

A Study on Assessing Security Measures at Hotels

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Abstract

Reviewing Hotel Security Measures From The Point Of View Of Visitors; This Study Examines The Significance And Use Of Measures To Assess The Gap Between Significance And Use. Because Of The Hotel's Standard Environment And Services, It Might Be Referred To As A "Stay Action" For Guests. Hotels Expect Their Customers and Their Belongings To Be Cared After While They're Staying There, Therefore They Bring That Expectation With Them. The Safety And Security Aspects Of The Lodging Sector Play An Incredibly Important Role, As This Industry Is Largely Dependent On The Hotel-Client Relationship. When Guests Are Dissatisfied With The Hotel's Security During Their Stay, They Seek Out Other Hotels And Their Purchasing Buyer Behavior Shifts From A Search For Customer Conduct To A Search For Customer Conduct. As A Result, If The Hotel's Customers Feel Comfortable And Secure During Their Stay, They Are More Likely To Spread Positive Word-Of-Mouth About The Establishment.

Keywords: Safety and Security Measures, Hotel Industry, Guests.

1. Introduction

This Study Aims To Show How Hotel Guests Feel About Their Safety And Security. The Hotels Have To Take A Risk That Leaves Them Vulnerable To A Wide Range Of Complaints. In Addition, The Criminal Element Puts The Hotel's Resources In Jeopardy.

A Lack Of Fire Safety And Security Is A Common Problem For Hotels In The Hospitality Industry, And This Makes It Necessary To Implement Additional Safeguards (Purpura, 1991:327). Hotel Stock Items, Such As Materials, Fine Arts, Adornments, Food, Guests' Clothing, And Cash, Are Vulnerable To Theft And Robbery. High Priority Must Be Given To Protecting Hotel Employees And Visitors From Harm. All Employees (Reception, Housekeeping, Dining Room Service Staff, Bar Relax Faculty/Benefactors Fix Experts, And Security Staff) Of The Hotel Are Allowed Access To The Entire Facility. This Includes Visitors As Well As Their Guests' Guests (Purpura, 1991:328).

Insurance Should Be Supplied To Everyone In The Hotel Office, But The Most Vulnerable Are Female Employees, Female Visitors, And Children Throughout The Night When Security Shifts Change And The Handover Process Is Complete (Purpura, 1991:328). Security Measures At Hotels Play An Essential Role In Protecting Critical Resources Both On-Site And Remotely.

The Travel Sector Is Constantly Exposed To A Wide Variety Of Threats And Hazards (E.G., Fear Based Oppressor Assaults, Catastrophic Events, Financial Emergencies, Plagues, Brand New Infections, And So Forth.). According To Sausages [1], The Travel Industry's Safety And Security Can Be Adversely Affected By Unfortunate Outside Events That Can Be Divided Into Natural Ones (Tropical Storms, Seismic Earthquakes, And So On) And Human-Caused Ones, Depending On The Extent Of Human Components Involved (Modern Mishaps, Plane Pounds, Psychological Militant Assaults, And So On.). In This Way, Travelers And The Heads Of The Travel Business Can Both Benefit From Ensuring That Optimum Conditions Exist For The Protection And Security Of Travelers. It Has Long Been Recognized That Safety And Security Are Critical To The Advancement Of The Travel Sector [2-5]. Visitors Should Be Protected From Dangers And Risks Throughout Their Time Away. Abraham Maslow [6] Is Credited With Popularizing This Classification Of Human Wants Into Five Distinct Categories: Physiological, Safety, Belongingness, Love, Regard, And Self-Actualization.

When Deciding On A Destination And A Place To Stay, Tourists Priorities Safety And Security Above All Else. Safety And Security Are The Fundamental Concerns Of Travelers. Sadly, The Hotel And Tourism Industries Are Powerless In The Face Of Threats To Safety And Security. When It Comes To Misconduct, Illegal Intimidation, Catastrophic Catastrophes, Health And Man-Made Perils There Is A Wide Range. Hotel Managers And Organizers Are Tasked With Considering How Safety And Security Risks Affect The Sector And Developing More Effective Strategies To Prevent Or Limit Their Negative Effects On The Hotel Business And Society As A Whole. Hotel Safety And Security Methods And Policies Must Be Rethought To Better Protect Guests From Threats And Dangers. The Board Of Directors Of The Hotel Has Been Forced To Conduct An Audit And Improve Security Procedures. Travel And Neighbor Lines Are Being Negatively Affected By The Recent Expansion Of Safety And Security Risks, Which Is The Focus Of This Study. Increasingly, Threats To Safety And Security Are Becoming More Frequent, Significant, And Geographically Diverse

