# REVIEW OF THE PANDEMIC PERIOD, REORGANIZATION OF THE SZEKLERLAND'S TOURISM OFFER

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Abstract: The study seeks to answer the question of how the counties of Szeklerland, Harghita, Covasna and Mureş in Romania have changed in recent years, primarily between 2017 and 2022, in the middle of which period the pandemic which began in 2020, triggered various difficulties. Data from the Romanian National Statistical Institute were used in the research, providing insights into the changes in tourism in Romania and Szeklerland. The data include yearly changes, such as changes in the number of accommodation establishments, their occupancy rates or the number of guests arriving at the establishments, as well as monthly breakdowns, which are mainly necessary for the analysis of seasonality. The results obtained from the secondary data analysis used in the study reflect the nature of the difficulties faced by the tourism sector during the pandemic period and the trends in the efficiency of tourism supply in the period preceding and following the pandemic. The 2010s have clearly been a year of step-by-step development and minor successes in tourism, culminating in 2019 in terms of the turnover of accommodation in Szeklerland. During this period, a number of new tourist units opened their doors, with 35,889 new beds added in Transylvania between 2012 and 2022 and 2,427 new beds added in Szeklerland between 2012 and 2022. After a good period for the sector, a slight change in trend started in 2020, mainly due to the fact that tourists started to prefer trips that require less personal contact with other tourists, but also due to a significant change in their accommodation needs, with an increase in both the number of accommodation units and the number of beds for higher quality accommodation types, while the opposite is observed for lower quality accommodation types.

**Keywords:** Transylvania, Szeklerland, Covid-19, Tourism, Tourism supply

JEL Classification: H12, Z30, Z31, Z32

# 1. Introduction

Tourism in the historical region of Szeklerland, in the counties of Harghita, Covasna and Mures, as well as in the region of Transylvania and Romania, has undergone a significant transformation in recent years. The development of tourism has a number of positive effects for the economic development of the country, which can be reflected in the employment of the workforce and an increase in the quality of life (Brătucu et al., 2017). The large-scale development of the tourism industry has resulted in it becoming one of the country's most significant and dynamic economic sectors by the end of the 2010s. This process is also due to the increased attention paid to the condition and development of both natural and anthropogenic tourist attractions in the country. Optimal marketing of these attractions still leaves a lot to be desired, although sustainable development is also becoming increasingly

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important for tourism operators in Transylvania and is an essential part of the implementation of new tourism activities. Despite the diversity and complexity of Romania's natural and anthropogenic tourism, tourism is not well developed (Mitrică et al., 2021). Looking at the region of *Szeklerland*, nowadays, the main elements that make people want to travel are the cultural heritage and the various traditional events associated with it, while mountain tourism provides a wide range of activities based on natural attractions.

Although the 2010s were a period of gradual development in the tourism market, the end of the period saw the emergence of forced changes that in many cases were unimaginable. The year 2019 was one of the most outstanding periods for tourism in Romania, and therefore in *Szeklerland*, which unfortunately was changed at its roots by the following year. This phenomenon has had a negative impact on the tourism sector, which has been considered its greatest asset. This present is nothing other than globalization itself. The impact of the epidemic on the tourism sector indicates that virtually any kind of external influence and the actions that result from it have risk factors for the industry, and that joint cooperation by both businesses and the government sector is of paramount importance to avoid them (Charlyn et al., 2022).

## 2. Literature review

As a region, Szeklerland comprises eighteen towns, one hundred and thirty-four villages and their villages, covering an area of approximately 12 thousand square kilometers. According to the Romanian National Institute of Statistics (2023), it has a population of more than 1.13 million people, from which 222,474 live in Covasna County, 326,758 live in Harghita County and 583,628 live in Mureş County in 2022 (INSSE, 2023). The main attraction of tourism in *Szeklerland* is currently the landscape itself, the natural resources, the quiet and peaceful environment, but also the *Szeklerland* hospitality, the combination of Hungarian and Romanian food specialties and flavors, the rural and folk motives also attract a large number of tourists (Tőzsér, 2019).

One of the attractions of rural tourism is that it gives visiting tourists an insight into everyday life in the countryside, often accompanied by delicious gastronomy and a friendly welcome. In many municipalities, rural tourism is a form of supplementary income for residents, and its impact is strongly felt in Zetea, Lupeni and Corund. There is a wide variation in the quality of the services provided, with almost all types of accommodation ranging from farmhouses to modern guesthouses, which are often considered to be outdated (Avram, 2022).

