Tourist Policing and its role in Destination Development

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Abstract
Tourism is believed to be the backbone of the economy of Jammu & Kashmir. With the onset of militancy in Kashmir valley in 90’s tourist activities were reduced to minimal because of political anarchy and law and order problems. As such there has been alienation between government authorities, tourism service providers and tourists. The stakeholders have not been able to tackle tourism problem, more specifically that of tourist safety.
The focus of this study is to investigate tourist safety and security in Kashmir valley with reference to tourist policing, to find out whether Tourist police is competent enough to combat crimes against tourist and to whether they make tourists to feel safe and secure in Kashmir, to reveal whether there are adequate policies that address situations of tourism safety and security in the study area, to investigate the levels to which tourism safety policies are practiced or implemented in the study area, to indicate the perceived management of tourism crime, safety and security in the near future for the study area.
The research methodology employed in this study is descriptive analysis, in which mean, standard deviation is applied after collecting data from the respondents on Likert's five point scale.
The results obtained indicated that special standard operating procedures need to be stipulated to ensure smooth and ready combat of crimes at a tourist destination.

Key Words: Tourist police, safety, security, crime

1. Introduction
Tourism is believed to be the backbone of the economy of Jammu & Kashmir. With the onset of militancy in Kashmir valley in 90’s tourist activities were reduced to minimal because of political anarchy and law and order problems. As such there has been alienation between government authorities, tourism service providers and tourists. The stakeholders have not been able to tackle tourism problem, more specifically that of tourist safety.
The focus of this study is to investigate tourist safety and security in Kashmir valley with reference to tourist policing.

It is a generally accepted truth and practices that tourism as a development based industry has to protect and support the tourist that is visiting any particular destination. This notion is similar to the view that "tourism is a goose that lays the golden egg"; hence it has to be protected at all times. Some of the protection has to be achieved by making assurances that tourism crime, and lapses in safety and security in all tourist destinations are not allowed to occur. On 4th July 1995, six foreign tourists were kidnapped from Pahalgam. The report was widely publicized in western media resulting in issuance of travel advisory to Kashmir by various Countries. The consequence was that tourists were reluctant to visit Kashmir valley. It has also been reported that tourists have been duped by local handicraft businessmen by making them buy cheap quality shawls in the name of pashmina shawls.

The incidents reported in the preceding paragraph, and many similar occurrences made me interested in finding out the nature and incidents of criminal activities that the tourist experience in the Kashmir valley. I also strived to find out how was tourism affected by the crime situations and what safety measures are put in place in order to prevent these criminal activities.

It has been generally argued that the absence of crime was important for the tourism industry in any country. Accordingly, Shafer states that almost in all criminal codes of the world, crime in general is defined as an action or behavior that qualifies as crime by the order of the criminal law. It may therefore be deduced from the above statement that, the reason for the existence of the tourist police is to control situations of noncompliance with the law, which has to do with tourism industry and tourists in order to safeguard the interest of all stakeholders. We must make sure to create awareness about the importance of the international tourist visiting the destination, regarding crime, safety and security. It is very painful when one hears that the tourists have been fleeced or duped because that adds to the statistics and records of how many tourists have been affected by criminal activities in our valley. Such occurrences would naturally limit the number of aspiring tourists who intend to visit Kashmir. Here it becomes necessary to find out whether government bodies do succeed in promoting tourist safety and security, because without tourists no destination can be marketed, no matter how majestic its beauty is.

It was also important to establish whether the tourist Police practices are stipulated in such a way that the tourists are assisted by them. Safety is the most important activity if we want to see tourism growing. Tourism has been seen as an industry that is growing faster than any, that it is a money-generating industry as well as that it has the potential of creating many job opportunities that any other industry. It would therefore be wise not to vandalize this industry with the activities that can be avoided. It can be believed that if tourists find our valley safe while moving around, they can use word of mouth to market our valley as the tourist destination. It can improve its rating as the destination to be visited by foreign tourists. In order to achieve this tourist police must be adequately staffed, well equipped and should be capable of assisting tourists anywhere in the valley.
Tourism: According to Halloway (1998: 36) tourism is defined as follows: Tourism related to the movement of people and their stay away from their homes for more than 24 hours. Whereas according to George and Rivett-Camac, (2005: 2) the World Tourism Organization has devised a broader definition of tourism, such as: *Tourism as the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes.*

