

Appraisal of Maintenance Practices in Selected Tourist Attraction in Bauchi State, Nigeria.

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Abstract: *This study appraised maintenance practices in selected tourist attractions in Bauchi state, Nigeria. Three tourist attractions were used for the research. Checklists were used to assess operations and repairs maintenance practices in the different attractions. The study carried out personal assessment without prior knowledge of the staff in charge for operational maintenance. Records of repairs maintenance from the attractions maintenance unit for a period of ten years were assessed using the checklists. The findings of the study show that operations maintenance was not adequately carried out in the three tourists attractions. Repairs maintenance was also poor in the three attractions. The study therefore, recommends that adequate maintenance should be practiced in tourist attractions to expand the lifespan of the facilities and also encourage tourist patronage.*

KEYWORDS: Appraisal, Maintenance, Practices, Tourist attraction

1.0 INTRODUCTION

Maintenance includes all activities related to keeping facilities and equipment in good shape and maintaining the appearance of the facilities [1]. This means that maintenance can be operational, (that is, daily) and repairs (periodic). Operational maintenance includes routine sweeping, cleaning of facilities and it can also be preventive and involves regular inspection of facilities. Repair maintenance on the other hand requires more specialised labour. Some repair works are carried out as soon as breakdown occurs. However, general repairs are carried out periodically. Repairs maintenance includes general, renovation and redecoration. Natural deterioration requires that facilities whether in recreational sports or tourist attractions be properly maintained to ensure their longevity and attractiveness.

Bauchi State is called the 'Pearl of Tourism' the State is endowed with both natural and manmade tourist attractions. The premier games reserve in Africa (Yankari Game Reserve) is in Bauchi State, Late Abubakar Tafawa Balewa Tomb, Abubakar Tafawa Balewa Stadium, Bauchi Museum, Sumu Wildlife Park, Zaranda Hotel are attractions that have brought thousands of tourists during festivities and holidays over the years. This has contributed to revenue generation, employment, development and tourism income multiplier effect.

Tourists do not patronize poor facilities. Tourist attractions today have adopted beautiful concepts to stay in the race and be profitable. Maintaining tourists' product and service, quality is now the industry's priority [2]. This shows that tourists patronize only attractions that are beautiful and offer services that are of high standard and quality.

In the past, people seem to patronize tourist attractions in Bauchi, partly because of the beauty of the attractions. Facilities were adequately maintained. For instance, Zaranda hotel used to be one of the best hotels in the north-eastern part of Nigeria. The buildings were attractive and very comfortable; the location of the hotel is accessible to both tourists and travellers. Presently, the facilities in the hotel cannot be said to be properly maintained. Renovations works are barely carried out. Personal observation has revealed that a number of the tourist attractions in Bauchi are in state of neglect related to maintenance. [3] Stated that, nothing is more embarrassing than a new facility that its maintenance has become a nightmare because of poor management decisions.

This concern has motivated the study to find out the level of maintenance practices being carried out in selected tourist attractions in Bauchi State as this has implications for longevity of lifespan of the facilities on the other hand the patronage to these facilities on the other hand.

Maintenance is a combination of several actions carried out to retain an item or restore it to an acceptable condition. Facilities are expected to be cleaned daily and repairs should be carried out to retain beauty and attractiveness of facilities. These measures are expected practices on facilities in tourist attractions to ensure that tourists are protected from danger and to sustain continued patronage of tourist. In the past when attention was given to adequate maintenance practices in all the tourists attractions in Bauchi, attendance of tourist was high [4]. Unfortunately, in the last five years, attendance to the tourist attractions has not been very impressive [5]. This may be partly due to poor state of these attractions. This and the fact that there is paucity of information in this area of study in Bauchi State, has therefore motivated interest in this present research.

This study was based on the following research questions:

1. Is operation maintenance practices adequately carried out in selected tourist attractions in Bauchi State?
2. Is repairs maintenance practice adequately carried out in selected tourist attractions in Bauchi State?

2.0 RELATED WORKS

Maintaining, the production capability of an organization is an important function in any production system. It is through this that production equipments are adjusted, repaired and kept in good operating conditions. The reasons for keeping equipment in perfect operating condition are not only to avoid interruption to production, but also to keep production quality high, maintain safe working conditions and avoid late on late shipments to customers [1].

