

**SURVIVAL STRATEGIES OF THE SUPPORTING STAFF OF  
RESIDENTIAL HOTELS AND RESTAURANTS DURING COVID-19**

**JANNATUN NAYEEM**



**DEPARTMENT OF DEVELOPMENT AND POVERTY STUDIES  
SHER-E-BANGLA AGRICULTURAL UNIVERSITY  
SHER-E-BANGLA NAGAR, DHAKA-1207**

**DECEMBER, 2021**

**SURVIVAL STRATEGIES OF THE SUPPORTING STAFF OF  
RESIDENTIAL HOTELS AND RESTAURANTS DURING COVID-19**

BY

**JANNATUN NAYEEM**

**Reg. No.: 14-06269**

**A Thesis**

Submitted to the Dept. of Development and Poverty Studies,  
Sher-e-Bangla Agricultural University, Dhaka,  
in Partial fulfillment of the requirements  
for the degree of

**MASTER OF SCIENCE (MS)**

**IN**

**DEVELOPMENT AND POVERTY STUDIES**

**SEMESTER: JULY-DECEMBER, 2021**

**Approved by**

.....  
**(Md. Hayder Khan Sujan)**

Assistant Professor

Dept. of Development and Poverty Studies

Sher-e-Bangla Agricultural University,

Dhaka -1207

**Supervisor**

.....  
**(Prof. Dr. Ashoke Kumar Ghosh)**

Professor

Dept. of Development and Poverty Studies

Sher-e-Bangla Agricultural University,

Dhaka-1207

**Co-supervisor**

.....  
**(Fatema Sarker)**

Associate Professor

Dept. of Development and Poverty Studies

Sher-e-Bangla Agricultural University, Dhaka -1207

**Chairman of the examination committee**

ডেভেলপমেন্ট এন্ড পোভার্টি স্টাডিজ বিভাগ  
শেরেবাংলা কৃষি বিশ্ববিদ্যালয়  
শেরেবাংলানগর, ঢাকা-১২০৭, বাংলাদেশ  
টেলিফোন: +৮৮-০২-৪৪৮১৪০৫৩



**Dept. of Development and Poverty Studies**  
Sher-e-Bangla Agricultural University  
Sher-e-Bangla Nagar, Dhaka-1207,  
Bangladesh  
Telephone: +88-02-44814053

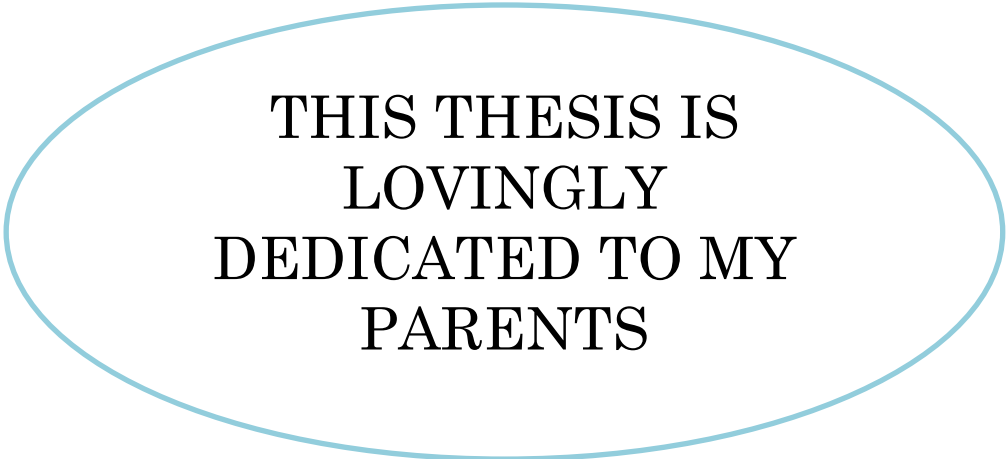
## **CERTIFICATE**

This is to certify that the thesis entitled “**SURVIVAL STRATEGIES OF THE SUPPORTING STAFF OF RESIDENTIAL HOTELS AND RESTAURANTS DURING COVID-19**” submitted to the Department of Development and Poverty Studies, Faculty of Agribusiness Management, Sher-e-Bangla Agricultural University, Dhaka in partial fulfilment of the requirements for the degree of **Master of Science (MS) in Development and Poverty Studies**, embodies the result of a piece of bona fide research work carried out by **JANNATUN NAYEEM, Registration No. 14-06269** under my supervision and guidance. No part of the thesis has been submitted for any other degree or diploma.

I further certify that any help or source of information, as has been availed of during the course of this investigation has been duly acknowledged by the Author.

Dated: October, 2022  
Dhaka, Bangladesh

.....  
**(Md. Hayder Khan Sujan)**  
Assistant Professor  
Dept. of Development and Poverty Studies  
Sher-e-Bangla Agricultural University,  
Dhaka -1207  
**Supervisor**



**THIS THESIS IS  
LOVINGLY  
DEDICATED TO MY  
PARENTS**

## ACKNOWLEDGEMENT

Alhamdulillah, all praises are due to the almighty **Allah** for His gracious kindness and infinite mercy in all the endeavours which create that opportunity for the author to successfully complete the research work required for the partial fulfilment of the degree of Master of Science.

The author would like to express his heartfelt gratitude and sincere appreciations to his **Supervisor, Assistant Professor Md. Hayder Khan Sujan**, Department of Development and Poverty Studies, Sher-e-Bangla Agricultural University, Dhaka, for his valuable guidance, advice, encouragement and support throughout the study. Likewise, grateful appreciation is conveyed to his **Co-supervisor, Prof. Dr. Ashoke Kumar Ghosh**, Department of Development and Poverty Studies, Sher-e-Bangla Agricultural University, Dhaka, for his constant encouragement, constructive criticisms and valuable advice to complete the thesis. The author also expresses his heartfelt thanks to **Fatema Sarker**, Associate Professor, Department of Development and Poverty Studies, Sher-e-Bangla Agricultural University, Dhaka for her active help and valuable guidance in pursuing the study.

It is also a great pleasure for the author to express hearty appreciation and boundless gratitude to all the respected teachers of the **Department of the Development and Poverty Studies**, Sher-e-Bangla Agricultural University, Dhaka for their valuable teaching, sympathetic co-operation, and inspirations throughout the course of the study and research work.

The author would like to express his heartfelt gratitude to the respondents of the study area who patiently provided the information during the interview.

The author would like to express his grateful thanks to all staff and employees of the Department of the Development and Poverty Studies, Sher-e-Bangla Agricultural University, Dhaka for their co-operation and encouragement to prepare this thesis.

The author is deeply indebted and grateful to his **Parents and siblings** who continuously prayed for his success and without their love, affection, inspiration and sacrifice this work would not have been completed.

**October, 2022**

**The Author**

## LIST OF CONTENTS

CHAPTER	TITLE	PAGE
	ACKNOWLEDGEMENT	i
	LIST OF CONTENTS	iii-iv
	LIST OF TABLES	v
	LIST OF FIGURES	v
	ABBREVIATIONS	vi
	ABSTRACT	vii
<b>CHAPTER I</b>	<b>INTRODUCTION</b>	<b>1-9</b>
1.1	Background of the Study	1
1.2	Rationale of the Study	6
1.3	Objectives of the Study	8
1.4	Research Questions of the Study	8
1.5	Organization of the Report	9
1.6	Conclusion of this Chapter	9
<b>CHAPTER II</b>	<b>REVIEW OF LITERATURE</b>	<b>10-15</b>
2.1	Introduction	10
2.2	Review of the Related Literature	10
2.3	Research Gap of the Study	14
2.4	Conclusion of this Chapter	14
<b>CHAPTER III</b>	<b>METHODOLOGY</b>	<b>15-21</b>
3.1	Location of the Study Area	15
3.2	Brief Description of the Study Area	16
3.3	Population of the Study	17
3.4	Sample, Sample Size and Sampling Procedure	17
3.5	Data Collection Methods and Tools	18
3.5.1	Data Collection Methods	18
3.5.1.1	Primary Data Collection	19
3.5.1.2	Secondary Data Collection	19
3.5.2	Data Collection Tools	19
3.5.3	Data Collection Period	20
3.6	Data Processing	20
3.7	Data Analysis	20
3.8	Conclusion of this Chapter	21
<b>CHAPTER IV</b>	<b>SOCIO-ECONOMIC STATUS OF THE RESPONDENTS</b>	<b>22-29</b>
4.1	Details of the Respondents Category	22
4.2	Age Distribution of the Respondents	23
4.3	Educational Status of the Respondents	23
4.4	Distribution of the Respondents According to their Experience in this Profession	24
4.5	Household Size of the Respondents	25
4.6	Number of Earning Person per Household (Present Status/After COVID-19)	26
4.7	Annual Household Income	27
4.8	Household Expenditure of the Respondents	28

4.9	Conclusion of this Chapter	29
<b>CHAPTER V</b>	<b>IMPACT OF COVID-19 ON THE INCOME OF SUPPORTING STAFF OF RESIDENTIAL HOTELS AND RESTAURANTS</b>	<b>30-31</b>
5.1	Impact of COVID-19 on Monthly Income of the Respondents	30
5.2	Impact of COVID-19 of the Respondent's Job Status	31
5.3	Conclusion of this Chapter	31
<b>CHAPTER VI</b>	<b>SURVIVAL STRATEGIES OF THE SUPPORTING STAFF OF RESIDENTIAL HOTEL AND RESTAURENTS</b>	<b>32-39</b>
6.1	Managing Job/Employment for Income	32
6.2	Adjustment of Household Expenditure for Survival	33
6.3	Ways of Managing Household Expenditure During COVID-19	34
6.4	Cope Up by Shifting Living Area or Reverse Migration	35
6.5	Way of Utilizing Time in Village During COVID-19	35
6.6	Way of Utilizing Time in Dhaka During COVID-19	36
6.7	Impact of COVID-19 on Money Sending Capability to Respondent's Family	37
6.8	Aid Receiving Status from Different Organizations During COVID-19	38
6.9	Types of Aid Received by the Respondents	38
6.10	Conclusion of this Chapter	39
<b>CHAPTER-VII</b>	<b>SUMMARY, CONCLUSION AND RECOMMENDATIONS</b>	<b>40-46</b>
7.1	Summery	40
7.2	Conclusion	43
7.3	Recommendations	44
7.4	Limitations of the Study	46
	<b>REFERENCES</b>	<b>47-51</b>
	<b>APPENDIX-A</b>	<b>52-55</b>



## LIST OF TABLES

<b>TABLE</b>	<b>TITLE</b>	<b>PAGE</b>
3.1	Sample of the Study	18
4.1	Distribution of the respondents based on their annual household income	27
4.2	Household Expenditure of the Respondents	28

## LIST OF FIGURES

<b>FIGURES</b>	<b>TITLE</b>	<b>PAGE</b>
4.1	Respondents Category	22
4.2	Age distribution of the respondents	23
4.3	Educational Status of the Respondents	24
4.4	Experience of the respondents in hotel service profession	25
4.5	Household size of the respondents	26
4.6	Number of earning person per household	26
5.1	Impact of COVID-19 on the income of respondents (Taka/month)	29
5.2	Impact of COVID-19 on the job status of the respondents	30
6.1	Job receiving status after COVID-19	32
6.2	Household expenditure adjustment (Taka/month)	32
6.3	Ways of managing household expenditure during COVID-19	33
6.4	Cope up by shifting living area or reverse migration	34
6.5	Way of utilizing/time passing in village during COVID-19	35
6.6	Way of utilizing/time passing in Dhaka during COVID-19	35
6.7	Impact of COVID-19 on money sending capability to respondent's family	36
6.8	Aid receiving status from different organizations during COVID-19	37

## ABBREVIATIONS

MERS	Middle East Respiratory Syndrome
SARS	Severe Acute Respiratory Syndrome
WHO	World Health Organization
BBS	Bangladesh Bureau of Statistics
SWOT	Strengths, Weaknesses, Opportunities, and Threats
SD	Standard Deviation
GoB	Government of Bangladesh
SPSS	Statistical Package for Social Sciences
VGD	Vulnerable Group Development
VGF	Vulnerable Group Feeding
PPE	Personal Protective Equipment
VAT	Value-Added Tax
CSR	Centre for Scientific Review
SMEs	Small or Medium Enterprises
MoYS	Ministry of Youth and Sports

## ABSTRACT

COVID-19 impacted the life and livelihoods of all classes of people of Bangladesh. This study was conducted to estimate the impact of COVID-19 on the supporting staff of residential hotel and restaurants and to explore their survival strategies. To attain the objectives of this study, 110 supporting staff of residential hotel and restaurants from different location of Dhaka city were selected to collect primary data using structured interview schedule. Data were collected during June and July, 2022. Results reveal that the monthly income before COVID-19 was Tk. 17240.56 which decreased to Tk. 13948.60/month after COVID-19. Money send to their family members live in village was greatly reduced due to the pandemic. Result also reveals that the majority (77.27%) of the respondent lost their job due to COVID-19 pandemic related shocks. Findings indicate that 63.64% of the supporting staff regained their job on previous post but 36.36 percent of the respondents had to manage their job in similar post in other hotels or restaurants. To survive respondents were forced to reduce their monthly expenditure by Tk. 1294.90. Besides, most of the respondents (60%) managed their household expenditure during COVID-19 from relatives loan. Majority of the respondents (64%) did not receive any aid. Mostly stated reasons behind that were the improper distributions of the government aid due to the influence of nepotism, corruption by the local government and improper monitoring system by the authority. A policy framework to protect the vulnerable working people is warranted to avoid similar future events. Besides, these people should be encouraged to save for future uncertainties.

