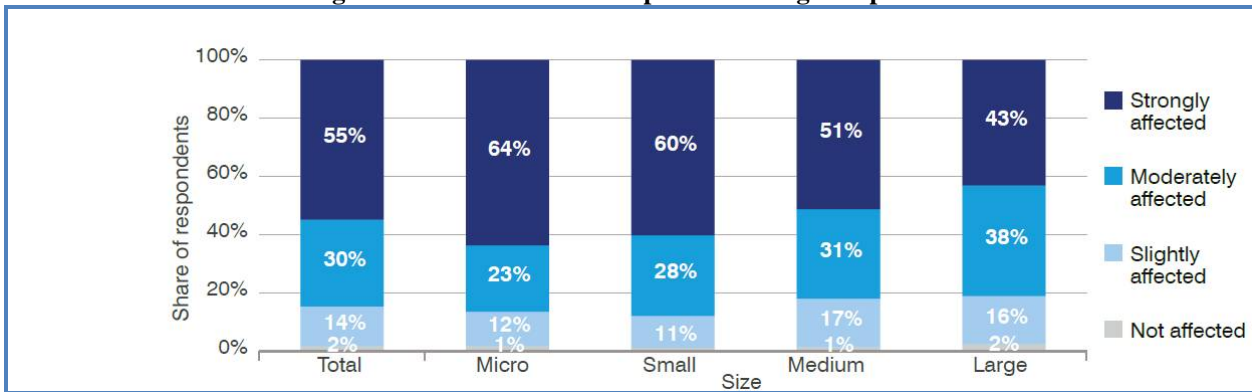
Source: StatsSA (2020)

overly depending on international tourism, the attention might now start to focus on domestic and regional markets. It presents an opportunity for government to channel its resources in providing support to tourism small business through these unprecedented turbulent periods. In South Africa, Government, as commented by Laubscher (2006) and Ligthelm (2008), placed significant importance on the promotion and development of the Small Business sector, as it can serve as strategy that can bring along long-term solutions to the revival of its economy that was in a precarious state even before the pandemic. Prior to the global pandemic outbreak, South Africa had high levels of unemployment and severe problem of youth unemployment, as resolved by Mtembu & Govender (2015).

Effects of covid-19 on small tourism businesses –The International Trade Council (ITC) (2020) conducted a Covid-

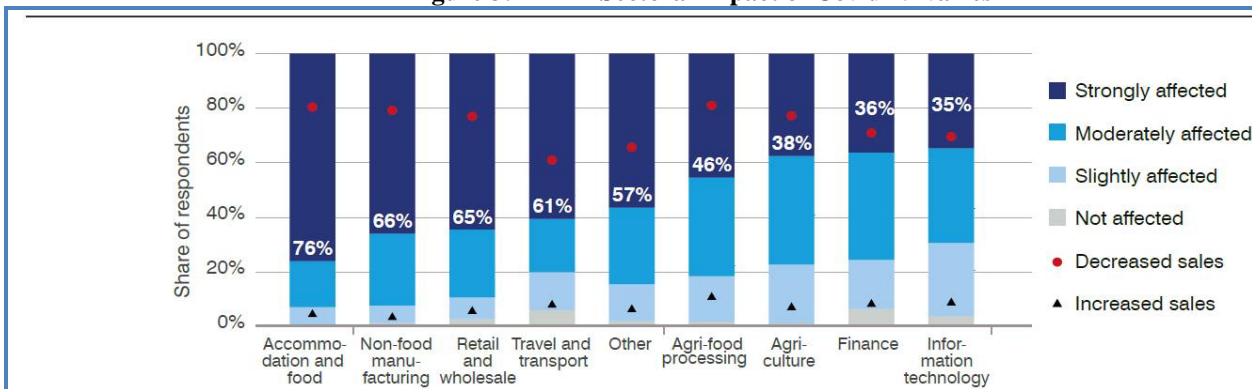
19 business impact survey and data was collected from 2079 businesses in 121 countries from 21 April to 02 June 2020. Majority of businesses responding to the survey indicated that they had been strongly affected by the pandemic and the measures taken to contain it. Smaller businesses tended to be more severely affected by Covid-19 than larger businesses, as shown in Figure 2. Nearly two-thirds of micro and small businesses revealed that their business operations were strongly impacted by the crisis, compared with about 40 percent for large businesses. The travel and tourism sector was the most affected among other sectors, as reflected in Figure 3. “The World Travel and Tourism Council” estimates that 100.8 million jobs in the travel and tourism are at risk, more than half of them in Asia.

