



## THE EFFECTS OF COVID19 PANDEMIC UPON TOURISM: A SAMPLE FROM THE CITY OF KARS

### COVID 19 PANDEMİSİNİN TURİZM ÜZERİNE ETKİLERİ: KARS İLİ ÖRNEĞİ

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#### Abstract

This study aims to determine the effects of Covid 19 upon tourism sector in Kars. The study benefitted from three methods, the first of which involved analyzing the articles by scanning via Nvivo analysis program. Secondly, a semi-structured interview was conducted with ten employees. However, this number was seen inadequate; thus, the questionnaire was conducted with 387 people to compensate for this inadequacy. The data were analyzed through SPSS and AMOS, and examined Covid 19 effects upon tourism on the basis of demographical variables. The results revealed that dismissals from hotels and restaurants were common, the business experienced a serious loss of income, they needed support from the government to recollect and at least one year was required to turn back to conditions before. The results indicated that people had a negative attitude towards tourism activities, hesitated to travel and thought that they would not be able to find service quality, sincerity and hospitality as they had before. Moreover helping us realize that, due to Covid 19, females were more worried when compared to males; the married ones were more anxious in comparison to single ones; and the elderly had more anxiety when compared to the young.

**Keywords:** *Tourism, Covid 19, Pandemic, Tourists, Corona Virus,*

#### Öz

Bu çalışma, Covid 19'un Kars'ta turizm sektörü üzerindeki etkilerini belirlemeyi amaçlamaktadır. Çalışmada üç farklı method kullanılmış, ilk olarak belirlenen makaleler Nvivo analiz programı ile analiz edilmiştir. İkinci olarak, on çalışanla yarı yapılandırılmış mülakat yapılmıştır. Ancak bu sayı yetersiz görülmüş, böylelikle bu yetersizliği telafi etmek için 387 kişiye anket formu uygulanmıştır. Elde edilen veriler demografik değişkenlerde göz önüne alınarak Covid 19'un turizm etkisi özelinde SPSS ve AMOS aracılığıyla analiz edilmiştir. Sonuçlar, otel ve restoranlarda işten çıkarılmaların yaygın olduğunu, işletmelerin ciddi bir gelir kaybı yaşadığını, bir yıl önceki ekonomik koşullara dönmek için devlet desteğine ihtiyaç duyduğunu ortaya koymuştur. Yapılan analizler insanların turizm faaliyetlerine karşı olumsuz bir tavır sergilediğini, seyahat etmekten çekindiklerini ve eskisi gibi hizmet kalitesi, samimiyet ve misafirperverliği bulamayacaklarını düşündüklerini göstermektedir. Ayrıca, Covid 19 nedeniyle kadınların erkeklere göre daha endişeli olduğu, evli olanların bekarlara göre daha endişeli; yaşlıların gençlere göre daha fazla kaygıları olduğu belirlenmiştir.

**Anahtar Kelimeler:** *Turizm, Covid 19, Pandemi, Turist, Korona Virüs,*

## **GENİŞLETİLMİŞ ÖZET**

### **Çalışmanın Amacı**

Covid 19 salgını Dünya çapında yayılarak bütün ulusları tehdit etmektedir. Özellikle salgının hızlı yayılmasından turizm faaliyetleri suçlanmaktadır. Yapılan çalışmanın amacı Covid 19 salgının turizme olan etkisini Kars İli Özelinde belirlemektir.

### **Araştırma Soruları**

Mülakat soruları yazarlar tarafından literatür incelenerek 48 soru olarak belirlenmiştir. Devamında uzman görüşü alınmış olup alınan görüş sonucunda mülakat formu sorulardan 6'sı kişilerin eğitim durumu, yaşı, medeni durum, deneyim süresi, uzmanlık alanı ve gelirini belirlemeye yönelik demografik değişkenlerden oluşacak şekilde, 10 soru ise Covid 19'un etkisini ölçecek soruları içerecek şekilde yapılandırılmıştır. Ayrıca çalışmada 22 soruluk bir anket formu Taylor ve arkadaşları (2020) tarafından oluşturulan COVID Stress Scales'dan yararlanarak oluşturulmuş, söz konusu anket 105 kişilik bir kontrol grubuna uygulanmıştır. Elde edilen veriler ışığında SPSS programında Açımlayıcı Faktör analizi, AMOS Programında ise Doğrulamalı Faktör Analizi sonucunda 9 sorunun konun ölçümü konusunda etkisiz olduğu ve faktör yüklerinin 0,30'un altında olduğu belirlenmiştir. Ortaya çıkan yeni 7 demografik değişken ve 13 soruluk anket 387 kişiye uygulanmıştır. Açımlayıcı faktör analizi sonrası 13 soru 4 alt boyutta ortaya çıkmıştır. Birinci alt boyut Concern olup kişilerin turizme yönelik endişe ve kaygılarını ölçmektedir. İkinci alt boyut Xenophobia olup kişilerin bu süreçte yabancı düşmanlığını ölçmektedir. Maalesef salgın nedeniyle yabancı düşmanlığı artmış ve kişilerin turizm tercihleri bu nedenle değişmektedir. Üçüncü alt boyut Transportation Concern (TC) olup kişilerin taşımacılık konusunda endişe ve kaygılarını ölçmektedir. Dördüncü alt boyut Hope olup kişilerin hizmet, misafirperverlik ve kalite beklentilerini ölçmektedir.

### **Literatür Araştırması**

Konu üzerinde çeşitli veri tabanları üzerinde araştırmalar yapılarak en geniş makale havuzunun Science Direct veri tabanı olduğu belirlenmiştir. Bu nedenle Science Direct veri tabanı üzerinden "Covid-19 and Tourism" şeklinde yapılan arama sonucunda makaleler tespit edilmiştir. Buradan elde edilen 69 makale tek tek incelenerek 39 adet makalenin konu ile ilişkisinin olduğu belirlenmiştir. 30 adet makale ise turizmin sadece çok etkileneceğini belirten sığ bilgiler içermesi nedeniyle elenmiştir. 39 makale Nvivo programı ile analiz edilerek literatür araştırması yapılmıştır.

### **Yöntem**

Çalışma 3 farklı süreci içermektedir. Birinci aşamada makaleler belirlenerek Nvivo programı aracılığıyla kelime analizi yapılmış ve turizm açısından değinilmeyen konular tespit edilmiştir. İkinci aşamada tespit edilen konulara ilişkin yarı yapılandırılmış mülakat testi ile 5 otel çalışanı ve 5 restoran yöneticisi ile mülakat yapılmıştır. Üçüncü aşamada bir anket oluşturularak müşterilerin bakış açısı SPSS ve AMOS programları aracılığıyla ölçülmüştür.