[3] States that daily maintenance are routine operations carried out on day-to-day basis by staff of housekeeping department. These include regular servicing of guestrooms, cleaning of bathrooms, and toilets suction cleaning of floors and floor coverings. Surface dirt should be removed daily using either carpet sweeper or a vacuum cleaner. Carpets which become badly soiled should be shampooed either by hand or by machine [6].

Where facility is fairly new, preventive steps should be taken towards fading. Building components should be regularly washed with soap and water to dramatically increase their lifespan. A truly washed building component looks good and attractive [7].

Telephone should be dusted and wiped daily, the earpiece should be free from grease, occasionally, the dial should be cleaned and disinfected likewise the mouthpiece. Television plug should be removed from wall to disconnect electricity, move set as little as possible, dust all over, use damp cloth to clean screen. Report frayed flexes and other defects. Always leave television set when not in use [8].

Room inspection checklist is important to maintain standard and to ensure a continuity of good room appearance. A housekeeper may decide to inspect all rooms daily in each section [6]. Checklist should be developed for all the areas that the house keeping department is responsible for cleaning and maintaining [3].

[9] States that items requiring attention such as dripping taps, Water Closet systems not flushing, faulty electrical plugs, or broken slash cords. These faults should be reported as early in the day as possible as it is helpful if the same types of repairs are grouped together.

Regular cleaning and disinfecting of swimming pool is important from the point view of hygiene. If not cleaned on regular basis, swimming pools may become carriers of waterborne infections; the water becomes contaminated with body fats and oil, sweat, saliva, urine, cosmetics and air borne dust particles [3]. Water should be treated, air handling is crucial maintain a proper educational and competitive environment. A daily should be kept on information such as water temperature, saturation index, facility humidity, hydrogen ion concentration, residual chlorine and other important factors. [9] States that having a correct relationship between these services is vital not only to the safety and hygiene of the swimming pool area but also to the comfort of guest.

Museum exhibit and storage areas should be screened from sunlight. Specimens should be cleaned and stored in designated Smoking, drinking and eating should be prohibited in rum storage and exhibit areas. Monitoring (inspection) for of insect, mold and rodent infestation is conducted on a regular basis with thorough inspection of museum objects. [13].

Toilets should be cleaned with an acid cleaner more frequently. Toilet cleaner should be applied to all the inner surfaces of the urinal and allowed to stay for ten minutes. Any debris from the channel should be removed. While the cleaner is left to sit, the surrounding surfaces, walls and the outer part of the Use a toilet brush, scrub the urinal bowl thoroughly and flush to rinse away cleaner [3].

Planned preventive maintenance should be carried out before occurs. Servicing of plant and equipment should be carried out on a regular basis. Articles like electric lights are widely distributed throughout the establishment and much time and labour can be wasted by dealing with them individually each time a breakdown occurs. All electric light bulbs in an area should be changed at one time rather than waiting until other bulbs blow. In this manner the inconvenience and possible danger of a blown bulb is avoided. A similar pattern is carried out when re-washing taps and cleaning drains and grease taps [14].

Tiles needs polishing preferably with emulsion polishes to retain appearance. Excessive use of polish should be avoided as it leads to slipperiness and high dirt retention. Worn or dirty coats of polish can be removed by washing with solution of neutral and subsequent rinsing with clean water [15].

[14] states that doors handle locks, windows, electrical fittings telephone, radio, television, plumbing which includes the rate of flow of water, damp wall surfaces, tiles cracking and falling and cooling system, furniture and floorings should be examined daily. Repairs entail renovating a property so as to give it a fresh look. It replacing furniture, fittings and soft furnishings that have that have become worn out or obsolete. This is usually carried out in every hotel once in 5-7 years, depending on the budget and policy of the organization [3].

Repairs maintenance can also embrace renovation which consists of work done to restore a structure or service of equipment by the major overhaul to the original design and specification. This may include limited additions and extensions to the original building [15].

Periodic maintenance is often referred to as spring cleaning or annual cleaning. All rooms at the time require complete overhaul which redecoration or wash down of walls and ceiling can be done [3]. Periodic maintenance includes the cycle of internal painting, internal redecoration, and planned replacement of electrical wiring; pipe-work etc should be inspected to rectify all faults discovered [14].