It is when people travel away from where they live and work for at least 24 hours, but not for longer than one year, and it also refers to the activities people take part in while they are away. Weaver and Lawton (2006) view tourism as the sum of the processes, activities, and outcomes arising from the interactions among tourists, tourism suppliers, host governments, host communities, origin governments that are involved in the attracting and hosting of visitors. **Tourist:** According to Cage, (2002) a tourist is defined as a person who travels away from his or her home for whatever reason, be it for a holiday, to do business, to represent his country in sport, to attend a religious function or to attend a conference. **Crime:** According to Siegel (2005), crime is a violation of societal rules of behavior as interpreted and expressed by the criminal law, which reflects public opinion, traditional values and the viewpoint of people currently holding social and political power. Individuals who violate these rules are subject to sanctions by the state authority, and result in social stigma and the loss of status. Crime is a term that seems to defy precise definition. Criminal behavior is behavior in violation of law. The criminal law in turn is defined conventionally as a body of specific rules regarding human conduct which have been promulgated by political authority which apply uniformly to all members of the classes to which are enforced by punishment and administered by the state.

Safety: It is a freedom from danger or risks and you feel you are safe around that area. In this regard the Encyclopedia Americana Volume 24, (1986) describes the concept ‘safety’ as the condition of being free from the danger of harm. As a legal concept, it implies a state of relative security from accidental injury or death due to measures designed to guard against accidents, law that encourage the maintenance of safety standards are often called safety. **Tourism policy:** Goeldner and Ritchie (2006: 3) define tourism policy as a set of regulations, rules, guidelines, directives and development or promotion of objectives and strategies that provide a framework within which the collective and individual decisions directly affecting long-term tourism development and the daily activities within a destination are taken. It is the way in which tourism must be done. Tourism policy is a strategy for the development of the tourism sector that establishes objectives and guidelines as a basis for what needs to be done. In other words, the tourism policy is a guideline which provides framework for tourism stakeholders to do their work efficiently. It is aimed at developing management to perform well in tourism industry.

2. Review of Literature

For tourism industry to be successful it has to protect the people that bring money to any place or country. In that regard, tourists need to be protected because they are the one who brings money into this industry. The tourist must be assured of safety and security at all the destinations that they plan to visit. If a part of a destination shows some doubt in terms of safety and security, the tourists are bound will not to be willing to visit that particular
destination. As a result, such behavior is most likely to cause negative impacts on the tourism industry. The establishment of tourism related policies and principles that are geared to combat tourism crime and build confidence, is the best situation any destination that seeks to promote tourism can aspire to. The first and foremost step in this direction is the presence of tourist police. Although we have a dedicated tourist police unit housed in Tourist police station at Tourist Reception Centre, Srinagar but the dearth of manpower mars the efficiency. Tourist Police unit with adequate man power can save many occasions provided that they are properly trained for dealing with tourist related safety and security. Moreover they should be good enough to interact in a cordial and professional way.

I happened to visit Police Control Room Srinagar to find out the way Tourist police personals are selected, their strength and the way they function. An official at the office of SP Police Control Room revealed that, on the condition of anonymity, revealed that tourist police is selected from among regular police without any special training. The current sanctioned strength is around 110 officers. This force is headed by superintendent of police who is designated as Deputy Director Tourism (Enforcement) and is stationed at Tourist Reception Centre. Despite being understaffed tourist police has been successful in solving numerous tourist related crime cases. They busted fake tour operators’ racket who used to cheat many tourists in Srinagar (RisingKashmir, edition: 24th February, 2014). Solving the murder case of Dutch tourist in a houseboat at Dalgate, Srinagar in one of many other examples where Tourist police acted swiftly.

Some tourists are scared to visit Kashmir valley because of what they hear or experiences. Some are holding their feet back because they do not want to be the victims of the crime. It has been argued that in a society where a particular industry is seen as an essential part of a planned process of economic and associated social and political reconstruction, the position tourism occupies in Kashmir, poses a threat to the actual or potential beneficial impact that tourism is supposed to have. The potential beneficiation situation cited above is expected to inevitably receive significant attention from all parts of the industry and the society in general. Moreover, crime in significant international tourism destinations can get extensive coverage by the news worldwide.

The security environments are probably the most unpredictable factor in the tourist industry. It has the potential to inflict major damage on the industry; a few terrorists can have a decisive and crippling impact on travel patterns and economies of particular locales. After foreign tourists were kidnapped in Kashmir it was estimated a number of tourists changed their plans to visit our valley. Since then the tourist activities in Kashmir were almost nill. The relationship between terrorism and tourism is so strong that Richter and Waugh (1986) refer to them as "logical companions. The incidents of bomb blast, suicide attacks and being highly militarized zone in the world creates an impression that Kashmir is the most dangerous place in the world which is detrimental to tourism industry.

