

# TOURIST SATISFACTION AND PERCEIVED EFFICIENCY OF SERVICES RENDERED BY THE HOSPITALITY UNIT OF OKOMU NATIONAL PARK AND OBUDU MOUNTAIN RESORT

**Wali Chinedu N.**

Department of Forestry and Wildlife Management,  
Faculty of Agriculture,  
University of Port Harcourt.

Corresponding Author: [chinedu\\_wali@uniport.edu.ng](mailto:chinedu_wali@uniport.edu.ng)

DOI: <https://doi.org/10.33281/JTHS20129.2022.1.5>

**Asuqud Innocent E.**

National Park Service,  
Cross River State.

## Abstract

*Tourists, satisfaction is key to the success of an Eco-destination. It is natural for tourists to return to the centre if they were satisfied with the level of hospitality or for them to shun the centre if the level of hospitality did not meet their taste. This study assessed tourist satisfaction and perceived efficiency of services rendered by the hospitality unit of Okomu National Park (ONP) and Obudu Mountain Resort (OMR) in Niger Delta Region of Nigeria. Data were obtained through in-depth interviews, personal observations and administration of self-structured questionnaires. Questionnaires were administered to 100 tourists who have spent a minimum of two nights in the accommodation facilities of the two eco-destinations. Data were analyzed using descriptive and inferential statistics. Further analysis indicated that OMR performed relatively well on entertainment while ONP was poorly rated on entertainment. Chi square analysis reveals that there are relationships between education status of tourists and rating of entertainment ( $P \leq 0.001$ ) and age of tourists and the perceived efficiency of laundry service ( $P \leq 0.005$ ). The economic state of the nation has adversely affected tourism as people can hardly cater for their basic needs. There is need then for the government to provide more funding in the areas of prompt payment of workers' wages as well as payment of the pension of those who are retired. This is important to the tourism industry because workers and retirees are among the class of people who visit tourist centres more than other classes of people. Secondly, government should improve on the funding of government-owned eco-destinations such as Okomu National Park and Obudu Mountain Resort.*

**Keywords:** Eco-destination, Hospitality, Tourist satisfaction, Efficiency of services rendered, Tourist.

## Introduction

Regardless of race, culture and tribe people always crave for pleasure, comfort, happiness, freedom and privacy (Wali, 2020). The hospitality industry readily provides an avenue to meet these needs (Ejikeme & Enemu, 2016) The hospitality unit of ONP and OMR provide services which enhance tourists' experiences in these destinations. Eco-destinations are incredibly service-oriented and provide services and products such as: accommodation

services, restaurant services and related services for the comfort of both local and international travelers (International Labour Organization, 2010). Hence, the services rendered by the hospitality sector can greatly influence tourists' experiences and can create amazing memories after their stay (Wali, 2020). These services will determine if the tourists would return again or not, which can enhance their experiences and add significantly to the image of a country/region.