Figure 2: Smaller companies see larger impact from Covid-19



Source: International Trade Centre (ITC), (2020)

Figure 3: Sectoral impact of Covid-19 varies



Source: International Trade Centre (ITC), (2020)

The tourism industry in China is one of the important contributors to the economy of the country. Chinese tourism is considered as one of the world's most viewed outbound and inbound tourism market. The revenue from domestic trips in the China's tourism market is most profitable sum of capital. Tourism businesses annual revenue from the industry is about CN¥5128 bn. But with the spread of the Corona virus in the country, tourism business operations and overall economy was highly impacted (Hoque *et al.*, 2020). The effect of Covid-19 crisis on small tourism business (STB) performance across the United Kingdom is immense. A survey on STB, 80 percent reported stable or growing revenues for the year before the pandemic began. However, 80 percent of STB indicated that their revenues declined since lockdown regulation were incepted, as reported by Albonico *et al.* (2020). Furthermore, the findings reported several related effects such as:

- Concerned about defaulting on loans.
- Concerned about their ability to retain employees.
- Expectations of reducing headcount in the aftermath of the pandemic and postponing growth projects.

The exact economic impact of Covid-19 and consequence of each policy response on small business sector is still

unknown, as remarked by Ozili (2020), and the literature has not comprehensively documented the effects of coronavirus pandemic on small businesses, specifically in African countries. The emerging corona virus literature has explored the impact of the virus crisis using single-day data, two-day data or even a week data, and they primarily focus on specific sectors such as the tourism (Gossling *et al.*, 2020), healthcare (Ather *et al.* 2020) or the economy (Fernandes, 2020; Fornaro & Wolf, 2020; Ozili & Arun, 2020). However, other sectors seemingly are being aided by the pandemic such as agriculture sector in South Africa. Steinacker (2020) reports that an estimated maize crop for 2020 is expected to exceed the 2019 by 38% and with demand increasing for fruits such as citrus that has high vitamin C content. This is largely attributed to good rainfalls and, along with lower interest rates and overall good demand, has offered some respite to agricultural producers. The production of the fruit is expected to increase to 143-million cartons in 2020, up from 128-million in 2019, creating additional 25000 permanent jobs, as reported by Steinacker (2020).

While small scale farmers operating in wine industries are experiencing tough times due to the pandemic. The R47billion-a-year industry had been affected by the Covid-19 crisis and the national lockdown regulations, the wine industry suffered

losses of about R500million per week, which resulted in a total of R2bn in a period of four weeks during lockdown, as reported by Payi (2020). Furthermore, due to the knock-on effect in the tourism industry, the profits of small scale wine producers have taken a massive knock, as analysed by Charles (2020) because South Africa was the only wine producing country not allowed to export under lockdown regulations. This paper will focus on the impact of Covid-19 on small tourism businesses in South Africa. Small tourism businesses are key drivers of economic activities and make a vital contribution to the economy as well as to the tourism sector, as they provide employment opportunities, enhance the tourism value chain through innovation and contribute to the sustainable development of regions, in particular rural regions such as Mahikeng, South Africa (Nieman *et al.*, 2010). The small businesses have been the central focus of government interventions and as literature indicates, the small tourism business sector are the hardest hit by this global pandemic.

Policy response and government support – The policy measures introduced by policy makers around the world to cope with the corona virus induced global recession can be divided into four categories: (1) monetary measures, (2) fiscal measures, (3) public health measures, and (4) human control measures, as shown in Table 2. Small businesses are extremely distressed about the impact of Covid-19 on their liquidity position and business survival, as reported by Organisation for Economic Co-operation and Development (OECD), (2020). In this context, the policy perspective is gradually shifting from liquidity support measures to small business survival, which still remains a priority for most governments to support small business recovery (OECD, 2020).

The Finance Minister, announced that an additional R300 billion from the South African Reserve Bank would be pumped into the country's economy and furthermore, mentioned the combined fiscal with monetary policy package will assist the economy functioning amid the Covid-19 crisis, as the funds amounted to R800 billion, as reported by MSN News (2020). The Department of Tourism established an intervention measure to mitigate the impact of covid-19 on small tourism businesses. The R200 million tourism relief fund provided by the department was to assist the continued operation of small tourism businesses during and beyond the Covid-19 pandemic (Department of Tourism, 2020). In addition, as indicated by Payi (2020) government announced the establishment of a R6 billion in short term assistance to the tourism industry. Some small scale wine farmers expressed their relief at the news of the financial aid and relinquishing of export trade laws, stating it would assist to stabilize their businesses.