# **CHAPTER-I**

## **INTRODUCTION**

Corona virus is a group of viruses that can cause disease in animals or humans. Several types of corona virus are known to cause respiratory infections in humans ranging from colds to more serious coughs such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The newly discovered corona virus causes the disease COVID-19. COVID-19 is an infectious disease caused by a newly discovered type of corona virus. This is a new virus and a previously unknown disease prior to the outbreak in Wuhan, China, in December 2019 (WHO, 2020). In Bangladesh, from 3 January 2020 to 18 October 2022, there have been 2,033,119 confirmed cases of COVID-19 with 29,408 deaths, reported to WHO. As of 10 October 2022, a total of 314,455,820 vaccine doses have been administered. All classes and professions of people are affected by the COVID-19 pandemic of lockdown situation in Bangladesh. There are many research have done of the impact of COVID-19 on different sector. But there is no publication on the survivals strategy of the supporting staff of residential hotel and restaurants during COVID-19. For this reason I have done my study on survival strategy of supporting staff of residential hotel and restaurant during COVID-19.

### **1.1. Background of the Study**

According to the WHO, globally as of 31 May 2020, there have been 6,218,927 confirmed cases of COVID-19, including 372,344 deaths (WHO, 2020). Despite its rapid transmission rate (Gautam and Trivedi, 2020) national emergency response plans, public health efforts and public guidelines have slowed its development and reduced the scale of COVID-19 outbreak, preventing hundreds of thousands of cases within 50 days in China, South Korea, Taiwan, Vietnam, New Zealand and elsewhere (Business Insider, 2020; Tian et al., 2020; Zhang et al., 2020). Strengths (S), weaknesses (W), opportunities (O), and threats (T)

(SWOT) analysis method identifies a strategic basis and assesses a relevant and relative approach to prevent and control the COVID-19 pandemic (Wang and Wang, 2020).

The income shock of the second lockdown in mid-2021 was less acute than that of the first one in mid-2020. One year down the line, everyone had learned, to various degrees, how to live with the new reality. With more information and experience, fear of the virus reduced significantly between 2021 and 2020. Forty-four per cent of respondents said that they were less afraid than before, while 20 percent said they were more afraid. The government, too, perhaps used learning from the last year in estimating the future progression of the virus and the economic costs of a lockdown, and thus was reportedly more lenient in applying the lockdown measures the second time. Yet the second lockdown was not inconsequential: though 40 percent of respondents thought that this lockdown was less stringently enforced than the last one, 46 percent believed that it was more stringently enforced. The imposition of a second, several-weeks-long lockdown when the citizens were still recovering from the negative impact of the first lockdown seriously hampered recovery.

From February to June 2020, per capita daily income of respondents across all income groups—extreme poor, moderate poor, vulnerable non-poor, and non-poor—fell drastically with the onset of the pandemic and the subsequent lockdown. This was followed by a period of steady recovery until March 2021, when incomes were below but close to pre-COVID levels. But due to rising infections, the country went into the second lockdown from 23 July till 10 August 2021, causing a serious disruption in income recovery.

Bangladesh confirmed the first corona virus case on 8 March 2020. In response to the COVID-19 pandemic, the Government of Bangladesh (GoB) declared special “general leave” from 26 March in the name of “lockdown” and extended it up to

30 May 2020 in seven different time slots. Both the words “general leave” and “lockdown” created confusion among the most socio-economically vulnerable groups in the country. The so-called lockdown and the social distancing strategy in a densely populated country of more than 165 million did not work. After the 45 days of a lockdown or partial lockdown, Italy, Brazil, Spain and Bangladesh had shown more than 100 deaths from COVID-19 infection.

Ongoing COVID-19 pandemic has a bad impact on workers economic securities such as earnings certainty, professional certainty, labor certainty, hiring certainty, representation certainty, labor market certainty and competency reproduction certainty (Hossain, 2012). Corona virus is a sensational and remarkable crisis in every sphere of life. The community development process could inferior than the financial crisis that the world faced in 2008. The pandemic requires a united and harmonized response from not only governments but also private sector businesses that might have the ability, mastery, wealth to control and reduce the repercussion of the public health and economic crises on community. This pandemic sheds a light on a new meaning and purpose of businesses (Vu, 2020).

Bangladesh is facing the pandemic at the final stage. A true lesson from this global pandemic is that it has no demarcation where you come from, what language you speak, or your racial, cultural and religious backdrop. In this pandemic situation the restaurant and hospitality industries are facing ultimate provocations. The provocations include joblessness of workers, temporary location closures, protecting employees from the infection of COVID-19 in the workplace, ensuring financial security and ensuring family nutrition. The anticipated negative impact on the restaurant business is very high (Bass, Berry & Sims PLC, 2020).

The novel corona virus (COVID-19) is vindicating the world. Respiratory disease of unknown cause detected in Wuhan, China, was first revealed to the WHO

Country Office in China on 31 December 2019 (Geosslinga et al., 2020). The artificial lockdown and the interpersonal distancing plan of action in an impenetrable populated country of more than 165 million did not work (Shammi et al., 2020).

Government responses to survive the pandemic can be discussed in three ways. Firstly, responses from the labor sides, secondly, responses from the government and thirdly, responses from social protection and employment institutions. Firstly, to fight against the impact of the labor response on it is going to operate the restaurant business in an online platform. Taking orders online, making delivery and payment in online gateways make help the restaurant labors to survive in the global crisis. In that regard, some young entrepreneurs introduce a new concept called “cloud kitchen” to attract the customers who otherwise preferred to dine-in, under normal circumstances. According to the paradigm of cloud kitchen customers could no longer come to restaurant, the restaurateurs decide to reach them. Secondly, the important responses from the government side in Bangladesh is to allot Tk. 103,117 cores under 19 packages which are 3.7 percent of GDP to fight the corona virus pandemic and protect people from the probable crisis. From these stimulus packages Tk. 20,000 cores has been allocated for providing working capital to the small and medium industries. The interest rate of this incentive package will be 9 percent and the taker of the loan will pay 4 percent as interest and the rest of the 5 percent interest will be paid by the government as a subsidy (UNB news, 2020).

Besides this, the government has announced a “Ghore Fera” (Returning home) program for low-income people who have lost their jobs due to the COVID-19. Under this service low incomers will get home assistance facilities, six months food and cash, free VGD and VGF, free medical treatment and Tk. 10 per kg, rice (The Business Standard, 2020). The government also takes initiatives namely the

“Kaan Pete Roi” helpline. The mission of the helpline during COVID-19 is to alleviate feelings of despair, isolation, distress, and suicidal feelings among members of the community, through confidential listening. The government also developed a website <https://corona.gov.bd/> for 24 hours service for sharing updated information about the corona virus. Several hotline centers have been introduced for the treatment and information transmission to the citizenry such as national call center #333, Sastho Batayon #16263, IEDCR #10655, Specialists helpline #09611677777 and National helpline #109 (GoB, 2020a). People can afford these services free of cost.

Responses from the various social protection and employment institutions are, Bidyanondo Foundation’s, ‘Ek Takay Ahar’ team made one thousand Personal Protective Equipment (PPE) suits. They are also providing meals to poor families and daily incomers. Employment institution Pathao has re-launched “Tong”, an on-demand essential delivery service, in response to the corona virus pandemic as it is committed to keeping customers, partners and communities safe.

The top priority is to save lives now and flatten the curve of the pandemic. Priorities should be given on the innovating vaccine for controlling the corona virus. Priorities in addressing the consequences of COVID-19 in restaurant labor can be discussed from the aspects of the state, social group, workers, employers and institutions. Value-added tax (VAT), income tax and all sorts of other utility expenses should be exempted to uplift the lives of the restaurant labors. The state should provide free safety equipment such as sanitizers, face masks, PPE and temperature screening tools to the restaurants which are in operation. Incentives must be allocated to the interested owners without any delay, easy conditions and harassment. Ministry of labor and employment should recognize and validate the papers of restaurant business, if need, the ministry can take initiative for passing a new law or ordinance for smooth running of informal sector business.



Bangladesh's labor welfare foundation should provide emergency funds among the restaurant labor to survive on the pandemic.

The pandemic has a severe negative impact on the food serving industry (Ou, Wong & Huang, 2021). Due to various safeguard measures imposed by governmental authorities against COVID-19 such as safety protocols, stay-at-home orders, social distancing or lockdowns of communities, restaurants all over the world have been experiencing a significant decrease in volume of customers (Statista 2020). Bartik et al. (2020) state that the chances for restaurants to survive the health crisis radically decrease the longer the crisis lasts (e.g. 72% chance of survival after one month, 15% chance of survival after six months). However, authorities started to slowly introduce easing of certain restrictions that, amongst others, also are directed at the restaurant industry. In most countries, operating restaurants have to integrate several safety measures and protocols into their organizational models and practices. For instance, they are only allowed to accommodate a limited number of guests while simultaneously following solid social distancing and hygiene rules (Gursoy & Chi, 2020).

## **1.2. Rationale of the Study**

International Labor Organization (2020) has warned that 25 million employees will lose their jobs due to the new corona-virus (ILO, 2020). The impact of the COVID-19 pandemic on the informal business sector is very high because many workers have already lost their employment. The nature and level of impact depend on the pandemic development policy responses and socioeconomic conditions of the country. There are around 30,000 small and big restaurants in Bangladesh. Of them, more than 10,000 are located in the capital city Dhaka. Study shows that the accumulated loss of Dhaka city restaurants during the lockdown would surpass taka sixty cores (Islam, S., 2020). About 1 million workers including chefs, waiter, cooks, servers and bread makers are engaged in this sector. Without a job, they all are at intolerable risk of COVID-19 (Islam,

2020). Restaurants industries are not just about recreation and culture. This sector is not limited to simply chefs, waiter and cooks. It is also linked with a large group of suppliers such as farmers, butchers, grocers, fishermen, cleaners and many more occupations involved in the supply chain. A heavy range of organizations is revolving around the core ecosystem. All of them are struggling through troubles of an unforeseen scale at the moment (Haider & Chowdhury, 2020). The COVID-19 pandemic makes sense of uncertainty that looms over all stakeholders, from owners to employees, and customers to a certain extent. As the situation is deepening, most of the workers have been fired, many got to leave without pay, many were sent to furlough, some were compensated, some are in line to come back again to facilitate for takeaways. To make an insight about the impact of COVID-19 on these people and to generate some knowledge on the survival strategies of these people a study titled “Survival strategies of the residential hotel and restaurant staff in Dhaka city” can be a handy tool of the time. That is why this study was taken with some specific objectives. To know the proper way of solving the problems of the supporting staff of residential hotel and restaurants a scientific study was inevitable. This study will give light into the matter of the residential hotel and restaurant associated people. It will also help the government, respective authorities, and other stakeholders in formulating policy for the future development of this sector.

### **1.3. Objectives of the Study**

To achieve the overall objective the following particular objectives have been considered:

- a) To delineate the socio-economic characteristics of supporting staff of residential hotel and restaurants;
- b) To assess the impact of COVID-19 on the supporting staff of residential hotel and restaurants; and
- c) To explore the survival strategies of supporting staff of residential hotel and restaurants.

### **1.4. Research Questions of the Study**

Besides generating insights on the survival strategies of the supporting staff of residential hotel and restaurants, several other components were also observed.

The key research questions of the study are as follows:

- a) What are the socio-economic characteristics of supporting staff of residential hotel and restaurants in Dhaka city?
- b) What are the impact of COVID-19 on income and expenditure of the supporting staff of residential hotel and restaurants?
- c) What are the survival strategies of supporting staff of residential hotel and restaurants?
- d) What are the impact of COVID-19 on the job of the supporting staff of residential hotel and restaurants?
- e) What were the ways of managing household expenditure of supporting staff residential hotel and restaurants during COVID-19?
- f) Where did the supporting staff of residential hotel and restaurants shift during COVID-19?
- g) What were the ways the supporting staff of residential hotel and restaurants utilize their time during COVID-19?

- h) What is the impact of COVID-19 on the amount of money sent to the family of supporting staff of residential hotel and restaurants?
- i) Which organization did come forward to minimize the shock of COVID-19 of the supporting staff of residential hotel and restaurants?
- j) What type of support did the supporting staff of restaurant and hotels get from government during the COVID-19?

### **1.5. Organization of the Report**

The background and importance of impact of COVID-19 on the job of the supporting staff of residential hotel and restaurants, rationale and objectives of the study are described in chapter one. The second chapter comprises the review of literature. The third chapter covers of the research methodology. Chapter four describes the socio-demographic profile of the hotel staff. Chapter five comprises impact of COVID-19 on the income of supporting staff of residential hotel and restaurants. Chapter six consists of survival strategies of the supporting staff of residential hotel and restaurants and Chapter seven contains summary, conclusion and recommendations of the study.

### **1.6. Conclusion of this Chapter**

Impact of COVID-19 on the supporting staff of residential hotel and restaurants was not less than any other service providing industries in Bangladesh. A study on the survival strategies of the supporting staff of residential hotel and restaurants can be handy tools to initiate and implement development programs for this vulnerable group of people in Bangladesh. The development of hotel and restaurant business can generate source of livelihood for the people in Dhaka city of Bangladesh.

## **CHAPTER II**

### **REVIEW OF LITERATURE**

#### **2.1. Introduction**

Generally, before conducting an experiment, it is essential to know the information about the previous research works. In this chapter, an attempt was taken to review the past research works which are relevant to the objectives of this study. This was mainly concerned with the review of researches related to impact of COVID-19 and its survival strategies. The availability of literature concerning restaurants during the COVID-19 pandemic is still relatively scarce given the regency of the crisis. Furthermore, literature provides only little theoretical insight on response strategies of organizations to a global pandemic. The following will provide an overview over already existing research on the pandemic and its influence on the restaurant industry focusing on restaurant activities.

