

Examining the Impact of Covid-19 on Restaurants: the Case of Famagusta/TRNC

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ABSTRACT

In the 21st century, the world is facing a phenomenon called COVID-19, which can be called the most dangerous and challenging human phenomenon after the Spanish flu of 1918-1920. This study aims to investigate the effect of Covid-19 on Famagusta restaurants. Restaurant services and location play an important role in terms of customer experience that can lead to customer satisfaction and loyalty in the restaurant industry in a pandemic. Northern Cyprus government has imposed Movement Control Order (MCO) for preventing the spread of this disease. The main purpose of this thesis is to understand what effects Covid-19 has had on the Famagusta restaurants. By examining how restaurant services work during this pandemic to survive, we can examine the impacts of Covid-19 on restaurants. In between the 14 restaurants interviewed, all of them are in the same location. However, some of them are fast food, some are family restaurants, and some have a brand, which we will see the effects of the pandemic have almost the same effect on Famagusta restaurants. However, the reactions of restaurant owners before these challenges are similar in some cases. In this dissertation, we will explain more about their problems and their acts, according to interviewed with Famagusta restaurant owners/managers. To better understand the impact of covid-19 on restaurants in Famagusta/TRNC, we used a qualitative method to conduct face-to-face interviews.

Keywords: effect of covid-19, tourism sector restaurants, Northern Cyprus, Famagusta

ÖZ

21. yüzyılda dünya, 1918-1920 İspanyol gribinden sonra en tehlikeli ve zorlu insan olgusu olarak adlandırılabilir COVID-19 adlı bir fenomenle karşı karşıya. Bu çalışma, Covid-19'un Gazimağusa restoranları üzerindeki etkisini incelemeyi amaçlamaktadır. Restoran hizmetleri ve lokasyon, bir pandemide restoran endüstrisinde müşteri memnuniyetine ve sadakatine yol açabilecek müşteri deneyimi açısından önemli bir rol oynamaktadır. Kuzey Kıbrıs hükümeti, bu hastalığın yayılmasını önlemek için Hareket Kontrol Emri (MCO) koydu. Bu tezin temel amacı Covid-19'un Gazimağusa restoranları üzerindeki etkilerini anlamaktır. Bu salgın sırasında restoran hizmetlerinin hayatta kalmak için nasıl çalıştığını inceleyerek, restoranlar üzerindeki etkisini inceleyebiliriz. Görüşme yapılan 14 restoran arasında, aynı lokasyonda ve bir markaya sahip olduğu söylenebilir, ancak farklı etkiler yaşadı. COVID-19'un restoranlar üzerindeki etkisini daha iyi anlamak için, yüz yüze görüşmeler yapmak için nitel bir yöntem kullanıldı.

Anahtar Kelimeler: covid-19 etkisi, turizm sektörü restoranları, Kuzey Kıbrıs, Gazimağusa

DEDUCTION

I WANT TO THANK MY DEAR MOTHER ASHRAF,
WHO ALWAYS SUPPORTED ME. THANK YOU, DEAR
FAMILY AND FRIENDS, FOR ALWAYS BELIEVING IN
ME. THE BELIEF YOU HAVE IN ME ALWAYS MAKES ME
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Chapter 1

INTRODUCTION

1.1 Research Philosophy

On December 31, 2019, pneumonia was discovered in china's Wuhan. In early January 2020, 41 patients with similar symptoms were hospitalized in the hospital. The World Health Organization (WHO) formally named the disease caused by the coronavirus COVID-19 on February 12, 2020 (Zhu, Jiang, Xu, Chen, Ni, Lu, and Zhang, 2020). As far as, in mid-February, about 80,000 people and mid-march, 146 countries were affected by the crisis. These reports come at a time when many countries do not have sufficient facilities and knowledge to test and record. As of March 11, 2020, (WHO) announced that Covid-19 is respiratory Syndrome is spreading worldwide, which has become unstoppable and has been declared an epidemic. As of May 4, 2020, 34,358,494 people are infected with SARS-Covid-2, of which 23,9604 have died. In Wuhan China, 84,400 people became infected, 4,648 of whom died. However, this trend is reportedly declining in Chin, while it is increasing in other countries. Finally, on April 15, 2020, an announcement was made in the world about the epidemic covid-19 and plunged the whole world into darkness and fear. The government has isolated the people and closed the borders to control and prevent further spread and death.

Covid-19 outbreaks continue to spread around the world. Governments are trying to control the increase by imposing restrictions that these restrictions cause economic damage to a large range of economic operations. Many countries have

reduced these restrictions since March 2020 with controls and management to reduce the spread of the virus (Zhang, Diao, Chen, Robinson, Fan, 2020).

Covid-19 has had significant short- and long-term effects on restaurants part (Jiang & Wen, 2020). The immediate effects, which are quite obvious now, are that cash flows have stalled due to the sudden closure of jobs, following the government decisions (Hall et al., 2020). Although it is provisory, this vacation is associated with declining revenue and jeopardizing the business life of many restaurants (Nicola et al, 2020). The long-term effect of covid-19 is not yet fully understood. However, due to health measures to follow the rules of social distance, the long-term profitability of restaurants will decline (Dube et al., Hancock, 2020) (Filimonau, Derqui, Matute, 2020). Owing Covid-19 shut down the global economy about one night (UNWTO, 2020). The epidemic has posed an unknown challenge to the hospitality industry. Covid-19 strategies such as gathering locking, travel, order from home, social distance, and mobility restrictions have led to temporary closures in many hospitality businesses and have also significantly decrease job demand (Bartik et al, 2020). It can be said that all restaurants have been asked to restrict their activities to the outside. Limitations on travel and accommodation by the authorities have caused a sharp decline in the performance and revenue of restaurants. However, the process of reopening has been slow and the government started to decrease limitations. For instance: by allowing low-capacity restaurants with strict guidelines on social restrictions and re-launching domestic and international travel will open quickly (Gursoy, and Christina. Chi, 2020). The hospitality industry is bit by bit improving. Meanwhile, Covid-19 carries on to have deep implications for the performance of the hospitality industry. The hospitality industry is expected to make fundamental changes in their performance in the Covid-

19 business environment to ensure the health and safety of their customers, staff and increase their willingness to support the business. (Gössling et al, 2020)

1.2 Aims and Objectives

Tourism is one of the main industries and services in Cyprus, which plays an important role in the economy in generating income for the country, which is highly damaged and endangered in this epidemic. COVID-19 is an infectious disease that affects organizations around the world, forcing employers to resist and to think of alternative ways to generate revenue. In this qualitative study, we interview 14 restaurant owners/managers to survey the Impact of Covid-19 at Restaurants in Famagusta. Our findings show that the Covid-19 has caused so many problems for employers and employees in restaurants that many restaurants have closed completely or have been had to sack their workforce to survive. This dissertation provides insights into the effects of Covid-19 restaurants on various parts of Famagusta restaurants, which include customers, mental health, employee conditions, and government performance, according to 14 restaurant owners/managers of Famagusta's sample the case of Famagusta/TRNC.

1.3 Contributions of the Thesis

From 14 Famagusta restaurant owners/managers were interviewed in a face-to-face with audio records to describe the effects of Covid-19 on their business. Although some managers could not speak English, they used employees who could speak English. They were very hospitable during the interview and served me tea. Some of them refused to interview.

1.4 Research Methodology

By selecting a qualitative approach and using face-to-face interviews for the questionnaires used, we designed this questionnaire with the help of existing literature and previous studies that had previously been conducted in similar research. Qualitative research includes the gathering and analysis of non-numeric data, which is used to figure out opinions or experiences. Therefore, in this study, the purposive sampling method has been used to select the sample size and obtain the necessary data. Interviews operated with 14 restaurant owners/managers in Famagusta.

1.5 Organization of the Thesis

This study includes five parts: introduction, literature review, case of Famagusta as a university town, methodology, discussions, and conclusions.

Chapter 1 provides data on the Philosophy of research, purpose, and goals of the study on the effects of Covid-19 on Famagusta restaurants in Northern Cyprus.

Chapter 2 is preparing a review of the literature. These descriptions are presented with relevant literature including detailed data about the tourism industry. Furthermore, the importance of quality and the provision of food services in the tourism sector. Furthermore, it provides information on the tourism and restaurant industry in Famagusta.

Chapter 3 examines Famagusta as a university city. This chapter contains information about the facilities, social services, welfare, and entertainment that are provided to students.

Chapter 4 presents the methods introduced in this dissertation. This part also describes why this method was used in this study and how to collect it. Furthermore, the construction of the questionnaire, how to measure it, and analytical tools are also provided.

Chapter 5 prepares an accurate evaluation of the analysis results. This discussion provides an understanding of the quality of service in good dining restaurants concerning the effects of Covid-19.

Chapter 2

LITERATURE REVIEW

In this chapter, I examine the general concept of tourism. In the following, by reviewing this literature, we examine the relationship between tourism and its important part, namely restaurants. Then, we present a report on the effects of Coronavirus on various sectors of tourism, the environment, economy, society, and the future of tourism.

2.1 Concepts of Tourism

Lepper (1979) argues that the tourism industry consists of companies that coordinate and regulate their activities to serve tourists.

Tourism includes all activities that are dedicated to meeting the needs of tourists and the use of various activities. They are a mixture of factors that separated in time and space (Cacomo & Solonandrasana, 2001). Also, they often interconnect collections of services and products such as transportation, place services, hobby services, and so on. This meaning of packing can be considered the atom of the immortal tourism business. Products and services that the traveler often experiences goods to the first time. In general, this industry can be divided into domestic and international tourism. Domestic tourism is tourists who visit from inside the country. International tourist it is mean when traveler visits another countryside. These are both types of very important tourists to any province, especially to states where tourism is a major economic sector. If domestic tourism has a small number of tourists in the country, this destination is also less attractive for international travelers. Conversely,

if a nation has a large number of foreign visitors, that means, this place is catchy to local people, too (domestic tourism) (Djachenko, 2007). Tourism is the main part of the top level of hiring workers (WTTC, 2004).

Conforming to the World Tourism and Travel Council, this business includes up to 300 million jobs in direct and indirect tourism. Coccossis & Mexa (2004) point out: globe-trotting can be defined as a complicated economic event for entertainment and holiday that has become a large global economic activity. As a result, this trade is one of the fastest sectors that are of great emphasis for the growth of the country's finances. For many countries, the tourism industry has become a complete part of the economy, contributing to its GDP (Ritchie and Crouch, 2003). Subsequently, this industry has transpired as a growth in the public economies of many countries, and as a result, the growing relationship of the world's population depends on its survival (Faulkner & Tideswell, 1997). The expense and benefits of tourism in this way attain almost everybody in the zone (Stynes, 1999, citing Tyagi and Singh, 2007). Thus, many small countries are not interested in overly dependent on this industry, and the significant social, economic, environmental, and cultural costs may be related to its continued development (Ayres, 2000). Tourism also has an effect on the society that it refers to change the standard of living of the inhabitants of the destination country (Brunt & Courtney, 1999).

Some communities, by providing empirical studies, consider travelers as enemies in terms of natural assets, energy, and native facilities. Some native association believes that visitors shall be deprived of access to their facilities, but others believe that by providing regional facilities, visitors can know the native nature of the destination, which we can call it tourism (Helgesen & Nettet, 2011).

It can be argued that this trade has led to major changes in the traditions and culture of the host community that often alter or destroy native culture (Greenwood, 1989, Dyer, Aberdeen, & Schuler, 2003). In host countries, their customs will be weak by tourism. For instance, the miss of originality and identity of traditional cultures because of the orientation of residents to imitate tourists who show higher respect for civilization (Haulot, 1974, quoted by Dogan, 1989).

2.2 Restaurants as an Important Sector in Tourism

For decades, the industry has contributed to the economic well-being of nations. Literary studies have proven that tourism is a catalyst for income in many countries (Katircioglu, 2010; Katircioglu, 2009). The restaurant industry is a high-demand sector that emphasizes a high level of customer service and continuous quality improvement. Human lifestyles are changing rapidly, as food in restaurants, and consumers are becoming more important. Human life is the sum of their decisions. In everyday life, people often have to make decisions. There are many variables in the restaurant selection process and several options for potential customers to make decisions and selection can affect restaurants. That increases consumer decisions to choose a restaurant is new tastes, a comfortable atmosphere, and pleasant memories. Therefore, in many qualitative factors and elements that may be a sign of purpose, it is considered about the decision. Most service studies show that service quality is an important member of the hospitality industry. Food tourism, as an integral part of national tourism, becomes more important in academic research (Chen and Huang, 2016). As an important part of native tourism products, food tourism may help destinations to enrich their revenue. Tourists are thought to learn and benefit from the cultural structure of the destination through the consumption of local cuisine and beverages (Lin et al., 2011). Horng and Tsai (2010) show that many people travel for

new food experiences, and so the importance given food in destination marketing has increased. In addition, the local cuisine that many visitors choose to gain cultural experience has also been used by hospitality businesses. In this regard, it can be said that increasing the use of local food for tourism purposes contributes to the local economy (Kivela and Crofts, 2006; Telfer and Wall, 2000). Local food and cuisine mainly influence the choice of destination (Quan, Wang 2004) and also have a great impact on the happiness of the stay (Fox 2007). Under such special circumstances, food tourism is quickly becoming one of the most attractive and popular areas of the tourism business (Kim et al. 2011). Eating is an important part of the culture for an area (Mac et al. 2012). Moreover, food tourism could be better the characteristics of the goal destination because it is famous for its lifestyle, native produce, native festival, and heritage (Everett, Aitchison 2008). Tourism must be in characteristic balance with many holiday destinations: be part of the natural, cultural, and human environment. Sustainable tourism has a special emphasis on preserving the traditions and cultural heritage of local communities.