III. RESEARCH METHOD

Individual in-depth interviews were used to collect data from small tourism businesses in the North West province (NWP) of South Africa. A non-probability judgmental sampling method was used to identify members from the small business sector operating in the tourism sector. A judgmental sampling allowed selection of individuals who are likely to provide information relating to the research problem (Leedy & Ormrod,

2005; Bernard & Ryan, 2010; Watkins *et al.*, 2011). Romney *et al.* (1986), Altinay *et al.* (2016) and Creswell *et al.* (2016) calculated that samples as small as four individuals can render extremely accurate information with a high confidence level (0.999) if they possess a high degree of competence in the domain of inquiry. Morse (1994) and Robinson *et al.* (2011) suggest at least six participants. The saturation point was attained after interviewing eight participants and sample size for this paper comprised of eight high-level participants (interviewees). The eight small business owners interviewed operated in the tourism industry ranging from bed & breakfast (BnB) to small restaurants, situated in Mahikeng, NWP. The participants have in-depth knowledge of the tourism industry as all of their respective businesses had a minimum of five years' operation in the tourism industry. The interview session was conveniently organised at the business owners' establishment. An interview guide (semi-structured) with a set of key discussion point was developed to guide the interview session. For the purpose of this paper, detailed information was obtained from the small business owners on the level of economic impact Covid-19 has had on their businesses and their views on policy response measures put in place by government in support of small tourism businesses during the lockdown regulations. Note-taking and tape recording during the Individual interview sessions were used for capturing the verbatim discussions.

IV. RESEARCH FINDINGS

Two themes emerged as the data was dissected and grouped into themes. The two themes are: (1) Impact of Covid-19 on small tourism businesses and (2) policy response and government support. Furthermore, the sub-themes allowed for probing on the long-term implications associated with the pandemic and business rescue plans.

1. *Impact of Covid-19 on STB*

The session commenced by asking general questions such as "the business owner's educational background, purpose for starting a business, if the business was registered?"

The impact of Covid-19 on their businesses all participants agreed that "...with the introduction of international travel bans, specifically interprovincial travelling (domestic travelling), as a result of lockdown measures put in place to mitigate the risk of people contracting the disease halted our business operation" and "with the prohibition of mass gatherings affecting events such as weddings, funerals etc, and temporary closure of entertainment industries our business suffered financially even under lockdown level three...". Probing was used and resulted in most participants agreeing that their business cash flow was disrupted and as a result they had to reduce their staff, as they encountered problems with paying for their overhead expenses. One participant remarked that "...extremely concerned about the impact of Covid-19 on their liquidity position and business survival" and the reason being that even post-Covid-19, the demand will be lower as a result of consumers' loss of income, fear of travelling and heightened uncertainty, which in turn reduces consumer

spending patterns. About any success cases the business has experienced during lockdown regulation, a few participants agreed that “with the lockdown regulation enforced it enabled businesses to refurbish amenities and infrastructure which was

challenge undertaking at tourism peak seasons”, they further mentioned that they took the time to really examine the market and explore new ways of doing business under the regulations.

Table 2: Some fast policy response during the 2020 global recession due to covid-19