**Government Initiative To Combat Tourism Crime**
A special police force called Tourist Police is posted at important places frequented by tourists for providing assistance to tourists to prevent them from being cheated, harassed, etc. For safeguarding the interests of visiting the state, the Jammu & Kashmir Government has enacted a special legislation called “J&K Registration of Tourist Trade Act” under which some officers of the Tourism Department have been vested with magisterial powers, including the power of compounding, in case of cheating, overcharging, harassment, pesterings, touting, etc. Tourists are urged to contact the nearest Tourism Officer of Deputy Director Tourism (enforcement) with complaints, if any, or for solving problems faced by them. Tourist Police Station at Tourist reception Centre remains open 24 hours and can be contacted on telephone No. 0194-2477224.

TOURISM AND CRIME

Tourists can be easy prey for criminals. Tourists do not know about the dangerous areas or local situations in which they might be very vulnerable to violent crimes. They become easy marks for robbers and other offenders because they are readily identified and are usually not very well equipped to ward off an attack. Sometimes popular tourist attractions such as parks are within walking distance from the hotel may bring tourist into a high crime areas lying directly in the path taken to reach this attraction (McIntosh et al. 1995). Tourists are often the victims of crime, as they are fairly easy targets. They are generally relaxed and off guard, unfamiliar with the area in which they are travelling. Furthermore, the tourists can be spotted fairly easily, if they do not dress, look or act like local people. Some tourist hotels in Srinagar, Gulmarg and other tourist destinations warn their guests not to leave their hotels in the evening.

If such high-crime areas exist, active efforts must be made to inform visitors and guests. Hotels and others that publish maps of walking tours should route such tours into safe areas only. Also, they should warn the guest of the danger that could arise if the visitors undertake certain activities. Crime against tourists results in bad publicity and creates a negative image in the minds of prospective visitors (McIntosh et al. 1995). Thus, tour companies tend to avoid destinations that have the reputation for crimes against tourist. Eventually, no matter how much effort is applied to publicize the areas benefits and visitors rewards, decreasing popularity will result in failure. Pizam, et al. (1982) found that tourism expenditures had a negligible effect on crime. However, they suggested that tourism could be considered as a potential determinant of crime, negatively affecting the quality of the environment. The tourist industry cannot be held responsible for the occurrence of crime. But one must be aware that tourists are potential targets of crime. Protecting them from offenders is essential to the survival and the growth of the industry. (McIntosh et al. 1995)

Tourism is one of the world's greatest and most significant social and economic forces. But government officials and business people must weigh the economic benefits against the possible future degradation of human and natural resources. Tourism development must be guided by carefully planned policy, a policy not build on balance sheets and profit and loss statements alone but on the ideals and principles of human welfare and happiness. This can be ensured only by efficient Tourist Policing.
Tourism as an industry has a variety of developmental challenges and need policy to be established in order to function properly. Some of the functions of the tourism policy include the following:

- It sets out activities and behaviors that are acceptable for visitors.
- It provides common direction and guidance for all tourism stakeholders within a destination.
- It facilitates consensus around specific strategies and objectives for a given destination.
- It provides a framework for public/private discussions on the role and contributions of the tourism sector to economy and to society in general.
- It allows tourism to interface more effectively with other sectors on economy.

Policy serves as a guide to what needs to be done and how should be done. It protects the destination or that organization that uses the policy. Policy should be known to everyone who works for that organization or who uses the organization. The ultimate aim of such a theory would be to state a relationship between these phenomena in casual terms, for example, increases rates of crimes against tourist's causes a decrease in tourist visits. Understanding the geographical dimension of security incidents is of great importance when handling security related tourism crisis. Host governments and the tourism industry should do their utmost to ensure that the impacts of security incidents will be confined to the location where the security incident actually took place, and will not spill over to other locations. Security incidents are regarded by the media as important news generators. Thus, when they take place, the media becomes preoccupied in providing its customers with the most vivid and explicit information and analysis of these incidents. Thus potential tourists in the generating markets are saturated with up-to-date and real life information which consciously or unconsciously establishes a perceived high risk image of the affected destinations.

In some cases it was evident that the information and assessment provided by the media about the severity of the incidents were biased and the media exaggerated the real risk involved in travelling to the affected areas. The Tourism Industry of Kashmir valley has specifically been the victim of hype created by national media in terms of law & order problem. In times of security-oriented tourism crises, affected destinations play a key role in fighting for their economic and social survival (Pizam, et al, 2006). The key questions to be investigated when evaluating destinations behavior in times of security are to what extent are destinations proactive or reactive as the crises emerge. Efficient tourist policing is one of the most critical factor in combating Tourist crimes and instilling confidence. Accidents that occur on the tourism industry are having an impact on the decline of tourists visiting the destination. Tourists are scared that they might be the victims of these incidents. Such perception of tourists must change about Kashmir. It is possible when they are given a sense of security which is possible by means of effective Tourist policing.