2.3 Impacts of Covid-19 on Tourism

The hospitality business, which is an important part of the travel business, jobs millions of people and aids hundreds of billions of \$ to the universal economy due to the favor of excellent food and junk-food. At the same time, the hospitality and tourism sectors are in danger of growing incidence, natural disasters, and epidemics, that often lead to significant financial losses (Hall, 2010; Kim, Lee, & Tong, 2020). There was a concern, due to the demand for social distance in the restaurant business that this industry was affected deeply by the Covid-19 epidemic (Gössling, Scott, & Hall, 2020). COVID-19, unprecedented health, social, and economic emergency worldwide (UNWTO 2020), also has affected various industries sectors, including tourism.

Within some months, the universal tourism perspective shifted from excessive tourism to non-tourism (Gössling et al., 2020). These conditions can be attributed to travel restrictions, which governments have responded to in response to warnings and recommendations from the WHO to stop the expanse of the virus. The abolition of the tour and the close of borders have made the tourism business virtually impossible in many countries (Neto, 2020). The hospitality industry is one of the most affected businesses that has led to the immediate closure of many restaurants and in addition to variable cost optimization, companies are trying to maintain their fixed expenses such as wages or rent (Oliveira et al., 2020). Chinese firms are more affected by COVID-19 than businesses in other countries. Customers' reactions to COVID-19 are different. Customers who are highly aware of the COVID-19 threat, prefer specific restaurants or personal tables in a restaurant. On other hand, some of them afraid of coming outside of their house and enter in social. The answer to Covid-19 does not just include travel limitations and abolition, but also vast control over the personal move and the close of general services and trades in lots of countries around the world.

Examine and analysis of ex-crises exhibition us that tourism can be affected by various factors, containing:

- Terrorist attacks (Araña & León, 2008)
- Natural calamity such as tsunamis, earthquakes (result of weather change on intense weather events)
- Financial Crises (Sheldon & Dwyer, 2010)
- Universal Travel is a route for infectious diseases to spread.

The severe outbreak of (SARS) in Asia in 2003 is more like Covid-19. SARS caused worldwide fear in 2003, though a severe stopper restricted the outbreak to 8,866 infections.

McKercher and Chon (2004) discuss for SARS that the decline in tourism over disease is due to the government's response to SARS. Restaurants are closed in most countries, which can be expected to remain social-distance for several months as a major strategy for Covid-19 management in many countries. Restaurants are likely to have difficulty retrieving their businesses because they have limited liquidity. Restaurants will be allowed to stay open in some cases to serve customers, which can be an operational option and also require less staff. However, many small venues, including cafes, may decide to stay closed because a reduction in customers does not give them an advantage, which means a loss if left unattended. The initial facilitation of social distance is probably good for the advantage of junk-food over dining restaurants.

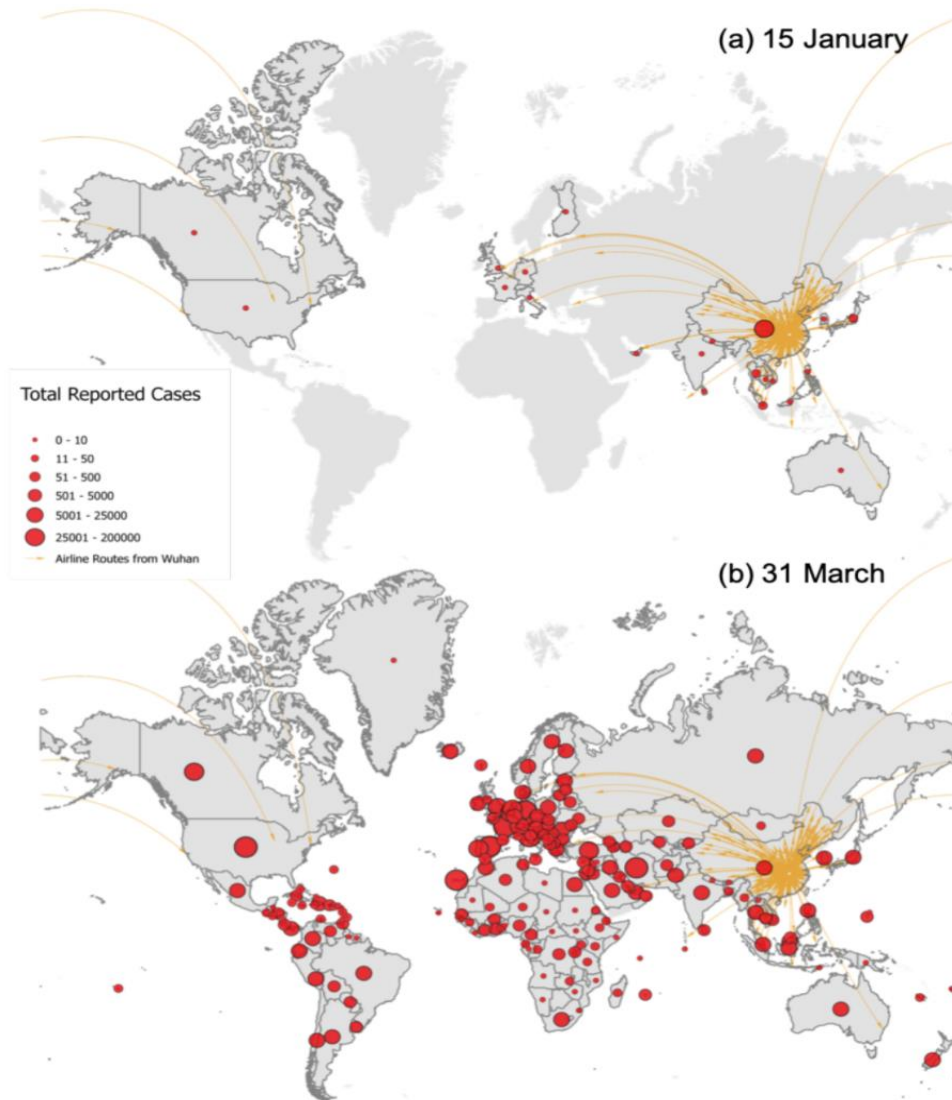


Figure 1: Universal spread of Covid-19 patient (Jan-March, 2020)
Source: ECDC (2020)

2.4 Effect of Covid-19 on Environment

The main reasons for the growing threat of pandemics in the 21st century is the trend of urbanization as well as the concentration of people, the rapidly growing world population, increasing the use of first-class foods, including meat foods and industrially produced foods in the global value chains. Event Transport networks around the world act like a dope vector at the spread of illness factors (Labonte et al., 2011; PongSiri et al., 2009). Spreads of diseases like Marburg, henna virus, SARS,

Zika, avian influenza, and Ebola are consequences of human effects on biodiversity and ecosystems. (Petersen et al., & Schmidt, 2016; International Bank for Reconstruction and Development, 2012). Wu et al. (2017) point out, numerous risk regions for the start and growth of infectious diseases, such as reservoirs of wildlife and agricultural practices, increase the links among livestock and wildlife. A culture that increases link among livestock, wildlife, and humans.

As a result of universal change, the incidence of pandemics is increasing. In general, three epidemics have been identified and experienced in the twentieth century. Spanish flu or Asian flu 1918-1919 (H2N2) 1957, next epidemic is Hong Kong flu in 1968. The 21st century already has four epidemics: the first was SARS in 2002, the second was avian influenza in 2009, next one was MERS in 2012 and the last one was Ebola peaked in 2013-14, with an increasing prevalence of epidemics since 2000 that appears to be strongly associated with the factors of change in the world mentioned (Greger, 2007).

The effects of covid-19 on environmental tourism are positive. It cleans the beaches: The lack of tourists due to social distance has caused a notable change on the world's beaches.

Reduction of pollution for air and noise: the quarantine by many countries has caused that people stay home and the use of private and public transportation has reduced significantly.

2.5 Impacts of Covid-19 on Economic

Regardless of the lack of attention to the COVID-19 epidemic in primary of April 2020, the United Nations section of Social and Economic matter approximate that a law restricting economic activity would be key in many OECD countries. Under these circumstances, it can be predicted that the universal economy will shrink by

almost 0.9% by 2020, and they also warn of a 2.5% growth forecast wide for low-income countries. We can say that travel plays an essential role in the field of disease and epidemiology monitoring (Khan et al., 2009; Hon, 2013). It further means getting to know tourism and travel play a role in both the spread of the disease and its economic consequences and that it suffers significantly from NPI. Moreover, Weder di Mauro and Baldwin (2020) point out, a sad fact in the 21st century is that we do not have any tools to cure and fight with Covid-19. All we have is to use the control process in the early 20th century that is very economically simple. This is why it is common to look to the effects of the flu pandemic of 1918-1919 to understand the potential effects of an epidemic, the Spanish flu can be considered as the worst disease in a human story (Gilman, 2014).

Given the enormous known effects of epidemics, there is restricted evaluation of their effects on the economy, with major national studies. Major studies of the economic effects of influenza are commonly conducted in a lot of revenue OECD states (Peasah et al., 2013). A report quoted by Sidorenko and McKibbin (2006), estimates that the cost of the universal economy with the Spanish flu outbreak is almost 12.6% of GDP, which can be considered the best effect in the case that they are not OECD states. In the last evaluation, Fan (2018) understood that on a universal measure, modest-intensity influenza epidemic trend outcome in 720,000 deaths and 0.6% of universal revenue (owing to revenue loss and death). With complete lockdown, major international flights are almost delayed between different countries. Therefore, it can be said that the tourism industry has almost stopped. This has led to a sharp rise in the unemployment rate in many countries, and this has a profound impact on the world economy.

Table 1 Comparison of the financial aftereffects of three several epidemics analyses (Burns et al., 2006; McKibbin & Sidorenko, 2006), similarly the worst analysis at the close of the Spanish flu. A last modernize suggests by McCabebin and Fernando (2020), that if a single outbreak of Hong Kong flu could decrease universal GDP by about 2.4 trillion dollars, also the Spanish flu spread could cut back universal GDP by more than 9 trillion dollars.

Table 1: Epidemic consequences on human and economic

	Mild (Hong Kong flu of 1968-9) ^a	Moderate (1957 Asian flu) ^a	Severe (1918-9 Spanish flu)	Severe (1918-9 Spanish flu) Worse case
Global deaths (millions)	1.4	14.2	71.1 ^a	142.2 ^b , 180-260 ^c
% change in GDP, first-year				
World	-0.7	-2.0	-4.8 ^a – -6.7	-10.7 ^d
High-income	-0.7	-2.0	-4.7 ^a – -8.4	-10.6 ^d
Developing	-0.6	-2.1	-5.3 ^a	-12.2 ^d
East Asia	-0.8	-3.5	-8.7 ^a	-21.7 ^d
Europe and Central Asia	-2.1	-4.8	-9.9 ^a	
Middle-East & North Africa	-0.7	-2.8	-7.0 ^a	-13.6 ^d
South Asia	-0.6	-2.1	-4.9 ^a	-9.3 ^d

2.6 Impacts of Covid-19 on Social

Tourism has direct and indirect effects on the economy and the destination community (Khan, Sang, and Chong, 1990), as a result, the effects of costs and benefits on social and economic are varying among stakeholders (Meyer, 2014). However, more efforts are being made to examine the economic costs and benefits of tourism. (Lindberg & Johnson, 1997), while social benefits and costs have been discussed just at a conceptual level. Recently, some research has started on different socially related prices and benefits relied upon tourism that specialize in common services and stop at popular substruction (Garau-Vadell, Gutierrez-Taño, & Diaz-Armas, 2018).

Measuring the social impacts of tourism, such as employment in the tourism industry, crime, property costs, cultural and heritage representation, congestion and public transport volume go outside of economic and environmental evaluation, housing and land availability, and hospitality (Jordan et al., 2019). However, due to social influences, which are generally indirect and chronic, such measurements are most difficult to obtain, as well as interpreting those effects according to the values of a society is different. (Fredlin and Faulkner, 2001). Scott explained: Hospitality is the initiator of a method that may lead to socialization and, consequently, integration into the local community. These include tourists and tourism professionals who need to be socialized in support of the needs, ways, and interests of the local communities in which they tour or provide tourism services.