The disadvantages of the unlimited availability of information were also felt in tourism and other sectors of the economy during the pandemic. In addition to the fact that people wishing to travel began to shy away from the possibility of mass contact, the administrations of the countries concerned had to put in place a number of measures, the effects of which they had no prior information on (Dobrescu and Mazilu, 2020). As a result, restrictions have been placed on cross-border tourism, and the free movement of individuals within the country has been regulated. Many businesses and organizations have had to take measures that have reduced their capacity. In addition to capacity reductions, a negative factor was the restriction on the movement of persons, which led to a further reduction in their turnover, forcing them to temporarily suspend their activities and subsequently to dismiss their employees (Herman et al., 2022). The measures taken to halt the spread of the epidemic in 2020 have contributed to the marginalization of mass tourism destinations and the replacement of less visited areas with alternative tourism, thus helping travelers to develop a more direct relationship with their environment (Muhmut et al., 2021).

In the period before the pandemic, particularly in the 2010s, the tourism sector was experiencing strong growth, both internationally and locally. Globalization and technological developments have made cross-border travel by air and road available to almost anyone. As a result of this positive impact, the number of tourists arriving in destinations has

increased year by year over the last decade, which has also been observed locally in the Szekler counties (Anestis et al., 2021). This gradual development has led to the tourism sector reaching its best performance in 2019, with a strong increase in the turnover of accommodation establishments, and an increasing focus on hotels offering higher quality and better services to tourists.

As a result of the Covid-19 pandemic, the introduction of restrictions from March 2020 onwards has had a negative impact on the hospitality industry (Nyikes and Vámosi, 2021). The precautionary measures taken to contain the pandemic have resulted in a growing number of employees in industries such as tourism, where there are significant labour shortages, having to be laid off following a reduction in activity. This phenomenon has ultimately put operators in the tourism sector at a disadvantage, damaging their role and competition in the market. (Oncioiu et al., 2022). The above-mentioned assumption also has a worrying effect in the context of the economic area, as the human resources providing the services have in fact had to take up jobs in other areas. In the critical year 2020, the tourism sector was characterized by a high degree of uncertainty, which led to a dramatic change in the professional attitude of workers (Scutariu and Scutariu, 2023). Organizations and businesses in the sector have tried to find creative solutions at international level to reduce the impact of the pandemic, while at the same time seeking, where possible, to maintain their operations (Popescu and Plesoianu, 2021). In the aftermath of the Covid-19 pandemic, there has been a growing focus on tourism services based on proximity to nature. As the epidemic had a greater negative impact on tourism than on other economic activities, it will be a long process and a major transformation before tourism facilities return to their pre-pandemic levels (Erfan et al., 2022).

#### 3. Material and Methods

The research will be based on two pillars: the analysis of the literature and its results, and the analysis of data relevant to tourism in the region. For the data analysis, figures relevant to Romania, Transylvania and Szeklerland will be used, extracted from the database of the Romanian National Statistical Institute (INSSE).

The research focuses on the process of tourism transformation in Romania, including Transylvania and Szeklerland, between 2017 and 2022. The study focuses on the impact of the Covid-19 epidemic on the tourism sector in the region. In relation to the database analysis, mainly annual data for the years 2017-2022 are used, but for indicators where a monthly breakdown of the data is relevant, such as for the analysis of seasonality, different data sets are used, broken down by month. Data from the National Statistical Institute of Romania were used to analyses the change in the number of accommodation establishments in the country and in the region, the change in the number of accommodation places, the change in the number of arrivals and nights, the change in the composition of accommodation types, the change in the average length of stay, the analysis of the capacity utilization of accommodation establishments and various other data relevant to tourism.

The examination of these figures has led to the formulation of various research questions that may be relevant to the study of tourism in the region:

Q1: What impact did the widespread global pandemic in 2020 have on the capacity of accommodation facilities in Szeklerland?

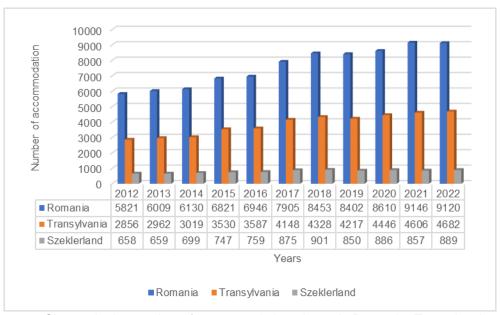
Q2: Did the number of tourists arriving at accommodation facilities in Szeklerland reach the level of guest arrivals before the epidemic in 2021?