Type	Fast policy response adopted by policy makers	Countries
Monetary policy measures	Granting (i) regulatory forbearance to banks, and (ii) principal or interest moratorium to debtors affected by COVID-19	Ireland, China, South Africa, Nigeria and Italy
	Central banks' provision of liquidity to financial (bond and equity) markets	China and US
	Central banks' purchase of bonds and securities that were plunging in value rapidly	Australia, EU and Canada
	Lowering interest rates by Central banks	Turkey, US, New Zealand, Japan, UK, Nigeria, South Korea, South Africa and Canada
	Sustained flow of credit to banks, SMEs, public health sector, individuals and essential businesses	Australia, Nigeria, US, South Africa and UK
Fiscal measures	Governments approving a large federal stimulus package for sectors and industries most affected by the COVID-19 pandemic	UK, US, Australia, South Africa and Nigeria
	Provision of income support for individuals	Australia, South Africa, US, UK and India
	Social welfare payments to support impoverished households	Australia, South Africa and US
Public health measure	Public quarantine	South Africa, US, UK and almost every country
	Border quarantine	Poland, Vietnam, India, UK, US, Pakistan, Australia, South Africa and Colombia
	Issuing a stay-at-home policy	Italy, Iran, Nigeria and UK
	Social distancing policy	South Africa, US, UK, UAE, Singapore, Nigeria, Japan, China, India, Germany, Pakistan, Australia, South Korea and Israel
Human control measures	Temporary release of prisoners from overcrowded prisons	Iran and US
	Shut-down of air, land and sea borders	Taiwan, India, Mexico, US, Germany, South Africa, Serbia and Nigeria
	Shutdown of schools	UK, Spain, Italy, South Africa, Nigeria and US
	Using the military to enforce a coronavirus stay-at-home lockdown	Malaysia, Italy, US, Israel, South Africa and Spain
	Travel ban	EU, US, Argentina, Austria, Australia, Bolivia, Cambodia, Canada, China, Cape Verde, Cambodia, Colombia, Croatia, Denmark, Egypt, Germany, Greece, South Africa and Haiti
	Visa denial and suspension	South Africa, Canada, Singapore, China, Nigeria, Ghana, Kenya, Bolivia and Brazil

Source: Ozil and Arun (2020)

2. Policy response and government support

To a discussion on how government responded to the health crisis and seeking to alleviate the impact of covid-19 on STBs through the introduction of policy that was meant to provide business support, the small business owners indicated that they were faced with short-term financial risks and long term business implications that painted a desolate picture in years to come. Most participants from the interview session strongly indicated that “their businesses did not receive government financial relief schemes aimed at providing support to STB.” The participants further mentioned that the application process was stringent and to date none had received the relief funds. Government needed to address the needs of business owners by being more flexible and responsive. “...I was hoping to receive the short term finance, as this will have enabled paying overhead expenses such as utilities and salaries, as result I had

to lay off staff.” Responses to the discussion point on what support they needed from government, the following responses were obtained: participants revealed their need for short-term financing and the need to be educated on online service training and other business functionality.

V. CONCLUSION

This paper discussed how small tourism businesses were impacted by Covid-19 pandemic, as the findings reveal how the STB are extremely alarmed about the immediate impact of this pandemic on their businesses threatening their liquidity position and business survival. In addition, the findings pointed out that business owners were not feeling confident about future prospects, as they were uncertain about consumers' future buying patterns. The target group was small tourism businesses (STB) operating in Mahikeng, South Africa. The

findings will suggest that during in the early phases of the corona virus pandemic, the prompt policy response proved to be insufficient for STB because an overwhelming majority did not receive business support, even though the policies were formulated with good intentions, but difficulties were encountered with the implementation phase. Similarly, monetary policy, South African Reserve lowered the interest rates and assisted to calm financial market, however it did not stop the recession.