To renovate is to make as if new, and so renovations include varying processes to bring surfaces, furniture and furnishings to as to new condition as possible. Strictly, it includes redecoration, the renewing of wall, ceiling and internal structural woodwork or metal surface, but it is common for both terms to be used. In seasonal establishment periodic renovations and redecoration should take place just before reopening. In others it may spread throughout the year depending upon occupancy and available labour [14].

Because of the difficulty of maintaining a flexible programme for cleaning, records must be kept so that it can be clearly seen when each sector was last dealt with and when special cleaning is again due [6]. During preliminary work, repairs of all kinds (Whether furniture, floors, plumbing or electrical fittings) will be noted and either dealt with on the spot or the articles removed to be repaired elsewhere.

Agreement has to be reached as to when maintenance staff are available for redecoration and the housekeeper told how long this is likely to take. Maintenance should be given rooms ready stripped redecoration is to take place and furniture removed for should be labelled. Repairs depends on the policy device by company policy, the attitude of higher management finance and a number and location of the building involved.

Beds should be dusted and brushed and open springs periodically and wiped with an oily rag. The dust ruffles should be laundered as necessary. Check loose headboards and footboards. Periodically polish the wood or metal areas, excepting the springs and dust from castor wheels applying a little oil when they seem to squeak or feel stiff [3].

[15] Stated that early detection of insect attack on roof or furniture can reduce inconvenience on a building. Ideally timber furniture should be inspected annually. Particularly, attention should be directed to damp or inconspicuous places such as under stairs, in foot spaces, under sanitary fittings, if infestation is noticed chlorinated naphthalenes, metallic naphthenates and pentachlorophenol should be administered [12].

Some dust from the air is bound to accumulate on walls or ceilings which spoil appearance. Rollers, airless spraying and other should be used as far as practicable to reduce of maintenance work. The intervals between paint cycles vary enormously with different conditions from 5 years in relatively areas to 1 year in aggressive locations [15].

[8] states that carpets are periodically led through shampooing by using detergent solution from a tank on the rotary scrubbing machine and the surface of the carpet is highly scrubbed and then left to dry. Hot water extraction machines are also used.

Flat roofs are constructed either of steel and reinforced concrete.

This is normally leaking proof. Extra support and extra strength should be given. Movement between the supports and surface may cause cracks. Minor repairs are affected by applying an extra dressing or layer of asphalt or bituminous felt [14]. Zinc roof is liable to corrode in both alkaline and acidic conditions; it is advisable to give at least one coatings of bitumen to zinc plasters and mortars. Cracks can be repaired with bitumen and a surface will prolong the life of a zinc roof.

Walls roofs and other surfaces will need repainting periodically, considering a self-finish for brickwork e.g. face brickwork instead of painted finish. This will minimize the long-term cost of end becomes significant saving over the life cycle of the building if painting is considered every 5-10 years [14].

Filtering materials in museum is periodically monitored to ensure its continued effectiveness in meeting the standard. The levels of natural light (day light) should be recorded annually to establish seasonal variations. Climatic changes should be monitored inspections for evidence of insect, mold and rodent infestations should be conducted [13].

Pest like rats, mice, rodents, cockroaches etc can be minor or major pest problem. Pest control becomes a particularly serious issue when the pests are either causing structural damage to a building or a hygiene problem. Buildings need to be inspected for pest periodically in areas where particular pest are prevalent. [14].

A modern and properly installed electrical system should not give cent maintenance problems. However, every system suffers deterioration in time and sometimes the system is put to wrong use blown lamps, blown fuses, broken plugs and loose connections may occur. Replacement of electrical equipment should be done periodically, as sudden failure of other parts of the equipment could cause severe damage [14].

An important responsibility of facility management is maintenance, proper maintenance, a facility will last longer, provide healthier and safer environment for its users [16]. Conducting a regular scheduled maintenance routine can help the life of a building and its aesthetic appeal. Buildings' roof in particular requires regular maintenance since weather can the panels [7].