A recent Covid-19 analysis notes how neoliberal governments seek social solutions in response to crises by engaging in social policies, for example by creating health, social, and academic measures that have already been privatized. The problem with tourism under neoliberal globalization is the ability of society to manage, control and enjoy tourism jobs.

Covid-19 affects the mental health of people, so they are scared to enter the social and governments find the best way to control pandemic is social distance.

2.7 Future Impacts of Covid-19 on Tourism

There are currently more than 1.2 million COVID-19 infections worldwide and more than 69,000 deaths, according to ECDC 2020 on April 6, 2020. Unemployment continues to rise sharply in many countries, reflecting the dire consequences of this epidemic for economies.

Given the possibility of future epidemics, there is cause to revise universal price chains, as well as the important role of tourism as a victim and vector within the incidence of epidemics.

It can be said, tourism is regarded to move and transportation action as a dope for the spread of the virus in zonal and universal comparisons (Hall, 2020; Gössling, 2002). However, tourism indirectly supports epidemics.

Therefore, the COVID-19 pandemic should be considered as a chance to review the path of tourism growth and question the argument of further entry, which means more useful. The present study starts with a revision of the positive results of the Covid-19 pandemic. For instance, following declining demand, airlines have started to shut down obsolete aircraft. Video conferencing is a lost chance to cut back the demand for transportation (Banister & Stead, 2004). Cohen et al. (2018), argue that: this way is for avoiding unnecessary travel and also it is good for many commerce travelers that they will have fewer flight opportunities. It can also be said that even high leaders, like the G20 leaders on March 26, 2020, were primary conducted through organized video conferencing (Council of Europe, 2020). After months, new job practices will be perceived as a kind of organization and workers. In general, views on change can be seen in the everyday background as well as countries that do not have full quarantine become to have a sign great increase in cycling and out-of-door operations. These positive changes could also be view as a precursor to wider change that, instead of growing as an outline concept of multi-person profits, drives the worldwide tourism style toward SDGs (Piketty, 2015). To achieve the current goal, tourism flexibility research has been highlighted to attract and distribute higher tourism value (Hall, 2009; Gosling et al., 2016). It can also be seen that tourism is not flexible in its current form because liquidity and profitability are mostly marginal.

Tourism's situation owes to excess air and place capacity, which will again be connected to grant-in-aid, market rules, and consequently, the apparent reluctance of policymakers to counter unruly growth like the rise of Airbnb globally. These usual discoveries on the requirement for economic exchange will conflict with the business prospect of a return to normalcy and feasibly compensation too, for missing income. As a result, a worldwide economic crisis can be expected to undermine current efforts to nominate even average carbon prices. Contacts in this attention have before heard from various angles from the Association of Heating Policy to German car manufacturers. Add to the now stress of lower oil prices US 23 dollars at the beginning of March 2020 (Bloomberg, 2020), which may lead to competitive prices, especially energy, as a result of competition in slowly recovering tourism markets, tourism, airline, and cruise subsectors.

The problem in completing business and political perspectives can be seen as changing consumer behavior and travel request. Behavior is influenced by various items including financial well-being, personal revenue, alter in costs, understand health danger, and changes in utilization capacity, which are the result of epidemic constraints (Li 2011). Fan (2018) has pointed out, severe media behavior may cause people to react deeply to even the mildest epidemic, and it is confirmed that treatment is highly correlated with news and social media data.

After reviewing consumer feedback among Italy, China, Spain, and the United Kingdom, the US and McKinsey company (2020a) show that user hopefulness will be better at the beginning and end of the epidemic and varies from country to country. In China, the main state at several steps of the COVID-19 epidemic. McKinsey and Company (2020b) discover that users gained their belief and interest and their interest increased about environmental products. In the schema set out in user analysis, the

meaning of cycle is expected to closely follow the notice at various stages of a topic or risk understanding (see Figure 2; Hall, 2002). Downes (1972) said that the general public pays attention to several issues in a cycle. Leap traction becomes famous, stays there for a few times, and next, although largely unresolved, slowly disappears from the common eye (1972, p. 38). The spread of SARS in 2003 shows this clearly, as tourism to Asia has grown rapidly as threats have decreased (McKercher & Chon, 2004).

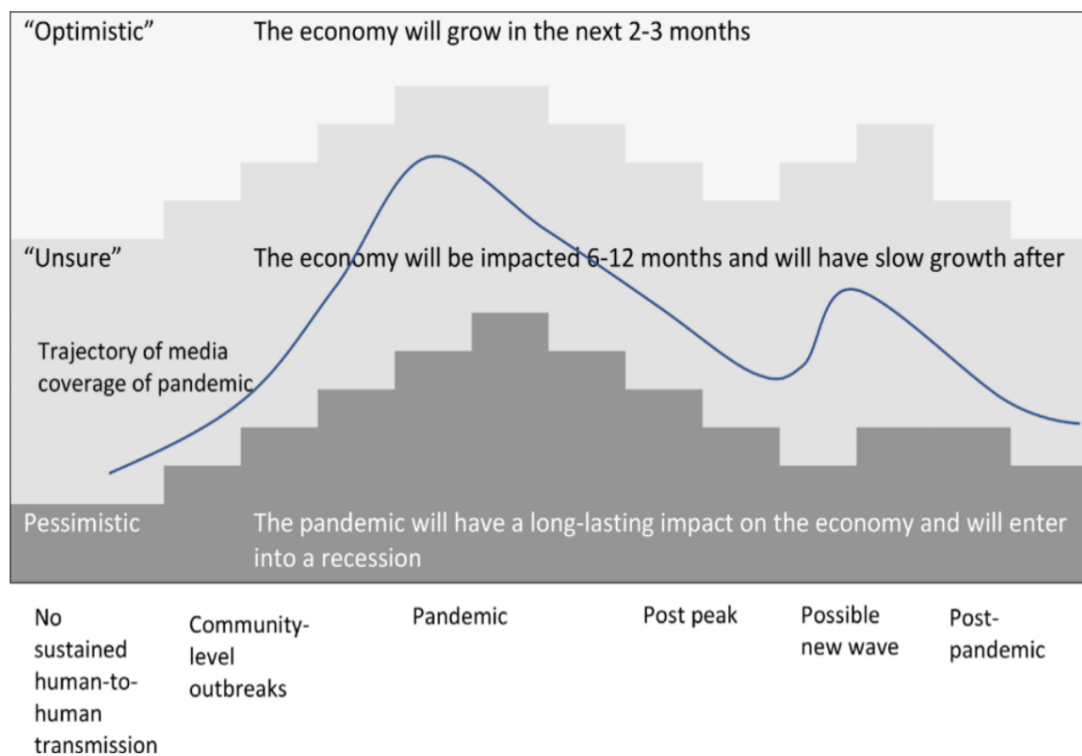


Figure 2: Changes in user feeling over the steps of an epidemic

Chapter 3

CASE OF FAMAGUSTA

3.1 An Overview

The name of Cyprus originally was derived from the Hebrew word of Kopher or Acadian word of Cuprom, which is another form of many copper sources. The French historian Braudel said that Cyprus was like a miniature continent. It is approximately 9,251 square kilometers (3,572 s.m). Northern Cyprus occupies approximately one-third of the island (3,355 sq. km) (Team, 2019). Cyprus is one of the most beautiful isles in the world, which is a very special and famous island in the Mediterranean Sea because of its valuable culture and history (Pariona, 2016). This amazing island is also the 3rd largest island in the Mediterranean Sea, that it is located in the south among Turkey & Lebanon and in the west with Syria, Israel to the northwest, Egypt to the north, Greece to the southeast (Pariona, 2016) Cyprus is a region that has access to Asia, Europe and the African continents, which is one of the extraordinary reasons for the region and its strategic location.

During the Crusades in 1291, Acker was conquered and immigrants from that city settled in Famagusta. Migration made it a place where merchants lived lavishly. It turned the city from a small village into a commercial center. The population of Famagusta on 1 July 2021 is 42,526 the UN estimates. This city is one of the most significant ports on the Mediterranean coast. The legendary ruins of Salamis are located north of Famagusta. It is trusted that this great city was established in the 11th BC and after the influence of too overcoming regions (especially the Romans). Finally,

the city was obsolete in 648 after catastrophic earthquakes and piracy attacks by the Arabs. Famagusta is the second largest town in the Republic of Turkey in Northern Cyprus. Furthermore, sandy beaches are the most famous beaches in the world and the International Festival of Art and Culture is held every year in this historic city.

3.2 Economy

Northern Cyprus is a small country that tourism is considered the main tool of economic development. The island's small touristy economy varies considerably in historical experience, size, economic landscape, the threat of global terrorism, political systems, location and crime, vulnerability to ethnic conflict, and ecological fragility (Hoti, Mac Euler, and Sharif, 2005). Small states and developing regions of the island, where the traveler is the only selection for development, should avoid over-indulging (UNESCO Commission for sustainable growth, 1996, quoted in Ioannides and Holcomb, 2003). Famagusta is an important commercial pole of Northern Cyprus.

The main economic operations in this tourism town are manufacturing and industrial products, education. This port is the most important seaport in Northern Cyprus for travel and trade. The port is a significant source of income and utilization of people for the city, although its trade volume has been limited due to sanctions imposed by Northern Cyprus. Its historic sites, including the Othello Castle and the St Barnabas Church, the walled city and Salamis, as well as the surrounding sandy beaches, have become a tourist attraction. Efforts are also being made to make this town more attractive to international congresses. The University of the Eastern Mediterranean is also an important employer and provides significant income and activity, as well as opportunities for the construction sector. The university also encourages a qualified workforce to keep the city's communications industry alive. The city has two industrial zones: large and small industrial zone. The city also has a

fishing port. Industry in this city has traditionally focused on processing agricultural products. Historically, the port has been a major source of income and employment for the town, especially right after 1974. However, for various reasons, the share of its staff in the Famagusta population has gradually diminished in importance to the economy. However, it is still the main trading port in Northern Cyprus, with more than half of the ships that arrived in Northern Cyprus in 2013 coming to Famagusta. The Famagusta has a long been popular tourist destination. As a result, Famagusta has become a tool for economic and social development, and tourism often becomes the overcoming economic sector. Today, most destinations try to attract tourists according to their potentials and facilities (Kotler, 2001). Tourism is considered by many destination managers as their economic benefits. One of the most favorite types of tourism is educational tourism, which attracts many visitors to higher education destinations (Woo & Uysal, 2013).

Today, Famagusta hosts thousands of international students with their families, who travel temporarily with their children. For this reason, there are many fast-food houses and restaurants in Famagusta.



Figure 3: University and Historic site
Source: Wikipedia, (2017)

3.2.1 Impact of Covid-19 on Famagusta Economy

The Covid19 epidemic has caused major travel cuts and financial challenges for the global travel industry. For example, Sharma and Nicolau (2020) examined the impact of Covid-19 on the industry, aviation, cruise, and car rental in the weeks after the start of the crisis. They found significant reductions in evaluation for all four sectors and a very strong impact on the cruise industry. Gursoy and Chi (2020), surveyed in the hospitality industry, customer research found that more than 50% were reluctant to eat at a restaurant or stay in a hotel, citing safety as their main concern. A comparison of different regions of the world made by Uğur and Akbıyık (2020) based on TripAdvisor's traveler feedback at the beginning of the crisis. This reflects the rapid spread of traveler concern from Asia to Europe and then the United States as an epidemic in March. This shows the quick reaction of travelers to the crisis, as many of them cancel their trip immediately, which is canceled in 41% of comments. Farzanegan, Gholipour, Feizi, Nunkoo, and Andargoli (2020) take a comparative analysis of more than 90 countries to show that countries with high international tourism are prone to outbreaks of COVID-19. This suggests that travel causes Covid, suggests that to control epidemics, more control needs over the health aspects of the tourism industry and compliance with health and safety standards. As we have already explained, the tourism industry employs a large number of persons around the world, and as a result of the paralysis of this industry, the unemployment rate is increasing worldwide.

With the closing of borders and online classes in universities, the economy of Famagusta, which is highly dependent on educational tourism, has been greatly affected.

3.3 Geography

Famagusta is located on the east Beach of Cyprus Island. The history of this town dates back to 300 BC, where it is believed to have been founded by the king of Egypt. Neighboring cities are Famagusta Bogaz to the north, Varosha to the south, and Nicosia to the east. Due to the characteristics of its location, the city is the station of farming exports and in the bygone, spinning and catching fish were the regular jobs of their inhabitants. Famagusta city is a World Heritage Site that has been on the World Heritage. The time zone on TRNC is two hours ahead of GMT.