REFERENCES

- [1] Akinboade, O.A & Braimoh, L. 2009. International tourism and economic development in South Africa: A Granger Casualty Test. *Research Gate*, 12(10):149-163.
- [2] Albonico, M., Mladenov, Z. & Sharma, R. 2020. How the covid-19 crisis is affecting UK small and medium-size enterprises: Public sector practice, McKinsey & Company.
- [3] Altinay, L., Paraskevas, A. & Jang, S. 2016. Planning research in hospitality and tourism. 2nd ed. Routledge publication.
- [4] Arndt, C., Davies, R., Gabriel, S., Harris, L., Makrelov, K., Modise, B., Robinson, S., Simbanegari, W., Van Seventer, D. & Anderson, L. 2020. Impact of covid-19 on the South African economy: An initial analysis. South Africa-Towards Inclusive Economic Development Working Paper 111.
- [5] Ather, A., Patel, B., Ruparel, N.B., Diagenes, A. & Hargreaves, K.M. 2020. Coronavirus disease 19 (Covid-19): implications for clinical dental care. *Journal of Endodontics*, 46(5):584-595.
- [6] Bernard, H.R. & Ryan, G.W. 2010. Analyzing qualitative data. Systematic approaches, Sage publications.
- [7] Bluedorn, J., Gopinath, G. & Sandri, D. 2020. An early view of the economic impact of the pandemic in 5 charts. Accessed from: <https://blogs.imf.org/2020/04/06/an-early-view-of-the-economic-impact-of-the-pandemic-in-5-charts/> (Retrieved on: July 27, 2020)
- [8] Brouder, P. 2020. Reset redux: possible evolutionary pathways towards the transformation of tourism in a Covid-19 world. *Tourism Geographies*. DOI: 10.1080/14616688.2020.1760928.
- [9] Charles, M. 2020. Unlikely wine industry will make-up the nearly R3bn it lost due to SA lockdown. Accessed from: <https://www.iol.co.za/capeargus/news/unlikely-that-wine-industry-will-make-up-the-nearly-r3bn-it-lost-due-to-sa-lockdown-49778356>.
- [10] Creswell, J.W., Ebersohn, L., Eloff, I., Ferreira, R., Ivankova, N.V., Jansen, J.D., Nieuwenhuis, J., Pietersen & Plano Clark, V.L. 2016. First steps in research. 2nd ed. Published by van Schaik Publishers.
- [11] Department of Tourism, 2018. Annual report 2016/17. Accessed from: <https://www.tourism.gov.za/AboutNDT/Publications/Department%20of%20Tourism%20Annual%20Report%202016-17.pdf> (Retrieved on: June 20, 2020).
- [12] Department of Tourism, 2020. Tourism invites eligible companies to apply for the coronavirus (Covid-19) tourism relief fund. Accessed from: <https://www.gov.za/speeches/tourism-invites-eligible-companies-apply-coronavirus-covid-19-tourism-relief-fund-7-apr>.
- [13] Dube, B. 2013. The economic tourism. Accessed from: <https://repository.up.ac.za/bitstream/handle/2263/29848/02chapters3-4.pdf>
- [14] Elliot, L. 2020. Prepare for the coronavirus global recession. *Economics Viewpoint*. Accessed from: <https://www.theguardian.com/business/2020/mar/15/prepare-for-the-coronavirus-global-recession>.
- [15] Eyewitness News, 2020. Over 300k job losses forecast in KZN due to Covid-19. Accessed from: <https://www.msn.com/en-za/news/localnews/over-300k-job-losses-forecast-in-kzn-due-to-covid-19/ar-BB1771eO?ocid=msedgdhp>.
- [16] Fernandes, N. 2020. Economic effects of coronavirus outbreak (Covid-19) on the world economy. Available at SSRN 3557504.
- [17] Fornaro, L. & Wolf, M. 2020. Covid-19 Coronavirus and Macroeconomic policy working paper, available at: SSRN: <https://ssrn.com/abstract:3560337>.
- [18] Getz, D. & Page, S.J. 2016. Progress and prospects for event tourism research. *Tourism Management*, 52:593-631.
- [19] Gossling, S., Scott, D. and Hall, C.M. 2020. Pandemics, tourism and global change: a rapid assessment of Covid-19. *Journal of Sustainable Tourism*, 1-20.
- [20] Hoque, A., Shikha, F.A., Hasanat, M.W., Arif, I. & Hamid, A.B.A. 2020. The effect of coronavirus (covid-19) in the tourism industry in China. *Asian Journal of Multidisciplinary Studies*, 3(1):52-58
- [21] Horowitz, J. 2020. The global coronavirus recession is beginning. CNN Media report. Accessed from: <https://edition.cnn.com/2020/03/16/economy/global-recession-coronavirus/index.html>.
- [22] International Trade Centre (ITC), 2020. Covid-19: The great lockdown and its impact on small business. *SME Competitive Outlook, covid-19 response*.
- [23] Laubscher, P. 2006. South Africa economic growth constraints: results from a BER survey. *Journal of Bureau Economic Research*, 2(3):99-110.
- [24] Leedy, P.D. & Ormrod, J.E. 2005. Practical research: planning and design. 8th ed. Upper Saddle River, NJ: Pearson.
- [25] Ligthelm, A.M. 2008. A targeted approach to informal business development: The entrepreneurial route. *Development Southern Africa*, 25(4):367-382.
- [26] Marschall, S. 2017. Transnational migrant home visits as identity practice: The case of African migrants in South Africa. *Annals of Tourism Research*, 63:140-150.
- [27] Morse, J.M. 1994. Designing funded qualitative research. In Denzin, N.K. & Lincoln, Y.S., *Handbook of qualitative research* (2nd ed.) Thousand Oaks, CA: Sage publication.
- [28] MSN money, 2020. SA seeking additional R95 billion for fight against Covid. Accessed from: <https://ewn.co.za/2020/04/26/sa-seeking-additional-r95-bln-from-lenders-for-fight-against-covid-19>.
- [29] Mtembu, V.N. & Govender, L.N. 2015. Perception of employers and unemployed youth on the proposed youth unemployment wage subsidy incentive in South Africa: A KwaZulu-Natal Study. *SA Journal of Human Resource Management*, 13(1):1-9.
- [30] Muzekenyi, M., Nheta, D.S. & Tshipala, N. 2018. The effect of international tourism receipts on economic growth in South Africa. *Journal of Contemporary Management*, 15:1-20.
- [31] Nieman, G., Visser, T. & Van Wyk, R. 2010. Constraints facing tourism entrepreneurs in South Africa. Unpublished article.
- [32] OECD, 2020. Coronavirus (Covid-19): SME Policy Responses. Contributing to a global effort, oecd.org/coronavirus.
- [33] Ozili, P.K. 2020. Covid-19 in Africa: socio-economic impact, policy response and opportunities. *International Journal of Sociology and Social Policy*. DOI:10.1108/IJSSP-05-2020-0171.
- [34] Ozili, P. & Arun, T. 2020. Spillover of covid-19: Impact on the global economy. MPRA paper no. 99850. Accessed from: <https://mpa.ub.uni-muenchen.de/99850>. Date accessed: 12 June 2020.
- [35] Pablo-Romero, M.P. & Molina, J.A. 2013. Tourism and economic growth: A review of empirical literature. *Tourism Management*, 8:28-41.
- [36] Payi, R. 2020. Covid-19 in SA: Wine industry was losing R500 million every week. Accessed from: <https://www.iol.co.za/weekend-argus/news/covid-19-in-sa-wine-industry-was-losing-r500m-every-week-47757003>.
- [37] Peeters, T., Matheson, V. & Szymanski, S. 2014. Tourism and the 2010 world cup: Lessons for developing countries. *Journal of African Economies*, 23(2):290-320.
- [38] Robinson, J.P., Phillip, R.S. & Lawrence, S.W. 2011. Criteria for scale selection and evaluation. *Measures of Personality and Social Psychological Attitudes*, Academic Press, 1-15.

