

Title: Beneficial Application of Facilities Management in Hotel Organizations in South-Western Nigeria.

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Abstract: A survey was conducted of probabilistically determined fifty-seven hotels of various 'stars' in South-Western geo-political zone of Nigeria to investigate the beneficial applications of Facilities Management (FM) in the hotel organizations. Data were collected from hotel organizations through their general managers, staff and customers with the aid of questionnaires. A combination of stratified and cluster sampling techniques were used. Kothari's formula was adopted to determine the appropriate sample size while descriptive statistics, ranking and Spearman Correlation analysis were carried out. It was found that about thirteen benefits were common to all the stakeholders (Hotel organizations, Facilities Managers and Customers) while additional five benefits were just peculiar to the Facilities Managers and Customers only. Curiously, the flaunted benefit of FM as instrument of strategic management by literature was not reckoned with, thus affirming that receptivity to FM is at low-ebb in the hotel sector of Nigeria's economy and a pointer to ignorance of FM as instrument of strategic change. The study recommended that International Facilities Management Association (Nigeria Group), hotel organizations and Governments at all levels in Nigeria should be conscious of this development and put in place strategic actions to market and educate the gentries on the efficacy of FM in running hotel businesses.