Famagusta has many historical and scenic places. Also, owing to the convenient location, students can easily travel to Nicosia (capital) and Kyrenia (tourist city). It should be noted that the cost of living (food and housing) in this city is cheaper than in other North Cyprus cities, for this reason this country attract tourism, especially educational tourism. Most people live in the main parts of the town and the rest are in the Famagusta area. The predominant language of the region is Turkish Cypriot, which means Turkish with a regional dialect (northcyprusonline.com/North-Cyprus-OnlineDemographic-Information.php).

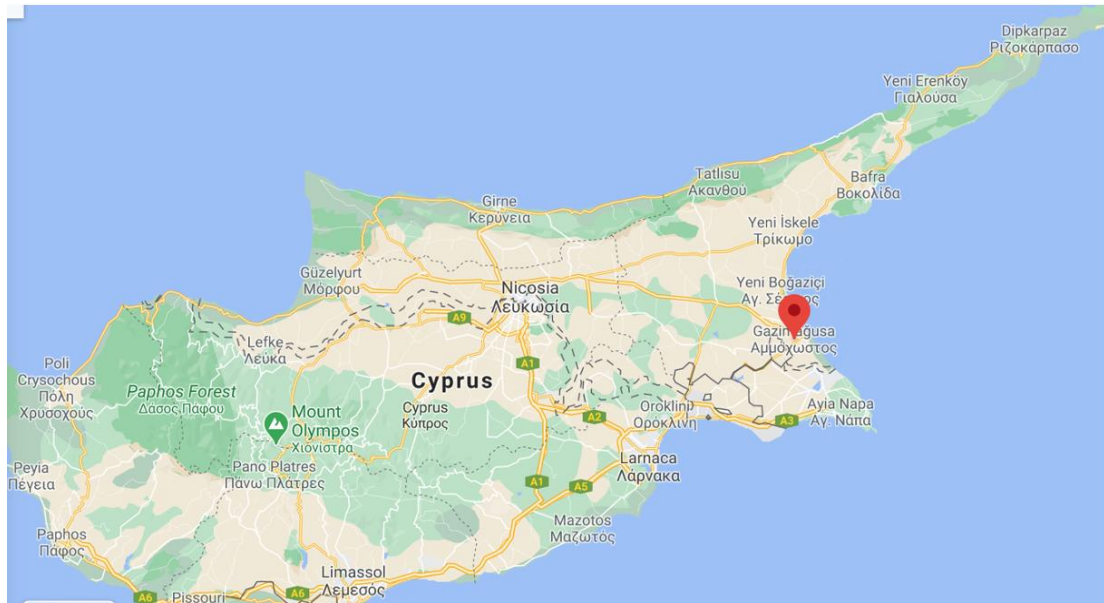


Figure 4: Famagusta Location in Cyprus
Source: Map, (2021)

3.4 Climate

The Famagusta is 15m above sea level, this city's climate is categorized as warm and temperate. It has a high chance of raining in September.

In this town, summers are clear, pleasant, dry, and hot, and in winters are mostly clear, windy, and cold. During the year, temperatures usually range from 44 degrees Fahrenheit to 90 and are sometimes under 37 or up to 94 degrees Fahrenheit. The heating season goes on for 3 to 6 months that it is from the 11th of June to the 30th of September, by a half-value daily temperature upper 84 degrees Fahrenheit. The hottest day of the year can be considered August 7 on average due to the average degree of 90 degrees Fahrenheit and the lowest temperatures of 73 degrees Fahrenheit. Cool-season 3-6 months: which lasts from 4th of December to 23rd of March with amount daily temperature under 66 degrees Fahrenheit. The coldest day of the year is February 7, with temperatures averaging up to 44 F and above 60 (weatherspark.com, 2021). The city experiences considerable seasonal changes in monthly rainfall. The rainy season of the year, from October 14 to April 6, lasts 5-7 months and the 31-day

rainfall. Most rainfall during the 31 concentrated days occurs on December 21. The rainy season lasts from April 6 to October 14 for 3-6 months. The least amount of rainfall occurs around July 17. Famagusta climate is remarkable in terms of health because it has a temperate and Mediterranean climate that can be a good place for tourists to spend their holidays in all seasons. Famagusta has a long, hot, dry summer that lasts from mid-May to mid-October, from late May to late October. Winters in Famagusta are short, temperate, and sometimes rainy, lasting from December-February. Summer and winter are separated by autumn and spring, that they are short seasons. The average number of sunny days on this beautiful island is 330 days a year (Famagusta, Cyprus Online, 2021). Famagusta has dry periods in April, May, June, and July. June, July and August are the hot summer months with cloudless skies rising to 40 degrees Celsius, which is the best time for water sports and swimming. September and October have cool nights and warm days. October enjoys sunny and warm days. Given the above, the best time to visit Famagusta is from April to November (Famagusta, Cyprus Online, 2021). Prefer the best time of the year for tourist visit on clear and rainy days with understandable temperatures are between 65-80 degrees Fahrenheit. Based on this ranking, it can be concluded that the best time of year to visit Famagusta is from late April to mid-June and late September to late October, for outdoor tourism activities and the highest score can be for the last week of May.

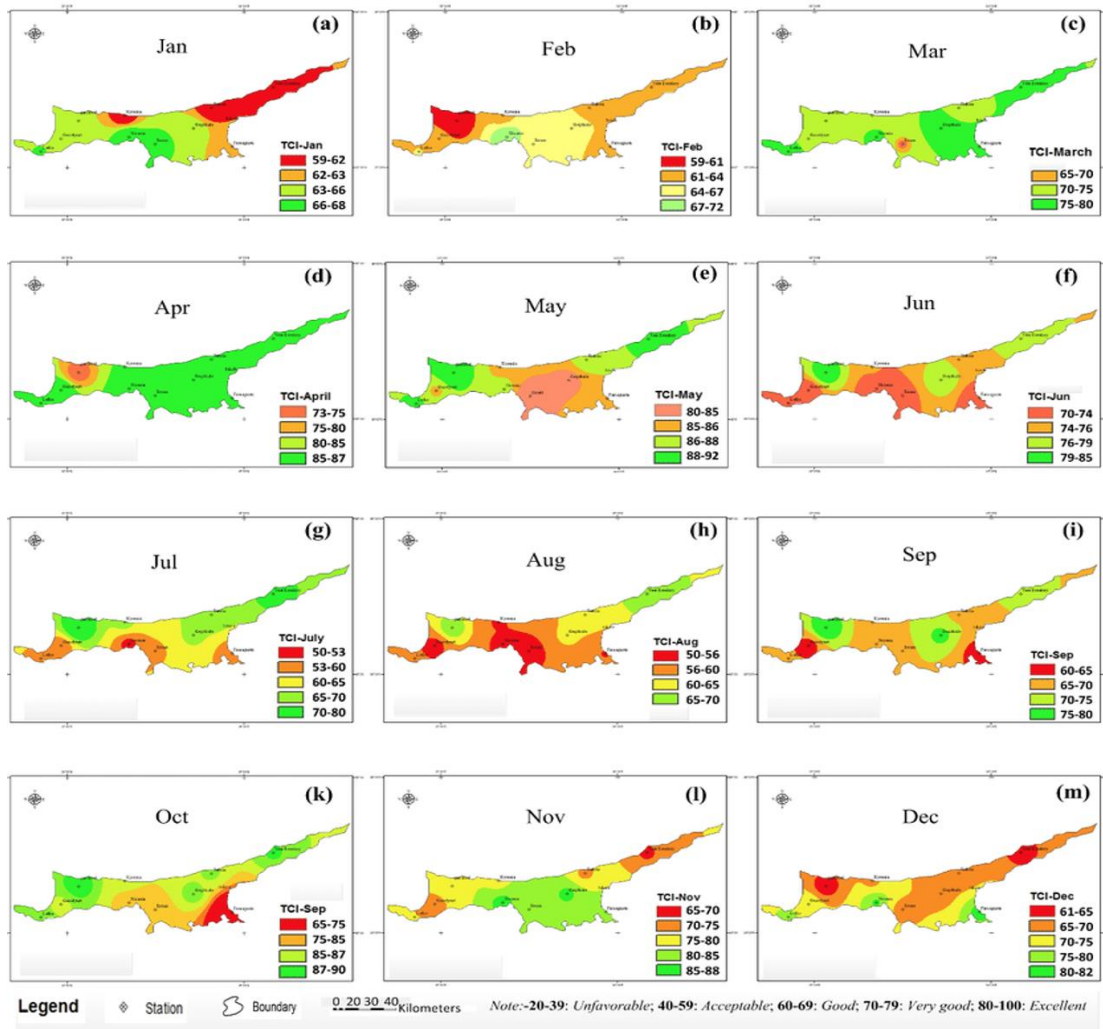


Figure 5: Famagusta climate
Source: Hossein Olya, (2015)

3.5 Tourism in Famagusta

Tourism can be considered a fast-growing industry around the whole world, which is still the main source of currency for countries. The tourism business is very noticeable as a usable tool for financial development (Esterling, 2004). The tourism industry in many countries of the Third World has become a major economic activity, which affects the economic, cultural, social, environmental constructions (Greathouse, 2005). The costs and benefits of tourism arrive almost everybody in an area through various means (Stynes, 1999). For most small regions, a single island economy by desirable natural resources tourism has been seen as a low-cost, simple, and price-

effective choice that offers an unlimited area for social and economic development (OECD, 1967: 11-15). Most small countries are concerned now that they have become overly reliant on tourism, which may lead to significant economic, cultural, environmental, and social costs that lead to its successive growth. (Ayres, 2000). Recently, different types of tourism have spread around the world in destination, because of this type, tourism has different benefits for the country. Countries try to attract tourists to experience some kind of activity.

Tourist Arrivals monthly.1000			Tourist Arrivals monthly.1000		
2018	2019	%change	2019	2020	%change
75.867	81.970	8.04	81.970	85.622	4.46
101.481	105.571	4.03	105.571	105.592	0.02
192.090	169.934	-11.53	169.934	55.342	-67.43
314.143	329.308	4.83	329.308	0	-100.00
450.495	434.578	-3.53	434.578	0	-100.00
511.073	509.662	-0.28	509.662	9.119	-98.21
539.626	550.971	2.10	550.971	64.914	-88.22
534.847	553.845	3.55	553.845	104.261	-81.18
520.138	524.707	0.88	524.707	87.334	-83.36
433.617	436.509	0.67	436.509	100.791	-76.91
158.685	169.392	6.75	169.392	8.952	-94.72
106.563	110.330	3.53	110.330	9.682	-91.22
Total 3938.625	Total 3976.777	Total 0.97	Total 3976.777	Total 631.609	Total -84.12

Figure 6: Tourism Movement

Source: MTE (2021)

3.5.1 Educational Tourism in Famagusta

It can be said that one of the most usual types of activities that can attract tourists with high economic benefits to society for a long time is educational tourism (Kim, 2001). EMU is an effective role player in the socio-economic life of Famagusta city in North Cyprus. Over the past few decades, Famagusta, in further the port,

(EMU), regarding the student population, it can be said that nearly 15,000 people from 67 several states (plus the actual population) have been the main part in socio-financial construction of the entire town of Famagusta. Today, Famagusta welcomes a wide range of immigrants from the south part of the isle and several sections of Turkey since 1974, residents, local Cypriots, and students from different countries and university staff (Oktay 2005). Famagusta, a student city in Northern Cyprus, has been able to make students feel comfortable like their home and less homesick. The good behavior of the residents with the students is another factor that makes this city attractive for students. Furthermore, the free transportation system is available for the students, which students can use to go to four specific routes and also to Nicosia according to the exact hours. Another benefit for students is the free use of the public hospital. Students can benefit from a discount by having a student card from a private hospital and some department stores as well as some banking services (such as account charging). The quality of university life attracts a large number of them to this city every year. It is noteworthy that many families migrate and invest in this city as a result. Every year, many students start their studies and enter the university. In their view, the university is a bridge to leave home and enter society, as well as provide them with a gradual adaptation and integration into society. It is also a combination of some confusing feelings and interests that are deeply related to students' lives environment and is referred to as human geography and environmental psychology as a spatial attachment. Since 1974, Northern Cyprus has welcomed significant economic increase and development owing to the travel business and the existence of five universities. We can say that these universities, specifically (EMU), which is a major university in Famagusta and has a significant role in the city economy and contribute to this significant increase. Onal (1999), argues that the creation of EMU led to rising

and development in Famagusta. The foundation of Eastern Mediterranean University is in 1986 caused a large rush of traveler tourism to Famagusta (Oktay, 2005). In addition, because of the administrative, organizational and financial form of the university, it is the most important organization on the island. As can be seen from its history and geographical location, Famagusta is a great opportunity for academic life. As can be seen from its history and geographical location, Famagusta is a great opportunity for college life.