## Sonuç ve Değerlendirme

Türkiye’de daha önce birçok kişinin görmediği şekilde oluşan bu durum nedeniyle büyük bir endişe ve belirsizlik yaşanmaktadır. Yaşanan Covid 19 salgının belirsizliği ve ne zaman sonlanacağına ilişkin kesin bilgilerin bulunmaması insanların psikolojilerini etkilemektedir. 10 kişiye yapılan yarı yapılandırılmış mülakatın sonucunda 4 kişi kendini çalıştığı işyerinde güvende hissetmediği, anket sonucunda kişiler arasında yüksek derece endişenin var olduğu belirlenmiştir. Covid 19 kapsamında uygulanan sokağa çıkma yasağı, yapılan rutin faaliyetlerin artık yapılamaması, tüketim alışkanlıklarının değişmesi sonucunda işsizlik gibi birçok olumsuzluk insanlarda ciddi sıkıntılar yaratmaktadır. Sokağa çıkma yasağı sırasında aile içi şiddet mağduru kadınlar ve çocuklar için olaylar ve mağduriyetler artmaktadır. İnsanların yakın çevresinde sevilen bir kişinin Covid 19 nedeniyle hastaneye kaldırılması yakın çevresinden uzaklaşmasına ve yakın çevresinin onu ziyaret etmesine engel olmaktadır. Her iki taraf içinde bu süreç hayal kırıklığı, umutsuzluk ve kaygılanma ile geçmektedir. Çin’de ortaya çıkan bulgular, genel nüfusun %25’inden fazlasının Covid 19’a yanıt olarak orta veya şiddetli stres veya anksiyete ile ilişkili semptomlar yaşadığını göstermektedir. Covid 19 kapsamında kapsamlı eğitimlerin düzenlenmesi ve bunların zorunlu olması gerekmektedir. Yapılan araştırma sonucunda bu eğitimlerin çokta ciddiye alınmadığı ve düzenlenmediği belirlenmiştir. İşyerlerinin günlük koruyucu malzeme temini konusunda da özellikle maske konusunda ciddi sıkıntılar yaşanmıştır. En son maske satışlarının serbest bırakılması ile bu sorun büyük ölçüde aşılmıştır. İşyerleri tarafından dezenfektasyon ve hijyen açısından çeşitli tedbirler alınmıştır. Ancak gelen kişilere test yapılması, bunların taşınmasına özel önlemlerin alınması işyerlerinden çok kamu sorumluluğu gerektirmektedir. Kamu sorumluluğu kapsamında ciddi uygulamaları içeren Sağlıklı Turizm Sertifikasyon Programı yayınlanmıştır. Ancak Türkiye’nin Resmi Haber Ajansı olan Anadolu Ajansına Sağlıklı Turizm Sertifikasyon Programı konusunda bilgi veren Kültür ve Turizm Bakanı Mehmet Nuri Ersoy bu belgenin alınmasının zorunlu olmadığını bildirmiştir. Yaşanan bu sıkıntılar ve alınmayan önlemler nedeniyle Türkiye Turizminin çok büyük yaralar alması muhtemeldir. Alınan tedbirler kapsamında işletmelerin kapatılması veya kısıtlı olarak işlem yapılmasına izin verilmiştir. Bu nedenle çok büyük maddi kayıplar yaşanmıştır. İşletme sahipleri karşılıksız maddi destek beklemekte ancak Hükümet tarafından kamu bankaları aracılığıyla kredi erteleme ve düşük faizli kredi imkânı sağlanmaktadır. Bu nedenle salgın öncesinde faaliyet gösteren birçok işletmenin devam eden süreçte kapanması muhtemel görünmektedir. Kapatılan işletmeler sonucunda işsizlik rakamlarının hızlı bir şekilde artması beklenmektedir. Covid 19 salgını nedeniyle işsizliğin önlenmesi amacıyla Kısa Çalışma Ödeneği çalışanlara uygulanmış, Nisan ayında 268 bin 717 firma ve 3 milyon 44 bin 420 çalışan bu ödeneye başvuru yapmıştır. Bu başvuruların %12’sini konaklama ve yiyecek hizmeti faaliyeti gerçekleştirenler oluşturmaktadır. Sadece bir aylık dönemde yapılan başvuru sayısı işsizliğin boyutunu gözler önüne sermektedir. Taşımacılık konusunda havayollarının daha tehlikeli görülmesi nedeniyle uluslararası turizm faaliyetlerinin ulusal turizm faaliyetlerine göre daha çok etkilenmesi beklenmektedir. Ayrıca artan yabancı düşmanlığının da uluslararası turizmi etkilemesi beklenmektedir. Uzakdoğulu turistlerin hareketlerinin sınırlanacağı

düşünülmektedir. Bu etkinin Türkiye’de Nevşehir gibi Uzakdoğulu turistleri ağırlayan merkezlerde daha ağır hissedileceği düşünülmektedir. Turizm sektöründe yer alan mevcut düzenin salgına uygun olarak düzenlenmesi ve karlılık sağlanması pek mümkün görülmemektedir. Büyük kitlelere hizmet vermek üzere düzenlenen bir otelde sosyal mesafe nedeniyle sadece kapasitenin %40’nın kullanılması karlı bir yapı oluşturmamaktadır. Çin’de otel doluluk oranlarında Ocak 2019 ile Ocak 2020 arasında %89 düşüş yaşanmıştır. Yoğun olarak hastalığın hissedildiği İtalya’da otel doluluk oranları %6 olarak belirlenmiştir. Maalesef mevcut durumun salgın ile alakalı aşı ve ilaç geliştirilmeden düzelmesi mümkün değildir. Aşı ve diğer faaliyetlerin bugün sonuçlansa bile insanların bir anda eski yaşamına ve tüketim alışkanlıklarına dönmesi için yine bir süreye ihtiyacı olacaktır. Bu nedenle turizm sektörünün izole ve insan ilişkilerinin daha mesafeli olduğu bir şekle bürünmesi beklenmektedir. Yapılan çalışmanın sadece Kars İlini kapsayacak şekilde yapılması nedeniyle çalışmada bazı eksikler oluşmuştur. Kars’ta deniz olmaması nedeniyle deniz taşımacılığı ve cruise turizmi üzerine olan sorulara maalesef anlamlı cevaplar alınamamış ve söz konusu sorular anket formundan çıkarılmıştır. Kars’ta demiryolu olmasına rağmen çok uzun süren seyahat süresi nedeniyle tercih edilen bir ulaştırma modu değildir. Demiryolu konusunda da maalesef benzer bir durumla karşılaşmıştır.

## **1. INTRODUCTION**

The human being has cut off himself from natural life as a result of industrial and modern developments continuing for 300 years. The disasters and crises occur as a result of consuming natural resources cruelly and selfishly. Consuming wild animals due to increasing demand for meat as a result of urbanization leads some viruses and the bacteria to transmit to human body unintentionally. Following globalization, urbanization and decrease in agriculture and forests, the wild animals consumed culturally by being caught in the nature have been replaced by the wild animals fed inappropriately at markets. The animals bought from wild livestock markets cause people to be subject to more diseases (Hall, Scott and Gössling, 2020, p.4). For instance, the disease stemming from the first SARS virus, which was effective during winter season of 2003-2004, was detected with a waiter working at a restaurant presenting animal species such as nandine as food and with a customer who was sitting and eating close to animal cages at the restaurant in Guangzhou, China. Afterwards, SARS-CoV was detected in six nandines fed in the cage so as to be sold (Wang et al., 2005, p.1860).