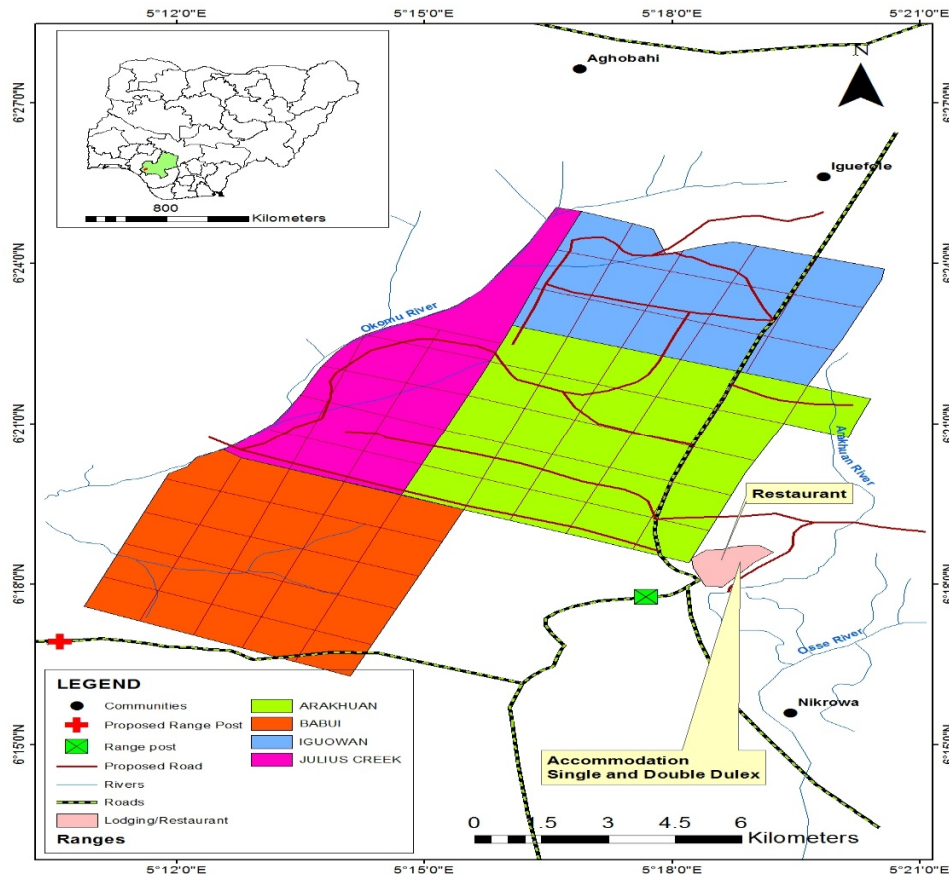
According to Wali (2020), the hospitality sector sometimes function as the point of welcoming and bidding tourists farewell. There is an increase in both local and international travel which also resulted in the increase of global demand for hospitality services. In recent times, the government has invested in new facilities and equipment in order to meet increasing needs of local and international tourists (OECD, 2008). Current increase in global needs for hospitality services can easily be attributed to sharp increase in global travel with astounding rise from 674 million international tourist arrivals recorded in 2010 to over 1.2 billion in 2016 (UNWTO, 2017). Global travel to eco-destinations has also recorded astonishing rise recently, which has also resulted in corresponding increase for hospitality services in protected (Ijeomah, Abere & Onwuma, 2019) Hospitality services in eco-destinations similarly involve services, to food, drink and accommodation.

The manner and ways these services are being rendered is very critical and could make or mar a destination. Effective service delivery encourages and sustains patronage while deficiency in service is a threat to the survival of any eco-destination. The services rendered by the hospitality unit of eco-destinations ordinarily should enhance tourist experience and encourage them to revisit the destinations. However, many tourist destinations have collapsed due to inefficiency which led to the dissatisfaction of tourists (Lopes, Simoes, & Silva, 2022). Destinations with efficient service delivery enjoy good patronage which invariably add to their strong performance. From the description so far given, the objective of this research is to assess the services rendered and to know the perceived efficiency of services rendered by the hospitality sector of Okomu National Park and Obudu Mountain Resort.

### **The Study Areas**

Two sites were selected for the study. Obudu Mountain Resort was selected to represent a ranch while Okomu National Park was selected to represent a wildlife park. Okomu Park is located in Ovia South-west Local Government Area of Edo State, Nigeria (Figure 1). The Park was established by Decree 46 of 1999. It lies between latitude 6° 21' N and longitude 5° 13' E (Soladoye & Oni, 2000). The Park covers an area of 202.24 km<sup>2</sup> (Aweto, 2019). It is the smallest national park in Nigeria with land area of 212km<sup>2</sup> (National Park Service, 2009). The park has four ranges namely: Julius Creek Range, Iguowan Range, Arakwan Range and Babui Creek Range. The topography is gentle ranging between 30m and 60m above sea level. Rainfall is between 1,524 and 2,540mm. The park's dry season occurs from December to February and

the wet season lasts from March to November (Soladoye & Oni, 2000). Vegetation is Guinea-Congo lowland rainforest, including areas of swamp-forest, high forest, secondary forest and open shrub (Okomu National Park, 2010). It was selected as a wildlife park in southern Nigeria because it has endemic species and more developed tourism facilities than Old Oyo and Cross River National Parks which are the two other national parks in the southern part of the country (Wali, 2020).