#### **2.2. Review of the Related Literature**

**Gursoy and Chi (2020)** opined that the COVID-19 crisis creates new research opportunities in hospitality marketing and management literature regarding the newly generated insights about the industry and how changed customer needs and values influence the industry's operations.

**Hu et al. (2020)** investigated how organizations in the hospitality industry can facilitate employee compliance with said COVID-19 safety requirements. The authors argue that in the pursuit of strengthening employees' commitment to safety it is important that management responds to environmental threats that concern employees (e.g. the organization's viability and job security) and thus positions the organization internally as a 'safe haven'. This creates a basis for a cooperative relationship between management and employees from which employee compliance with the COVID-19 safety measures can evolve. Deep

compliance stems from health and risk awareness (e.g. perceived risk of COVID-19), perceived utility of the imposed safety measurements to protect customers' health, behavioral adaptation of those measures and finally, integration of the safety measures into existing work routines.

**Ou et al. (2021)** outlined how restaurants could foster a positive image and reputation during different phases of the COVID-19 pandemic. Central to their research is CSR as organizational crisis response from restaurants to various stakeholders. Therefore, they introduced a three-stage model depicting the periods incubation (stage one), acceleration (stage two) and peak (stage three) of the crisis. In the first stage, work performance within the restaurants declined because of the pandemic's impact on the economy. The economic stagnancy that characterizes stage three challenged the existence of several small businesses which also had a negative impact on the supply chains of many restaurants. Therefore, CSR was mainly directed at farmers given their importance in the foodservice supply chain. Ou et al. (2021) suggest that restaurants investing in CSR efforts to enhance the industry's and society's situation during the uncertain times of the COVID-19 pandemic will be able to create competitive advantage and to stay in business.

**Erkmen and Hancer (2019)** found that restaurant employees can contribute significantly to restaurant branding. More concisely, the more contact and interaction there exists between customer and employee (e.g. the more present in the guest's mind), the higher the opportunity that employees can be the restaurant's source of differentiation. Hence, the authors emphasize the potential of internal branding to create a unique customer experience and thus, an increased brand image of the restaurant.

**Hoang et al. (2021)** opined that the remedies used for the COVID-19 pandemic such as travel restrictions and quarantine has created severe difficulties for the

hotel industry. However, there is a scarcity of effective response strategies for the tourism and hospitality industry. They have introduced a responding strategy developed by a case hotel in Vietnam to help survive the troubled period. Marketing's service-dominant logic and Bourdieu's theoretical framework of habitus, capitals, and Feld were used to facilitate the analysis of findings. Their empirical analysis further highlights the development of the paid quarantine service in a case hotel, which could help both hotels and authorities in Vietnam to respond effectively to the pandemic.

**Khambule (2020)** interrogated the effectiveness of South Africa's R500 billion social and economic relief packages on the livelihood of those employed in the informal economy. The article reveals that while the government's R500 billion social and economic relief is an effective measure to stimulate the economy and cushion workers and citizens, it does little to protect those in the informal economy. The government's interventions are not fully inclusive of the realities of the informally employed who remain without social security, and the pandemic is likely to worsen their socio-economic conditions.

**Ardani and Harianto (2021)** studied the survival strategy of hospitality sector in pandemic situation at Jakarta, Indonesia. They opined that human centric characteristic of the industry requires interactions between people. They also opined that the crisis brought a huge impact to the hospitality sector that includes hotel and restaurant business. Their study described the picture of how the sector in Jakarta area overcomes the pandemic situation and until what extent the management was capable to handle. A qualitative research was conducted with narrative approach, by empathizing to the human capital in the sector using grounded theory approach. Challenges encountered by the hospitality practitioners to survive were also explored.

**Gazi (2020)** conducted a study to measure the economic vulnerabilities of different level of people in Bangladesh. He opined that people of a few occupations were more vulnerable during pandemic all on a sudden, including-garments workers, day-laborers in the city, home workers, and transport laborers were robbed of their income sources and were at a deadlock. He found that comparatively urban people were more at stake than rural people as rural people got a chance to work in the fields although farmers got the little price of products. And it is for this reason, the Bangladesh government provided relief and stimulus package accordingly but those were woefully insufficient for people at large. Last of all, besides the Bangladesh government, other rich people have to come forward to recover economic earthquakes of Bangladesh created by COVID-19.

**Al-Fadly (2020)** conducted a study to assess the impact of COVID-19 on SMEs and employment and showed how preventive measures to control COVID-19 devastated businesses. The review highlighted particular interest to workforce, supply chain and cash flow of SMEs. That research addressed the gap in understanding what and how business was affected as seen by business owners. Results of that study constructed a generalized perception of SME business owners and identified themes reflecting the business individual, the business, and business survival. Importantly, the study revealed several government actions were needed to support surviving businesses and revive lost businesses, specifically, in the form of stimulus funds, moratoriums, extended loans and waivers of interest.

**Kuddus et al. (2021)** conducted a study to estimate the impact of COVID-19 in the restaurant business in Bangladesh. They collected the required primary data through purposive sampling method. Result of their study showed that the COVID-19 pandemic decreased the revenues drastically. That lead sufferings of workers and owners of the restaurants both fast food and general hotels, the



restaurants and convention centers. From their research, it was apparent that if the educational institutions were not re-opened and the vaccine was not made available the restaurant business would not see any good news for booming their business. Finally, they have argued for coordinated administrative systems, reinforce of the health sector, economy, industry, agriculture and food security should be focused on under the new normal standard of life.

### **2.3. Research Gap of the Study**

There are lots of researches on COVID-19 issues. A single study was found which measured the impact of COVID-19 in the restaurant business in Rajshahi city of Bangladesh by Kuddus et al. (2021). Some others researches were carried out for exploring the survival strategy of hospitality sector in Jakarta (Ardani and Harianto, 2021), measuring the economic vulnerabilities of different level of people in Bangladesh (Gazi, 2020), measuring the responding strategy in hotel of Vietnam (Hoang et al., 2021) and exploring some strategies followed by restaurants in COVID period (Hu et al., 2020). No significant research was found which were carried out to assess the survival strategies of the supporting staff of residential hotel and restaurant staff in Bangladesh. That is why this research was carried out for filling this gap in literature.

### **2.4. Conclusion of this Chapter**

In the earlier discussion, it is clear that, few studies conducted on the survival strategies of supporting staff of residential hotel and restaurants internationally. However, no research was found on the survival strategies of the supporting staff of residential hotel and restaurants in Bangladesh. Therefore, the present study was undertaken to explore the survival strategies of the supporting staff of the residential hotel and restaurants in Dhaka city of Bangladesh.

## **CHAPTER III**

### **RESEARCH METHODOLOGY**

A research work should be very careful in formulating methods and procedures. Methodology gives clear direction to a researcher about his works and activities during the whole period of the study. Appropriate procedure for collecting data should be taken by the researcher to collect valid and reliable information. Method of analysis should be appropriate to arrive at correct conclusion. Various methods, tools and techniques were used during different stages of this research work and compilation of data. The purpose of this chapter is to describe the setting, methods and procedures used in conducting this study. The study was conducted based on primary data collected through face to face survey by using a suitable pre-tested questionnaire from Dhaka city of Bangladesh during June and July, 2022.

#### **3.1. Location of the Study Area**

Selection of the study area is very important to fulfill the study objectives. Dhaka city was selected as the study area because sufficient number of staff of residential hotel and restaurant can be found in this city. Figure 3.1 shows the study area of this research.



Figure 3.1: Map of Dhaka city showing the study area

### 3.2. Brief Description of the Study Area

Dhaka is located in central Bangladesh at on the eastern banks of the Buriganga River. The city lies on the lower reaches of the Ganges Delta and covers a total area of 815.85 square kilometres (315 sq mi). It consists of seven principal thanas — Dhanmondi, Kotwali, Motijheel, Paltan, Ramna, Mohammadpur, Sutrapur, Tejgaon and 14 auxiliary thanas — Gulshan, Lalbagh, Mirpur, Pallabi, Sabujbagh,

Dhaka Cantonment, Demra, Hazaribagh, Shyampur, Badda, Kafrul, Kamrangir char, Khilgaon and Uttara. In total the city has 130 wards and 725 *mohallas*. Dhaka district has an area of 1463.60 square kilometres (565 sq mi); and is bounded by the districts of Gazipur, Tangail, Munshiganj, Rajbari, Narayanganj, Manikganj. Tropical vegetation and moist soils characterize the land, which is flat and close to sea level. This leaves Dhaka susceptible to flooding during the monsoon seasons owing to heavy rainfall and cyclones.

### **3.3. Population of the Study**

All the supporting staff who work in different residential hotel and restaurants at different location of Dhaka city constituted the population of the study. To attain the objectives of the study, the number of supporting staff was assumed by consulting with some eminent residential hotel manages and restaurants owners. With the help of them three rough list were prepared. The total number of supporting staff worked in different residential hotel and restaurants in Dhaka city was approximately 3 lakhs (The Daily Star, 21 April, 2020).

### **3.4. Sample, Sample Size and Sampling Procedure**

The face to face interviews were carried for collecting primary data. In this process convenient sampling was applied. Sample size of the study was determined by applying the following formula (Arkin and Colton, 1963).

$$n = \frac{Nz^2 P(1-P)}{Nd^2 + z^2 P(1-P)}$$

Where: n = Sample size

N = Total number of supporting staff (approximately 3 lakhs)

z = Confidence level (at 95% level z = 1.96)

p = Estimated population proportion (0.5, this maximizes the sample size)

d = Error limit of 10% (0.10)

Equation (1) suggests that a sample of above 96 respondents would be representative for the population but total of 110 staff of residential hotel and restaurants were interviewed for the study (Table 3.1). The selected staff were surveyed with structured survey schedule to gather the required information for the study.

**Table 3.1** Sample of the Study

<b>Name of the area</b>	<b>Number of respondents</b>	<b>Percentage</b>
Bonani	14	12.73
Tajgaon	27	24.55
Agargaon	46	41.82
Mohammadpur	23	20.91
<b>Total</b>	<b>110</b>	<b>100</b>

Collecting data from each and every element of the population is time consuming and expensive. So, a sample size of 110 was determined primarily consisting 6 from residential hotel staff, 40 from highly furnished restaurant staff and last 64 from local restaurant/hotel staff.

### **3.5. Data Collection Methods and Tools**

#### **3.5.1. Data Collection Methods**

Different types of data and information are needed to complete a meaningful study. For this reason primary and secondary information were collected rigorously.

### **3.5.1.1. Primary Data Collection**

Primary data refers to the first hand data gathered by the researcher himself. Sources of primary data are surveys, observations, questionnaires, and interviews etc. Individual interviews were conducted in a face-to-face situation with a structured and pre-tested questionnaire for collecting primary data. Interviews were conducted in respondent's work place any other comfortable place.

### **3.5.1.2. Secondary Data Collection**

An extensive study regarding all the information of a research topic is essential for conducting a sound research. To enrich the quality of the research and enhance the depth of study, secondary data were collected from different sources. These sources were as follows;

- a) Relevant books and journals
- b) Relevant thesis, reports, official records and newspaper
- c) Statistical data from different books and websites

### **3.5.2. Data Collection Tools**

A structured interview schedule was prepared earlier to attain the objectives of the study. The prepared schedule embodied with both open and closed ended questions. The questions of the schedule were formulated in a simple and unambiguous way and arranged in a logical order to make it more attractive and comprehensive. The instruments were developed in English. The survey tools were constructed based on an extensive literature reviews. Necessary additions, deletions, modifications and adjustments were made in the schedule on the basis of suggestions from the experts. The questionnaires were also checked for validity by supervisor and educational experts at Sher-e-Bangla Agricultural University, Dhaka. Finally, based on background information and expert's appraisal the interview schedule was finalized.

### **3.5.3. Data Collection Period**

During data collection, necessary co-operation was obtained from the hotel managers and the staff of residential hotel and restaurants. Before going to the respondent's area for interviewing they were informed verbally to ensure their availability as per schedule date and time. According to the survey experience in some cases, the respondents felt hesitate to give answer at some aspect of questioning. The primary data were collected during June-July, 2022.

### **3.6. Data Processing**

After completion of data collection, some interview schedules had verified randomly for the sake of consistency and completeness. Bogdan and Biklen (2006) insist that data analysis is also an on-going part of data collection. Editing and coding had done before putting the data in computer. All collected data were carefully entered into Microsoft Excel. All the collected data were summarized and scrutinized carefully to eliminate maximum possible errors. If errors were detected, necessary corrections were made accordingly. The summery tables were made in MS Excel work sheet.

### **3.7. Data Analysis**

Data collected from the respondents were analyzed and interpreted in accordance with the objectives of the study. Collected primary data from the survey were coded where necessary, entered into a database system using Microsoft office software package. Both descriptive and analytical methods were employed in order to analyze the data. Descriptive techniques were used to illustrate the socio-economic profile of the supporting staff of residential hotel and restaurant workers and construct different tables. These techniques included: frequency distribution, percentage, range, mean and standard deviation, etc.

### **3.8. Conclusion of this Chapter**

In this chapter locale of the study, sampling size, respondents, sampling techniques, data collection tools, procedures etc. has been discussed.



## CHAPTER IV

### SOCIO-ECONOMIC STATUS OF THE RESPONDENTS

In this chapter the findings of this study have been discussed in relation to the present studies. Eight characteristics of the respondent were selected for this research. The characteristics include: respondents category, age, education, experience, family size, earning person per households, income and household expenditure. However, for better understanding, separate tables are provided while presenting categorizations, discussing and /or interpreting results concerning each of the characteristics in this chapter.