2. Literature Review

2.1. Safety And Security Conceptualization:

According To The Context In Which Safety And Security Are Used And The Discipline Of The Analyst, There May Be Ambiguity In The Meaning Of These Terms. Some Of The Ambiguity Stems From Phonetics And Interpretation (Piètre-Cambacédès, And Chaudet, 2010). There Are Two Definitions Of "Safety" And "Security" In The Oxford Dictionary: "The State Of Being Insulated From (Or Unlikely To Produce) Risk, Peril, Or Injury, And The Condition Emancipated From Risk Or Menace," Respectively. Safety And Security Are Frequently Used Interchangeably In Travel Industry Publications. Whatever The Case May Be, The Focus Of The Two Concepts Differs (George, 2003; Wichasin And Dounghummes, 2012; Mekinc, And Cviki, 2013; Yang, And Nair, 2013). Concern For The Safety Of Visitors Is An Equal Concept To Risk, According To Sönmez And Graefe (1998). It Has Been Suggested That The Subsets Of

Chance That Include Safety And Security Can Be Found In A Variety Of Studies (Maser And Weiermair, 1998; Reisinger And Mavondo 2005). According To The Servqual Model, Safety Is Defined As "The Freedom From Risk, Risk, Or Uncertainty" (Parasuraman, Et Al., 1985, P.47). Security Is Defined As Something That Is In Contrast To Chance And Danger, Which Suggests "No Risk" Alternatives. According To Lobby And Colleagues (2004), The Phrase "Security" Resonates With "Firmly Established Longings To Be Safe" (P.3) In The Travel Industry, And "For The Tourism Industry In Any Event, Security Is Currently Seen As Something Beyond The Protection Of Tourists" (P.12). According To The Preceding Statements, Safety And Security Are Two Distinct Yet Linked Concepts (Yang, And Nair, 2013).

While Hotel Safety Refers To The Protection Of Hotel Personnel And Visitors From Possible Injury Or Death, Hotel Security Extends To Include The Protection Of Guests' Belongings As Well As The Property Of The Hotel (En Z And Taylor, 2002; En Z, 2009). All In All, Safety Relates With Human Existence, While Security Manages The Resources Of Both Guests And Hotels. Because Of This, Safety And Security Issues Deal With Things Like Accidents, Dangerous Materials, And Fire; Security Concerns Encompass Things Like Burglary And Ferocious Crimes (En Z, 2009; Rittichainuwat, And Chakra Borty, 2012; Rittichainuwat, 2013; Chan, And Lam, 2013). Therefore, The Study's Focus Is On The Safety And Security Of Visitors, Employees, And The Hotel Property.

2.2. Dimensions Of Safety And Security In Hotels:

For Tourists, A Key Factor In Opting On A Convenience Unit Is The Level Of Security It Provides. An Important Factor In A Traveler's Decision Is The Hotel's Level Of Security. It's A Given That They'll Pay a Premium to Ensure Their Safety and Freedom of Movement, And This Is Especially True for Women and the Elderly. There Are Five European Traveler Cities (Amsterdam, Barcelona, Berlin and Paris) Where Flak and Yang Argue That In Locations Where Rules Are Strict, Safety Is Higher, And Visitors' Average Duration Of Stay Increases By 9%. The Consideration Of An Office With Some Competence In Security Issues Is Mandatory For Hotels, As Stated By Baker, Bradley, And Huston. This Should Include Specialized Responsibilities And Work Closely With Other Offices To Ensure The Safety And Security Of Both Clients And Employees.