The first Covid 19 case occurred in China the end of 2019. The pandemic confronts us as a much stronger thing than all the powers exercising influence upon the whole world. Due to Covid 19 pandemic, everything in human life ranging from travel, meeting, work, holiday, restaurant and culture of entertainment has undergone a change and has been restricted. Closing down hotels, restaurants, entertainment centers and various touristic places suspended the whole tourism and travel industry. Simultaneously, international travel has been remarkably suspended and domestic travel has been significantly restricted. The tourism activities known and practiced only several months before ended (Niewiadomski, 2020, p.3). Therefore the study aims at exploring to what extent Covid 19 pandemic has influenced businesses, customers and employees in tourism sector in Kars.

## **2. LITERATURE REVIEW**

The first Covid 19 case was seen in December, 8, 2019 in Wuhan, China. The first patients are the ones who work at local Huanan sea food wholesale market where livestock are sold as well and who live in that region. The coronavirus was detected to be the reason of the disease in Wuhan by the Chinese scientists in January, 7, 2020 and the virus was isolated. As a result of RT-PCR diagnostic tests performed upon the isolated virus, the virus was found to be a new subtype of corona virus (Wilson and Jack, 2020, p.1). Named as SARS-CoV-2, this new kind of virus is a type of beta corona virus possessing a capsule with the size of 60-140 nm. The virus was found to have a structure resembling to a crown and to be round or oval sized (Lim et al., 2020, pp.2-3). The SARS-CoV-2 virus causes Corona Virus Disease-2019 (Covid 19). In China, the symptoms of influenza and slight pneumonia were observed with 81 % of the patients contracting Covid 19 while severe and critical pneumonia symptoms were observed with 19 % of the patients (Klopfenstein et al., 2020, p.1). Fever in 83 % of the patients, cough in 82% of them, dyspnea in 31 % of them, muscle pain in 11% of them, confusion in 9%, headache in

8% and sore throat in 5% of them were observed (Chen et al., 2020, p.507). Fever, cough, dyspnea and muscle pain regarded as the main symptoms are not peculiar to this disease and can be observed with every patient going through common cold. For this reason, it is impossible for somebody to detect by himself whether he has contracted Covid 19.

The Covid 19 disease was declared as pandemic by the World Health Organization (WHO) in March, 11, 2020 (WHO, 2020). The disease spreads as people contact with surfaces contaminated by the droplets formed when those suffering from Covid 19 sneeze and cough and those droplets find their way to mucosa area where ACE-2 receptors are located (Pal and Bhadada, 2020, p.514). The SARS-CoV-2 virus has a high rate of contagiousness. In order to protect from SARS-CoV-2 virus and Covid 19 pandemic, maintaining social distance, washing hands frequently and avoiding touching nose and skin are among the measures taken (Tomar and Gupta, 2020, p.2). Corona viruses have a low resistance and can be inactivated at 56 °C in 30 minutes, in chloric disinfectants and perasetic acid compounds and additionally in compound including 75% ethanol blending (Ovali, 2020, p.24). Apart from SARS-CoV-2, six different kinds of corona viruses known to have effect upon humans exist, which involve HCoV-229E, HCoV-NL63, HCoV-OC43, HCoV-HKU1, SARS-CoV, and MERS-CoV. Corona viruses are thought to form 15% and 30% of the respiratory tract infections in humans every year (Coperchini et al., 2020, p.1).

The increase in travel and tourism opportunities has brought in the opportunity for people to travel more easily, as a result of which international activities such as sport, scientific ones, meetings, religious ones and socio-cultural ones have increased (Estevão and Costa, 2020). Thus, tourism activities are regarded as the most significant factor behind the spread and transmission of the disease. National and international tourism activities in many countries were stopped or prohibited together with Covid 19 (Chakraborty and Maity, 2020, p.5) as it spread from Wuhan to everywhere in China in thirty days. The movements of domestic immigrants wanting to spend China Spring Festival with their families have been effective in spread of the disease so quickly. Furthermore, many travels were actualized due to business and tourism activities, and therefore, the virus has increased its speed of spread and contagiousness both in China and all around the world (Shi and Liu, 2020, p.1). According to what Paital (2020) point out as cited by Inger Andersen, UN's environment chief,

*“75% of new infectious diseases are usually animal born and they are communicated more rapidly to humans through wildlife trafficking (by direct contact), deforestation (force wildlife to invade human habitats) and then the epidemics spread in the planet via air travel and cruise-ship tourism. China, being the world's biggest wild animal market, probably has contributed to COVID 19 this way.”*

The first case outside China was detected with a woman coming to Thailand as a tourist in January, 13, 2020. In Japan, the first case was the person going back to Kanagawa from Wuhan in January, 16, 2020 while the first case in South Korea was a Korean person who visited Wuhan in January, 20, 2020 (Euronews, 2020). In Italy, one of the countries where Covid 19 has claimed the

highest lives, the first cases were observed with two tourists in January, 30, 2020 (La Marca et al., 2020, p.921). As for Turkey, although it was stated that the disease was contracted from a citizen of Turkey who visited Europe in March, 10, 2020, the date of the first case was changed as retired General Aytac Yalman, the previous commander of Turkish land forces, who had visited Iran more recently, died because of Covid 19 in March, 15, 2020. Approximately 63% of total cases in Turkey were in Istanbul. 962.151 tourists visited Istanbul during February, 2020, therefore, the fact that the rate of pandemic is three times more than its population in Istanbul, whose population accounts for 20% of the total population in Turkey, can best be explained by tourism activities (Sahin, 2020, p.2). All the hotels in Turkey have been closed down since March, 16, 2020. Moreover, only take-away services are allowed at restaurants. According to explanation made by World Tourism Organization (UNWTO), tourism activities decreased by 22% in the first quarter and it is expected that they will decrease by 60% or 80% till the end of the year due to Covid 19 (UNWTO, 2020).

### **3. METHODS**

The aim of the present study is to illustrate the effects of Covid 19 upon tourism in accordance with demographical variables. The study was conducted between May, 1 and May, 19, 2020 in Kars, a historical city in the northeast of Turkey. Distinct from other cities with its works of Baltic architecture such as Catherina Palace, Kars has attained a significant place in terms of tourism thanks to historical sites such as Ani Ruins, Sarıkamış Ski Center, and Apostles Church.

The first step involves detecting the articles through searching terms “Covid 19 and Tourism” over Science Direct (2020) data base. The 63 articles found in this way were examined one by one and it was found that 39 articles were related to the subject matter. The other 24 articles were eliminated due to the fact that they involved superficial information only by stating that the tourism would be influenced greatly. 39 articles involved in the study were analyzed through Nvivo program.