Table 2: Famagusta universities

Rank	name	since	type
1	Eastern Mediterranean University	1979	Public
2	Cyprus West University	2015	Private
3	Istanbul Technical University TRNC Education-Research Campus	2011	Public - <u>RoT</u>
4	European Leadership University	2017	Private
5	University of City Island	2016	Private

3.5.2 Impact of Covid-19 on Famagusta Educational Tourism

Over the past, some decades, numerous of overseas students increased across the globe, with significant consequences toward universities and host states, also for educational tourism themselves. UNESCO, argue that: a traveling student around the world called a special person who crossed the international border among the two nations and will enter the destination country to get in on the act in academic activities in a destination nation, where it is different from their country of beginning. (<http://uis.unesco.org/en/glossary-term/international>; International-Mobile Students; UNESCO Glossary). I can tell that the benefits of study outside the plan are similarly given to the student in the hospitality nation. On the one hand, the host countries enjoy

the benefits of international students' spending on entertainment, food and drink, accommodation, as well as, in several plans, tuition is not mentioned about unavoidable taxes and a good effect in financial situation. In other words, student's profit is not just from their education. But it can be said that studying abroad causes interaction with native and overseas people, and the student gains experiences that enhance own and professional development. In addition, global educational called tourists can take advantage of the opportunity to go to native gravitation or move to other parts of the hospitality country, single or with family and friends. We can explain that experimental knowledge is one of the parts of studying abroad that can be defined as tourism is a complete experience. It is a complete and exciting combination of private teaching and development, then making a perfect social experience.

The ongoing epidemic has also caused significant damage to education around the world. COVID-19 epidemic affects 90% of the world's student population as more than 1.5 billion students of more than 190 nations are studying outside of their country. ([https://education response/global coalition](https://educationresponse.org/global-coalition)). This is also vital in educational activities, but universities try to meet the necessities of students through online classes. Also, we can say that that training, like hospitality and tourism, which more and more rely on actual education, will be significantly affected by the Covid-19. The last spread of SARS had a significant non-positive impact on tourism and hospitality teaching in Hong Kong.

(Law, 2005). In the present context, coping mechanisms are important for industry and academia to consider, including appropriate learning and other options for survival in the midst of a pandemic and subsequent resuscitation (Williams & Worley, 2014; Dahles & Susilo-wati, 2015). It should be noted that, unlike in the past, the current epidemic has led to a lot of data that helps decision-makers in various

sectors and should help save lost momentum (Kim, 2020; Chan, 2020). UNWTO points out in (2020), the spread of Covid-19 has posed a major and evolving challenge to the tourism sector. It is obvious that its effects on tourism are very drastic. Northern Cyprus has closed its borders, which has affected trade operations, and airlines have reduced their activities and many have left their businesses in Famagusta and went back to their countries. The COVID-19 appeared in November 2019 in Wuhan, China, although its essence was not accepted until January 2020. However, during this time when the amount cases were rapidly increasing and spreading beyond China. In February 2020, the amount cases in China increased sharply, reaching 80,000 on the last day of the month, and 7,000 cases outside China. On March 18, the number of cases in other countries (132,000) was much than in China, the virus spread with hard measures was slowed down. Travel limitations gradually limited the movement, especially after the announcement of the global health disease on March 11, 2020. When the epidemic began in early March 2020, the UNWTO estimated that the arrival of international tourists 1% and 3%, that went on more than that (from 3% to 4%) in early January 2020. That estimate equates to a loss of \$ 30 billion to \$ 50 billion in estimated costs. On the last day of March, international travel decreased by 97%, which during the first eight months of 2020, international travel, in general, decreased by 70%. However, the pandemic has affected different parts of the tourism industry in different ways.

3.6 The Role of Restaurants in Famagusta Tourism

Over the past decade, the tourism industry in Famagusta has increased steadily, leading to the opening of a new travel office and the construction of various hostels and restaurants. The quality of the environment, man-made and natural, is essential for tourism. Famagusta is a developing student's city, where the restaurants are popular

between people and especially tourists that it causes a significant impact on economic growth. The restaurant's owner in Famagusta is often family or privately. This business in this part of the universe is a very beneficial business and has achieved considerable success that it is due to the fact that the resident of this isle is very extroverted and they enjoy spending time outside with their family and friends. Also, many childless couples and single people prefer to eat out in complex restaurants. This attitude shows that small families are oblique to spend even more money on food outside the home (Pun and Ho, 2001). Special seafood menus also help to expand rapidly. In addition, due to its tourists' view and history, Famagusta is evermore visited by educational travelers and international tourists who are equally interested in food. Restaurants are one of the hospitality businesses which is an important section of the tourism business. The restaurant business hires millions and helped hundreds of billions of dollars to the universal economy, thanks to its famous for good sit-in and fast-food restaurants. Restaurants in Famagusta have an effect on the economy with employment, for instance in table 3 in Johnny rockets restaurant (R3) there are 21 employees or in Caffeevania (R4) there are 32 workers and in Petek restaurant (R2) in one branch is 35 employees that show they have a deep effect on Famagusta economy.

Table 3: Restaurant time working and employees in Famagusta

Restaurant	Number of employees	Open-close	Hours working a day
R1	7	11-23	12 hours
R2	35	6:30-Midnight	17:30 hours
R3	21	9-23	14 hours
R4	32	10-Midnight	14 hours
R5	11	24 hours	24 hours

3.6.1 Impact of Covid-19 on Famagusta Restaurant

The hospitality industries and restaurants are important economic sectors in society that play an important role in the universal financial. In another hand, these sections are in danger of natural risks like the Covid-19 epidemic and each recession. Governments around the world have introduced social initiatives, movement restrictions, and locks, which have reduced restaurant customers to almost zero. Covid-19 has also led to unheard job and income losses, as a result, billions of dollars of possible income and millions of works are closed. Covid-19 epidemic for the hospitality and tourism industry in a few periods equals millions of works miss and jobs destroyed. In the medium to long term, however, there is likely to be a deep recession, and this continued impact can be found in very lux like hospitality and globe-trotting. (2020). In table 4 and figure 6 illustrate, covid-19 created a limitation situation for owner Famagusta restaurant. Moreover, the covid-19 effect on all parts of the tourism industry.

Table 4: The effects of Covid-19 on Famagusta restaurant hours

No	The schedule times now	Total hours work	The schedule times Before-Covid-19	Total hours work	result
1	9-21	12	11-23	12	-
2	8-20	12	8-21	13	-1
3	10-21	11	10-1am	15	-4
4	10-21	11	10-21	11	-
5	8-22	14	8-1am	17	-3
6	6:30-21:30	15	6:30- midnight	17:30	-2:30
7	8-21	13	8-midnight	16	-3
8	11:30-20	8:30	9-23	14	-5:30
9	8-21	13	8-midnight	16	-3
10	8-21	13	8-1am	17	-4
11	12-21	9	10-midnight	14	-5
12	8-21	13	24 hours	24	-11
13	8-21	13	8-23	15	-2
14	10-21	11	10-21	11	-

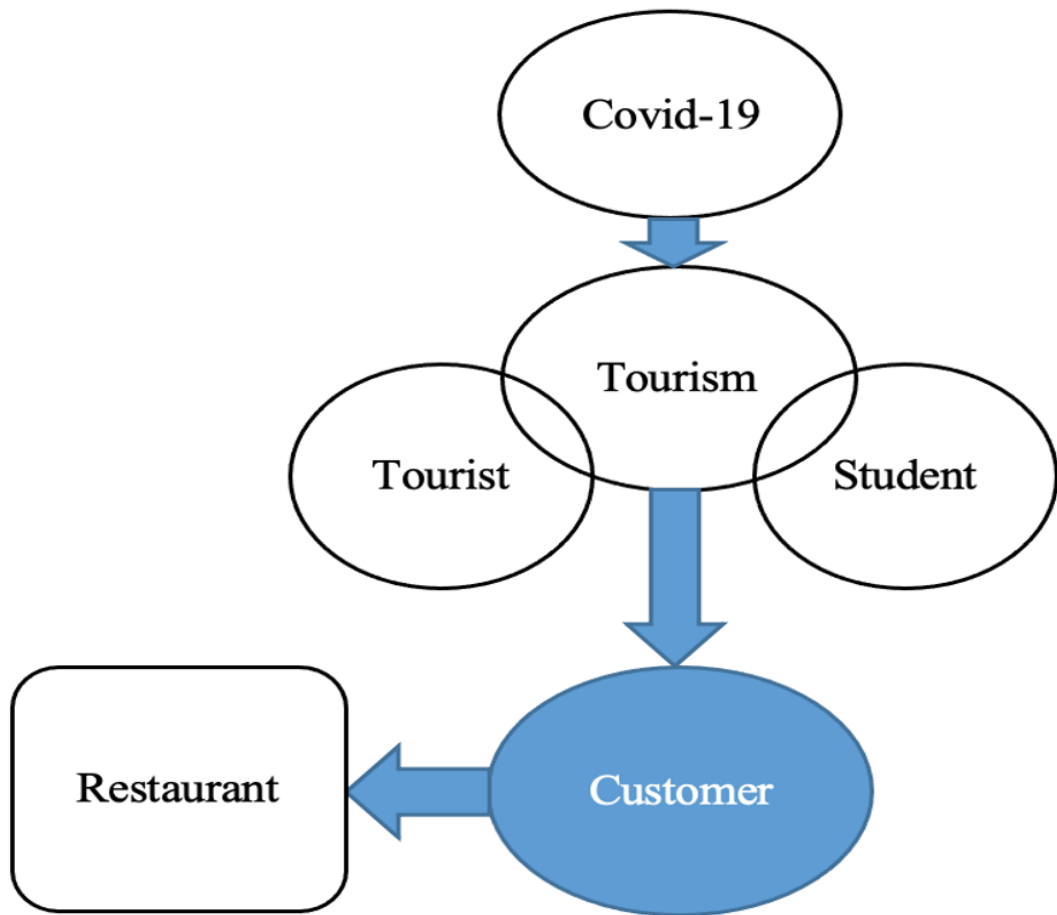


Figure 7: Effect of Covid-19 on Famagusta Restaurant

3.7 Covid-19 in Famagusta

Awarding to the WHO Corona Virus Disease2019, on May 4, 2020, 206,999 cases were confirmed in the Eastern Mediterranean, of which 7,971 died. Cyprus is the 3rth great isle in the Mediterranean Sea with an estimated population of 375,000 in the north, most of whom are Turkish Cypriots (Sultanoglu, Baddal, Suer, Sanlidag, 2020). On March 8, a 65-year-old German tourist came to Northern Cyprus. On March 10, she was recognized with Covid-19 disease. On March 11, 2020, the first step was to close all schools, followed by a travel ban and a quarantine order at home on March 13. All centers except supermarkets, hospitals, banks, medical services, and customs were closed. The national lockdown was extended to May 4, 2020. The government’s decision to the step-by-step reopening of businesses happened in two steps from May

4 & May 15 due to the lack of a positive case. Schools and universities have their educational services online until the autumn semester. Although this rapid effecting of the government has had negative mental effects, including increased anxiety and stress on people that it helped to eliminate Covid-19.

Sultanoglu, Baddal, Suer, Sanlidag, 2020 argues that;

The Council of Ministers of Northern Cyprus took the following decisions to control this crisis:

1. All employees in the public part instead of police, finance, fire station, health was considered on administrative leave and civil aircraft.
2. In personal part, all stores, containing, nightclubs, entertainment centers, casinos, betting shops and so on. Outside of businesses that meet main necessary, like gas stations, bakeries, pharmacies, and service markets.
3. Just citizens of Northern Cyprus and people legally resident in the country are allowed to enter Northern Cyprus by air or sea and land border gates.
4. They will be quarantined for 14 days, regardless of which country and what way they entered. Those who do not comply with these conditions will be subject to the Epidemic (Law No. 45/2018).
5. Meetings in unions, associations, and group godliness are forbidden.
6. To persuade people to do house quarantine from 21:00 to 6:00, a full curfew was announced.
7. Citizens of Northern Cyprus that are a student in abroad were returned by charter planes and quarantined at the hotel for 14 days.
8. Since identifying the first case in Karpasia and three villages, Karpasia was quarantined and banned from traveling. (correct as of March 27, 2020)

9. Compulsory utilize of masks in general places has been carried out by the government since April 24, 2020.

10. Burhan Nalbantogk Hospital in Nicosia has become an epidemic hospital, excepting the oncology and dialysis wards. Hospital employees work shifts is for two weeks and then stay in a dormitory or hotel to keep their families at risk of infection.

In addition, the number 1102 call center as 3 phone numbers were advertised by the Department of Health as SARS-COV-2 reportage line, designed in both Turkish and English. Although all action has been taken quickly, the number of confirmed cases has increased since the first case was identified in Northern Cyprus.