Q3: What types of accommodations are preferred by tourists arriving in the region during the post-epidemic period?

## 4. Results of the research

Both the region of Szeklerland and the national tourism activity have undergone a significant development in recent years, mainly due to the fact that the guests staying in the region are looking for tourist facilities offering higher quality services. (Popescu, 2018). Thanks to the mountainous terrain, tourists are also increasingly arriving in winter, but the seasonality is mainly concentrated in the summer months, mainly in July and August.

Looking at the country's accommodation facilities, the number of establishments suitable for hosting guests has steadily increased. There was a significant increase between 2012 and 2018, with 2,632 new accommodation establishments in Romania, of which almost 56% opened their doors to tourists in the Transylvanian region. In 2018, 16.5% of the new accommodation establishments in the Transylvanian region were realized in the different counties of Szeklerland. Between 2012 and 2018, 90 new tourist accommodation establishments were added in Harghita County, 148 in Mureş County and 5 in Covasna County (INSSE, 2023) In 2019, there was a slight decrease in the number of accommodation establishments, but thereafter the number of accommodation establishments gradually increased until 2022, with 9,120 accommodation establishments in Romania by 2022, of which 4,682 are located in Transylvania, and the Szeklerland accommodation market represents almost 19% of the accommodation establishments in Transylvania, as shown in Figure 1.

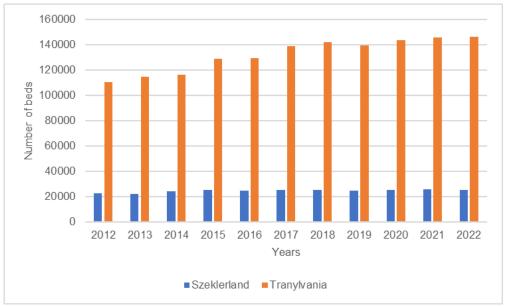


**Figure 1**: Change in the number of accommodation places in Romania, Transylvania and Szeklerland between 2012 and 2022 Source: Own editing based on INSSE (2023)

For the Szeklerland counties, according to INSSE (2023) data, 889 accommodation establishments were registered in the region in 2022, of which 342 establishments were in Mureș County, 105 in Covasna County and 442 in Harghita county. In Mureș County, 39.14% (348 accommodation) of the accommodation establishments are in Sovata, 18.11% (161 accommodation) in Sighișoara and only 13.72% (122 accommodation) in Târgu Mureș, the county seat, in 2022. The remainder is distributed among the 47 other municipalities in the county. In relation to Harghita County, the distribution of accommodation is not as centralised as in Mureș County. In the Harghita County, in 2022, Praid had the highest

number of accommodation establishments, 14.48% (64 accommodation) of the county's accommodation establishments, followed by Zetea with 9.5% (42 accommodation), Borsec spa town with 9.28% (41 accommodation), Gheorgheni with 7% (31 accommodation), Băile Tuṣnad with 5.66% (25 accommodation). Only 5.2% of accommodation (23 accommodation) is in the county capital, Miercurea Ciuc. The share of accommodation units remaining in the county is distributed in 45 other municipalities. In Covasna County, 17.14% of the 105 accommodation units are in Sfântu Gheorghe, 16.19% (17 accommodation) in the spa town of Covasna, 8.57% (9 accommodation) in Turia and 7.62% (8 accommodation) in Târgu Secuiesc. The data shows that in this case, the county seat, Sfântu Gheorghe, has the highest number of accommodation establishments, with only 18 establishments. The remaining accommodation establishments are distributed among the 27 other municipalities in the county (INSSE, 2023).

Looking at the number of accommodation places in Transylvania, there has been an explosion between 2012 and 2022. Over the ten years, more than 35,000 new bed places were added in Transylvanian accommodation establishments, from 110,554 in 2012 to 146,443 in 2022 (INSSE, 2023). In the Transylvanian region, the most significant development was between 2014 and 2018, when the number of tourist places increased by more than 26,000. In the region of Szeklerland, only 2,427 new beds were created in the ten years under review, with the greatest increase in the period 2012-2015. In terms of the historical region, the year 2021 was the year with the highest number of places, with 25,447 in the last ten years, as shown in Figure 2 (INSSE, 2023).