As a result of the analysis made through Nvivo program, it was agreed that conducting a study to evaluate the effects of Corona on hotel and restaurant staff would be appropriate. The interview questions were formed as 28 questions by reviewing the literature. Following that, expert opinion was applied and based upon their opinions, the survey was structured as six questions would consist of demographical variables towards determining the level of education, age, marital status, years of experience, field of expertise and income while 11 questions involved questions to measure the effects of Covid 19.

The results of the interview indicated that people were worried about Covid 19 and hence they could not do shopping, the income of business dropped by 90 % and the present condition would not improve immediately. A questionnaire was formed so as to measure trueness of detections and to determine the reasons behind people’s concerns, which was formed by utilizing from Covid Stress Scales by Taylor et al. (2020) and was practiced with 387 people. 9 out of 22 questions in the questionnaire were found to be ineffective in terms of evaluating the subject matter and their factor load

was below 0.30. In this way, the question took a new form with seven demographical variables and thirteen questions.

#### 4. RESULTS

Whereas 108.196 words existed in 39 articles in total based upon the analysis made through Nvivo program, 15.977 out of those words were different from each other. The most frequently used words were “2020 (i.e. 2042 times), Tourism (1433 times), Covid (994 times), Health (554 times), Global (530 times), Corona virus (498 times), world (488 times), pandemic (450 times), March (436 times) and 2019 (390 times) respectively. The word cloud formed as a result of those analyses is presented in Figure 2. Moreover, the word “airline”, being of great significance for tourism, was realized to be repeated for 90 times, the word “hospitality” for 86 times, the word “restaurants” for 31 times and the word hotel” for 27 times. Based upon literature analysis, it is thought that a study should be conducted upon hotel and restaurant repeated less frequently and not examined satisfactorily.

**Figure 1.** Nvivo Analysis Results



As a result of the analysis practiced through Nvivo program, a study to be carried out with the aim of determining the effects of Covid 19 upon hotel and restaurant staff has been estimated to be appropriate. In this respect, a semi-structured interview consisting of 11 questions was conducted in such a way as to involve different employees.

The information regarding those interviewed is given in Table 2. Moreover, Participant 1, Participant 2, Participant 3, Participant 4 and Participant 5 are those who work at separate restaurants with ten tables and hosting over 50 people simultaneously. Participant 6 works at a boutique hotel with tourism certificate, Participant 7 works at a two-star hotel with 69 total bed amount, Participant 8 works at a four-star hotel with 100 total bed amount, Participant 9 works at a three-star hotel with 50 total bed amount and Participant 10 works at a four-star hotel with 140 total bed amount.



**Table 1.** Demographic Information About Participants

Participants	Education	Age	Marital Status	Income	Experience Time	Task
P1	Bachelor's degree	29	Married	642 EUR	8	Waiter
P2	Vocational school of higher education	42	Married	800 EUR	21	Cook
P3	High school	45	Married	1.785 EUR	20	Business owner
P4	Bachelor's degree	31	Single	771 EUR	13	Cook
P5	Vocational school of higher education	36	Married	571 EUR	15	Waiter
P6	Postgraduate	39	Married	557 EUR	13	Manager
P7	High school	32	Married	550 EUR	4	Manager
P8	High school	28	Single	400 EUR	18	Accountant
P9	High school	33	Single	400 EUR	11	Reception
P10	Bachelor's degree	39	Married	450 EUR	3	Reception

The participants were asked “Have you faced a crisis or problem like Covid 19 before? Can you explain?”. Only two participants (i.e. P2 and P3) stated that there had been a great decrease in business and huge rate of dismissals during 2001 economic crisis. However, they suggested that when two crises were compared, Covid 19 were more effective and ambiguous in terms of the process.

The other question asked to the participants was “Have you got training from any institutions or organizations such as Ministry of Health or Public Education Center within the context of measures taken against Covid 19 pandemic following the first case stated in March, 10, 2020? If any, can you give information about its duration and time?”. Only one participant stated that he/she got training while the other nine participants stated that they had no training. Training upon Corona virus is provided by Provincial Directorate of Public Health Services only in case the public institutions demand. A training involving the business has not been performed publicly in Kars.

Furthermore, the participants were asked “Are there enough gloves, disinfectant, hygiene materials for daily individual protective measures in your workplace?”. Three participants (i.e. P1, P8 and P9) stated that there weren't and seven participants said that they had enough. The employees were generally observed to wear washable masks and it was found that the restaurants gave more importance to hygiene when compared to the hotels, which is considered substantially to stem from the fact that the hotels were closed although the restaurants gave service to their customers through take-away service.

The participants were also asked “Do you feel safe against Covid 19 in business where you work?”. Four participants (i.e. P1, P4, P8 and P9) stated that they didn't feel safe. Participant 1 noted

that he/she had concerns about whether the customers coming to take the package carried the disease or not although the customer came only to get the packages. Participant 4 stated that he was anxious as many people contracted the disease in the region where he lived and that those people took service from the restaurant where he worked. Besides, Participant 8 and 9 pointed out that they had to get in contact with people unavoidably as the hotel they were working at was located in a busy street.

The other questions asked were “Was your workplace disinfected and how often is this procedure repeated? Are disinfection procedures controlled by any institution? How often is it disinfected against Covid 19?”. All the participants stated that disinfection was performed and three participants (P2, P3 and P5) noted that it was performed everyday while the others remarked that it was performed every two days. They also pointed out that they cleaned their working space three times every day apart from professional disinfection procedure. Additionally, they claimed that disinfection procedures were followed by the municipality.

Another question directed at the participants was “What kind of measures did you take for safety of the customers?”. Five participants (P1, P2, P3, P4 and P5) pointed out that they were attentive in terms of the products served as enclosed, they washed the dishes and other materials used during production at 60 °C and they did drying with great care. Three participants (P6, P7 and P10) stated that an important measure was taken by closing down the hotels as they were indoor spaces. Two participants (P8 and P9), however, suggested that closing down the hotels was not necessary, majority of the people walked around the cities and had close contact with one another and therefore the measures were not adequate.

The participants were also asked “What is the ratio and effect of measures taken all around the country upon volume of business?”. The participants working at restaurants (P1, P2, P3, P4 and P5) suggested that there had been a decrease in the ratio of 80 % and 90 %, which was stated to result greatly from the fact that the students went back to their hometowns and people were afraid of doing shopping at the restaurants even if they were in packages. Participant 6 and 7 stated monthly loss of income as 25.000 Turkish Liras, Participant 8 as between 300.000 and 400.000 Turkish Liras, Participant 9 as 80.000 Turkish Liras and Participant 10 as 120.000 Turkish Liras because the hotels were closed down.