The Safety Of Hotel Staff And Guests Depends On Tight Security At The Building's Main Entrance Corridor. Unauthorized Individuals Should Be Prevented From Gaining In. Card Or Code Frameworks And Electronic Keys Are Widely Used To Gain Access To Only Specific Hotel Rooms And Possibly Other Areas Of The Hotel [56]. Travelers Place A High Priority On The Security Of Their Hotel Rooms. The Need Of Closing Entryways And Galleries, Cleaning Latrines Properly, And Providing Clear Instructions In A Universal Language Was Also Illustrated By Pheasant [57].

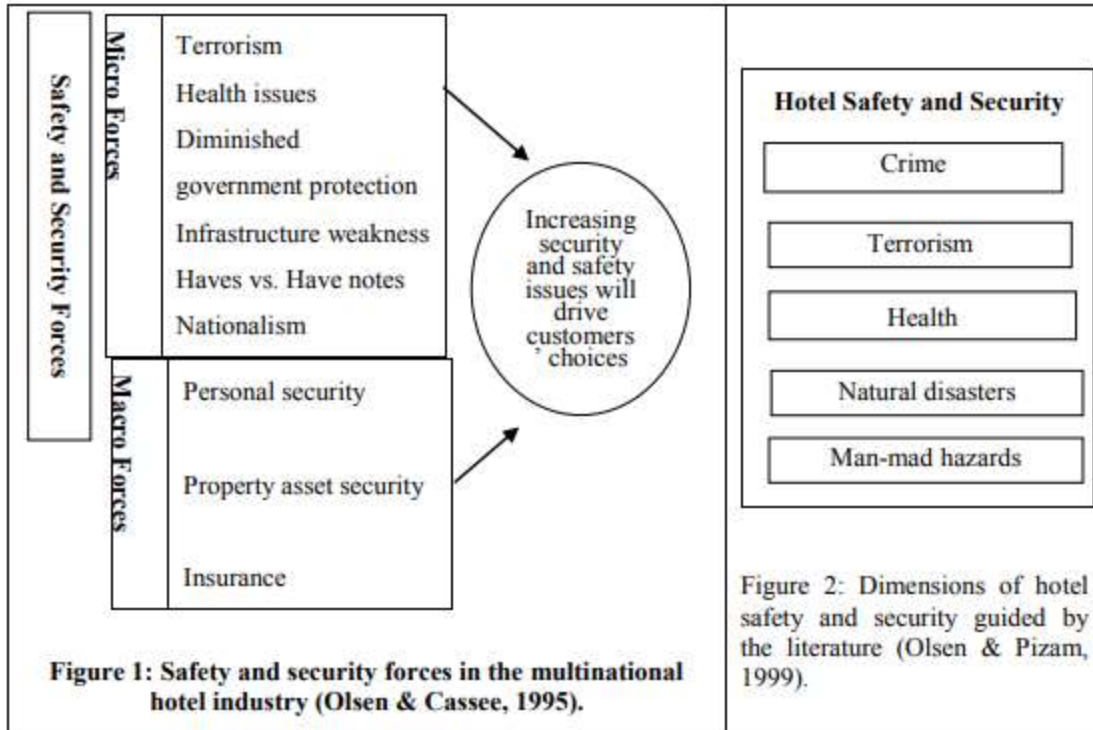


Figure 2: Dimensions of hotel safety and security guided by the literature (Olsen & Pizam, 1999).

3. Main Difference Between Security And Safety

	Security	Safety
Causes	An Incident Is Most Often A Result Of One Person Or A Group'S Well	An Incident Is Most Often A Result Of Human Behaviour In Combination With The Environment
Causes	Often Planned Actions	Often Unplanned
Causes	Criminal Acts	Criminal Acts (Working Environment Act)
Causes	Mainly Malicious Acts	Seldom, If Ever, Malicious
Causes	Mainly Deliberate Acts With A Wish Of A Wanted Output/Consequence Of The Act	Mainly Deliberate Acts Without A Wish Of A Wanted Output And Accidental Incidents
Threats/Hazard	External & Internal Human Threats	Internal Human Threats
Threats/Hazard	Threats Are Not Always Observable, Tangible And Proximate	Hazards Are Observable, Tangible And Proximate
Loss	Loss Is Mainly Related To Physical Assets And Information	Loss Is Related To Human Injuries/Death And Reliability Of