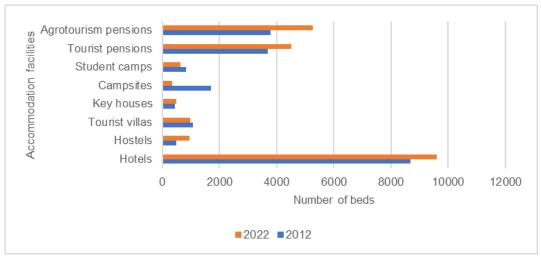


**Figure 2**: Change in the number of beds in Transylvania and Szeklerland between 2012 and 2022

Source: Own editing based on INSSE (2023)

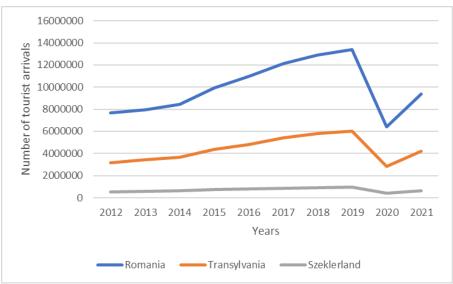
In the case of accommodation facilities relevant to the Szeklerland region, such as tourist pensions, agrotourism pensions, hotels, campsites, and key houses, there was not only an increase in the number of beds, as there were facilities with a large decrease in capacity, such as campsites, student camps and tourist villas. In numerical terms, the largest increase in the number of places was in agrotourism pensions in the Szeklerland region, with 1,474 new places created for this type of accommodation. This was followed by hotels with 930

new beds and tourist pensions with 819 new beds, as shown in Figure 3. The largest decrease was in the number of places in campsites, with 1,375 places disappearing in the region, representing a decrease of 80.69% by 2022 compared to 2012 (INSSE, 2023). The change in accommodation types suggests that tourists arriving in the region are increasingly looking for accommodation with more comfort and a higher level of service.



**Figure 3**: Changes in accommodation places in Szeklerland in 2012 and 2022 Source: Own editing based on INSSE (2023) data

According to data from the Romanian National Statistical Institute (2023), in 2012, nearly 7.7 million tourists stayed in different types of accommodation in the country. In that year, 41.4% of tourists chose accommodations in Transylvania and 16.84% of the national arrivals came from the Szeklerland counties. The number of arrivals gradually increased until 2019, when the number of tourists staying in the country reached 13,374,943, of which 10,597,048 were domestic tourists. In that year, 6,011,221 of the country's tourist arrivals were accommodated in establishments in Transylvanian, of which 4,960,068 were domestic tourists. In 2019, 973,864 tourists arrived in the counties of Szeklerland, of which 814,745 were domestic tourists. In 2020, the number of tourists arriving at accommodation establishments decreased, significantly due to the restrictions imposed to contain the Covid-19 pandemic. In 2020, there was a 52.16% decrease in the number of tourists arriving in the country's accommodation facilities, with 6,398,642 tourists arriving in the country in that year. At the same time, there was a similar decline in the number of arrivals in both Transylvanian and Szeklerland accommodation establishments. Only 2,805,092 tourists arrived at accommodations in Transylvania, of which 426,554 stayed in the Szekler region. In 2021, thanks to the easing of restrictions, the number of tourist arrivals began to increase again, with a 46.44% increase for the country (9,370,232 tourist arrivals in 2021), a 49.79% increase for Transylvania (4,201,838 tourist arrivals in 2021), and a 50.83% increase for Szeklerland (643,393 tourist arrivals in 2021), as shown in Figure 4. (INSSE, 2023).



**Figure 4**: Change in the number of tourist arrivals in Romania, Transylvania and Szeklerland between 2012 and 2021 Source: Own editing based on INSSE (2023)