[9] Opines that an incorrect cleaning could destroy the surface and this affect the efficiency with which a building operates. [17] Recommends cleaners with ace tone, ammonia and alcohol. They can melt; dissolve crack or dry, out the floor. While vinegar and bleach will clean, they too can damage surface. And household detergent a span and swifter leave behind a residue". This not using the right cleaning agent can affect a facility n not lasting longer.

Maintaining your roll-up doors is also important to running an, efficient, well-kept facility. Customers do not want to struggle when opening doors to access their units. While it is vacant take some few simple routine maintenance tasks to ensure of the doors [7].

[17] Recommends the following to prolong the lifespan a regular maintenance routine should be three-step cleaning regimen to protect and should be cleaned with a mop once a day, once a week using a wet mop using detergent degreaser. Then every three months deep cleaning with floor machine will help to maintain the lifespan of the floor". Some tasks should not be done too often, as excessive cleaning of certain surfaces can damage the surface [3]. This saying contradicts the opinion of [18] which states that "regular cleaning can render varying degrees of protection to the regularly ensures optimum performance and long life. This includes taking into consideration certain maintenance may require small repairs.

Litters of all kinds must be disposed correctly because animals can the bottom and play with it cutting their highly sensitive skin. Animals can eat plastic thrown and die for it blocks tracks. Rubbish cans cause problems to native [11]. If proper cleaning of reserve areas is not properly done it can endanger the lives of the animals.

Periodic maintenance can extend the physical life of a building almost indefinitely provided initially the structure of the building is sound effective maintenance will delay deterioration and so defer the expenditure of a new construction [6].

It has been proven that buildings with a properly administered renovation programme will perform better, last re mere cost effective than buildings that are nightmare. [19].

The most important reason to implement an annual roof programme is to extend the service life of the existing comprehensive repairs make the roof last longer. A roof service system will protect the interior operations for the next twenty years [20].

Facility understands that without repairs maintenance Life of a facility will decrease [21]. This longevity of facilities depends on the repairs carried out.

[11] Finds out that, elephant population grew from 5,000 to almost 20,000 in 1980, in Hwange National Park in Zimbabwe. The effect of the increased nee damage and trampling became problem in the park, leading to food shortage forth elephant and soil erosion around the to prevent further increase and maintain the carrying he park, the only solution was to undertake emergency selective culling of the elephants to reduce the number to about 12,000.

The physical appearance of facilities, the equipment used or the ones service employers use determines a tourist visit to a destination. [22]. Tourists do visit attractions that have good facilities that they can use while in the attraction destination. Failure to maintain the quality of environmental attractions can lead to massive loss of tourist business [11]. If facilities are not well maintained, the attraction will witness a low demand for the particular tourist product.

[9] Opines that building security is put into jeopardy by poor maintenance and by dishonesty. Poor maintenance can result in locks not working or remaining faulty, and damaged windows and doors which tempt vandalism and encourage illegal entry. Efficient management and supervision of the maintenance programme should help keep security problems to a minimum if not visitors will be scared away from visiting the tourist destination.

Application of labour, capital and management to the natural environment is often necessary to render them suitable for tourist use, as in the case of a beach resource. This permits more intensive use of the beach provided that necessary safeguard are put in place to prevent over-exploitation of the free availability of the resource in its role as a public good [22].

[11] Stated that while delivering satisfactory and maintaining the level of quality which the tourist has come to expect in any attraction. [3] States that a good and health public area is a reflective of the cleanliness standard throughout the hotel property because guests see these areas first and form an overall impression of the hotel.

Tourists are driven by the pleasure factors of the product rather than their social and environmental conscience. Tourists are less likely to visit destinations where facilities are not well maintained through cleanliness. [22].

Not will regular maintenance of your facility help prolong its longevity, but it will also bring new customers to your site, even as the market becomes m ore competitive. The curb appeal of your facility can be impacted by trash left from customers or from neighboring businesses. Make sure that trash or unsightly materials are disposed promptly. Clean any windows, install bollard covers, fix broken fences, and keep up with your landscaping to ensure your site remains inviting and appealing to prospective customers [7].

When customers perceive a company's product as superior in quality, they are willing to pay higher prices, which can translate to higher profits, superior quality can lead to increased market share, quality can truly brand-loyal customers who will not accept any substitute [10].