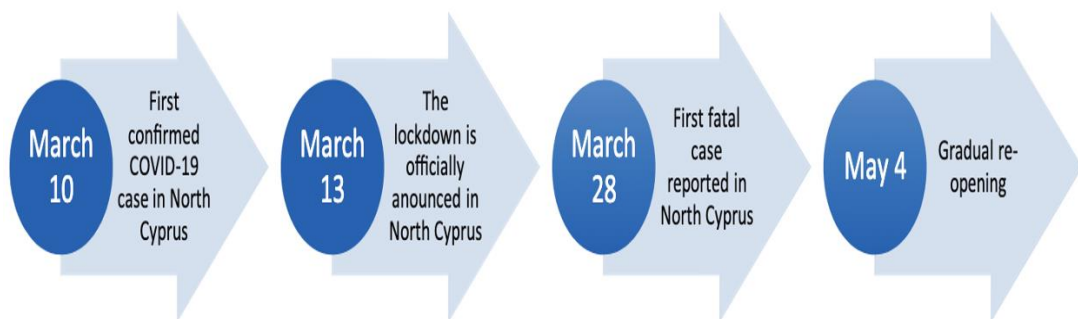


Figure 8: Timeline of COVID-19 spread in North Cyprus

Chapter 4

METHODOLOGY

This chapter describes the method used to collect the data used in the analysis. This chapter contains information on the issue of the qualitative approach. 14 restaurant owners and managers in the Famagusta area of Northern Cyprus were considered to measure the effects of Covid-19 as the sample size of the interviewee. To investigate these effects, we used data collection methods includes interview questions, sample size, voice recorder, take note, ATLAS.ti 8 analysis methods, and the findings.

4.1 Inductive Approaches:

The inductive method is generally associated with qualitative research and usually uses method questions to limit the scope of the study. The present study utilizes an inductive method to access accurate information from a small group of individuals. (Krippendorff, 2004; Buhalis, 2001; Gilstrap, 2000; Charmaz, 2006). The Qualitative method is a way of scientific way that aims to explain the steps of the main public method during the time (Njenku, 2011). Mainly, this is a method to know and survey the basic topic from the straight agent of the region being searched (Krippendorff, 2004; Patton, 1990). The Qualitative method is mostly inductive. Although a theoretical framework is supported, the data should guide the study, not a theory. (Taylor and Bogdan 1998).

4.2 Qualitative Research:

The results of qualitative methods are more descriptive and conclusions can be easily extracted from the obtained data (Amber & Fletcher, 2017). Because our goal is to gain an accurate insight into a specific area by understanding and examining their views on the subject under study, we used qualitative data. The major feature of qualitative research is that more suitable for a small model, whenever the results are not measurable. Its main advantage, which is fundamentally different from the quantitative method, is that can provide a perfect explanation and examination of a method topic sans restricting the area of process and the nature of the respondent answer (Collis & Hussey, 2003). In the qualitative part of this study, semi-structured interviews have been used. 16 questions were used in individual interviews with the interviewees. In addition, other sub-questions were asked along with each question to better understand the answers of the participants during the interview. During the interview, the researcher checked the accuracy of his/her perception of the interviewees by asking guiding questions. In the process of sampling participants, the researcher analyzed the data to complete the cases that were incomplete by receiving new information from the new participant. After 14 interviews, the main and sub-factors were repeated in previous conferences, resulting in saturation of the researcher. The conference lasted between 6 and 20 minutes.

The available method is very effective in collecting special data on the values, opinions, and subjects of certain individuals. The present approach usually is related to the factors that affect people's lives. Qualitative methodology is a very impressive tool in the examination of moral compete and governmental arguments. The benefit of this process is the ability to make worth and enough data on the main topic (Njenku, 2011). The qualitative methodology is very flexible compared to the quantitative

method and can be said to be due to not dealing with numbers. The qualitative way is related to the quality and nature of perceptions, skills, the meaning of these phenomena for them, beliefs, behaviors, human relationships, and emotions. In this way, more qualitative research involves types of what, how, and why instead of how much or how little (quantitatively) (Njenku, 2011).

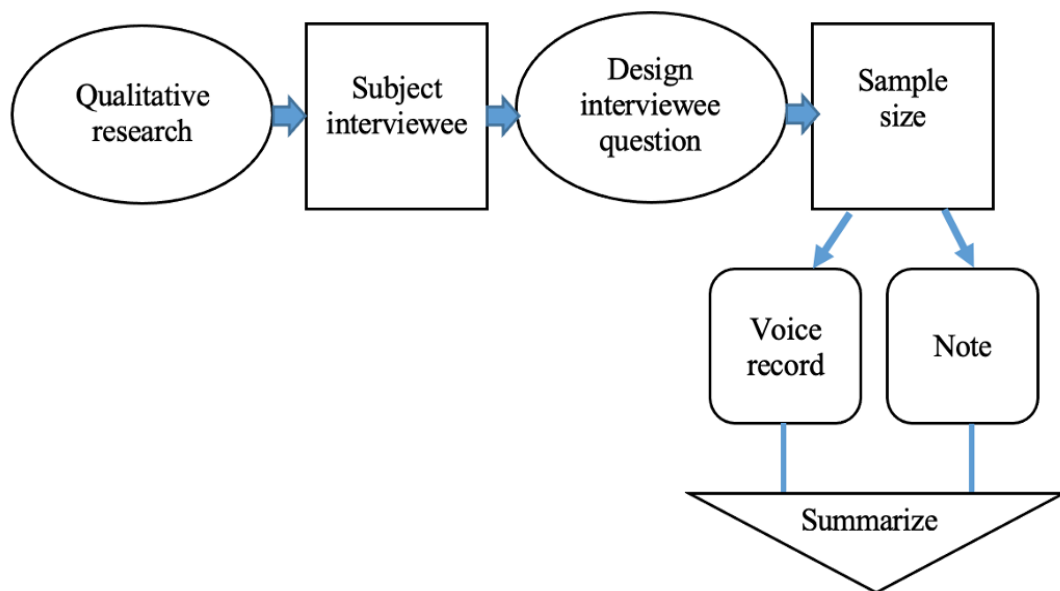


Figure 9: Qualitative research, Source: Micheal, (2007)

4.3 Sample Size

In the present study, the purposive sampling method, the volume of which is directly related to the emphasis on saturation in achieving a comprehensive understanding of the data until no new information is obtained, has been used. Also, in this sampling, individuals were selected based on the purpose of the study, which mainly to achieve the desired sample criteria and obtain the necessary information from each participant to the study. It can be said that the sample size indicates the number of participants or observations in a study. Targeted sampling is an important tool for defining the sample area in the qualitative process. Present research allows us

to choose the model size for the search region. Targeted sampling aims at the specific team of individuals, which is rare or very difficult to determine and use the target population for the study (Hijri, 2006, p. 67). Our sample size includes 14 owners or managers of restaurants in Northern Cyprus in the student city of Famagusta.

Table 5: List of interviewees

interviewees	location	Types of the restaurant	Number of branches
R1	Gulseren street	Family style	2
R2	Gulseren street	Family style	-
R3	Salamis street	Cafe restaurant	-
R4	Narlik street	Family style	3
R5	Salamis street	Fast food	2
R6	Salamis street	Cafe	3
R7	Liman Yolu street	Cafe restaurant	-
R8	Salamis street	Cafe restaurant	-
R9	Göreme street	Fast food	-
R10	Kaliland area	Family style	-
R11	Şht. İbrahim Kazım Cd	Cafe restaurant	-
R12	Göreme street	Fast food	-
R13	Gazi Mustafa Kemal Blv	Family style	1
R14	Kaliland area	Fast food	-

4.4 Data Collection

To gain the aims of this study, the following 16 questions for interview were Semi-structured and in-depth, also managed to 14 respondents (interviewees) who were restaurant owners/managers and senior staff.

All interviews are in English and audio recording is done. While owners and managers could not speak English, employees who could speak English were used.

Some were reluctant to participate in the interview. In some restaurants, no one could speak English at all, and their behavior and efforts to help me were commendable. The behavior of the interviewees was very friendly, and they welcomed me with tea, and at the last of the interview, they invited me to eat and said that I should visit them again, it shows the people of Famagusta's hospitality. Each interview lasted between 6 - 20 minutes. After the interviews, information was transcribed so that I could process them for further analysis.

These interviews were included factors such as the impact of Covid-19 on working hours, the number of customers lost, the number of employees before and after Covid-19, government help and support to employees and restaurant owners, their views for government performance, and how Covid-19 affects them.

In-depth interviews are non-structured interviews and personal that target to identify the participant's feelings and opinions about the specific subject of the research. Non-structured interviews provide flexibility. The original advantage of an in-depth conference is that they include personal and direct communication between the interviewer and the interviewees to avoid non-response, but the respondents must have the necessary skills to conduct the conference successfully (Fisher, 2005, Wilson, 2003).

In this qualitative method, the questions are open-ended and thus allow the researcher to manage the interview questions according to the information obtained. Some specific questions have been prepared, so the researcher can lead the meeting towards satisfaction with the research objectives. Charmaz, (2006, p. 25) argues that a deep interview allowed in-depth discussion of a specific subject with a person who experienced related to skills. The major duty within the research action was collected to qualitative and enough information from a small team of area. All responders to the

present study consist of restaurants in Famagusta. Data were collected over two weeks period in January 2021.

4.5 Data Analysis

The main aim of this project was to gain information and understand the concepts of respondents about the effects and challenges that Covid-19 on Famagusta Restaurant.

To reach the aim of the research, the following objectives guided the process of data collection as well as data analysis:

1. To study the effects of Covid-19 on Famagusta restaurant customers that also it include educational tourism.
2. To identify the effects of Covid-19 on Famagusta restaurant owners/managers' mental health.
3. To study how the Government performance during Covid-19.
4. To understand the effects of Covid-19 on Famagusta restaurant employees.

The content analysis was used to analyze the information collected from face-to-face interviews. Moore & McCabe (2005), discuss that this analysis is a type of research in which info collected is classified into themes, which they can compare. The main advantage of content analysis is that it aids to decrease and simplify the info collected, and produce results that enable researchers to categorize the qualitative information prepared in a way that arranges to meet the research aims.

First step: data analysis involves transcribing the interviews within the type of text for content analysis. Then, the examination of the text in addition to notes happened to identify the most themes. After identification of the themes, they were entered into ATLAS.ti8 (Qualitative Data Analysis: ATLAS.ti, 2018) software to look at their frequency within the content of the transcribed text. Within the next step, the

subthemes were also identified that this process is routine in the qualitative study as many issues and concepts are often extracted from the interviews.

Open coding was applied to refine the themes and sub-themes and to identify their relationships. Open coding is a way to break down, analyze, compare, conceptualize and classify data. This coding process acquires concepts that are later categorized and changed to categories (cf. Bryman, 2012: 369).

Finally, themes and sub-themes were reviewed and interpreted several times. This performance allowed a framework of relationships to be extracted that explores the lessons of Covid-19, innovation to survive in business, and challenges facing Famagusta restaurants due to Covid-19. Figure 9 for the identified themes and sub-themes. Figure 10 Result of the content analysis of the interviews Famagusta restaurants in TRNC.

4.6 Findings

Theme 1: Covid-19 on Famagusta Restaurant Customers

Based on the extracted themes and sub-themes as well as the framework of the limitations (Figure 11 and Figure 12), this study showed that the main effects of Coronavirus on restaurant customers in direct relation is: their psychological effects (scared of covid-19, staying home, ordering take away), closing borders (lost educational tourist customer), announced curfew by the government (reducing work time). According to continue these limitations, the restaurants in Famagusta will be damaged. If these restrictions continue, restaurants will not be able to continue and will be closed.

Theme 2: Innovation

Most restaurants have not taken any strategy to attract customers (Figure 10). Because they believe that in this situation, nothing can attract people to the restaurant.

Reasons for not taking the initiative include fear of getting the virus, lack of students, changing eating habits (cooking at home). Some restaurants have taken new steps to stay in business such as:

Opening a different restaurant (Chinese) next to their restaurant to earn money and attract different customers.

Training employees monthly to learn new ways of providing services, serving food, food control, design, and how to deal with customers.

In this crisis, people are normally stressed and anxious, so they need a happy environment, so managers remind their employees that their smiling faces are very important and effective.

Owners and managers use a variety of methods to help their staff, such as work as part-time, while the employees stopped working but, their names are in the insurance list and food aid.

Theme 3: Lessons of Covid-19

In Figure 10 you can see the sub-theme of that, however, most of the respondents did not have any answer for this question but, one respondent described a lesson beautiful he had learned from Covid-19: Life is more important than money, protecting family more. Continue with calm and hope for a bright future and will remain in business until the end of this crisis. Keep composure and believe God more. Save money, do not pay for luxury items for business. (2 respondents)

Theme 4: Education Tourism

Northern Cyprus has a very favorable climate, geographical location, attractive tourist features, and a suitable landscape for all types of tourism, including student attractions.

All respondents stated that commercially, the university's online policy is a bad decision. However, it is a good policy to protect the students and people of Cyprus against this pandemic. The government can invite students to Famagusta by establishing strict health protocols. Famagusta is a student city that students make up the majority of restaurant customers. In (figure 9) you can see the sub-theme of educational tourism.