#### 4.1. Details of the Respondents Category

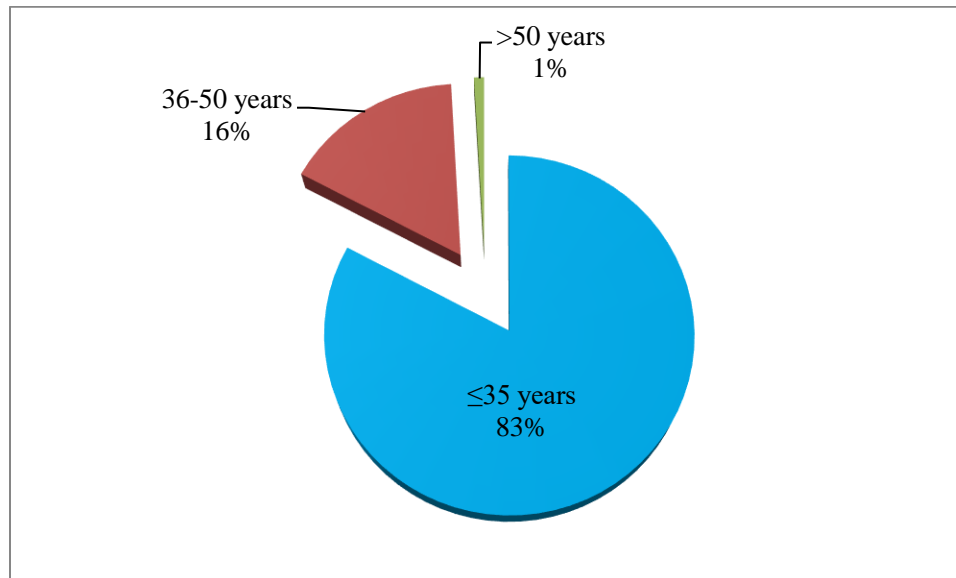
At first the respondents were categorized into residential hotel staff, highly furnished restaurant staff and local restaurant hotel staff. Figure 4.1 reveals that the local restaurant hotel staff comprised the highest proportion (58.19%) followed by highly furnished restaurant staff (36.36%) and residential hotel staff (5.45%). These different types of respondents were included in the survey for getting better understanding.



**Figure 4.1:** Respondents Category

## 4.2. Age Distribution of the Respondents

Considering the recorded age, hotel staff were classified into three categories ‘young’, ‘middle’ and ‘old’ aged as classified by Ministry of Youth and Sports (MoYS, 2012). The distribution of the respondents in accordance of their age is presented in Figure 4.2.



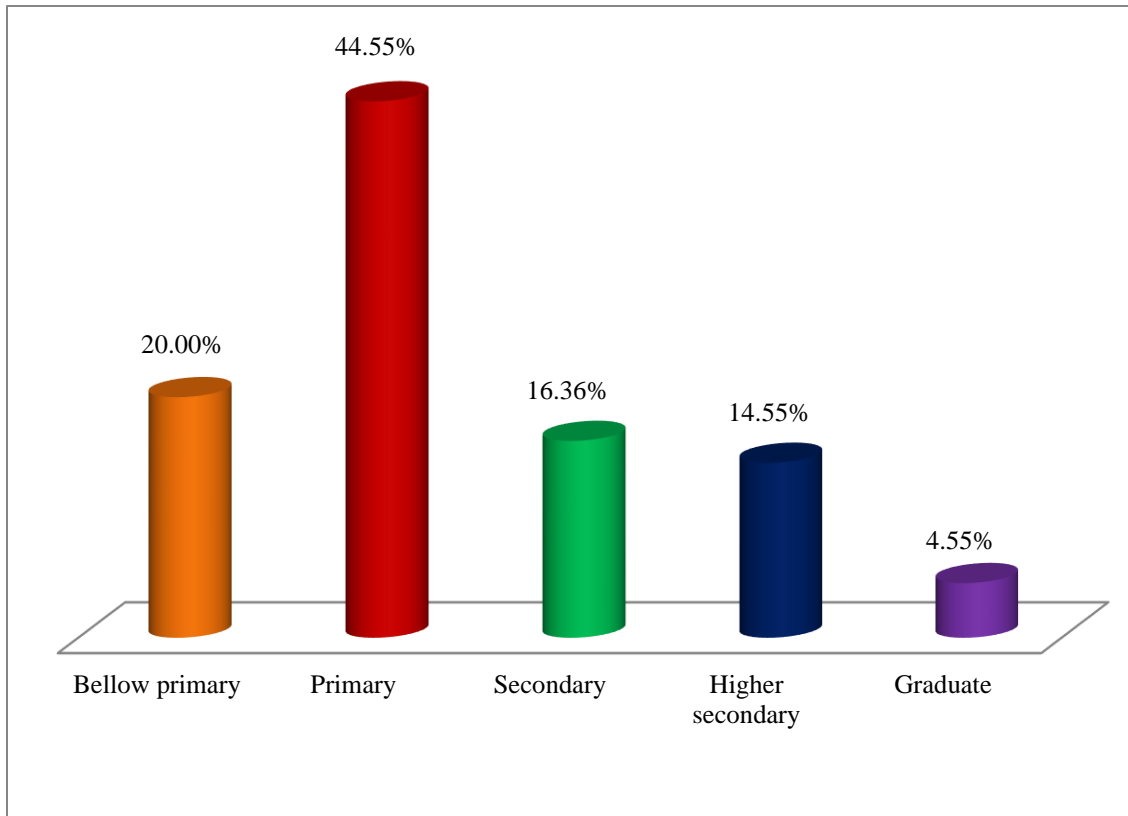
**Figure 4.2:** Age distribution of the respondents

Figure 4.2 reveals that the young-aged hotel staff comprised the highest proportion (83%) followed by middle (16%) and old (1%) aged category. Results also indicate that the young and middle aged category constitute 99 percent of the total hotel staff.

## 4.3. Educational Status of the Respondents

Based on education years, the respondents were classified into five categories arbitrarily. The distribution of hotel staff according to their level of education is presented in Figure 4.3. The result shows that the hotel staff under primary education category constitute the highest proportion (44.55%) followed by below

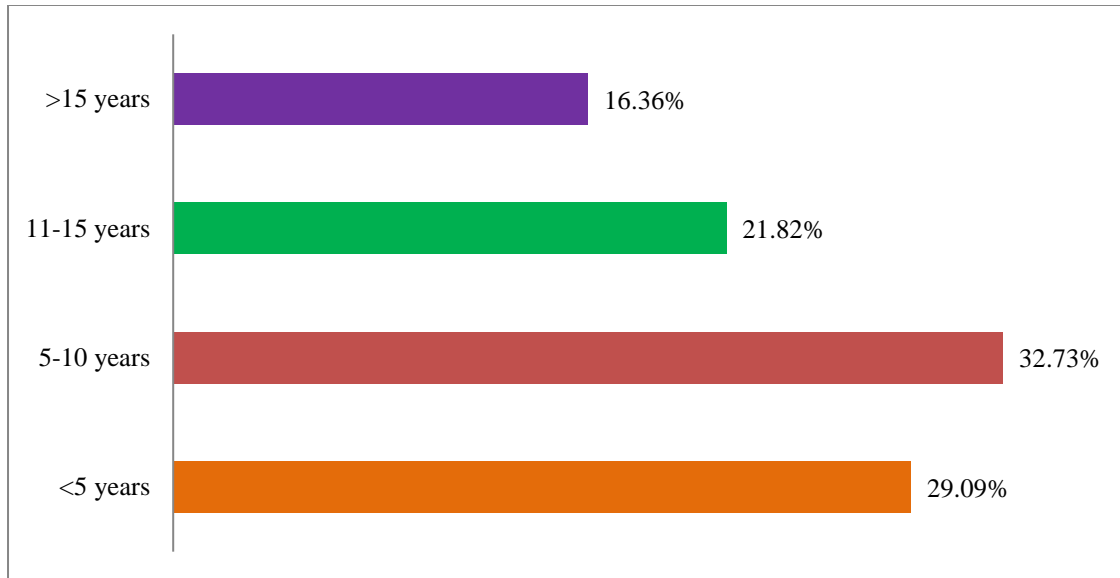
primary (20.00%) and secondary (16.36%) education category and higher secondary (14.55%). On the other hand, the lowest 4.55 percent of the respondents were graduate category. From the figure it can also be interpreted that around 65% of the respondent's educational status were bellow secondary level.



**Figure 4.3:** Educational Status of the Respondents

#### **4.4. Distribution of the Respondents According to their Experience in this Profession**

Based on the experience, the respondents were classified into four categories arbitrarily. The distribution of the hotel staff according to their experience in hotel service profession is given in Figure 4.4.

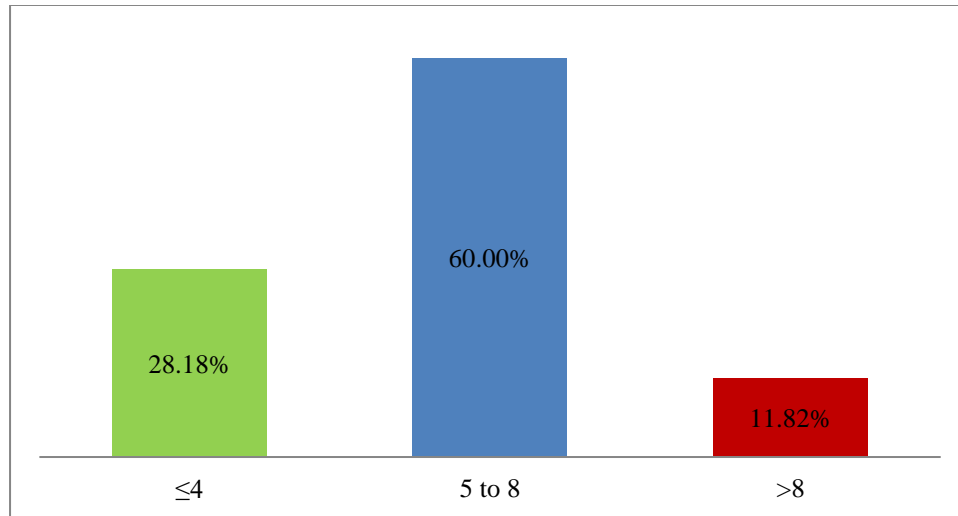


**Figure 4.4:** Experience of the respondents in hotel service profession

The results reveal that the majority (32.73%) of the hotel staff fell in 5-10 years experience category, whereas 29.09% in fewer than 5 years' experience category and 21.82% in 11-15 years' experience category. However, another 16.36% of the respondent had above 15 years of experience in hotel service profession. In this study, significant amount of respondents were from local restaurants. Child labor is common in these types of hotel/restaurants. As the respondents started their career in this profession in so early of their age, so the majority of them have higher experiences.

#### **4.5. Household Size of the Respondents**

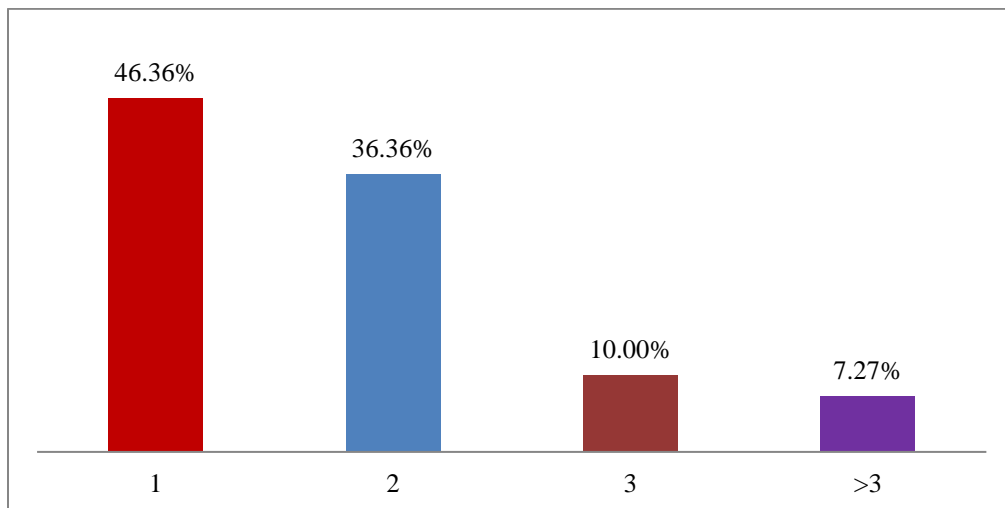
Result presented on Figure 4.5 indicates that highest 60.00% of the households had family members from 5 to 8 people. However, 28.18% of the households had less or equals to four members in their family. Besides, 11.82% of the households had family size more than eight members. This may be normal as this study covers comparatively poorer section of the overall population of the country.



**Figure 4.5:** Family size of the respondents

#### **4.6. Number of Earning Person Per Household (Present Status/After COVID-19)**

The results reveal that the majority (46.36%) of the hotel staff was the only earning person after COVID-19 situation, whereas 36.36% of the hotel staff have another earning person after COVID-19 situation in their family, 10.00% of the hotel staff had three earning person after COVID-19 situation (Figure 4.6). However, only 7.27% of the respondent had above 3 earning person in their households.



**Figure 4.6:** Number of earning person per household

#### 4.7. Annual Household Income

Annual household income of the respondents ranged from 0.48 to 8 lakh taka with an average of 2.19 lakh taka. On the basis of annual household income, the respondents were classified into three categories arbitrarily as ‘low’, ‘medium’ and ‘high’ annual income group. The distribution of the respondents according to their income is presented in Table 4.1.