The participants were additionally asked “What is the effect of Covid 19 on tourism and your business?”. The participants working at restaurants (P1, P2, P3, P4 and P5) pointed out that The city of Kars had an increasing potential of tourists because of city’ gaining popularity in recent times; and that the tourists had a volume of business in the ratio of 10 % and 20 % as they generally came to the city with full holiday packages and ate food at the hotels. In terms of business volume, it was found that the ratio of those coming from Iğdir and Ardahan, from towns and villages to Kars a day long was between 50 % and 60 % while the ratio of officials was between 30 % and 40 %. Participant 3 suggested that the number of their customers coming from towns and villages a day long decreased because of difficulty in entrance and exit of vehicles and thus they were much more influenced. Participant 1 stated that the officials rather than tourists came to have meal at the restaurants during their lunch break, however they

had experienced a huge decrease because of flexible shift arrangement. Those working at the hotels noted that the tourists coming from other cities constituted the highest percentage of their customers and many reservations made by contractual tour operators were cancelled. Moreover, Participant 10 told that sales representatives of big companies coming from other cities would not come as in the past and this situation would lead them to lose customers as well.

The other question asked to the participants was “Did you have experience any effects such as dismissing from the job or reductions in your payment in your business? Did this situation trigger the fear of being dismissed from the job?”. Four participants (P1, P2, P4 and P5) working at the restaurants suggested that some of their friends were dismissed and they had experienced worries about being dismissed as their friends. Participant 3, on the other hand, stated that he thought of closing down his business and give a break and that they continued to have an income through take-away system although it was not profitable. Among the hotel employees, one participant (P6) noted that they had overcome the process without any problems since their hotel was the branch of a big firm. One of the participants (P8) pointed out that they dismissed everybody and only a private security guard, the manager and he were working and the payment of the manager was cut in half by the boss. The other three participants (P7, P9 and P10) said that they were worried about dismissal since dismissals were performed and that the employees utilized from short time working allowance.

Additionally, the participants were asked “It is really possible to remove the Covid 19 bans immediately and turn back to normal conditions?”. The participants (P1, P2, P3, P4 and P5) working at the restaurants stated that at least several years were required to turn back to normal conditions and there would be serious changes in the number of tables and sitting arrangement. Moreover, different tendencies such as drive-through, self-service instead of a la carte service to reduce human contact were suggested to be developed. On the other hand, the staff at the hotels pointed out that human interaction would be more distant and therefore big hotels and all-inclusive systems should be revised as the present situation would continue for another few years.

Another question asked to the participants was “Do you think that the business you work at will be able to resume on or will it need public support so as to continue for its activities?”. One of the participants said (P6) that the companies with a strong background generally overcame global crises much more powerfully and therefore the hotel he worked at would resume on its activities more powerfully and firmly. The other nine participants (P1, P2, P3, P4, P5, P7, P8, P9 and P10) pointed out that support from government were unavoidable and thus supports such as payment of employees’ salaries by the government for a while, enabling one year deferred zero-interest credits to the business and distributing money to each citizen on a complimentary basis in order to increase consumption.

To enable reliability, the data were evaluated simultaneously by two researchers, and the analysis results were calculated via the formula “Consensus Percentage (P)= (Agreement (Na) / (Agreement (Na) + (Disagreement (Nd))) × 100)” suggested by Miles and Huberman (1994). The

consensus percentage of the study was calculated as ~87 %, the analysis was decided to be reliable as the rate was over 70 %.

Following the review of literature made through Nvivo, some lacking points were observed, which were tried to be compensated by means of a semi-structured interview. However, in consequence of the interview, a new analysis was considered to be necessary in order to provide clarification since the customers were realized to have concerns and to have changed their preferences. A questionnaire was formed so as to measure trueness of detections and to determine the reasons behind people's concerns. In order to measure whether the data obtained through the questionnaire had a normal distribution or not, Kolmogorov-Smirnov and Shapiro-Wilk tests were performed. Since kurtosis and skewness values were between +1.5 and -1.5, the sample had a normal distribution according to Denis (2019). Following exploratory factor analysis conducted after test of normality, 13 questions existed in four sub-dimensions. The first of those dimensions is Concern which measures tourism plans, concerns and anxiety towards hotels and restaurants due to Covid 19. The second sub-dimension involves Xenophobia measuring xenophobia of people. Unfortunately, xenophobia towards Far Eastern tourists has increased all around the world because of the pandemic (The Guardian 2020; Zheng, Goh and Wen, 2020). Many hotels in Turkey provide service not only to foreigners but also to Turkish customers. Due to Xenophobia perception, tourism preferences of people change as well. The third dimension, Transportation Concern (TC), measures concerns and anxiety of people about transportation. Transportation is an indispensable element of tourism. 56 % of airline transport around the world is constituted by tourism activities. Based upon tourism, airlines provide job opportunity for 35.7 million people and perform 896.9 billion \$ business volume (Iacus et al., 2020). The fourth dimension, Hope, measures people's expectations for service, hospitality and quality in tourism activities. The information and analysis regarding the questions are presented in Table 2.

**Table 2.** Exploratory Factor Analysis and Reliability Tests Results

Scale	Item	Factor Loadings	Cronbach's Alpha		KMO	Barlett's Test of Sphericity (p)
Concern	Concern3 "The fact that hotels' pools and cooling systems are common worries me about virus transmission."	0,866	0,761	0,833	0,791	2027,97; p < 0,001
	Concern2 "No matter how much precautions are taken, it is not possible to completely remove the virus from the hotels."	0,743				
	Concern1 "I hesitate to make a tourism plan due to the corona virus."	0,603				
	Concern4 "Restaurants provide a suitable environment for virus transmission."	0,393				
Xenophobia	Xenophobia2 "I worry about contacting foreign nationals because they may be carrying viruses."	0,782	0,786			
	Xenophobia1 "I would not want to stay in the same hotel with foreign nationals."	0,746				

