

Assessment of the Effect of Maintenance Practices on Tourist's Patronage in Yankari Resort and Safari Nigeria

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Abstract : The study is aimed at assessing the effect of maintenance practices on tourist patronage. Yankari resort and Safari had a patronage of twenty thousand, three hundred and two international and national tourists in two thousand and ten, fourteen thousand nine hundred and sixty two, in two thousand and eleven and ten thousand six hundred and one, in two thousand and twelve. The number of tourists keeps falling as the resort has been witnessing low patronage. Personal observation has shown that the state of facilities in the resort is bad. This study aims to appraise maintenance practices in the resort and how it affects tourist patronage. Standard checklist was used for the appraisal of facilities, while questionnaires were administered to tourists to examine whether maintenance practices in the resort do affect their patronage. Findings show that Operational maintenance was poorly carried out while repairs maintenance was fairly done. The study also discovered that there is significant relationship between maintenance practices and tourist patronage. It is recommended that adequate repairs and operational maintenance practices should be carried out in the resort to encourage tourist patronage.

Keywords : maintenance, practices, tourist, patronage

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