**Table 4.1:** Distribution of the respondents based on their annual household income

Category	Basis of categorization (Tk.)	Observed range	Respondents		Average
			Number	Percentage	
Low income	<2.5 lakh	0.48-8 lakh	75	68.18	2.19 lakh
Middle income	2.5-3.5 lakh		18	16.36	
High income	>3.5 lakh		17	15.45	
<b>Total</b>			<b>110</b>	<b>100.00</b>	

Although 68.18% of the respondents have low annual household income, 16.36% and 15.45% of them have medium and high annual household income, respectively. Result presented on Table 4.1 reveals that average income of the hotel and restaurant staff was very low. Low paid nature of this profession might be probable reason for that.

#### 4.8. Household Expenditure of the Respondents

Results presented in Table 4.2 reveals that the highest proportion (54.83 percent) of the respondent’s households expenditure was incurred for food consumption. Whereas non-food expenditures including house rent, clothing, education, healthcare, festivals and others expenses comprises 45.17 percent of the total households expenditures. Among the non-food expenditures house rent, clothing, education, festival and others expenses comprises 11.49%, 8.05%,9.90%, 6.79%

and 1.47% of the total household expenditure. Generally higher income gives a better status in the society. Most of the respondents have given residential facilities facilitated by their employing hotel authority. As a result, house rent expenditure comparatively lower than the normal expenditure of the city. Furthermore, most of the hotel staff received full or partial food supplies from their employers. That is why, food expenditures in nominal term was lower than the normal situation.

**Table 4.2:** Household Expenditure of the Respondents

<b>Item</b>	<b>Tk./year</b>	<b>% of total expenditure</b>
a. Food expenditure	115691.00	54.83
b. Non-food expenditure	95293.59	45.17
i. House rent	24250.90	11.49
ii. Clothing	16980.80	8.05
iii. Education	20894.50	9.90
iv. Healthcare	15720.90	7.45
v. Festival	14336.40	6.79
vi. Others	3110.090	1.47
<b>Total expenditure (a+b)</b>	<b>210984.50</b>	<b>100.00</b>

#### **4.9. Conclusion of this Chapter**

The socio-demographic profile of the respondents indicates the prevalence of young aged with medium sized family. Having primary level educational status most of them were local restaurant/hotel staff. However, majority of them earned low to medium annual household income. As the respondents were lower income earning households, a significant portion (54.83%) of their household income goes to manage foods.

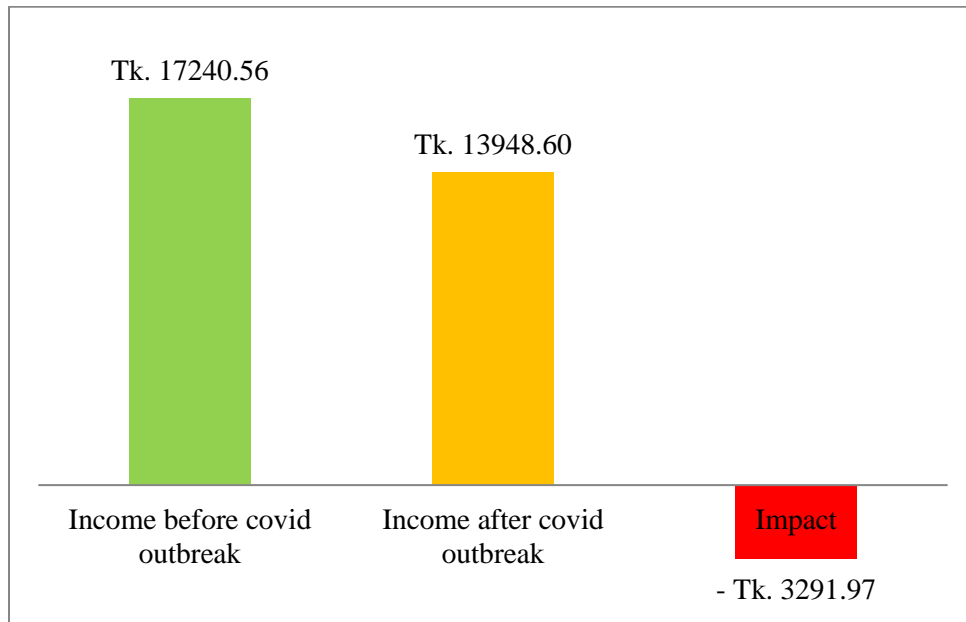
**CHAPTER V**  
**IMPACT OF COVID-19 ON THE INCOME OF SUPPORTING STAFF OF**  
**RESIDENTIAL HOTEL AND RESTAURANTS**

**Introduction**

In this chapter researcher made a discussion on the impact of COVID-19 on income of the respondents in the study area. Before the presentation of extensive explanation on the impact of COVID-19, the monthly income is discussed. Job status is discussed afterward.

**5.1. Impact of COVID-19 on Monthly Income of the Respondents**

Results presented in Figure 5.1 reveals that the monthly income before COVID-19 was 17240.56 taka and monthly income after COVID-19 was 13948.60 taka. It was clear that income decreased by 3291.97 taka per month due to COVID-19 pandemic related effects. It is very clear that impact of COVID-19 on monthly income of the respondents was negative.

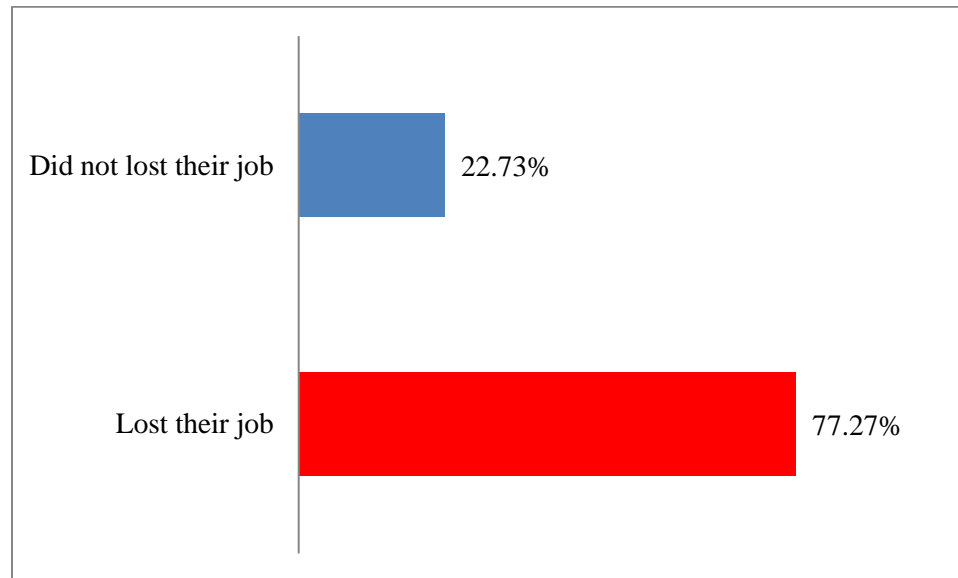


**Figure 5.1:** Impact of COVID-19 on the income of respondents  
(Taka/month)



## 5.2. Impact of COVID 19 of the Respondent's Job Status

Result presented in Figure 5.2 reveals that the majority (77.27%) of the respondents lost their job due to COVID-19 pandemic related shocks. Only 22.73 percent of the respondents could come back to their old job in post-COVID-19 situation.



**Figure 5.2:** Impact of COVID-19 on the job status of the respondents

From the above discussion, it is clear that more than three-fourth of the hotel/restaurant staff had managed new job after the COVID-19 situation. Less importance of education than the experience may help them to manage new job in post COVID-19 situation. Employing new job may also have relation to their lower payments.

## 5.3. Conclusion of this Chapter

It is very clear that COVID 19 negatively impact on monthly income of the respondents. The majority of the respondent lost their job due to COVID-19. However, they have managed their job in post COVID-19 situation as they had working experience.

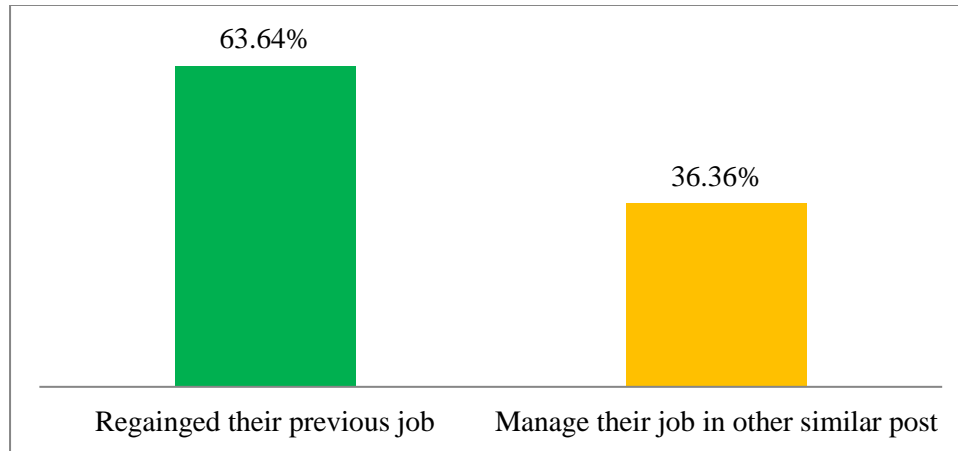
**CHAPTER VI**  
**SURVIVAL STRATEGIES OF THE SUPPORTING STAFF OF**  
**RESIDENTIAL HOTEL AND RESTAURENTS**

**Introduction**

COVID-19 had verily impacted all section of the people and the economy. The discussion made on earlier chapter evident that the pandemic impacted the lower income people harshly. To cope up with this adverse situation, people migrate from city areas to their old rural area. They engaged themselves in agricultural work and different other odd jobs. Some of them have to borrow from their friends and relatives to manage their livelihoods. In this chapter, a discussion is made on the survival strategies of the respondents.

**6.1. Managing Job/Employment for Income**

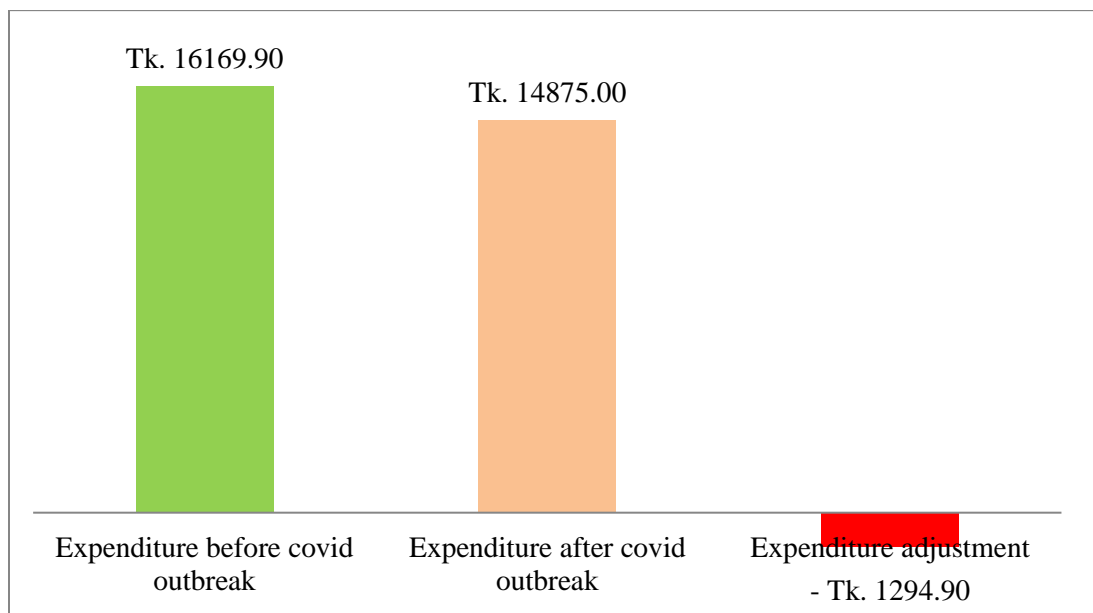
From chapter 5 it is evident that 77.27 % of the respondents lost their jobs due to COVID-19. How many of them were able to manage job after COVID-19 has been discussed in Figure 6.1. The figure indicates that 63.64 percent of the hotel staff regained their job on previous post but 36.36 percent of the respondents had to manage their job in similar post in other hotels or restaurants. As hotel service job is experience based, after COVID-19 major proportion of the respondents have regained job or manage their job in another hotel. Data have been collected only from the respondents who could manage job in post COVID-19 situation. However, data of the hotel staff who did not come back to their old profession were not included in this study. It was a limitation of this research.