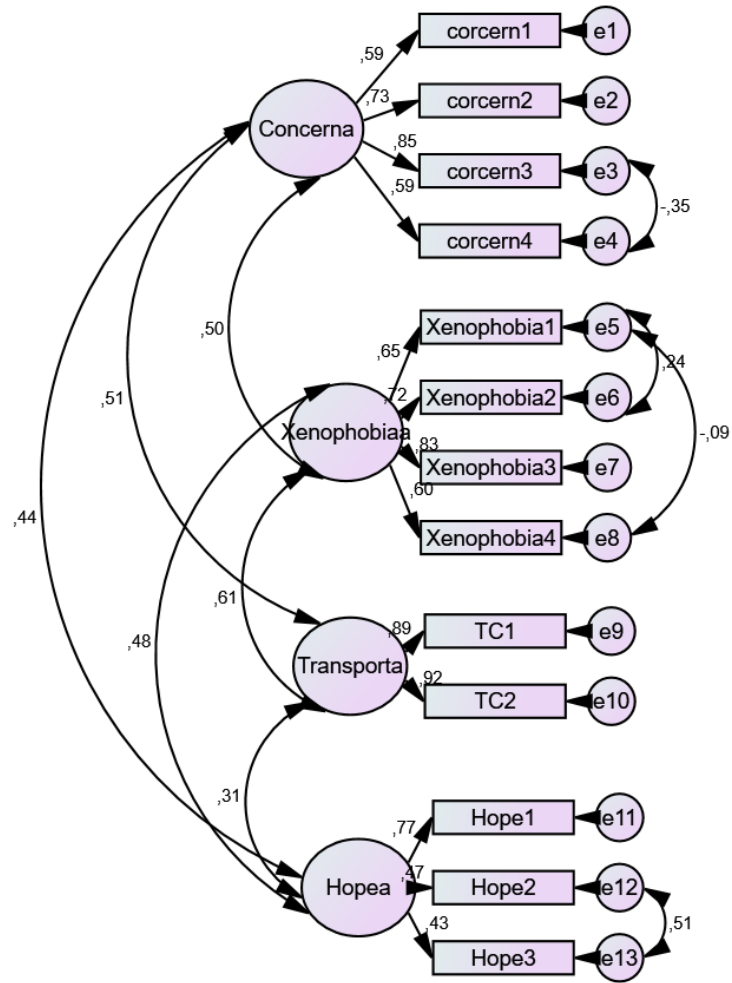
	Xenophobia3 "If I am in an elevator with a group of strangers, I worry about being infected."	0,674				
	Xenophobia4 "I am worried that strangers are spreading the virus because they are not as clean as we are."	0,505				
Transportation Concern	TC1 "I think that if I travel by bus, I will be infected with corona virus."	0,935	0,898			
	TC2 "I think that if I travel by airway, I will be infected with corona virus."	0,766				
Hope	Hope3 "I think the service quality will decrease in touristic areas due to the virus."	0,992	0,701			
	Hope2 "I think hospitality in tourist areas will decrease due to the virus."	0,626				
	Hope1 "I think there will be no friendly atmosphere in the tourism regions due to the virus."	0,349				

According to Alpar (2013), the values detected are of high and medium reliability. With the aim of presenting concordance of the formation existing as a result of exploratory factor analysis, confirmatory factor analysis was practiced upon scales, which is displayed in Table 2 and Figure 1. The interpretation of confirmatory factor analysis was made in accordance with criteria suggested by Yaslioglu (2017) as  $0 < \chi^2/sd \leq 3$  Good Concordance for CMIN/DF;  $3 < \chi^2/sd \leq 5$  Acceptable Concordance;  $0,95 < TLI \leq 1$  Good Concordance for TLI;  $0,90 < TLI \leq 0,94$  Acceptable Concordance;  $0,95 < GFI \leq 1$  Good Concordance for GFI;  $0,90 < GFI \leq 0,94$  Acceptable Concordance;  $0 \leq RMSEA \leq 0,05$  Good Concordance for RMSEA;  $0,05 \leq RMSEA \leq 0,08$  Acceptable Concordance.

**Table 3.** Confirmatory Factor Analysis Test Results

Indexes	Measurement	Result
CMIN/DF	3,222	Acceptable Compliance
GFI	0,932	Acceptable Compliance
TLI	0,912	Acceptable Compliance
RMSEA	0,076	Acceptable Compliance

**Figure 2.** Confirmatory Factor Analysis



The questionnaire formed to compensate for the lacking points was practiced with 387 people and demographical information obtained is displayed in Table 4.

**Table 4.** Demographic Information About Participants

Gender	N	%	Income	N	%
Female	291	75,2	400-533 EUR	152	39,3
Male	96	24,8	534-666 EUR	36	9,3
Marital status			667-800 EUR	22	5,7
Married	207	53,5	801-933 EUR	64	16,5
Single	180	46,5	934-1.066 EUR	56	14,5
Age			Above 1.067 EUR	57	14,7
18-21 age	42	10,9	Travel Method		
22-30 age	142	36,7	Highway	258	66,7
31-40 age	122	31,5	Airway	129	33,3
41-50 age	81	20,9	Railway	0	0
Education			Seaway	0	0
Primary school	0	0	Travel Reason		
High school	40	10,3	Family visit	198	51,2
Vocational school of higher education	81	20,9	Trips Abroad	12	3,1
Bachelor's degree	216	55,8	Domestic trip	86	22,2
Postgraduate	50	12,9	All inclusive hotel holiday	91	23,5

Due to Covid 19 pandemic, many people were reluctant to fill out the questionnaire. For this reason, the number of people completing the questionnaire was limited to 387. The analysis results revealed that the average of Tourism Effects Scale was 3.92, that of Concern sub-dimension was 4.03, that of Xenophobia sub-dimension was 4.01, that of TC sub-dimension was 3.71 and that of Hope sub-dimension was 3.79. When the averages were taken into consideration, they were found to be appropriate for very criterion (Taylor et al., 2020). Due to the fact that the results obtained were high, the gender, marital status, age, level of income, level of education, travel method and travel reason were taken as control variables and the effects of Covid 19 on tourism were examined in terms of those variables through t test and one-way analysis of variance (ANOVA).

**Table 5.** The Level of Effect on Tourism By Gender of Participants due to Covid 19

Scale	Gender	N	$\bar{x}$	Ss	t	p
Effect on Tourism	Male	291	3,9297	,60527	,439	,661
	Female	96	3,8974	,67759		
Concern	Male	291	4,0258	,80206	-,056	,956
	Female	96	4,0313	,92640		
Xenophobia	Male	291	4,0404	,81993	1,075	,283
	Female	96	3,9349	,87453		
TC	Male	291	3,7818	,89519	2,148	,032
	Female	96	3,5260	1,30459		
Hope	Male	291	3,7526	,85538	-1,625	,105
	Female	96	3,9167	,86518		

The results of t test indicated a statistically significant difference in TC sub-dimension which had a smaller value than 0.05. From Hair et al.'s (2014) point of view, if p value of t test result is smaller than 0.05, this suggests a statistically significant difference. The difference in TC sub-dimension is thought to stem from the fact that moving from somewhere to anywhere is regarded as the responsibility of males. The fact that 75.9 % of driving licenses in Turkey belong to the male drivers confirm this claim (General Directorate of Security, 2020).

**Table 6.** The Level of Effect on Tourism By Marital Status of Participants due to Covid 19

Scale	Marital Status	N	$\bar{x}$	Ss	t	p
Effect on Tourism	Married	207	4,0524	,57331	4,535	,000
	Single	180	3,7714	,64566		
Concern	Married	207	4,1510	,80756	3,171	,002
	Single	180	3,8847	,84205		
Xenophobia	Married	207	4,1812	,75631	4,319	,000
	Single	180	3,8222	,87863		
TC	Married	207	4,0217	,78410	6,639	,000
	Single	180	3,3694	1,13645		
Hope	Married	207	3,7697	,89894	-0,578	,564
	Single	180	3,8204	,81373		

The results of t test revealed a statistically significant difference in sub-dimensions of Concern, Xenophobia and TC. The married individuals take over more responsibilities such as taking care of children, enabling education opportunities, protection of family members and providing financial opportunities when compared to single ones. As a consequence, it can be suggested that the married individuals are more cautious about taking risks and more worried about risks.