**Figure 1: Okomu National Park in Edo State, Nigeria.**

Source: Wali, C.N. (2020)

The Obudu Mountain Resort is a cattle ranch and resort in the highlands of Cross River State in the South-southern part of Nigeria. The Resort is located in Obaliku Local Government Area of Cross River State. It lies between latitude 6° 21' 30" N and 6° 22' 30" N and longitude 9° 21' 0" E and 9° 22' 45" E, with an approximate area of 104sqm and a height of about 1576m above sea level (Cross River State Tourism Bureau, 2010). Cross River State shares boundary with Benue State to the North, Enugu and Abia States to the West, Cameroon Republic to the East and Akwa-Ibom State and the

Atlantic Ocean to the South. The Resort is situated on a relatively flat plateau on the Oshie Ridge of Sankwala Mountains. It is an area of idyllic tranquility, beautiful scenery and breath-taking views. It has 22 U-bends that consist of the most exciting “the Devil’s Elbow” which is halfway through the stretch and enjoys a climate typical of the temperate regions of the world. It has a temperature of between 26°C to 32°C between November and January and the low temperature range of 4°C to 10°C between June and September (Okojie & Ijaola, 2011).

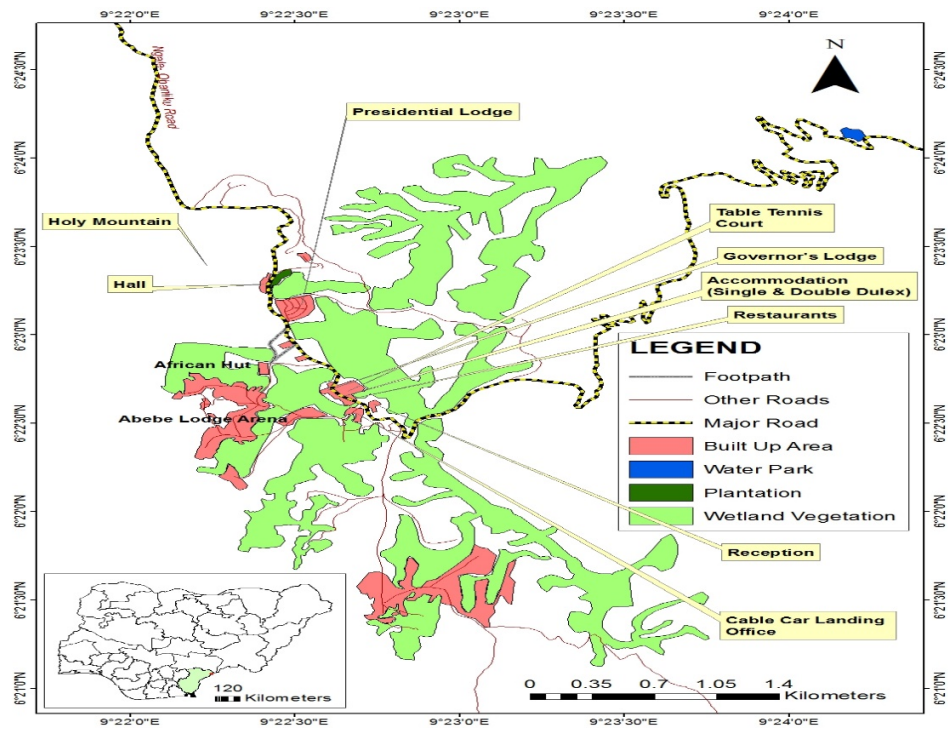


Figure 2: Obudu Mountain Resort, Nigeria.