**Figure 6.1:** Job receiving status after COVID-19

### 6.2. Adjustment of Household Expenditure for Survival

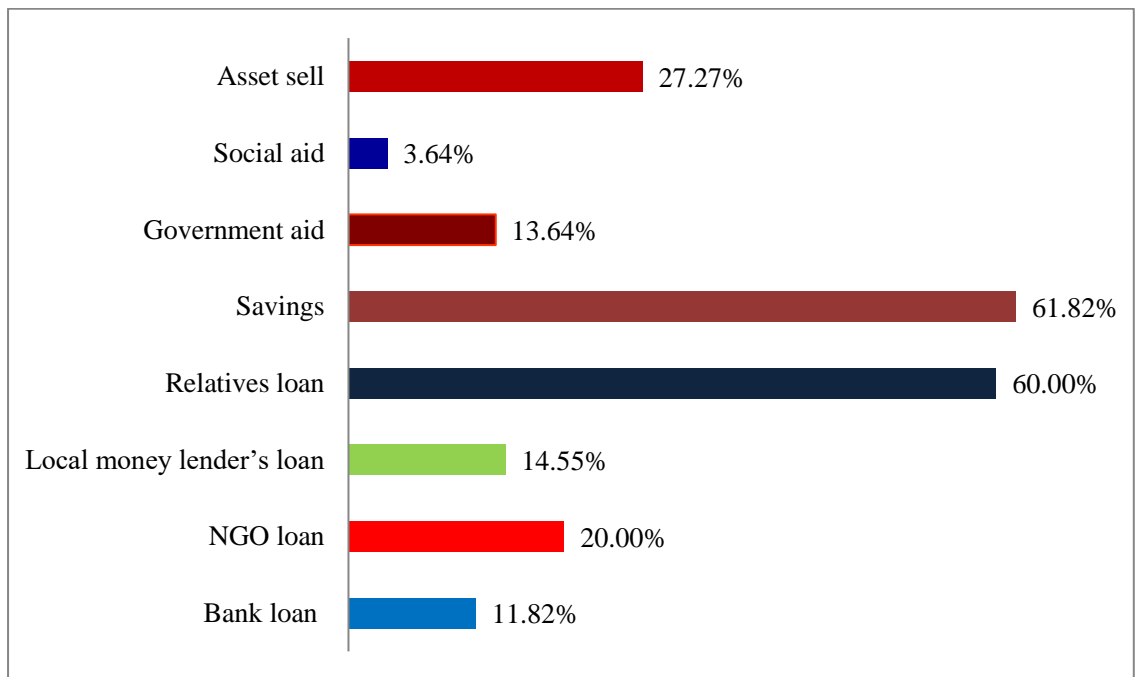
Results presented in Figure 6.2 reveals that the monthly expenditure before COVID-19 was Tk. 16169.90 and monthly expenditure after COVID-19 was Tk. 14875.00. It was clear that expenditure decreased by Tk. 1294.90 per month due to COVID-19 pandemic related effects. It is very clear that impact of COVID-19 on monthly expenditure of the respondents was negative. They had to manage their livelihoods within the reduced amount of money.



**Figure 6.2:** Household expenditure adjustment (Taka/month)

### 6.3. Ways of Managing Household Expenditure During COVID-19

Most of the respondents (60%) managed their household expenditure during COVID-19 from relatives' loan. More than sixty one percent respondents managed their household expenditure during COVID-19 from savings. Above 27 percent managed their household expenditure through asset selling like livestock, ornament, land, crop selling, etc. Results revealed that 20% of the respondents managed their household expenditure from NGOs loan with high interest rate. Figure 6.3 indicates that 14.55 percent of the hotel staff managed their household expenditure during COVID-19 from local money lender's loan with high interest or took money from relatives with mortgaging condition like land mortgaging or other asset mortgaging.



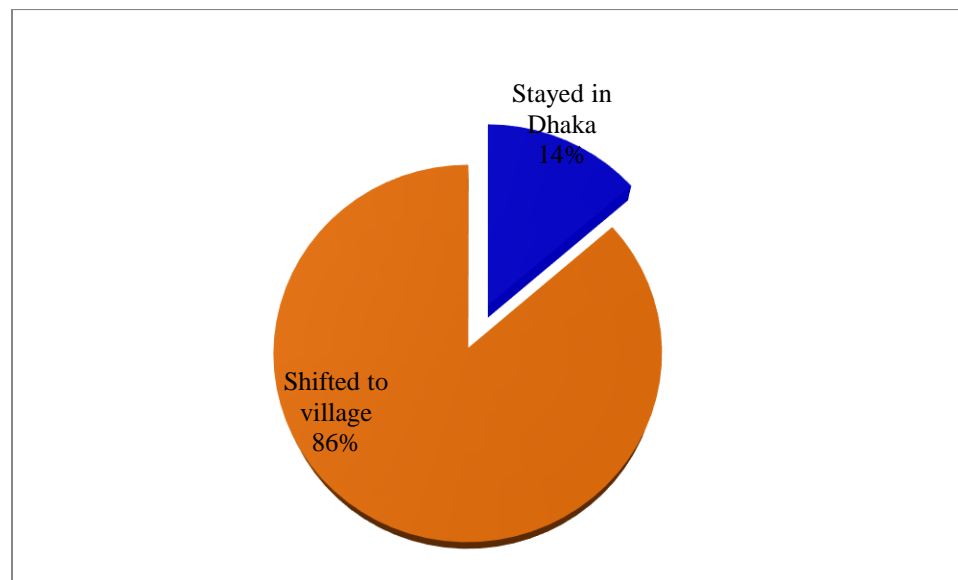
**Figure 6.3:** Ways of managing household expenditure during COVID-19

Figure 6.3 indicates that 11.82 percent of the hotel staff managed their household expenditure during COVID-19 from bank loan. Data indicates that 13.64 percent of the hotel staff managed their household expenditure during COVID-19 from

government aid. Only 3.64% of the respondent managed household expenditure during COVID-19 from social aid.

#### **6.4. Cope Up by Shifting Living Area Reverse Migration**

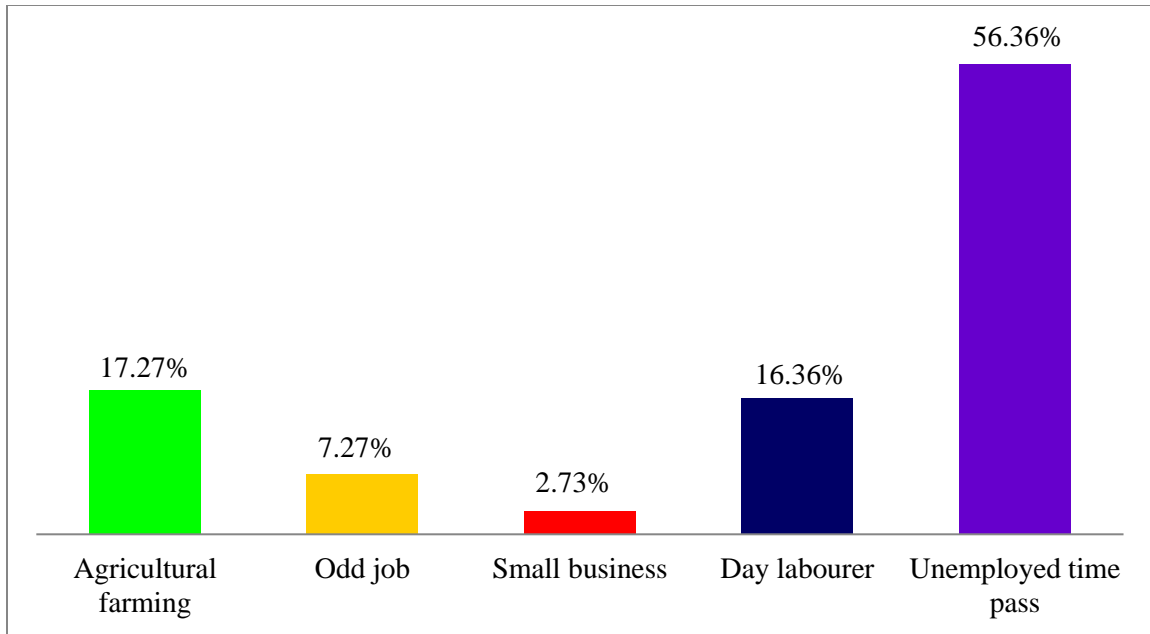
Findings of the study reveal that only 14% of the respondents stayed Dhaka during COVID-19. Figure 6.4 indicates that 86 percent of the hotel staff shifted to village due to COVID-19 situation. However, a small portion of the reverse migrated people came back to Dhaka to meet up their family expense with taking risk.



**Figure 6.4:** Cope up by shifting living area or reverse migration

#### **6.5. Way of Utilizing time in Village During COVID-19**

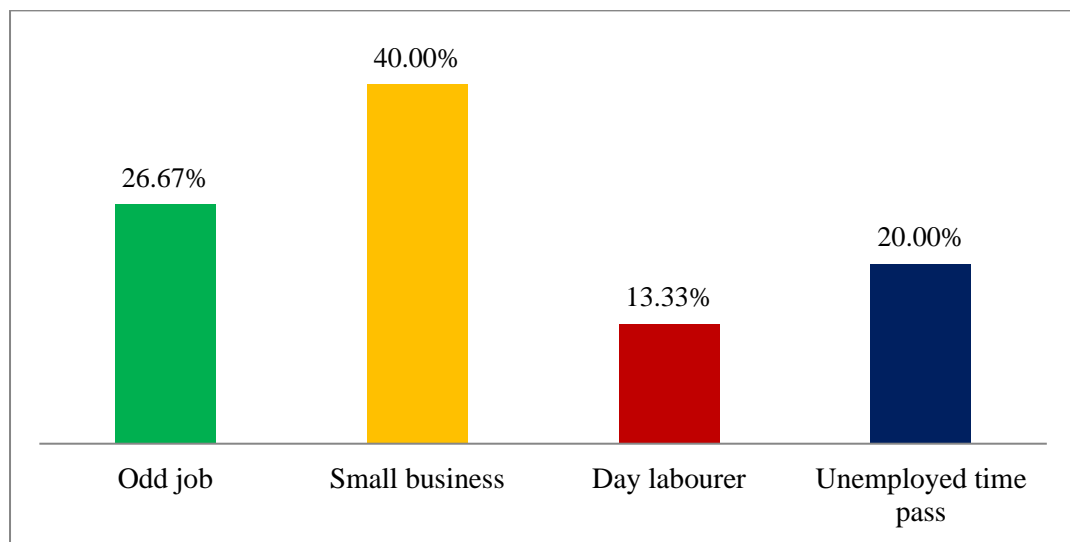
Most of the respondent (56.36%) remained unemployed in village during COVID-19. Result of the study revealed that 17.27% of the respondents involved in agricultural activities in their household land or in other's land as agricultural labor during COVID-19. Figure 6.5 indicates that 16.36 percent of the hotel staff worked as day laborer due to COVID-19 situation. Only 7.27 percent of the respondent joined odd job and 2.73% of the respondent started small business.



**Figure 6.5:** Way of utilizing/time passing in village during COVID-19

### 6.6. Way of Utilizing Time in Dhaka During COVID-19

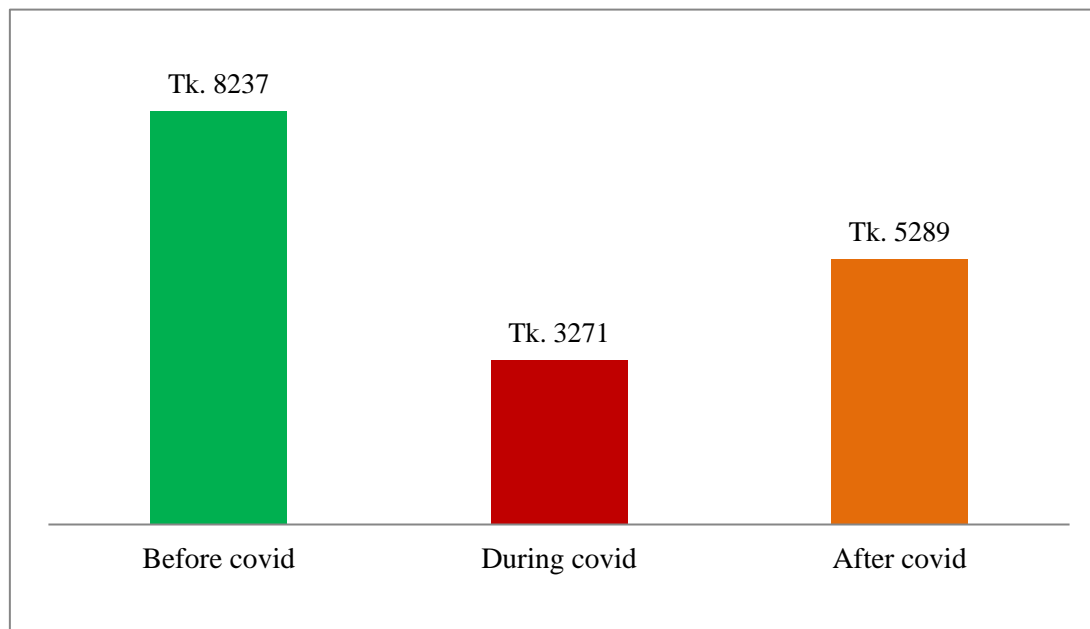
Most of the respondent (40%) involved in small business like selling tea etc. 20 percent remained unemployed. Information revealed that 26.67% of the respondents involved in odd job in Dhaka city during COVID-19. Figure 6.6 indicates that 13.33 percent of the hotel staff worked as day laborer to manage minimum support to the family expense during COVID-19 situation.