**Table 7.** The Level of Effect on Tourism By Travel Method of Participants due to Covid 19

Scale	Travel Method	N	$\bar{x}$	Ss	t	p
<b>Effect on Tourism</b>	Highway	258	3,8801	,63374	-1,860	,064
	Airway	129	4,0048	,59544		
<b>Concern</b>	Highway	258	3,9641	,88019	-2,112	,035
	Airway	129	4,1531	,71760		
<b>Xenophobia</b>	Highway	258	3,9748	,86256	-1,316	,189
	Airway	129	4,0930	,77060		
<b>TC</b>	Highway	258	3,7112	1,03487	-0,194	,846
	Airway	129	3,7326	,98236		
<b>Hope</b>	Highway	258	3,7545	,86984	-1,255	,210
	Airway	129	3,8708	,83677		

Moreover, a statistically significant difference was found in Concern dimension, which suggests that people have more concerns about airline transport in comparison to road transport due to the virus. This concern is thought to result from the fact that people have more contact with each other during airline transport as it is a closed space and air conditioning is provided through a common system. Parallel to this analysis, flight cancels due to the virus and reduction in capacities because of social distance all around the world occurred, which resulted in a decrease approximately by 60% and 80% airline industry (Sobieralski, 2020).

**Table 8.** The Level of Effect on Tourism By Age of Participants due to Covid 19

Scale	Age	N	$\bar{x}$	Ss	F	p	Difference
<b>Effect on Tourism</b>	18-21 age	42	3,6355	,62007	3,737	0,011	1>2 1>3 1>4
	22-30 age	142	3,9215	,59397			
	31-40 age	122	4,0000	,62836			
	41-50 age	81	3,9525	,63625			
<b>Concern</b>	18-21 age	42	3,6726	,91313	3,294	0,021	1>3 1>4
	22-30 age	142	4,0123	,79856			
	31-40 age	122	4,1168	,81260			
	41-50 age	81	4,1019	,84666			
<b>Xenophobia</b>	18-21 age	42	3,6786	,84515	3,354	0,019	1>3
	22-30 age	142	3,9982	,81459			
	31-40 age	122	4,1455	,75435			
	41-50 age	81	4,0185	,93439			
<b>TC</b>	18-21 age	42	2,8690	1,06530	12,226	0,000	1>2 1>3 1>4
	22-30 age	142	3,7641	0,92002			
	31-40 age	122	3,8770	1,01296			
	41-50 age	81	3,8395	,96121			



<b>Hope</b>	18-21 age	42	4,0397	,69922	1,467	0,223
	22-30 age	142	3,8028	,82910		
	31-40 age	122	3,7322	,87579		
	41-50 age	81	3,7407	,95015		

The difference observed in accordance with age was with individuals at the ages of 18-21 and with all the individuals in the other age group according to Tukey test. It is thought that the individuals at the age group ranging from 18 to 21 find travelling less dangerous as a result of their indulgence on freedom and their efforts to prove themselves. As the age rises, the rate of concerns is observed to increase. Moreover, it is considered that the explanations made by the media regarding the fact that the effects of Covid-10 are higher with the elderly have influenced the attitude of the young.

**Table 9.** The Level of Effect on Tourism by Income of Participants due to Covid 19

Scale	Income	N	$\bar{x}$	Ss	F	p	Difference
<b>Effect on Tourism</b>	400-533 EUR	152	3,7470	,65783	7,458	0,000	1>4 1>5 5>6
	534-666 EUR	36	4,0064	,48350			
	667-800 EUR	22	3,8077	,58907			
	801-933 EUR	64	4,1106	,59472			
	934-1.066 EUR	56	4,2390	,50997			
	Above 1.067 EUR	57	3,8543	,58505			
<b>Concern</b>	400-533 EUR	152	3,8224	,86776	3,721	0,003	1>5
	534-666 EUR	36	4,1667	,62393			
	667-800 EUR	22	4,1250	,75494			
	801-933 EUR	64	4,0898	1,01708			
	934-1.066 EUR	56	4,3170	,62974			
	Above 1.067 EUR	57	4,0921	,72369			
<b>Xenophobia</b>	400-533 EUR	152	3,8355	,85791	6,344	0,000	1>4 1>5 4>6 5>6
	534-666 EUR	36	4,1875	,63069			
	667-800 EUR	22	3,9886	,67910			
	801-933 EUR	64	4,2578	,83567			
	934-1.066 EUR	56	4,3750	,51346			
	Above 1.067 EUR	57	3,7632	,98699			
<b>TC</b>	400-533 EUR	152	3,3717	1,07114	10,817	0,000	1>4 1>5 1>6 3>4 3>5 3>6
	534-666 EUR	36	3,7917	,86499			
	667-800 EUR	22	3,1364	1,42413			
	801-933 EUR	64	4,1250	,82616			
	934-1.066 EUR	56	4,1429	,77292			
	Above 1.067 EUR	57	3,9474	,74812			
<b>Hope</b>	400-533 EUR	152	3,7785	,79914	2,073	0,068	
	534-666 EUR	36	3,6944	,76168			
	667-800 EUR	22	3,5909	1,13591			
	801-933 EUR	64	3,9323	,93186			
	934-1.066 EUR	56	4,0179	,77177			
	Above 1.067 EUR	57	3,5965	,91012			

While income was calculated, it was calculated as corresponding to 1 EUR=7.5 TL. Income is regarded as the most significant factor for people to participate in social activities and to go on holiday. In Tukey test, a statistically difference was determined in all sub-dimensions except for the dimension of Hope. When the present table is considered, it can be claimed that those with low income felt the effects of Covid 19 less and gave positive answers to the questions as it was difficult for them to participate in tourism activities. However, it is realized that when meta-data are examined, people with low income constitute 75 % of those planning to have a journey abroad, which is considered to result from the fact that Naxçivan (Azerbaijan) and Georgia where a much cheaper life exists in comparison to that in Turkey are close to Kars and people have relationship by affinity there. In terms Xenophobia, it was observed that the low income group and high income group had the lowest average as a result of having a journey abroad.