In 2020, cross-border travel was restricted by the countries' leaders in an effort to curb the spread of the Covid-19 virus, the impact of which was also felt in tourism. In that year, the share of tourists arriving from abroad was only 7.2% compared to the national figures, but a similar phenomenon was observed in both Transylvania and Szeklerland, with 5.9% of tourists arriving in Transylvania and 4.1% of tourists arriving in Szeklerland coming from outside the country. In 2021 and 2022, the authorization of cross-border travel not only led to an increase in the turnover of accommodation but also to a return to a higher proportion of foreign tourists arriving in the country. In 2022, 14% of tourists in Romania, 11.2% in Transylvania and 9.8% in Szeklerland came from abroad (INSSE, 2023). 92.69% of foreign tourists arriving in the country in 2019 were from Europe, mainly from Moldova (19.7%), Bulgaria (14.49%), Ukraine (13.7%) and Hungary (11.9%). In 2020, 25.22% of foreign tourists came from Bulgaria, 16.5% from Moldova, 13.2% from Ukraine and 9.6% from Hungary. In 2021, 18.47% of inbound tourists came from Bulgaria, 18.4% from Moldova, 16.3% from Ukraine and 8.9% from Hungary, while the remainder was distributed between the different foreign visitor regions (INSSE, 2023).

In 2019, in the period before the epidemic, there were 599,036 tourists who arrived in Mureș County, 237,386 tourists in Harghita County, and 137,442 tourists in Covasna County. The majority of tourists arriving in Mureș County, 397,197 tourists, chose hotels, 93,482 chose tourist pensions, and 43,380 chose agrotourism pensions. In Harghita County, 113,532 people chose hotels, 44,280 chose tourist pensions, and 53,867 chose agrotourism pensions. Similarly, in Covasna County, 89,340 people chose hotels, 11,471 chose tourist pensions, and 18,561 chose agrotourism pensions in 2019 (INSSE, 2023). In 2020, during the spread of the Covid-19 pandemic, 244,264 people stayed at accommodations in Mureș County, whit 163,318 tourists chose hotels, 43,432 tourists chose tourist pensions, and 17,062 tourists chose agrotourism pensions during their travels. In Harghita County, a total of 102,890 tourists arrived, with 45,384 stayed in hotels, 20,550 in tourist pensions, and 23,863 in agrotourism pensions. In Covasna County, where 79,400 tourists arrived in 2020, of which 50,153 stayed in hotels, 6,793 in tourist pensions and 14,046 in agrotourism pensions. In the year following the pandemic, 2021, the number of tourists arriving in the region showed an upward trend, thanks to the easing of restrictions. In that year, a total of

643,393 tourists arrived in Szeklerland, of which 357,192 to Mureş County, 154,531 to Harghita County and 131,670 to Covasna County. Of the tourists arriving in Mureş County, 249,844 stayed in hotels, 61,941 in tourist pensions, and 15,569 in agrotourism pensions. Of the tourists arriving in Harghita County, 69,495 stayed in hotels, 28,795 in tourist pensions, and 35,116 in agrotourism pensions. In Covasna County, 80,999 tourists stayed in hotels, 10,907 in tourist pensions, and 22,985 in agrotourism pensions in 2021 (INSSE, 2023).

Looking at accommodation in Romania, Transylvania and Szeklerland, seasonality is mainly concentrated in the summer months, mainly in July and August. In both Romania and Szeklerland, the average capacity utilisation of accommodation establishments reaches 50% during the peak period, while in the Transylvanian region it is only 40%. In April 2020, as a result of the restrictions, the database is incomplete, with many establishments having to suspend their operations forcibly in that month, resulting in a capacity utilisation close to 0%. (INSSE, 2023).

The data on tourist arrivals at tourist accommodation units from INSSE (2023) show that, on average, tourists in Romania spent 2.15 days at a tourist unit between 2017 and 2022. In the same year, they spent an average of 1.35 days in Transylvania and an average of 2.72 days in Szeklerland. As for the national average, tourists spend on average 2.6 days in a given accommodation unit in the summer period, while in Transylvania they spend on average 1.55 days in the peak period and in Szeklerland 3.2 days in the busiest months. These figures, which show the average length of stay, can be increased if tourism operators in the region develop their range of services in such a way that they are attractive, varied and interesting for a wide range of target groups.

#### 5. Conclusion

An analysis of the developments in the tourism market in Szeklerland suggests that both Romania and Szeklerland have undergone minor changes as a result of the Covid-19 pandemic in 2020. In the period preceding the epidemic, a gradual development was observed in the Szeklerland counties, mainly in the period between 2014 and 2019, and then, at the turn of the decade, a significant slowdown in the tourism sector, mainly reflected in the evolution of the turnover. These results, which are derived from the analysis of the statistical data used, provide significant support for the findings of international research, thus highlighting that the phenomenon has had a similar impact at global level, mainly negative.

The research questions formulated at the beginning of the study, along with the answers derived from the results, indicate that trend changes will occur in the tourism market as a result of the pandemic, whether it pertains to international or regional tourism activities.

