

Adaptation of Work from Home or Anywhere in the Hospitality and Tourism Industry in Yangon and Mandalay, Myanmar

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Abstract

Due to the COVID-19 epidemic, every country announced the lockdown, travel restrictions, social distancing, curfew and stop gathering the people to prevent the spreading virus. The national government of Myanmar announced the lockdown and curfew policy in the month start of April 2020. Because of that policy, all of the business industry has to change its operation method. This study aims to know about the impact and challenges of work from home or anywhere and this method can be adapted in the hospitality industry or not. This research conducted a qualitative method and data were collected by using purposive sampling, in-depth interviews with nine managers, and one employee from both of the destination Yangon and Mandalay hotels. The thematic method was used to analyze the data by coding the key information from the interview transcripts. This study finds that the people who work in work from home or anywhere they got the opportunity to learn new things and get extra leisure time not only that they also face the problem of cannot work well-like as the office and unbalancing work and live performance. The most challenging part of this working way is technology. So, the people who work in the hospitality industry are not easy to do work from home or anywhere like other organizations and still need to serve the customer with the human touch, warming and welcoming.

Keywords: Covid-19 Epidemic, Employee, Hospitality and Tourism Industry, Work from Home or Anywhere

Introduction

Because of the unexpected coronavirus epidemic, every business sector is struggling to rotate but mostly hard-hit to the tourism sector. According to the guidelines of WHO and UNWTO, all of the countries closed their borders, restricted the areas, prohibited to travel and cancel or postpone all of the events, social distancing to prevent the spreading virus. Therefore, the business which relevant to the hospitality and tourism industry loses the income and have to rest their operation, temporarily adjust the employee and

numerous employees become jobless, TravelDailyNews(2020). Regarding the (WTTC, 2020) results, due to this epidemic crisis, a 100.8 million job at risk and up to US\$ 2.7 trillion of GDP loss in the economy and the global unemployment rate is up to a 2.9% increase directly from the travel and tourism industry in this year. Some of the developing countries are now starting to grow and develop the hospitality and tourism sector but because of this epidemic, all of the plan and business have to suspend and postpone until the situation recover.

In the month start of April 2020, all of the regional government start to lock down some of the places, ban