- [39] Romney, A.K, Batchelder, W. & Weller, S.C. 1986. Culture as consensus: A theory of culture and informant accuracy. *American Anthropologist*, 88(3):13-38.
- [40] Small Business Site, 2020. Rebuilding small businesses after covid-19. Accessed from: <http://www.thesmallbusinesssite.co.za/2020/05/19/rebuilding-small-business-after-covid-19> (Retrieved on: 12/07/2020).
- [41] STATSSA. 2014. Tourism. Accessed from: <http://www.statssa.gov.za/publications/report-03-51-02/report-03-51-022014.pdf> (Retrieved on: May 20, 2020).
- [42] STATSSA. 2015a. An economic look at the tourism industry. Accessed from: <http://www.statssa.gov.za/?p=4362> (Retrieved on May 20, 2020).
- [43] STATSSA. 2015b. Gross domestic product. Pretoria: Statistics South Africa.
- [44] STATSSA. 2016. Tourism: employment, economy and foreign income. Pretoria: Statistics South Africa.
- [45] STATSSA. 2020. Tourist accommodation (Preliminary). Pretoria: Statistics South Africa.
- [46] Steinacker, J. 2020. Good rains bring relief to SA farmers: Big crops, low interest give respite – but demand for dairy dips. *Business times*, 02 Aug., p.4.
- [47] Tang, C.F. & Tan E.C. 2013. How stable is tourism led growth hypothesis in Malaysia? Evidence from disaggregated tourism markets. *Tourism Management*, 37:52-57.
- [48] Travel report, 2020. Shocking lockdown impact on accommodation sector: Stats SA figure show. Accessed from: <https://www.iol.co.za/travel/travel-news/shocking-lockdown-impact-on-accommodation-sector-stats-sa-figures-show-ca587185-5678-4034-a552-493d13d42e8e>. Date accessed: 30/07/2020
- [49] UNCTD, 2020. Covid-19 and tourism: Assessing the economic consequences. UNCTAD – Division on International Trade and Commodities.
- [50] UNWTO, 2020. Covid-19: Putting people first. Covid-19 Response. Sustainable Development Goals. Accessed from: <https://www.unwto.org/tourism-covid-19>.
- [51] Watkins, A.E., Scheaffer, R.L. & Cobb, G.W. 2011. *Statistics: from data to decision*. 2nd ed. John Wiley & Sons