Repair is restoring material to or nearly to its original condition by cleaning, painting, or similar methods. Whenever this is done facility will look more attractive and appealing to customers than before [21]. Tenants are usually very pleased with the modern conveniences and new environment created after a major facility renovation project has been completed [21]. The goal of renovation is to improve the attractiveness of the building as a place to live [23]. Patronage of tourist attraction depends on changes brought on the facility by repairs of the facilities.

[24] States that if tourist attractions are degraded or destroyed then tourism will not be successful. More generally, most tourists seek destinations that have high level of environmental beauty. They like to visit places that are attractive, clean and neither polluted no congested.

3.0 METHODS

The study randomly selects attractions in Bauchi metropolis namely, Bauchi Museum, Zaranda hotel and Abubakar tafawa Balewa stadium. Checklist with standard maintenance practices were used to assess the operational maintenance of the facilities. For the repairs maintenance, secondary data was adopted. Records of repairs carried out in the attractions were assessed using a checklist. Data is presented in tabular form and analyzed using simple percentage.

4.0 RESULTS

The data for the assessment of maintenance practices in selected tourist attraction in Bauchi state is presented on tables for the three facilities assed. Both operations and repairs maintenance practices assessment are presented. The response with yes= Adequate maintenance practice, No= inadequate maintenance practices.

TABLE I

ASSESSMENT OF MAINTENANCE PRACTICES IN ZARANDA HOTEL.

Standard Operation Maintenance Practices	Yes	No
GUEST ROOM		
Check door handles and locks to be sure they are working	√	
Cleaning of ceiling floor and walls to ensure they are free from cobwebs, dust, stain and smears		√
Turn on all lights to make sure they are operating		√
Beds are clean and uniformly made to give good appearance		√
Clean furniture from dust and dirt	√	
Check heating and air conditioning	√	
Check bath top to ensure is free from dirt		√
Check rate of flow of water from taps for stiffness or drips		√
Flush toilets to check for cleanliness and leaks		√
Clean sink, counter and mirror	√	
RESTAURANT AND KITCHEN		
Check carpet to ensure is free from dirt and dust		√
Dust furniture		√
Clean table and check floral arrangement	√	
Check all electrical and mechanical appliances are clean and in good working conditions		√
Check tap to ensure water is flowing		√
Clean sink from dirt and check to ensure is not blocked		√
Ensure working area is clean		√

Source: [25]

Data as indicated in Table I shows that six (6) out of the ten (10) items used for appraisal on operations maintenance were found not to be carried out in the guest rooms of Zaranda hotel. This translates to inadequate operation maintenance as it represents 60 percent non-conformity with the standard operation maintenance practices in this section of the hotel.

The restaurant and kitchen have five (5) out of the seven items for appraisal not carried out. The data translates to 71 percent nonconformity with the standard operations maintenance practice. This shows that there is inadequate operational maintenance practice in the unit.

TABLE II

ASSESSMENT OF MAINTENANCE PRACTICES IN ABUBAKAR TAFAWA BALEWA STADIUM.

Standard Operation Maintenance Practices	Yes	No
PLAYING COURTS/FIELD/TRACKS		
Sweep with dust mop		√
Turn of lights in courts when not in use		√
Pick trash, paper, cans etc		√
Straighten out ping-pong table		√
Check nets, poles etc	√	
Water the grass	√	
Toilets		
Mop the floor		√
Clean sink to be sure is free from stain, dirt etc		√
Put off light when not in use	√	
Ensure flow of water	√	

Flush and clean W.C		√
Lightning		
Check electrical system	√	
Check emergency power source	√	
Spectator areas		
Cleaning of seats		√
Mopping of floor		√
Ensure all electrical appliance are working	√	

Source:[25]

A close perusal of the data presented in table II indicates that operation maintenance of playing courts/fields were not properly carried out as four (4) out of six (6) items presented for appraisal were found not to be done on a daily basis. This represents 66.6 percent non-conformity with the standard operation practices expected of this section of the stadium.

The toilets have five (5) items on the checklist. Three out of the items were not practiced as percent (60%) non-conformity with standard maintenance. This translates to 60 operations maintenance practices. This shows that maintenance practices were not adequately carried out in the toilet.