**Table 10.** The Level of Effect on Tourism by Income of Participants due to Covid 19

Scale	Education	N	$\bar{x}$	Ss	F	p	Difference
<b>Effect on Tourism</b>	High school	40	3,9827	,53620	1,083	0,356	
	Vocational school of higher education	81	3,8386	,62830			
	Bachelor's degree	216	3,9583	,65017			
	Postgraduate	50	3,8492	,55317			
<b>Concern</b>	High school	40	4,1188	,67697	1,184	0,315	
	Vocational school of higher education	81	3,9321	1,02394			
	Bachelor's degree	216	4,0764	,82262			
	Postgraduate	50	3,8950	,61256			
<b>Xenophobia</b>	High school	40	4,2375	,61485	1,905	0,128	
	Vocational school of higher education	81	4,0957	,86834			
	Bachelor's degree	216	3,9769	,83006			
	Postgraduate	50	3,8650	,91781			
<b>TC</b>	High school	40	3,4000	1,03898	2,395	0,067	
	Vocational school of higher education	81	3,5556	1,03682			
	Bachelor's degree	216	3,8125	1,04916			
	Postgraduate	50	3,8300	,71863			
<b>Hope</b>	High school	40	3,8500	,71988	2,718	0,044	2>3
	Vocational school of higher education	81	3,5597	,87373			
	Bachelor's degree	216	3,8735	,90330			
	Postgraduate	50	3,7800	,67883			

Undergraduate programs in Turkey constitute a level of education performed at university so as to provide a more qualified and eligible employment of intermediate staff in certain areas. The measurement of service, quality and hospitality perception of Hope sub-dimension is being performed. The average values of graduates of undergraduate programs who work predominantly at service sector is lower than those of other groups. The result indicates that the graduates of undergraduate programs who have taken vocational training have more moderate thinking in the field of tourism.

**Table 10.** The Level of Effect on Tourism by Travel Reason of Participants due to Covid 19

Scale	Travel Reason	N	$\bar{x}$	Ss	F	p	Difference
<b>Effect on Tourism</b>	Family visit	198	3,9456	,63817	2,659	0,048	1>2 2>4
	Trips abroad	12	3,4423	,85477			
	Domestic trip	86	3,8945	,59033			
	All inclusive hotel holiday	91	3,9586	,56751			
<b>Concern</b>	Family visit	198	3,9735	,91601	2,244	0,083	
	Trips abroad	12	3,6875	,79147			
	Domestic trip	86	4,2035	,63653			
	All inclusive hotel holiday	91	4,0220	,79464			
<b>Xenophobia</b>	Family visit	198	4,0960	,80859	4,470	0,004	1>2 2>3 2>4
	Trips abroad	12	3,2500	1,15306			
	Domestic trip	86	3,9215	,73090			
	All inclusive hotel holiday	91	4,0247	,88510			
<b>TC</b>	Family visit	198	3,7096	1,12212	2,385	0,069	
	Trips abroad	12	3,7500	,78335			
	Domestic trip	86	3,5174	,90569			
	All inclusive hotel holiday	91	3,9231	,86256			
<b>Hope</b>	Family visit	198	3,8653	,82941	3,000	0,031	1>2
	Trips abroad	12	3,1667	1,44600			
	Domestic trip	86	3,6977	,80785			
	All inclusive hotel holiday	91	3,8095	,84786			

Those planning to have a journey abroad are considered to be more humanistic and moderate when compared to other groups. Thus, there is a statistically significant difference between those performing visit to family and those travelling abroad according to Tukey test. Such a difference is thought to result from indulgence of those performing family visits to their families and their feelings of protectiveness. Furthermore, Xenophobia is realized to be higher in all but those travelling abroad.

## 5.DISCUSSION AND CONCLUSION

A great concern and dilemma is experienced in Turkey. Dilemma towards Covid 19 pandemic and having no definite idea regarding when it will end influence the psychology of people. The interview conducted with ten people revealed that 4 people felt unsafe in their working place and that there was a great concern among people. Many negative things such as lockdown practiced within the context of Covid 19, not being able to perform routine activities, changes in consumption habits and unemployment pave the way for serious problems in terms of people. The problems and victimization for victimized women and children increase during lockdown. The fact that a beloved person is taken to hospital because of Covid 19 leads him/her to stay away from his immediate surroundings and prevent his/her acquaintants to visit him/her. This process passes with disappointment, despair and anxiety for both sides (Vieta, Pérez and Arango, 2020). The findings obtained in China reveal that more than 25 % of

the general population experiences symptoms in relation to moderate or severe stress or anxiety as a reaction to Covid 19 (Taylor et al., 2020).

Arranging comprehensive training and holding them as compulsory are necessary within the context of Covid 19. However, the results indicated that such training was not arranged and taken seriously. In workplaces, serious problems were experienced in terms of enabling daily protective material and especially masks. Ultimately, the problem of mask was overcome greatly as sale of masks was set free. Various measures in terms of disinfection and hygiene were taken by the workplaces. However, performing tests to the customers and taking special measures to carry those tests require public liability rather than workplace liability. Healthy Tourism Certification Program including serious practices within the context of public liability has been published, However, Mehmet Nuri Ersoy, the Minister of Culture and Tourism, who gave information about Healthy Tourism Certification Program to Anatolian Agency (AA), official information agency of Turkey, stated that getting this certificate was not compulsory. (AA, 2020). Due to those problems faced and measures not taken, it is possible for tourism in Turkey to be damaged greatly.

Because of measures taken, the business were either closed down or permitted to make limited practices, as a result of which great financial losses were confronted. The business owners expect support from the government on a complementary basis, however, they are enabled to delay credits or get loan with low interest rate through public banks. For this reason, it seems possible for many businesses being in service before the pandemic to close down. As a result, the rate of unemployment is expected to rise. So as to prevent unemployment due to Covid 19, during April, Short Time Working Allowance was enabled to the employees and 268.717 firms and 3.044.420 employees applied to this allowance, 12 % of whom is constituted by those working in the fields of accommodation and food services. (Hurriyet, 2020). The number of applications only during one month displays the scope of unemployment.

It is expected that international tourism activities will be influenced much more when compared to domestic tourism activities as airline transport is regarded as more worrying. Moreover, increasing Xenophobia is estimated to effect international tourism as well. The mobility of Far Eastern tourists is considered to be restricted. This effect is, additionally, estimated to be felt more predominantly in places such as Nevsehir, hosting Far Eastern tourists.

It is not seen possible for the present order in tourism sector to be arranged in a way as appropriate to pandemic and to provide profitability. Using only 40 % of the capacity at a hotel designed to give service to huge masses will not for a profitable structure when social distance is considered. A decrease by 89 % was experienced in hotel occupancy rate in China between January, 2019 and January, 2020 whereas this rate was determined to be 6 % in Italy where the disease was felt intensely (Nicola et al., 2020). Unfortunately, it seems impossible for the present situation to get better without developing a drug or vaccine against the pandemic. Even if vaccine and other practices work out today, time will be necessary for the people to turn back to their past life styles and habits of consumption. Therefore,

tourism sector is expected to take the shape in which tourism sector performs in an isolated way and human relationships are more distant.

The present study has some limitations as it was conducted in a way to involve only the city of Kars. Because of the fact that there was no sea in Kars, the questions regarding sea transport and cruise tourism were not responded properly and the questions regarding them were removed from the questionnaire. Railway transport is not preferred much due to the fact that it takes much time although railway transport is available in Kars. Unfortunately, the same problem was confronted in terms of railway transport as well.

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