Theme 5: Government

The study also showed that the government's lack of cooperation with all restaurants and only the support of Cypriot owners has caused dissatisfaction among restaurant owners. While the government collects the same taxes from them and this sector can be considered as one of the important sectors of the tourism industry of Famagusta (page 27) that contributes to its economy (page 28). In figure 10 you can see the Famagusta restaurant owners/managers' idea about government measures.

Theme 6: Famagusta Restaurants Owners/Managers Mental Health

Losing customers and curfew have made competition harder, causing stress and anxiety for staying in the trade market. Concern for protecting families and employees against Corona. Dismissing employees because of the lost customer and for staying in the trade market. As a result, employers are forced to be fired which is upsetting (figure 9).

Figure 11 illustrates the challenges of covid-19 on Famagusta restaurant in TRNC. The black arrows show the direct effects and the blue arrows represent the relationships between factors affecting Famagusta restaurants. For instance, curfew and education tourism as the main themes, have a direct impact on the Famagusta restaurants, at the same time, it affects other themes, such as mental health, or lack of customer.

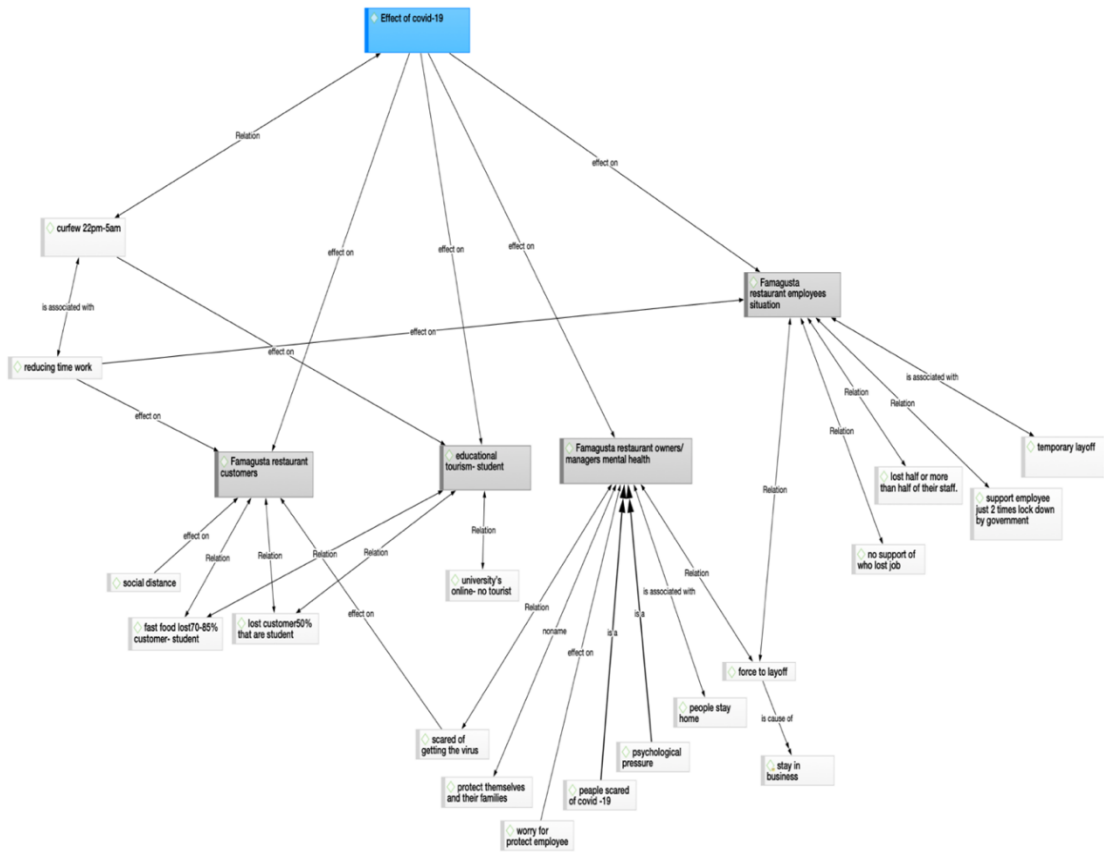


Figure 10: Examining the Impact of Covid-19 on Restaurants: the case of Famagusta

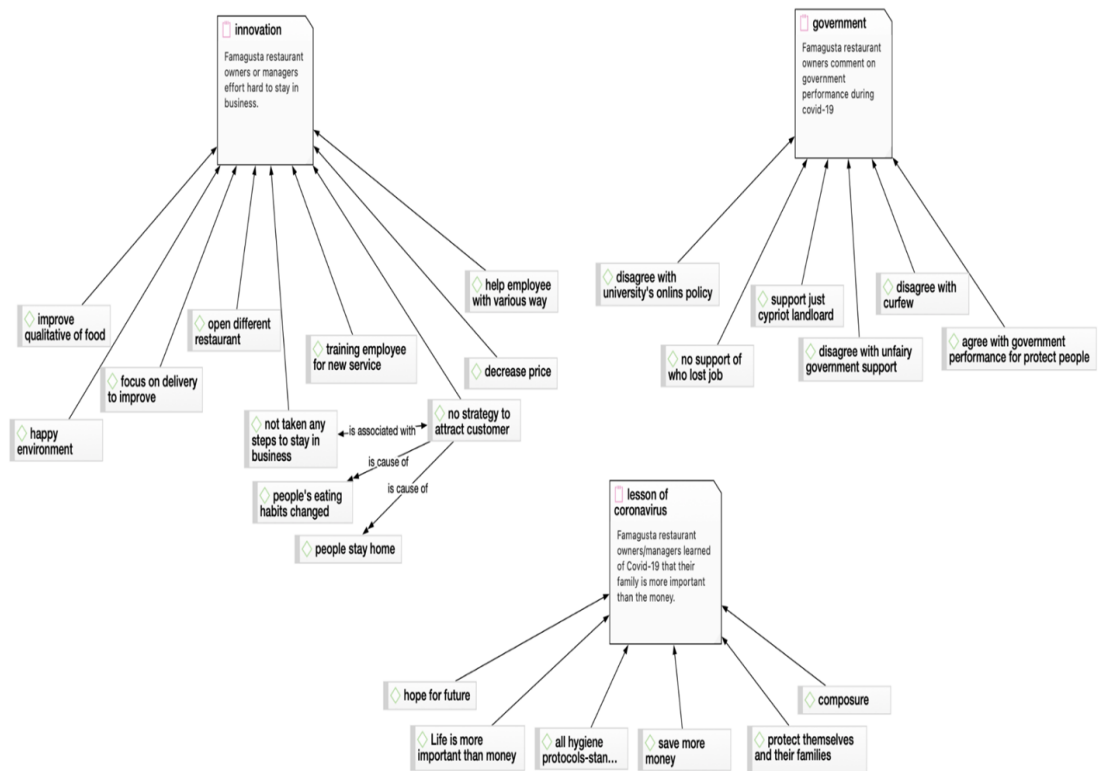


Figure 11: Result of the content analysis of the interviews

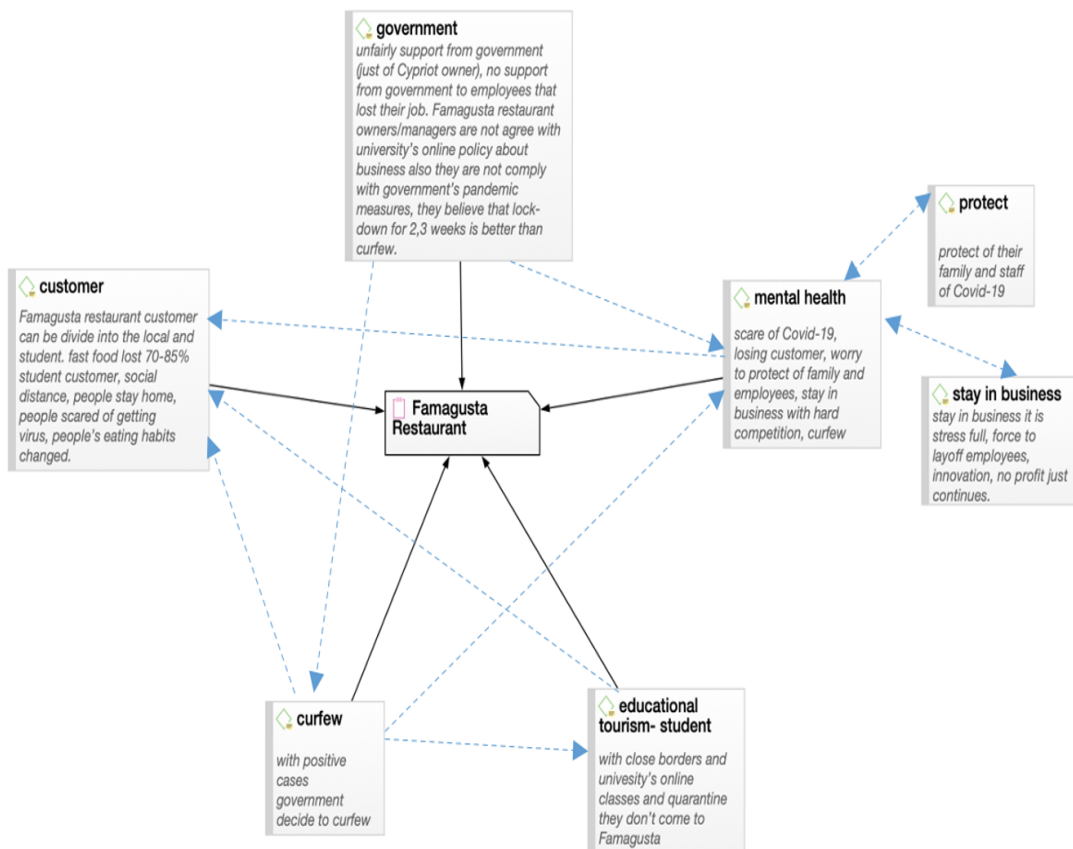


Figure 12: Framework of challenges of Covid-19 on Famagusta Restaurant in TRNC

Theme	Sub-theme	Frequency
Effects of Covid-19 on Famagusta restaurants	Lack of tourist, Reduce working hours, Lost student's customers, Unemployment of employees, No support from government, Lack of customer, No government support for unemployment, Mentally problem, social distance	14
Innovation to survive	People Afraid of pandemic, Lack of customer, people's eating habits changed, people stay home	10
Education tourism in Famagusta	High dependence of the economy on the tourism industry, Lack of student in pandemic, university's online, close borders, quarantine	12
Support from government	Lack of sharing equal support (owners, employees), Lack of support of foreign owner,	12

Figure 13: Result of the content analysis of the interviews (limitations)

1- As a restaurant owner/manager, please explain how Covid-19 affected hour business? (to examine there is curfew and quarantine conditions on restaurants.)

According to the information obtained from the managers of selected sample restaurants from the city of Famagusta in Northern Cyprus, the restaurant hours are constantly changing according to the government's decisions regarding the conditions and announcing positive cases to Covid-19.

In January 2021, curfew have been announced between 22 to 5 am. Therefore, all restaurants will eventually close at 22:00, while their opening hours will vary depending on the services they provide.

From the answers of 8 respondents, we concluded that the restaurants that provide breakfast services will be open at 6:30 or 8:00 AM. One of them mentioned that in the morning, as before, they started working at 6:30, but at night according to

the government order, which is now 22 they closed the restaurant, while before Covid-19 They closed at midnight. 7 respondents mentioned that they are starting work at 8 am as before the epidemic start. While the closing hours of the restaurant changed:

Table 6: Time closing for 7 restaurants with the same time opening as before

Number of respondents	Close time before Covid-19	Close time now
1	21	20
1	23	21
3	24- midnight	21
1	1 am	22
1	24 hours open	21

2 respondents mentioned that they are working 12 hours a day (starting work at 9 in the morning and closing at 9 pm). One of them working the same 12 hours as before Covid-19, just the time of the opening and closing changed (11am-23pm). While, the other one said it was open 24 hours a day before Covid-19.

3 respondents stated that their working hours are from 10 am to 21. This schedule is the same for 2 of them as before the epidemic. For other, the closing time was 1 am. It means before they worked 15 hours and now, they are working 11 hours.

According to a respondent, their working hours in these conditions are from 12 noon to 9 pm, while before, the working hours of this restaurant were between 10 am to midnight.

2- What is the extent of loss of number of customers due to Covid-19? What percent of customers were affected by Covid-19? (restaurants revenue conditions as well as the impact of Covid-19 on customers)

According to interviews, 2 of the respondents have the same customers as before Covid-19, the only difference being that their customers order outside and refuse to come the restaurant.

4 respondents mentioned that they had lost 50% of their customers who can be said to have been students.

According to 5 respondents, they have lost 70% to 85% of their customers. These restaurants mostly included fast food.