Source: Wali, C.N. (2020).

### Method of Data Collection

Information for this study was collected from personal observation, review of administrative records, in-depth interviews and administration of structured questionnaires. The questionnaires were designed to gather information from tourists visiting the two eco-destinations.

### Sampling Technique

The questionnaires were administered to 115 randomly selected tourists who have stayed for at least 2 nights in each of the eco-destinations.

## Data Analysis

Data obtained were analyzed using descriptive statistics in the form of tables, percentages and frequencies. Likert scale was used to determine level of tourist satisfaction and perceived efficiency of services rendered. A total of 100 (one hundred) copies of questionnaires were administered to the sample population, out of which 85 copies were retrieved and certified usable for the analysis.

## Results

**Table 1:** Tourists General Satisfaction with Okomu N.P and Obudu M.R as a Destination.

Both International and domestic tourists were asked to rate their level of satisfaction at the destinations on a three point Likert scale from 1= poor to 3= excellent. The mean score of satisfaction for accommodation was O.N.P (1.6875) and O.M.R (1.9070) with a standard deviation of O.N.P (.62420) and O.M.P (.52617). The descriptive measures indicate that the tourists were not satisfied with the accommodation services delivered to them in O.N.P and O.M.R destinations. The mean score of satisfaction for food and beverage was O.N.P (1.2.0000) and O.M.R (2.1395) with a standard deviation of O.N.P (.58346) and O.M.P (.60085). The descriptive measure indicates that the tourists were satisfied with the food and beverage services delivered to them in O.N.P and O.M.R destinations. The mean score of satisfaction for laundry was O.N.P (1.2917) and O.M.R (1.5349) with a standard deviation of O.N.P (.45934) and O.M.R (.50468). The descriptive measures shows that the tourists were not satisfied with the laundry services delivered in both eco-destinations. Finally, the mean score of satisfaction for entertainment was O.N.P (1.4375) and O.M.R (2.0067) with a standard deviation of O.N.P (.50133) and O.M.R (.59715). The descriptive measures shows that the tourist were not satisfied with entertainment services rendered in O.N.P while in O.M.R, the tourist were satisfied with the entertainment (the mean score was up to 2.0 and above.

**Table 1: Level of tourist's satisfaction with services rendered by the hospitality units of Okomu National Park and Obudu Mountain Resort.**

Services Rendered	Eco-destination	Mean satisfaction	Std. Deviation	Decision
Accommodation	Obudu	1.9070	.52617	Reject
	Okomu	1.6875	.62420	Reject
	Total	1.7912	.58721	Reject
Food and Beverages	Obudu	2.1395	.60085	Accept
	Okomu	2.0000	.58346	Accept
	Total	2.0659	.59259	Accept
Laundry	Obudu	1.5349	.50468	Reject
	Okomu	1.2917	.45934	Reject
	Total	1.4066	.49392	Reject

Entertainment	Obudu	2.0067	.59715	Accept
	Okomu	1.4375	.50133	Reject
	Total	1.6923	.60905	Reject

Source: Field Survey (June, 2018).