		Industrial Assets
Surroundings	Reflects The State Of Society Through Its Structures, Economical Situation, Law-Abidingness And Moral	Includes Physical And Environmental Conditions – Not Only Humans And Society
Uncertainty	High Degree Of Uncertainty And Low Degree Of Knowledge About Threats	

4. Types Of Crimes Treating The Hotel Industry

Hotels Are One Of The Businesses In The Hospitality Industry That Are Vulnerable To Risk Because Of Their Strategic Approach. Taking A Gamble On The Following: Swindling, Information Snatching, Modern Reconnaissance, The Trafficking Of Weapons, And The Seizure (Of Visitors Or Employees) (Barth, 2006:275). Aside From Snatching (Of Workers Or Guests), Beau Dry (1996:94) Also Identified Burglary, Assault, Theft, Shrinkage (Of Workers), Bomb Dangers, Attack And Murder (Of Visitors), Demonstration Of Psychological Oppression, And Fire Peril As Other Security Risks In Hotel Workplaces.

A Survey Of The Risks Provided To Hotels Is Conducted In Order To Determine The Types Of Resources That Hotels Are Exposed To. For Example, If A Guest Is Kidnapped And Held Hostage By A Group Of Unknown Individuals, For The Purpose Of Blackmailing The Hotel's Chief Financial Officer For Cash Or Proprietary Innovations, Fay (2007:415) Maintains That The Event's Impact On The Interruption Of The Association Is Determined By Its Openness.

5. Security Management In The Hotel Industry

5.1. International Perspective:

Internationally, In The 1970s And 1980s, The Role Of A Security Official In A Protecting Capacity Was Viewed As A Low-Talent Occupation (Gill, Moon, Seaman And Turban, 2002:58). As A Result Of Connections Such As Those With The British Security Industries Association (BSIA) And The American Security Industries Association (ASIS) And Degree Levels Of Training, The Security Industry's Extraordinary Skill Has Recently Been Perceived (Gill Et Al., 2002:58).

The Hotel's Board Of Directors Then Saw A Substantial Shift In The Talents And Capacities Of The Hotel's Executives In Terms Of Security. Gill Et Al. (2002:59) Conducted An Evaluation That Was Similar To The Increasing Roles Of Security Officials. He Emphasized The Need Of Health And Safety In The Security Profession, And He Emphasized The Importance Of Hierarchical Risks As Well. Gill Et Al. (2002:60) Argued That Hotel Security Administrators Cannot Fulfill Their Responsibilities To The Maximum Extent In Limiting The Risks Faced By The Establishments They Protect.

5.2. South African Perspective:

The Analyst Has Discovered That Most Hotels In South Africa Do Not Enlist The Services Of Security Agencies To Insure Their Visitors And Property. It's Only A Small Number Of Re-Appropriated Security Officers That They're Using. Keeping An Eye On The Halting Area, The Control Room, And The Entrance Control Is The Responsibility Of These Security Officers Because Hotels Have Shifted Their Focus To The Innovative Side Of Security, In Order To Keep An Eye On Hotel Activities.

Private Security Industry Regulatory Authority (PSIRA) And South African Security Association (SASA), The Security Industry's Main Administrative Body, Monitor Security Capacities

6. Conclusion

As Part Of The Probe, Investigators Looked At The Hotel's Security Procedures. The Findings Of This Study Were Applicable To The Local Area In General, As Hotel Guests Comprise The Majority Of The Population In The Area. The Security Industry Leaders, Business People, Hoteliers, Specialists, And Regular Visitors Who Establish The Hotel Sector's Centre Of Business Are Among The Relevant Partners Who Are Responsible For Identifying The Deficiencies And In Capabilities Of Security Measures In Hotels. Because Of The Lack Of Security Measures In Hotels, The General Public Now Has A Better Understanding Of The Occurrences And Wrongdoings Associated With The Hotel Industry.

This Paper's Overall Conclusion Is Spurred By The Ever-Growing Interest In Safety And Security Concepts, As Per The Demands Of Sightseers Evolving Throughout The World. These Findings Should Be Examined For Their Generalizability In The Future. As Technology Advances And Security Features Develop, Additional Exploration May Be Necessary To Further Validate These Findings. It Serves As A Catalyst For Additional Research In Many Countries And Regions That Will Improve Our Understanding Of Hotel Safety And Security Measures And Their Viability.

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