The research question Q1, which focuses on the change in the number of beds due to the impact of the pandemic in 2020, can be answered based on data from the Romanian National Institute of Statistics. The epidemic did not have a negative impact on the number of accommodation beds, as the highest number of beds in the Szeklerland region during the ten years under review was in 2021. In 2019, the year before the epidemic, there were only 24,498 tourist beds in the region, and in 2020, the year in which the epidemic spread, there was an increase of approximately 3% in the number of beds. This phenomenon is similar in Romania and Transylvania, with a steady increase in the number of accommodation places between 2012 and 2022, reaching a peak in the period following the epidemic.

Research question Q2 investigated how the epidemic affected the change in the number of tourists arriving in the Szeklerland region. The pandemic had a negative impact on tourism in Romania, Transylvania, and Szeklerland. In 2020, there was a 52.16% decrease in tourist arrivals compared to 2019 in Romania, a 53.34% decrease in Transylvania, and a 56.2%

decrease in Szeklerland. Consequently, the number of arrivals to accommodations in 2021 did not reach the number of tourists who arrived in 2015 in Romania, Transylvania, and Szeklerland. Although there has been a significant decrease in the number of tourists, it can be concluded that tourism demand will soon increase, both in Romania and in Szeklerland. Research question Q3 explored which accommodations were preferred by tourists in the post-epidemic period in Szeklerland. Data from the Romanian National Institute of Statistics shows that interest in campsites and student camps has declined considerably in recent year. However, during same period, the services of pensions and hotels have become more prominent. This shift does not primarily indicate that tourists avoid accommodation with less human contact, but rather that they avoid accommodation with lower standards. This phenomenon is positive for tourism in the region and may encourage the tourism businesses concerned to improve their services. Ultimately, this could lead to an increase in the turnover of the destinations concerned and make them attractive destinations for foreign tourists.

The types of accommodations chosen by tourists reflect changes in their interests. Analyzing the data between 2019 and 2021, it was found that the majority of tourists in Covasna and Mures counties stayed in hotels. In the case of Harghita County, it can be observed that the number of tourists staying in tourist pensions and agrotourism pensions is approaching the number of tourists staying in hotels. However, it is important to consider that the mentioned pensions have significantly more bed capacity than hotels. Examining the relationship between the number of beds and guest arrivals between 2012 and 2021 is complicated by the decline in guest arrivals due to the Covid-19 pandemic. If we look at the period between 2012 and 2019, we can see that there was a strong linear correlation between the number of beds and the number of tourist arrivals in Szekler hotels (R2=81.72%, y=214.78x-2E+06). In the same period, the coefficient of determination for pensions was  $R^2=73.25\%$  (y=59.522x-142,641), and for agrotourism pensions,  $R^2=75.78\%$ (y=46.841x-137,667). For the accommodation types, it can be said that there is a correlation between the number of beds and the number of tourist arrivals. However, looking at the period from 2012 to 2021, the linear trend between 2012 and 2019 is disrupted by the pandemic, which is why the coefficient of determination decreases when the epidemic period is included in the analysis. In this period, the R<sup>2</sup>=20.06% (y=131.72x-783,988) for hotels, R2=39.59% (y=53.172x-122,688) for tourist pensions and R2=40.01% (y=29.104x-54,817) for agrotourism pensions. Although the correlation is tighter for tourist pensions and agrotourism pensions, the distorting effect of the pandemic renders it less relevant.

The results obtained suggest that the tourism supply market, although facing a number of difficulties after 2019, is able to innovate in terms of service improvements and alternative forms of operation, thus helping to maintain its competitiveness. During critical periods, as a result of the restrictions, a large drop in traffic was observed in the counties surveyed, but when looking at tourism facilities and their occupancy rates in aggregate, no decline can be said to have occurred. If we look at the years concerned by type of establishment, the number of lower-rated establishments and their occupancy rates has decreased, while the supply of accommodation with a higher standard of comfort is steadily increasing, reflecting the adjustment to the needs of tourism demand.

In destinations where the average length of stay of tourists is one or two days, it may be essential for local tourist accommodation, entertainment establishments and destination management organizations to jointly develop a strategy to help attract tourists and meet their needs. This can be achieved primarily through the development and expansion of accommodation and services on offer, with the aim of attracting a wider target group of tourists to the area.

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## Bio-note

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