Table 2 shows the perceived efficiency and effectiveness of the services rendered by the hospitality units of Okomu National Park and Obudu Mountain Resort by tourists. Accommodation service was rated poor in Obudu by 18.6% and 39.6% rated it poor in Okomu. Furthermore, 72.1% rated accommodation good in Obudu and 52.1% rated it good also in Okomu. However, about 9.3% of tourists in OMR and 8.3% in ONP rated accommodation excellent. In addition, 11.6% of tourist in OMR and 16.7% in ONP rated food and beverage services poor. Additionally, 62.8% of tourist in OMR rated Food and beverages good and 66.7% in ONP rated food and beverage good. Also 25.6% of tourist in OMR and 16.7% in ONP rated food and beverage excellent. Also, 46.5% in OMR and 70.8% in ONP rated laundry service poor. However, 53.3% of the respondents in OMR and 29.2 in ONP rated laundry service good. It was observed from the table that 18.6% of the respondents in OMR and 56.3% in ONP rated the entertainment services poor. Nevertheless, the table also indicate that 65.1% in OMR and 43.8% in ONP rated entertainment good. Further analysis indicated that 16.3% of the tourists sample in OMR rated it excellent.

**Table 2: perceived efficiency and effectiveness of the services rendered by the hospitality units of Okomu National Park and Obudu Mountain Resort by tourist respondents.**

Services Rendered	Rating	OMR		ONP		Total
		Freq.	%	Freq.	%	
Accommodation	Poor	8	18.6	19	39.6	27 29.7
	Good	31	72.1	25	52.1	56 61.5
	Excellent	4	9.3	4	8.3	8 8.8
Total		43	100	48	100	91 100
Food and Beverages	Poor	5	11.6	8	16.7	13 14.3
	Good	27	62.8	32	66.7	59 64.8

	Excellent	11	25.6	8	16.7	19	20.9
Total		43	100	48	100	91	100
Laundry	Poor	20	46.5	34	70.8	54	59.3
	Good	23	53.5	14	29.2	37	40.7
	Excellent	0		0		0	
Total		43	100	48	100	91	100
Entertainment	Poor	8	18.6	27	56.3	35	38.5
	Good	28	65.1	21	43.8	49	58.8
	Excellent	7	16.3	0	0	7	7.7
Total		43	100	48	100	91	100

Source: Field Survey (June, 2018).

Table 3 shows the socioeconomic characteristics of tourists in Okomu National Park and Obudu Mountain Resort. The results revealed the sex, age, marital status, educational background, occupational status and annual income of respondents (tourists) to the two eco-destination. Analyzed data shows that there is indeed no significant relationship between socioeconomic characteristics of tourists to the two eco destination for this research. All the P value is greater than 0.05 which is the chosen level of significance. From the foregoing, it is concluded that there is no significant relationship between the socio-economic characteristics of tourists in the two eco-destinations and efficiency of accommodation services.

**Table 3: Association between socio-economic characteristics of tourism and perceived efficiency of accommodation service in the two eco-destinations**

Socio-Economic Characteristics	Variable	Perceived Efficiency			Chi square Statistic
		Poor	Good	Excellent	
Sex	Male	16	31	4	Chi value=0.243 P value =0.886
	Female	11	25	4	
Age	< 21	3	5	1	

	21-30	11	17	3	Chi value = 4.905 P value = 0.768
	31-40	8	13	3	
	41-50	4	19	1	
	> 50	1	2	0	
Marital status	Married	13	36	3	Chi value = 3.319 P value = 0.190
	Single	14	20	5	
Educational	Primary	1	2	1	Chi value = 3.430 P value = 0.489
	Secondary	4	4	0	
	Tertiary	22	50	7	
Occupation	Student	8	9	3	Chi value = 6.263 P value = 0.618
	Civil servant	7	20	4	
	Business	6	11	1	
	Self employed	5	13	0	
	Retired	1	1	0	
Annual income	< 50,000	8	10	2	Chi square = 6.277 P value = 0.791
	51,000-100,000	7	23	3	
	101,000-150,000	6	7	1	
	151,000-200,000	0	2	0	
	201,000-250,000	2	2	0	
	>250,000	4	12	2	
Purpose of visit	Official	3	5	2	Chi square = 7.914 P value = 0.442
	Recreation	13	31	3	
	Research	9	13	3	
	Business	1	0	0	
	Conference	1	7	0	

\*\* Significant at 0.05 level.