The lighting has two (2) items for appraisal. All the two items are practiced in the stadium. This shows 100 percent (100%) conformity to the standard operation maintenance. It shows that the lighting maintenance practice of the stadium is adequately carried out.

Out of three (3) items presented for appraisal for spectator areas, only one item was practiced. This shows 66.6 percent nonconformity with the standard operation maintenance practices in stadia. This indicates that adequate operation maintenance practice was not carried out in the spectator area of the Abubakar Tafawa Balewa Stadium.

TABLE III

ASSESSMENT OF MAINTENANCE PRACTICES IN BAUCHI MUSEUM.

Standard Operation Maintenance Practices	Yes	No
MUSEUM COLLECTIONS STORAGE AND EXHIBITS		
Windows are screened from sunlight		√
Space is free from water, stream, fuel pipes, gas, electrical panels etc	√	
Objects on cabinets are placed in specimen trays and well labelled		√
Natural history specimens stored in fluids are housed separately from dry specimen		√
Dust and clean exhibits		√
Insect, mold and rodents infestation are monitored		√
Security		
Written approved procedures for controlling access to the museum	√	
Visitors/researches sign in log is used to record name and address of visitors, date of visit, time of arrival and departure and reasons for visit.	√	
Objects in exhibits are given additional protection at times of high risk		√
Fire detection and suppression		

Source:[25]

The data presented in Table III reveals that five (5) out of six (6) checklists used for appraisal on operation maintenance of museum collections storage and exhibits were found not to be carried out. This translates to inadequate operation maintenance as it represents 83.3 percent non-conformity with the standard operation practices in this section of the museum.

The security unit has four (4) items for appraisal. Three (3) out of the four were carried out maintenance practices in the museum. This amounts to 75 percent conformity with standard operations maintenance. And it translates to adequate maintenance practices in the museum.

TABLE IV

REPAIRS MAINTENANCE OF ZARANDA HOTEL, ATB STADIUM AND BAUCHI MUSUEM BETWEEN 1-5 YEARS

Checklist for 1-5 years repairs/periodic maintenance	Yes	No
ZANRANDA HOTEL		
Replacement of carpets		√
Replacement pf curtains		√
Replacement of beddings		√
Replacement of lightings	√	
Painting work		√
Change of electrical and mechanical fitting plumbing work	√	
ABUBAKAR TAFAWA BALEWA STADIUM		
Regressing of football turf		√
Remarking of courts	√	
Replacement of lighting		√
General reparis and replacement of spectator		√
Repainting		√
Plumbing work	√	
Change of nets for ball games	√	
BAUCHI MUSEUM		
Filtering material annually monitored		√
Levels of natural light are recorded annually to establish seasonal variations	√	
Painting of buildings		√
Change of furniture		√
Cleaning of ceiling		√
Flooring and changing of wall		√

Source: [25]

With reference to the research question on whether repairs maintenance is practiced adequately in Zaranda hotel, Abubakar Tafawa Salewa Stadium and Bauchi Museum, the following data were computed and presented in table IV. The analysis of these data was done by simply going through the records or repair maintenance between 1 to 5 years of the three tourist attractions using the checklist provided.

The data presented on table IV reveals that seven (7) items out of ten (10) were carried out as repairs maintenance practices in Zaranda hotel. This shows 71 percent non-conformity with the standard maintenance practices of hotels. It translates to poor repairs maintenance practice. The Bauchi Museum had seven (7) items for appraisal on the checklist. Only one out of these was practiced as repairs maintenance. This translates to 85.7% non-conformity with the standard repairs maintenance practices of museum. This shows inadequate repairs maintenance of the museum.

The checklist for Abubakar Tafawa Balewa Stadium had seven (7) items for appraisal. Only three items were found to be practiced as repairs maintenance. This shows 57 percent non-conforming with the repairs maintenance practice. It translates to inadequate maintenance practice.

5.0 DISCUSSION

The findings in Zaranda hotel shows that daily maintenance practices in the rooms were not adequately carried out. This do not agree with [3] which states that rooms should be kept clean by dusting, moping, cleaning of ceiling, toilets should be clean and free from odour and the beddings should be clean and uniformly laid. Operations maintenance was not adequately carried in the Restaurant Unit of Zaranda Hotel too.