**Figure 6.6:** Way of utilizing/time passing in Dhaka during COVID-19

### 6.7. Impact of COVID-19 on Money Sending Capability to Respondent's Family

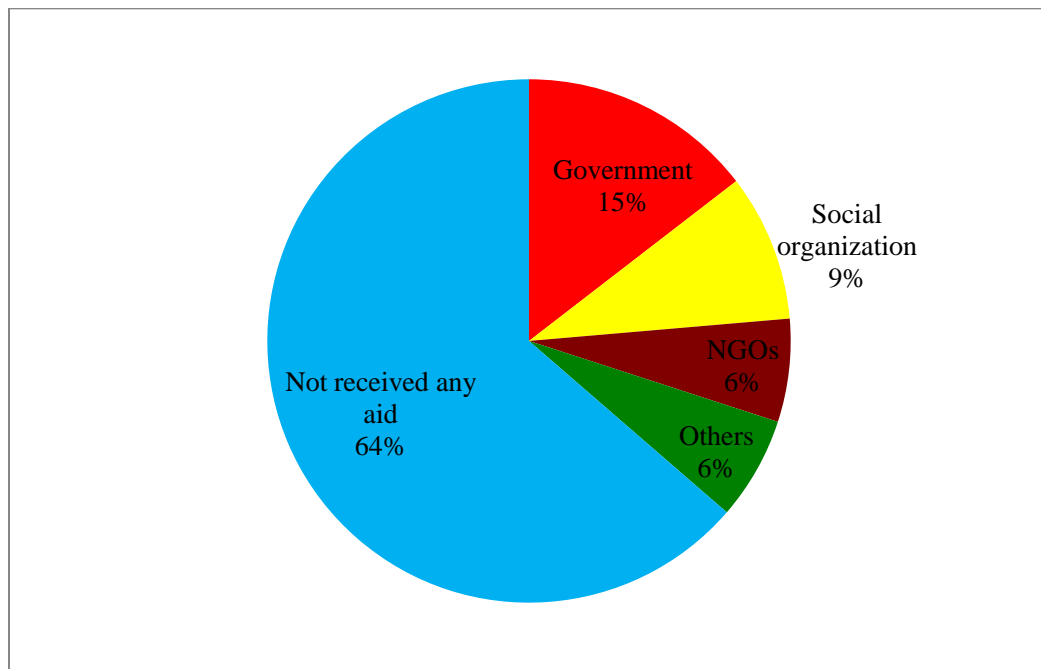
Results presented in Figure 6.7 reveals that money sending capability to respondent's family before COVID-19 was Tk. 8237 per month and money sending capability to respondent's family during COVID-19 was Tk. 3271 per month and money sending capability to respondent's family after COVID-19 was Tk. 5289 per month. It is very clear that impact of COVID-19 on the money sending capability to the respondent's family was negative. A higher portion of the respondents claimed that they could not send money like before COVID because of decreasing salary than before COVID-19 and for the payment of different loan incurred during COVID-19.



**Figure 6.7:** Impact of COVID 19 on money sending capability to respondent's family

### 6.8. Aid Receiving Status from Different Organizations During COVID-19

Majority of the respondent (64%) not received any aid. Mostly stated reason behind that was the improper distribution of the government aid due to the influence of nepotism, corruption by the local government and improper monitoring system by the authority. Only 15 percent received government aid, 9 percent of the respondent received aid from social organization. Information revealed that 6% of the respondents received aid from NGOs and 6% of the respondents received aid from others.

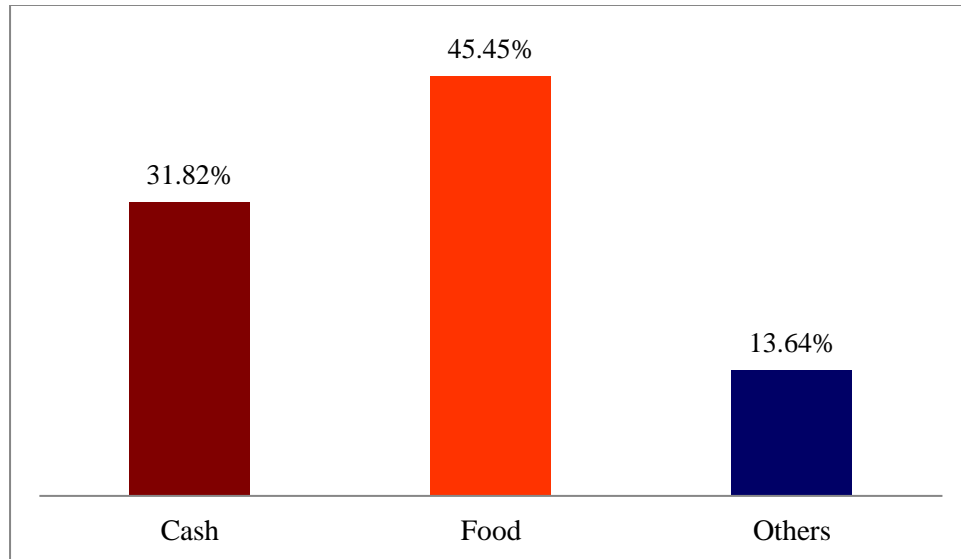


**Figure 6.8:** Aid receiving status from different organizations during COVID-19

### 6.9. Types of Aid Received by the Respondents

From those who received aid, majority of the respondent (45.45%) received food from government. About thirty two percent received aid from government in cash and 13.64 percent of the respondent received others aid like soap, hand sanitizer, mask etc.





**Figure 6.9:** Types of aid received by the respondents

#### **6.10. Conclusion of this Chapter**

An alarming majority of the respondents did not receive any government aid during COVID-19. Those who received aid most were food and cash type.

## **CHAPTER VII**

### **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

This chapter presents the summary of findings, conclusions and recommendations of the study. The summary of the study shows the findings in brief. By conclusion, the main points of the report can be identified quickly. Recommendation draws the attention of the respective authority to implement some strategy for improving the situation of the hotel staff workers.

#### **7.1. Summery**

Besides extensive study on all the secondary sources, 110 hotel staff workers were randomly selected for conducting field level survey to collect primary data. A structured interview schedule was developed based on the background information, expert's appraisal and pre-test questionnaire. Data obtained by administering interviews with the respondents were coded appropriately and entered into a database system using Microsoft Excel. Finally, obtained dataset were analyzed using MS Excel and SPSS software. Descriptive statistics (percentage, mean, range, standard deviation etc.) were used to describe the socio-demographic variables.

The local restaurant hotel staff comprised the highest proportion (58.19%) followed by highly furnished restaurant staff (36.36%) and residential hotel staff (5.45%). These different types of respondents were included in the survey for getting better understanding. Socio-economic profile of the respondents reveals that highest 83% followed by middle (16%) and old (1%) aged category. Results also indicate that the young and middle aged category constitute 99 percent of the total hotel staff.

The result shows that the hotel staff under primary education category constitute the highest proportion (44.55%) followed by below primary (20.00%) and the lowest 4.55 percent of the respondents were graduate category. The results reveal that the majority (32.73%) of the hotel staff fell in 5-10 years experience category, whereas 29.09% in fewer than 5 years' experience category and 21.82% in 11-15 years' experience category. However, another 16.36% of the respondent had above 15 years of experience in hotel service profession. Result indicates that highest 60.00% of the households had family members from 5 to 8 people. However, 28.18% of the households had less or equals to four members in their family. Besides, 11.82% of the households had family size more than eight members. The results reveal that the majority (46.36%) of the hotel staff was the only learning person after COVID-19 situation, whereas 36.36% of the hotel staff have another earning person after COVID-19 situation in their family, 10.00% of the hotel staff had 3 earning person after COVID-19 situation. However, only 7.27% of the respondent had above 3 earning person in their households. Although 68.18% of the respondents have low annual household income, 16.36% and 15.45% of them have medium and high annual household income, respectively. The highest proportion (54.83 percent) of the respondent's households expenditure was incurred for food consumption. Whereas non-food expenditures including house rent, clothing, education, healthcare, festivals and others expenses comprises 45.17 percent of the total households expenditures. Among the non-food expenditures house rent, clothing, education, festival and others expenses comprises 11.49%, 8.05%, 9.90%, 6.79% and 1.47% of the total household expenditure.

The monthly income before COVID-19 was 17240.56 taka and monthly income after COVID-19 was 13948.60 taka. It was clear that income decreased 3291.97 taka per month due to COVID-19 effect. It is very clear that impact of COVID 19 on monthly income of the respondents was negative. Information reveals that the

majority (77.27%) of the respondent lost their job due to COVID-19 and only 22.73 percent of the respondents still their job in COVID-19 situation.

Results indicate that 63.64 percent of the hotel staff regained their job previous post but 36.36 percent of the respondents manage their job in similar post in other sectors. The expenditure before COVID-19 was 16169.90 taka and monthly expenditure after COVID-19 was 14875.00 taka. It was clear that expenditure decreased 1294.90 taka per month due to COVID-19 effect. Most of the respondent (60%) managing household expenditure during COVID-19 from relatives' loan, 61.82 percent managing household expenditure during COVID-19 from savings, 27.27 percent managing household expenditure during COVID-19 from asset selling like livestock, ornament, land, crop selling etc. Information revealed that 20% of the respondents managing household expenditure during COVID-19 from NGOs loan with high interest. Only 3.64% of the respondent managed household expenditure during COVID-19 from social aid. Information revealed that only 14% of the respondents stayed Dhaka during COVID-19. Results indicate that 86 percent of the hotel staff shifted to village due to COVID-19 situation.

Most of the respondent (56.36%) remained unemployed time passing in village during COVID-19. Information revealed that 17.27% of the respondents involved in agricultural activities in their household land or in another land as laborer during COVID-19. Results indicate that 16.36 percent of the hotel staff worked as day laborer due to COVID-19 situation. Only 7.27 percent of the respondent joined odd job and 2.73% of the respondent performed small business. Most of the respondent (40%) involved in small business like selling tea ect. 20 percent remained unemployed time passing in village during COVID-19. Information revealed that 26.67% of the respondents involved in odd job during passing time in Dhaka due to COVID-19 and 13.33 percent of the hotel staff worked as day

laborer due to support minimum family expense during COVID-19 situation. Results reveals that money sending capability to respondent's family before COVID-19 was 8237 taka and money sending capability to respondent's family during COVID-19 was 3271 taka and money sending capability to respondent's family after COVID-19 was 5289 taka. The Majority of the respondent (64%) not received any aid. Most of them claimed reason behind the improper distribution of the government aid were nepotism, corruption by the local government and improper monitoring system by the authority. Only 15 percent received government aid, 9 percent of the respondent received aid from social organization. Information revealed that 6% of the respondents received aid from NGOs and 6% of the respondents received aid from others. From the lower receiving percentage of government aid the majority of the respondent (45.45%) received food from government, 31.82 percent received aid from government in cash and 13.64 percent of the respondent received others aid like soap, hand sanitizer, mask etc. from the government.

## **7.2. Conclusion**

This study was carried out to find out the survival strategies of supporting staff of residential hotel and restaurant during COVID-19 pandemic. This study provide real time evidence how the economic disturbance created by COVID-19 had impacted on the supporting staff of residential hotel and restaurants and their family and the adjustment strategies used by different way to survive. Based on the findings of this study it can be concluded that majority of the supporting staff lost their job and forced to migrate to their village. Most of the migrated people remained unemployed in the village during COVID-19. A large portion of the respondents regain their job because this type of work is experience based. To survive the people were forced to minimize their household expenditure as their income were lessened due to COVID-19 induced problems. The most of the respondents managed their household expenditure during COVID-19 from

previous savings, loan from relatives, bank and selling of asset. Though Bangladesh government and different social organizations have done their best to minimize the shock during COVID-19, a small portion (13.6%) respondent received governmental aid like food, cash, medicine etc.

### **7.3. Recommendations**

On the basis of experience, observation and conclusions drawn from the findings of the study some recommendations have been prescribed to the concerned authorities, planners and executioners. These recommendations are as follows:

**a) Policy framework to protect vulnerable people in different pandemic situation**

There is no policy framework to protect the vulnerable people in different pandemic situation. Government should make a policy frame work to minimize the pandemic shock on the vulnerable people. Which will help them to establish minimum salary and other facility.

**b) Household savings for future uncertainty**

The findings of the study reveal that the highest portion 61.82% of the respondent manage their household expenditure during COVID-19 from savings. It indicated that savings money played a vital role in the survival strategies of the respondents during COVID-19. But the quantity of the savings money was very insufficient for the respondent to tackle the shock. So, the respondent should develop the quantity of their house hold saving tendency for any kind of future shock.

**c) Support from private sectors**

Support from the private sector should be extended because the research revealed that a large portion of the respondents (60%) managed their household expenditure during COVID-19 from relative's lone, 14.55%

from local money lender's loan, 20.00% from NGO loan, 11.82% from bank loan to manage their family expenditure during COVID-19. So, it indicates that taking loan from different source played a vital role in the survival strategy of the respondents. Wherefore NGO, bank, government and other financial organization should come forward by providing lone with easy and simple condition to people during COVID-19 to minimize the pandemic shock or further any disaster.

**d) Proper distribution and monitoring of governmental aid**

In reality there is no deny that what the Bangladeshi government was doing in creating to the needs and to minimize the shock during COVID-19. But original victim did not get the allocated governmental aid due to the improper distribution and want of insufficient proper monitoring from the government. Wherefore local government should avoid the mentality of nepotism and government should do proper monitoring about the distribution of governmental food aid distribution during COVID-19 or any further disaster.

#### **7.4. Limitations of the Study**

Considering the time, respondents, communication facilities and other necessary resources available to the researcher and to make the study meaningful, it became necessary to impose certain limitations as mentioned bellow:

- i. The study was confined to Dhaka city which may fail to represent the actual scenario of the whole situation as people develop their strategies according to the concrete situation they face.
- ii. Data have been collected only from the respondents who could manage job in post COVID-19 situation. However, data of the hotel staff who did not come back to their old profession were not included in this study.
- iii. Sample of data which is collected is small due to the short period of time.
- iv. Data on at least two interval of time were required for analyzing the survival strategy of supporting staff of residential hotel and restaurant but it is not possible to collect data on two intervals due to short period of time.