Source: Field Survey, 2018.

Table 4 shows the socioeconomic characteristics of tourists in Okomu National Park and Obudu Mountain Resort. The analyzed data revealed the sex, age, marital status, educational background, occupational status and annual income of respondents (tourists) to the two eco-destination. Results revealed that there is indeed no significant relationship between socio-economic characteristics of tourists to the two eco destination. All the P value is greater than 0.05 which is the chosen level of significance. From the foregoing, it concluded that there is no significant relationship between the socio-economic characteristics of tourists in the two eco-destinations and efficiency of food and beverage services.

**Table 4: Association between socio-economic characteristics of tourism and perceived efficiency of food and beverage service in the two eco-destinations**

	Variable	Perceived Efficiency	
--	----------	----------------------	--

Socio-Economic Characteristics		Poor	Good	Excellent	Chi square Statistic
Sex	Male	7	33	11	Chi value = 0.052 P value = 0.974
	Female	6	26	8	
Age	< 21	2	5	2	Chi value = 5.943 P value = 0.454
	21-30	3	18	10	
	31-40	3	17	4	
	41-50	4	17	3	
	> 50	1	2	0	
Marital status	Married	9	33	10	Chi value = 0.969 P value = 0.616
	Single	4	26	9	
Educational	Primary	0	3	1	Chi value = 3.496 P value = 0.479
	Secondary	2	3	3	
	Tertiary	11	53	15	
Occupation	Student	4	12	4	Chi value = 7.695 P value = 0.464
	Civil servant	2	19	10	
	Business	2	13	3	
	Self employed	3	13	2	
	Retired	1	1	0	
Annual income	< 50,000	5	11	4	Chi square = 13.331 P value = 0.206
	51,000-100,000	2	21	10	
	101,000-150,000	1	11	2	
	151,000-200,000	1	1	0	
	201,000-250,000	2	2	0	
	>250,000	2	13	3	
Purpose of visit	Official	1	5	4	Chi value = 6.566 P value = 0.584
	Recreation	6	29	12	
	Research	5	18	2	
	Business	0	1	0	
	Conference	1	6	1	

\*\* Significant at 0.05 level.

Source: Field Survey (2018).

Table 5 shows the association between socio-economic characteristics of tourists and their perceived efficiency of laundry service in the two eco-destinations. The results revealed that, age significantly influence the perceived efficiency of laundry as a service rendered in the two eco-

destinations. Age has P- value 0.05 level; meanwhile other variables have p values greater than 0.05.

**Table 5: Association between socio-economic characteristics of tourism and perceived efficiency of laundry service in the two eco-destinations**

Socio-Economic Characteristics	Variable	Perceived Efficiency			Chi Square Statistic
		Poor	Good	Excellent	
Sex	Male	28	23		Chi square = 0.947 P value = 0.330
	Female	26	14		
Age	< 21	6	3	9	Chi square = 9.461 P value = 0.05**
	21-30	18	13	31	
	31-40	9	15	24	
	41-50	18	6	24	
	> 50	3	0	3	
Marital status	Married	29	23		Chi square = 0.641 P value = 0.423
	Single	25	14		
Educational	Primary	2	2	4	Chi value = 0.179 P value = 0.915
	Secondary	5	3	8	
	Tertiary	47	32	79	
Occupation	Student	12	8		Chi value = 0.142 P value = 0.998
	Civil servant	18	13		
	Business	11	7		
	Self employed	11	7		
	Retired	1	1		
Annual income	< 50,000	12	8		Chi value = 3.343 P value = 0.647
	51,000-100,000	16	17		
	101,000-150,000	10	4		
	151,000-200,000	1	1		
	201,000-250,000	3	1		
	>250,000	12	6		
Purpose of visit	Official	5	5		Chi value = 7.862 P value = 0.097
	Recreation	28	19		
	Research	13	12		
	Business	0	1		
	Conference	8	0		

\*\* Significant at 0.05 level.