Generally, the findings on operations maintenance shows that maintenance practices were not adequately carried out in the selected tourist attractions. The findings have implication on the lifespan of the facilities as stated by [16] conducting routine timetable maintenance can help prolong the lifespan of a facility and its aesthetic appeal. Another implication of the finding is that if operations maintenances are not carried out adequately, facilities will not look attractive and therefore, lead to the reduction of number of tourist patronage to an attraction as stated by [11] that failure to carry out adequate maintenance activity can lead to massive loss of tourists. In Abubakar Tafawa Balewa Stadium, operations maintenance was not carried out in the spectator area. Dirts were littered and seats were dusty and some screws were loosed. This is not in agreement with [14] which stated that planned preventive maintenance should be carried out to avoid breakdown. This also is not in accordance with daily maintenance as stated by [9] which says seats should be dusted and cleaned with racks to ensure it cleanliness and attractiveness. The playing courts, field and tracts facilities do

not experience adequate maintenance practices. [16], an important responsibility of facility management is maintenance, with proper maintenance practice facility will last longer, provide healthier and safer environment for its uses. Maintenance is also not adequately carried out in the toilets of the stadium. The dripping taps, dirty water on floor, unflushed toilet and stained tiles are not in agreement with [3] stated that toilets should be cleaned with acid cleaner more frequently. Toilet brush should be used to scrub urinal, W.C. should be clean, flushed and free from odour. Maintenance was daily carried out in the lighting unit of the stadium. This is in accordance with [14] who states that electrical fittings should be examined daily, light should be switched off when not in use, blown bulbs should be changed, all these when done will prevent breakdown and fire accidents.

In Bauchi State Museum, the collections storage and exhibit units do not carry out maintenance on daily basis. The findings do not agree with the standard of [13] which states that all windows must be screened from sunlight, exhibits should be stored in containers and placed separately on shelves and free from liquids. Operations maintenance was adequately carried out in the security unit of the museum. This is in accordance with the criterion [13] which states that visitors into the museum should sign registers and should be monitored in order not to carry exhibits out of the museum.

Repairs maintenance in Zaranda Hotel was not carried out this finding is not in agreement with [14] which states that periodic maintenance include internal and external paintings, internal redecoration, replacement of electrical wiring, pipe work should be inspected to rectify all faults discovered, and roofing should also be carried out periodically. In Bauchi Museum, repairs maintenance was not carried out adequately as the model [13] was not followed in the museum which requires exhibits to be treated periodically, and temperatures should be monitored to note changes. Repairs maintenance in Abubakar Tafawa Balewa Stadium was not adequately carried out. [21] Mentions not carrying out adequate repairs maintenance will decrease the lifespan of the facility.

6.0 CONCLUSION

The study appraised maintenance practices in selected tourists attractions in Bauchi State. The attractions used for the study were Abubakar Tafawa Stadium, Bauchi Museum and Zaranda Hotel.

Standardised checklists were used to assess the two types of maintenance in the tourist attractions. The data collected were described and analyzed and the following are the major findings.

- Operations maintenances were not adequately carried out in the selected tourist attractions in Bauchi State.
- Repairs maintenance was not adequately carried out in the three tourist attractions. (Zaranda Hotel, Bauchi Museum, Abubakar Tafawa Balewa Stadium).

7.0 RECOMMENDATIONS

Based on the findings of this study the following recommendations were drawn:

- Daily cleaning of rooms and its furniture should be done in Zaranda Hotel to ensure that the rooms are neat and attractive.
- Museum exhibits in Bauchi Museum should be stored separately on shelves and windows should be screened from sunlight.
- The spectator area in Abubakar Tafawa Balewa stadium should be daily cleaned and seats should be dusted daily so that dirt will not stain the seats. The toilets should be cleaned daily and whenever there is high demand for it usage it should be cleaned at intervals.
- Repairs should be carried out periodically at Zaranda Hotels, Bauchi Museum, and Abubakar Tafawa Balewa Stadium. This includes painting works, plumbing and change of electrical fittings, redecoration of rooms, roofing and general renovation of the tourist attractions should be done at off seasons.
- Records should be adequately kept on repairs and operations maintenance.

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