2 respondents stated that they had lost about 30% of their customers, and one respondent stated that it had lost 20% of its customers. These restaurants are among the restaurants that include breakfast.

3- Have you ever contemplated to close the business because of the pandemic? (identify In-depth understanding of the impact of Covid-19 on restaurants.)

It can be said that none of the owners and managers have thought of closing their restaurant. Only one respondent thought of closing their restaurant when they were concerned about the health of their staff, not their business. All respondents agreed that they would continue their business with the hope of the future and the end of this pandemic as soon as possible.

4- How many employees did you have prior to the pandemic? How many do you have now/during the pandemic? (to check the condition of employees and emotions of owners and managers to sack their employees)

Only 3 respondents from the selected sample of interviews did not do cut employees. Despite the disbelief, this result is related to restaurants that have lost 50%, 30% and 20% of their customers. They prefer to end this crisis with lower-income with their staff.

7 responses from respondents' restaurants have lost half or more than half of their staff.

4 respondents mentioned that they lost a small number of staff, while they do not have a large staff.

5- Was it difficult to let the employees go? (examination emotions of the employer than dismissal of employees)

All respondents expressing discomfort about the fired of their staff and them said that they were forced to do to survive and stay in business. They know that this situation is difficult for their staff, so they try to help them in various ways. Such as: working part-time, working in some shifts and even write their names on the insurance list as an employee, as well as being in contact with them so that they can return to work if needed.

6- What was the condition of layoff? My mean temporary layoff or permanent. (examining Status of unemployed employees)

All respondents agreed that their employees would come back to work when everything return to the previous conditions. So, stop working is temporary.

Moreover, 3 respondents who had branches, stated that if any of their branches need workers, they would use them definitely.

7- Was there any strategy to attract customers during the pandemic? (to review the measures taken to invite people to gatherings and restaurants)

The 10 respondents stated that they had not taken any action to attract customers because they believed that nothing could attract people to the restaurant in this situation. They also said that people's eating habits have changed and they have become accustomed to home cooking. Another reason mentioned by the respondents is that people refuse to socialize to others because they are scared of getting the virus,

this is a way to protect themselves and their families. They also said that their student customers are not in the city now, so there is nothing to do at the moment to attract customers, but after this period, they have some ideas and they will act to attract customers. The rest of the respondents have chosen measures to reduce the price, create discounted packages and a higher quality with a lower price to attract the customer.

8- What measures have you taken in terms of safety? (review the health protocols performed in this course.)

All respondents reported that restaurants to stay open and continue have to do all hygiene protocols such as using masks, disinfectants, cleaning all surfaces, tables, chairs after each customer eating; customers' body temperature and phone numbers are also taken on arrival. In addition, the social distance between the chairs and the tables; maximum 6 people can use of each table.

One respondent stated that only 2 employees hired to clean, they would disinfect all surfaces every hour or immediately after use.

9- Have you received any support from government for declining business due to the pandemic? (to examine government assistance and support for restaurants in this epidemic.)

Only 2 respondents from the selected sample received funding from the government because they were Cypriots. According to respondents, the Government of Northern Cyprus has supported only Cypriot owners while all of them paid the same tax. Meanwhile, a Cypriot landlord could not get help from the government, because he did not pay his taxes on time.

10- Did you comply with government's pandemic measures? (examines the views of restaurant owners and managers on the performance of the government in this period)

2 respondents defined that they were satisfied with the government's performance. While, the rest of the owners/managers (respondents) criticized the government's performance. They believe that instead of curfew, it is better to do lockdown for 2 or 3 weeks, and after clearing and taking the PCR test from the worker, we can safely reopen of jobs. They also criticized the government's unfair supportive actions, mentioned that in order to stay in business, all of them need help and support.

11- Did employees who lost their job receive any help from government? (examine of the government's support for unemployed employees.)

According to all respondents, the government only have paid employees during the full quarantine period, even in that time some worker did not receive government help.

Employees who lost their jobs received no further help from the government. In addition, they did not have any idea that why and how some employees could not receive government funding.

12- Some restaurants tried to stay in business by applying delivery; are you doing the same? (examine the tendency of people to stay away and be afraid of attending meetings.)

Only 3 respondents reported that they do not have delivery. One respondent believed that they did not need a delivery because most of their customers are local and they go to restaurant to enjoy the environment and spend time. The rest of the respondents believed that delivery would help them a lot in this situation because many

of their customers would not go to the restaurant, for fear of Covid-19 as well as to protect themselves and their families.

13- What lessons have been learned from the pandemic? (examine the impact and perception of owners and managers of Covid-19.)

The owners/managers of the restaurants had no opinion on this question, and they were just shocked by this epidemic and said that they hoped it would never happen again also they mentioned they will not tell everyone everything that they want to do, that my impression of this answer is competition is very strong in this situation. One respondent described a lesson beautifully he had learned from Covid-19: Life is more important than money, so he did not allow the epidemic to affect him mentally, and he only cared about protecting his family. Therefore, he will continue with calm and hope for a bright future and stay in business until the end of this crisis. Another respondent said that he would save more money and not buy luxury items for the job and would start his work every day with more composure and in the name of God.

14- What steps have you taken to keep the restaurant in business? (examine the steps used to survive in the competitive market in this pandemic.)

4 respondents mentioned that they had not taken any steps to stay in business, while all restaurants must follow the health protocols to continue, so it is true that they have not taken any new steps, but they have practically done. Such as: observing social distances, using disinfectants to clean tables, chairs and all surfaces after each use by customers.

In addition, owners/managers of other restaurants have taken new steps to stay in business, such as:

- Increasing quality of food and reducing prices, creating discounted packages.

- Opening a different restaurant (Chinese) next to their restaurant to earn money and attract different customers.
- Training employees monthly to learn new ways of providing services, serving food, food control, design and how to deal with customers.
- In this crisis, people are normally stressed and worried, so they need a happy environment, so managers remind their staff that their smiling faces are very important and effective.
- A few respondents believed that it is important to focus only on how to improve your delivery.

15- Has the pandemic and loss of business affected you mentally?
(understanding of the psychological damage done to the remaining restaurants)

Only 2 respondents mentioned that they did not allow the epidemic to have any effect on their psyche.

The rest of the respondents reported, which has suffered a lot of psychological pressure in these positions.

16- Some businesses complained about university's online policy; do you think this was a good policy? (examine the impact of the student (educational tourist) on the economy and conditions of Famagusta.)

All the respondents answered that they have the same opinion on this question: Northern Cyprus is a tourist-dependent country, and if the educational tourist (student) does not enter to this country, especially Famagusta, which is the student city of this country, its economy will hurt a lot. They went on to say that the government has made the best decision for online education to protect students and the people of Northern Cyprus but not for business. However, the government can do it with control health protocol.

Chapter 5

DISCUSSION AND CONCLUSION

5.1 Discussion

The results of the thesis show that the interview questions are of great importance for the present study. Each conference question can pursue the goal of the study and gain the necessary data. Also, some questions follow and complete the previous questions and the purpose of the thesis. The findings show that Covid-19 has a profound effect on the economy and mental of people of Famagusta, especially restaurants owner/manager. This means that restaurant owners/managers effort hard to stay in the market.

Relevant to all respondents, Famagusta is very dependent on tourists and this epidemic has greatly damaged the tourism industry, especially educational tourism. According to interviews, restaurant hours are constantly changing because the government has decided to set a curfew to control this crisis. These limitations are based on reports of positive cases to Covid-19. This means that Covid-19 has affected even the working hours of restaurants.

Famagusta is a student city where the economy of all businesses, especially restaurants, depends on students.

All respondents mentioned that they will continue in the hope of being face to face university next semester. This means that restaurant owners/managers are not agreeing with the performance of the government and the university's online policy can only be good for the protection of the students and Cyprus people.

Some respondents stated that they are very worried about the future and mentioned that they would close their restaurant if this situation continued. This means that they have not yet thought about closing their restaurants and they are under a lot of stress.

According to the information obtained, there were respondents who closed the restaurant around EMU University due to lack of customers and to stay in business, they force to fired their employees and focused on a restaurant in the city center. This means that the student has had a huge impact on Famagusta's restaurants, and Covid-19 has affected restaurants by crippling educational tourism.

Covid-19 has caused many employees to lose their jobs and return to their countries. This means that the rate of unemployment is increasing. The study concludes that many restaurant owners have not found any way to combat the epidemic because they cannot do any action to attract customers. Moreover, they believe nothing can reduce people's fears. This means Covid-19 had a deeply affected on the restaurant's customers. Relevant to the interviews done, the restaurants are constantly inspected by the health department.

The findings show that the North Cyprus government has only supported Cypriot owners. This means that this crisis is very difficult to survive and continue for the owners who are not Cypriots and did not receive any help from the government.

5.2 Conclusion

The main target of this research was to analyze the effects of Covid-19 on restaurants in Northern Cyprus in Famagusta. Strategic analysis is able to find the problems and challenges created in restaurants in the employer and its employees. In order to follow the target of this study, was asked interview questions from 14 Famagusta restaurant owners/managers.

The outcome of the research showed that each conference question is of great importance for the available study. The obtained information shows that Covid-19 has destroyed the tourism industry, which has a direct stake in the Famagusta economy. In addition, it has caused people afraid of attending gatherings, as well as causing many employees in the restaurant to lose their jobs. Also, due to a lack of customers and high rental costs, restaurant owners were forced to close other branches. The government can support restaurant owners/managers with fairly way instead of just helping special people.

Restaurants can overcome this crisis by finding new and innovative measures such as new advertisements, adding new services to the menu, creating affordable food packages.

One respondent from a sample mentioned a new and attractive way in Europe, there is an app that they experimented with 2 months in London, this app invites people to go to the restaurant and eat there and get a 50% discount, the remaining 50% will be paid by the government, which is a great way to protect restaurants and invite people to eat outside. The respondent said they would be happy even if the Northern Cyprus government paid 20% of a bill.

Finally, this study focuses primarily on the effects of Covid-19 on Famagusta restaurants in Northern Cyprus. Thus, the government and the restaurateur may much benefit from the results of the study in understanding and identifying problems and creating solutions in Famagusta.

5.3 Limitations and Recommendations for Further Research

This study used the interview method to collect qualitative data from the owners/managers of Famagusta restaurants. During this research, there were restrictions, which are described below.

First of all, some of the results of the interview can be more comprehensive than restaurant owners. Restaurant owners were often not available for interviews or tried to shorten the interview, so, these data were affected by limited time. Therefore, my opinion for further research is that decrease the number of questions and be more deeply in order to avoid boring the interviewees.

Second, some respondents tried to make interviewing procedure shorter. Because they did not understand the meaning of the question exactly and they had the problem to speak English well. My recommendation for further research is to use interviews in the Turkish language.

Third, some restaurants were not in good mood due to poor economic conditions or fear of Covid-19, so they refuse the interview.

Finally, the answers of the interviewees could be more accurate. For this purpose, the interviews could be conduct in the Turkish language and the interview time could be increased with the decrease of the number of questions. Thus, for further research, I insist that the conference be executed in the original language of the sample being interviewed.

5.4 Implications of the Study

The available study shows that there is a lack of study on this issue in Famagusta. The subject of Covid-19 is a new phenomenon that has overtaken the whole world, and researchers are acting new research and examining how its effects on various businesses and industries. It could be said that this is one of the rare studies that has been studied in Famagusta. This thesis examining the effects of Covid-19 on Famagusta restaurants, where it may serve as an important driver of the Northern Cyprus economy.

The information gained in such a way as to obtain qualified results as much as possible. The results of this thesis showed that the effects of Covid-19 on restaurant revenue, owners, managers, employees mentally, and competitive market has been very hard. Furthermore, the government can help them with pay loans easily or supportive laws and regulations. The findings also show the challenges by Covid-19 on restaurateurs and their employees. The results of the thesis show evidence that the government could be aware to find solutions in support of restaurants and employees.

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APPENDIX

Interview Questions

1. As a restaurant owner/manager, please explain how Covid-19 affected your business?
2. What is the extent of loss of number of customers due to Covid-19? What percent of customers were affected by Covid-19?
3. Have you ever contemplated to close the business because of pandemic?
4. How many employees did you have prior to pandemic? How many do you have now/during the pandemic?
5. Was it difficult to let the employees go?
6. What was the condition of layoff? My mean temporary layoff or permanent.
7. Was there any strategy to attract customers during the pandemic?
8. What measures have you taken in terms of safety?
9. Have you received any support from government for declining business due to pandemic?
10. Did you comply with government's pandemic measures?
11. Did employees who lost their job receive any help from government?
12. Some restaurants tried to stay in business by applying delivery; are you doing the same?
13. What lessons have learned from pandemic?
14. What steps have you taken to keep the restaurant in business?
15. Has the pandemic and loss of business affected you mentally?
16. Some businesses complained about university's online policy; do you think this was a good policy?

The Voices recorded is complementary to this paper.

These voices related to 14 interviews with owners/managers Famagusta Restaurants.