## REFERENCES

- Al-Fadly, A. (2020). Impact of COVID-19 on SMEs and employment. *Entrepreneurship and Sustainability Issues*, **8**(2): 629-648. [http://doi.org/10.9770/jesi.18.2\(38\)](http://doi.org/10.9770/jesi.18.2(38)).
- Ardani, E. G. and Harianto, A. (2021). Surviving Strategy of Hospitality Sector in Pandemic Situation: Case Hospitality Business in Jakarta. *E-Journal of Tourism*,**8**(1): 77-86. DOI: <https://doi.org/10.24922/eot.v8i1.71449>.
- Arkin, H. and Colton, R.R. (1963). *Table of statisticians*, 2nd edition, New York: Harper and Row Publishers.
- Bartik, A. W., Bertrand, M., Cullen, Z. B., Glaeser, E. L., Luca, M., & Stanton, C. T. (2020). How are Small Businesses Adjusting To COVID-19? Early Evidence from a Survey, National Bureau of Economic Research, Working Paper 26989, accessed 25 July, 2020. <https://www.nber.org/papers/w26989>
- Bartik, A., Bertrand, M., Cullen, Z., Glaeser, E. L., Luca, M., & Stanton, C. (2020). How are Small Businesses Adjusting to COVID-19? Early Evidence from a Survey. *SSRN Electronic Journal* .<https://doi.org/10.2139/ssrn.3574741>.
- Bass, Berry, & Sims, P.L.C. (2020). Impact of COVID-19 on the Restaurant & Hospitality Industry, *JDSUPRA*, March, 31, accessed July 16, 2020. Retrieved from <https://www.jdsupra.com/legalnews/impact-of-COVID-19-on-the-restaurant-56944/>
- Bhuiyan, A. H. (2020). Restaurateurs are in virus doldrums, *The Financial Express*, April, 4, accessed 24 July 2020. Retrieved from <https://thefinancialexpress.com.bd/trade/restaurateurs-in-virus-doldrums1585966689>
- Business Insider. (2020). New Zealand has no new corona virus cases and just discharged its last hospital patient. Here are the secrets to the country's success. Retrieved May 29, 2020, from <https://www.businessinsider.com/how-new-zealand-beat-coronavirus-testing-tracing-trust-in-government-2020-5>.
- Erkmen, E., & Hancer, M. (2019). Building brand relationship for restaurants: An examination of other customers, brand image, trust, and restaurant attributes. *International Journal of Contemporary Hospitality Management*, **31**(3), 1469–1487. <https://doi.org/10.1108/IJCHM-08-2017-0516>.

- Gautam, S., & Trivedi, U. (2020). Global implications of bio-aerosol in pandemic. *Environment, Development and Sustainability*, **22**(5): 3861–3865. <https://doi.org/10.1007/s10668-020-00704-2>.
- Gazi, A. K. (2020). COVID-19: Economic Vulnerabilities of Different Level of People in Bangladesh. *Sufferings of Human Resource Management during COVID 19*.
- Geosslinga, S., Scottd, C. D., & Hallf, M. (2020). Pandemics, tourism and global change: a rapid assessment of COVID-19, *Journal of Sustainable Tourism*, Rout/edge Tailor and Francis Group, Accessed 20 July 2020. <https://doi.org/10.1080/09669582.2020.1758708>
- GoB. (2020b). Coronavirus update in Bangladesh”, July 21, accessed 21, July, 2020. Retrieved from <https://corona.gov.bd/> Haider, H. M., & Chowdhury, M. M. (2020). Restaurant business and a pandemic, *The Daily Star weekend*, May 5.
- Government of Bangladesh. (2020a). Call center, accessed 23, July 2020. Retrieved from <https://corona.gov.bd/>
- Gursoy, D., & Chi, C. G. (2020). Effects of COVID-19 pandemic on hospitality industry: review of the current situations and a research agenda. *Journal of Hospitality Marketing and Management*, **29**(5), 527–529. <https://doi.org/10.1080/19368623.2020.1788231>.
- Hoang, T. G., Truong, N. T. and Nguyen, T. M. (2021). The survival of hotels during the COVID-19 pandemic: a critical case study in Vietnam. *Service Business*, **15**:209–229 <https://doi.org/10.1007/s11628-021-00441-0>.
- Hossain, J. (2012). Economic Security for the Working Poor? Trade-Linked Labor Standards, Workers’ Rights and the Politics of Representation of Bangladesh’s Garment Workers”, Ph.D. diss., University of Trento: p.47.
- Hossain, S. (2020). Restaurant business feels the pinch of COVID-19, *The Independent*, March, 24, accessed 25 July 2020. Retrieved from <http://www.theindependentbd.com/post/242254>
- Hu, X., Yan, H., Casey, T., & Wu, C.-H. (2020). Creating a safe haven during the crisis: How organizations can achieve deep compliance with COVID-19 safety measures in the hospitality industry. *International Journal of Hospitality Management*, 102662. <https://doi.org/10.1016/j.ijhm.2020.102662>.

- ILO. (2020). ILO Global Summit on COVID-19 and the World of Work – Building a better future of work, Global events 7July-9 July accessed July 23, 2020. Retrieved from [https://www.ilo.org/global/topics/coronavirus/events/WCMS\\_750310/lang-en/index.htm](https://www.ilo.org/global/topics/coronavirus/events/WCMS_750310/lang-en/index.htm)
- Interview with a restaurateur TFC. (2020). Interview by the author, Rajshahi (All interviews were confidential; the names of interviewees are withheld by mutual agreement).
- Islam, R. (2020). Restaurant business bleeds as Corona virus cases surge, United News of Bangladesh, accessed 22 July 2020. Retrieved from <https://unb.com.bd/category/Special/restaurant-business-bleeds-as-coronavirus-casessurge/49681>
- Islam, S. (2020). Restaurant owners in Rajshahi sustaining huge loss for corona, Bangladesh Post, accessed 7 July, 202. Retrieved from <https://bangladeshpost.net/posts/restaurantowners-in-rajshahi-sustaining-huge-loss-for-corona-36259>
- Khambule, I. (2020). The effects of COVID-19 on the south african informal economy: limits and pitfalls of government’s response. *Loyola Journal of Social Sciences*, Vol. XXXIV, No.1.
- Kuddus, M. A. Rahman, N. and Sarkar, A. (2021). Experiences of restaurant business in the COVID19: evidence from Rajshahi city, Bangladesh. *Bangladesh Journal of Multidisciplinary Scientific Research*,3(1).
- MoYS. (2012). The Population Category in Bangladesh. Ministry of Youth and Sports, Government of the People's Republic of Bangladesh. Retrieved from: <http://www.moysports.gov.bd/>.
- Ou, J., Wong, I. A., & Huang, G. I. (2021). The evolutionary process of restaurant CSR in the time of mega disruption. *International Journal of Hospitality Management*, 92, 102684.<https://doi.org/https://doi.org/10.1016/j.ijh.2020.102684>.
- Shammi, M., Bodrud-Doza, M., Islam, A. R. M. T., &Rahman, M. M. (2020). Strategic assessment of COVID-19 pandemic in Bangladesh: comparative lockdown scenario analysis, public perception, and management for sustainability, Springer

- Nature: Environment, Development and Sustainability, accessed 26 July 2020. Retrieved from <https://link.springer.com/article/10.1007/s10668-020-00867-y>
- Siddiqui, K. (2020). Workers' Body Concerned as Hotels, Restaurants Keep Cutting Jobs, The Business Standards, 23 June, accessed 22 July 2020. Retrieved from <https://tbsnews.net/coronavirus-chronicle/COVID-19-bangladesh/workers-body-concernedhotels-restaurants-keep-cutting>
- The Business Standard. (2020). Bangladesh PM offers big aid for workers, poor over coronavirus”, March 25, accessed 23 July 2020. Retrieved from <https://tbsnews.net/bangladesh/pm-offers-big-aid-workers-poor-60976>
- (The Daily Star, 21 April, 2020). Out of work and tips, restaurant workers fighting the crisis alone. Retrieved at: <https://www.thedailystar.net/business/news/out-work-and-tips-restaurant-workers-fighting-the-crisis-alone-1895137> in April, 2022.
- Tian, H., Liu, Y., Li, Y., Wu, C., Chen, B. and Kraemer, M. (2020). An investigation of transmission control measures during the first 50 days of the COVID-19 epidemic in China. Science. <https://doi.org/10.1126/science.abb6105>.
- UNB news.(2020). Govt. Allocates taka. 103,117 crores under 19 packages to protect people amid COVID-19 pandemic”, June 5, accessed 23 July 2020. Retrieved from <https://unb.com.bd/category/Bangladesh/govt-allocates-tk-103117-crore-under-19-packages-to-protect-people-amid-COVID-19-pandemic/52579>
- Vu, T. (2020). Corona virus Pandemic and the Role of Private Sector, The Oxfam in Asia Blog, April 27, accessed July 17, 2020. Retrieved from <https://asia.oxfam.org/latest/blogs/coronavirus-pandemic-and-role-private-sector>.
- Wang, J., & Wang, Z. (2020). Strengths, weaknesses, opportunities and threats (SWOT) analysis of China’s prevention and control strategy for the COVID-19 epidemic. International Journal of Environmental Research & Public Health, 17, 2235. <https://doi.org/10.3390/ijerph17072235>.
- WHO. (2020a). WHO corona virus disease (COVID-19) dashboard. Retrieved May 28, 2020, from [https://COVID19.who.int/?gclid=Cj0KCQjwwr32BRD4ARIsAAJNf\\_2nw\\_LfrI55KXi0rXbakV5OmQGfmT5yP\\_XwrFD2R2nbMif8Z5jOx3UaAiEzEALw\\_wcB](https://COVID19.who.int/?gclid=Cj0KCQjwwr32BRD4ARIsAAJNf_2nw_LfrI55KXi0rXbakV5OmQGfmT5yP_XwrFD2R2nbMif8Z5jOx3UaAiEzEALw_wcB).

Zhang, S., Wang, Z., Chang, R., Wang, H., Xu, C. and Yu, X.. (2020). COVID-19 containment: China provides important lessons for global response. *Frontiers of Medicine*. <https://doi.org/10.1007/s11684-020-0766-9>.

**APPENDIX-A**



**Department of Development and Poverty studies**  
Sher-e-Bangla Agricultural University  
Sher-e-Bangla Nagar, Dhaka-1207

Serial No: \_\_\_\_\_ Date:.....

An interview schedule for the Study entitled

**SURVIVAL STRATEGIES OF THE SUPPORTING STAFF OF RESIDENTIAL HOTELS AND RESTAURANTS DURING COVID-19**

Dear Respondents,

All of your information will be kept confidential and will be used for research purpose only. Please provide the following information.

Hotel's name: .....

Hotel's address:.....

**A. General Information**

Name of the respondent: .....

Address in Dhaka: .....

Address in hometown:..... Home town: .....

Mobile: .....

**B. Socio-economic Information**

1. Age(year):.....

2. Gender: Male / Female

3. Year of schooling/education (year): .....

4. Years of experience in this work (year):.....

5. Total number of family members (number):.....

6. Number of earning members in your family:

Before COVID-19 : .....During COVID-19:... .....Now:.....

7. Your main/primary occupation (use code):.....

(1=Hotelservice;2=Otherservice;3=Business;4=entrepreneur;5=Farming;6=Student;7=others)

8. Your secondary occupation (if any, use code):.....

9. How much amount of cultivable agricultural lands (including pond area) you have?.....decimal

10. **How much amount of land you have as residential area?**..... decimal

11. Information on household annual income (Tk):

Present income source	Income (Tk./year)
a. Service/Job	
b. Business	
c. Agriculture	
1.Crop	
2.Fishcultivation	
3.Livestock	
d. Remittance (if any)	
e. Others (if any)	

12. **Household's Annual Expenditure (Tk):**

Purpose of expenditure	Unit	Expenditure (Tk.)
a. Food expenditure	Monthly	
b. Non-food expenditure		
1.Homerent	Monthly	
2.Clothing	Yearly	
3.Education	Yearly	
4.Treatment	Yearly	
5.Festival	Yearly	
6. Others	Yearly	

### C. Survival Strategy related information

Income shock related information:

Sl.No.		Before COVID-19	During COVID-19	After COVID-19
13.	Income (Tk.)			
14.	Decrease in income from before COVID-19 (%)			

15. Did you lost your job during the pandemic? Yes / No

16. Did you regain your job? Yes / No

Expenditure adjustment related information:

Sl. No.		Before COVID-19	During COVID-19	After COVID-19
17.	House hold expenditure (Tk.)			
18.	House hold expenditure decreased by (%)			

19. How did you manage your expenditure during COVID-19 (Put tick mark)?  
 a. Bank loan; b. NGO loan; c. Local money lender's loan; d. Relatives loan;  
 e. Savings; f. Government aid; g. Social aid; h. Asset sell
20. Where did you stay during COVID-19?  
 a. Dhaka; b. Shifted village c. Shifted to the other town
21. If went to village/others place, what had done there during the pandemic (put tick mark)?  
 a. Agricultural farming; b. Odd job ; c. Small business ; d. Day laborer;  
 e. Unemployed time pass
22. If stayed in Dhaka, what had one here during the pandemic (put tick mark)?  
 a. Odd job ; b. Small business; c. Day laborer ; d. Unemployed time pass
23. Did you or any member of your family join to the other income generating activities during COVID-19?      Yes /      No
24. Whether all the members of your family stayed with you in Dhaka?      Yes      /      No
25. If no, how many members of your family stayed in village? .....
26. How much amount of money you usually send to them in a month (Tk./month)?  
 Before COVID-19:.....During COVID-19:.....Now:.....
27. For survival during COVID-19, have you received any aid from the following (put tick mark)?  
 a. Government; b. Social organization; c. NGOs; d. Others (mention): .....
28. What type of support did you get from government during the pandemic (put tick mark)?  
 a. Cash; b. Food; c. Others.....



### **C. Suggestions for future incidence**

To avert the stated losses in any similar future event, what types of measures should be taken?

Sl. No.	Authorities	Measures
29.	Government	a) b) c) d) e)
30.	Restaurant owner	a) b) c) d) e)
31.	Others	a) b) c) d)

Thank you very much for your cooperation