Source: Field Survey, 2018.

Table 6 shows the association between socio-economic characteristics of tourists and their perceived efficiency of entertainment service in the two eco-destinations. The results revealed that age significantly influence the efficiency of laundry as a service rendered in the two eco-destinations. Age has P- value = 0.001, educational level = 0.014, annual income 0.004 and purpose of visit 0.047, respectively. Since all these variables have a p-value less than 0.05, it can be concluded that, age, educational level, annual income and purpose of visit significantly influenced the perceived efficiency of entertainment by tourists in the two eco-destinations.

**Table 6: Association between socio-economic characteristics of tourism and perceived efficiency of entertainment in the two eco-destinations**

Socio-Economic Characteristics	Variable	Perceived Efficiency			Chi Square Statistic
		Poor	Good	Excellent	
		Poor	Good	Excellent	
Sex	Male	20	28	3	Chi square =0.947 P value = 0.330
	Female	15	21	4	
Age	< 21	5	1	3	Chi square =26.470 P value = 0.001**
	21-30	7	23	1	
	31-40	7	14	3	
	41-50	13	11	0	
	> 50	3	0	0	
Marital status	Married	22	27	3	Chi square = 1.133 P value = 0.567
	Single	13	22	4	
Educational	Primary	0	2	2	Chi value = 12.544 P value= 0.014**
	Secondary	4	3	1	
	Tertiary	31	44	4	
Occupation	Student	9	8	3	Chi value = 14.664 P value = 0.066
	Civil servant	6	24	1	
	Business	11	5	2	
	Self employed	8	9	1	
	Retired	1	1	0	
Annual income	< 50,000	7	9	4	Chi value = 25.739 P value =0.004**
	51,000-100,000	7	25	1	
	101,000-150,000	6	8	0	
	151,000-200,000	0	1	1	
	201,000-250,000	3	1	0	
	>250,000	12	5	1	

Purpose of visit	Official	3	7	0	Chi square = 15.685 P value = 0.047**
	Recreation	12	30	5	
	Research	12	11	2	
	Business	1	0	0	
	Conference	7	1	0	

\*\* Significant at 0.05 level

Source: Field Survey, 2018

### Discussion of Results

Test of hypotheses and the relationship between tourist socioeconomic characteristics and perceived efficiency of services rendered in the two eco-destinations revealed that all the variables tested for e.g. age, sex, marital status and purpose of visit do not have any significant relationship with tourist perception and efficiency of food and beverage services rendered in the two eco-destinations. From the above, it can be concluded that a good number of tourists who were used as participants may have programmed themselves about how much they will spend on food and beverages during their stay in the units considering the current situation in the country. The results also showed that, sex, age, marital status, educational level, occupation, annual income and purpose of visit were tested to see if there is any relationship with tourist perception on effectiveness of laundry service in the two eco-destinations. It was found that only age (21-30) has significant relationship while others do not. The result of this work is not surprising because those within this age bracket care so much about their outlook and appearance.

The results of the analysis on the relationship between tourists' socioeconomic characteristics and perceived efficiency of entertainment as a service in the two eco-destinations revealed that age, educational level, annual income and purpose of visit are significantly related to tourists perception on efficiency of entertainment as a service. The result is understandable because entertainment interests almost everybody. Also, the target audience in the entertainment industry is young people. Thus, if the youths complained about inefficiency of entertainment service in the two eco-destinations, something has to be done. For annual income, people who have money and can afford to spend it call it "enjoyment". They see entertainment as a way to relax and enjoy their money, especially if their coming to the eco-destinations is for holiday. If the entertainment service does not meet up their standard they will complain.

### Conclusion

This study concluded that the level of satisfaction and perceived efficiency of Okomu National Park and Obudu Mountain Resort is poor. Tourists were not satisfied with the accommodation and food services of the two destinations. The study also concluded that the tourists' the perceived efficiency of the laundry service of Obudu was satisfactory while that of

Okomu was not satisfactory. The study established that age significantly influenced the efficiency perception of the tourists. The study also found that sex, age, marital status, educational background, occupation, and annual income have no significant relationship with tourist's satisfaction and perceived efficiency of service delivery in both destinations. Also, the researcher found that socio-economic levels of tourists did not influence their satisfaction and perception of efficiency of service delivery of both destinations.

From the analyzed data, the researcher concluded that the rating of the two eco-destinations in terms of service delivery in the areas of accommodation, food and beverages, laundry and entertainment, may have been affected by the expectations of international tourists who had visited other centers before visiting Obudu Mountain Resort and Okomu National Park, hence, their rating was based on the standards of other international eco-destinations.

### Recommendations

Based on the findings of this work, the researcher made the following recommendations.

1. Eco-destinations that are close to each other should partner in relevant areas to increase their capacity for efficiency, better service delivery and generation of resources.
2. Eco-destinations should partner with investors, agencies, non-governmental organizations, and individuals who are ready to invest in the tourism in order to increase efficiency, improve service delivery and tourists' satisfaction.
3. The government should improve upon the funding of public eco-destinations so as to improve infrastructure, power supply, other services and thereby increase tourists' satisfaction.

### References

- Cross River State Tourism Bureau (2010). Tourism in Cross River: The journey so far. Calabar: Tempo Project Report. Economic Benefits from Air Transport in the UK. Retrieved from <http://airlinesuk.org/wp-content/uploads/2015/03/Oxford-Economics-2014.pdf>.
- Ejikeme, J. N. U, & Edward, C. (2016). The role of customer satisfaction and maintenance culture in the sustainability of hospitality industries in Umuahia North and South Local Government Areas of Abia State. *Journal of Hospitality and Management Tourism*, 7(1), 1-10. DOI: 10.5897/JHMT2015.0164. ISSN 2141- 6575.  
<http://www.academicjournals.org/JHMT>

- Ijeoma, H.M, Abere, S.A, & Onwuma, E. (2019). Evaluation of security studies and cultural components in ecotourism in Okomu National Park, Nigeria. *Journal of Tourism and Cultural Studies*, Vol. 7. No. 1.
- International Labour Organization (2010). *Developments and challenges in the hospitality and tourism sector*. Issues paper for discussion at the Global Dialogue Forum for the Hotels, Catering, and Tourism Sector, p.78.
- Lopes, Simoes, Silva, (2022). Nautical Tourism as a region's tourism product. *Journal of Tourism and Cultural Studies*, Vol. 5. No. 3.
- National Park Service (2009). *National Parks in Nigeria*. Abuja: National Park Service.
- Organization for Economic Co-operation and Development (2008). *Tourism in the OECD area and beyond in tourism trends and policies* (Paris).
- Okojie, L.O. & Ijaola, A.A. (2011). Ecotourism values and sustainability of Obudu Cattle Ranch, Nigeria. *Journal of Humanities, Social Sciences and Creative Arts*, 6(1), 36-47.
- Okomu National Park, (2010). Nigeria National Park Service.
- Soladoye, M. O. & Oni, O. (2000). *Biodiversity studies at Okomu Forest Reserve in Edo State* [Report], National Agricultural Research Project (NARP) - P0002092.
- United Nation World Tourism Organization (2017). *Tourism highlights: 2017 Edition*. Available on-line: <https://www.e-unwto.org/doi/book/10.18111/9789284419029>. Retrieved 10/09/2018.
- Wali, C.N. (2020) Challenges of Hospitality Service Delivery on Obudu Mountain Resort and Okomu National Park. *Journal of Tourism and Heritage Studies*. Vol. 9. No. 2. Pp. 28-40. DOI: <https://doi.org/10.33281/JTHS20129.2020.2.3>.