All forms of security incidents that occur at tourist destinations be they terrorism, political upheaval or crime negatively affect their image and can cause a decline in tourist arrivals.
(Pizam, et al., 2006). This phenomenon is more evident in long-term trends and more specifically related to long-lasting security situations. Declines in tourist arrivals lead to diminishing tourists receipts and may result in a full-fledged economic recession in destination that specialize in tourism. The longer a security crisis lasts, the higher is its aggregated negative impact on a tourist destination. The decline in tourist arrivals following one or several security incidents can last anywhere from a few weeks to indefinitely. The factor that most significantly affects the duration of the decline in tourist arrivals is the frequency of the incidents rather than their severity. The profitability of businesses that partially rely on tourism is negatively affected by security incidents. Thus, frequent security incidents may make them insolvent and hence, negatively affect the quality of life for the entire host community. Personal security is a major concern for tourists. Thus, most tourists will seek safe and secure destinations and avoid those that have been plagued by all sorts of violent incidents (Pizam, et al., 2006). The perceived risk of travelling to a security-affected destination is shaped by
• The objective facts on the ground;
• Mass media
• The travel trade (e.g. travel agents and tour operators),
• Personal information sources (e.g. friends and relatives).

These negative impacts if not addressed properly could lead to continued negative perception of aspiring tourists about Kashmir. Fortunately Government of Jammu & Kashmir has taken a serious note of it and is taking several measures to instill confidence among aspiring visitors. They are striving to make Tourist Police more efficient and have sanctioned the increase in workforce. It is clear from the discussion that high crime rates committed against tourists have negative impacts on Tourism industry of a particular destination. It is the responsibility of all the stakeholders involved in the Tourism industry to ensure that the safety and security of the tourist is being taken care of. A friendly destination can attract more international tourist which can be a good thing for a destination.

3. Objectives

Kashmir Valley is one of the most beautiful tourism destinations in the world. As such it is important to see to it that Kashmir is a tourist safe area, which is free from criminal activities. Furthermore, the tourists in the area are safe and secure, since they are the “goose that lays the golden egg”. In this regard, the objectives of this study are:
• To find out whether Tourist police is competent enough to combat crimes against tourists and to whether they make tourists to feel safe and secure in Kashmir.
• To reveal whether there are adequate policies that address situations of tourism safety and security in the study area.
• To investigate the levels to which tourism safety policies are practiced or implemented in the study area.
• To indicate the perceived management of tourism crime, safety and security in the near future for the study area.
The study intention with these objectives is to see whether these objectives are achieved in order to see that the tourists are safe because we need to protect this goose that lay a golden egg. The importance is that this Tourism industry is seen as the fastest growing.

4. Postulation Of Hypotheses

Hypotheses are educated guess of the answers that the study will find to the research problem. These hypotheses are either accepted or rejected at the end as a way of concluding the following analysis of accumulated information (Magi, 1999). The following research hypotheses were sat alongside the objectives of the study. It is hypotheses that the practices of safety and security can make the tourist to move around freely and that they can use the word of mouth to promote our destination. It is postulated as follows:

- That the local community does not understand the importance of tourism crime, safety and security in the study area.
- That the tourists do not feel safe and secure in and around the Srinagar City in absence of proper tourist policing.
- That there are no adequate policies that address situations of tourism safety and security in the study area.
- That the tourism policies in the study area are practiced or implemented in an inadequate manner.
- That there is a negative management of tourism crime, safety and security in the near future for the study area.

Hypotheses are there to assist in the investigation about this research problem and to assist establish whether this destination destined to be a safe tourist destination. With more visitors intending to visit this attraction and the local communities having the right approach to the destination, it would be interesting to establish the knowledge about and awareness regarding the importance of tourism as the goose that lay the golden egg.

5. Research Methodology

Without doubt the methods and procedures of inquiry are fundamentally important for achieving valid and reliable mechanisms of data collection, analysis and interpretation. These procedures are important for validating the process and actual empirical analysis. In this regard the methods that can be used in this research study are various and may be interviewing the local authorities, the tourists, the service providers and the local community. The people that might be affected by the outcomes of this investigation include the tourists,
authorities and policemen, because with any wrong activity that takes place within the area, they are the people who could be accused or talked about.

Once adequate background information had been developed and the problem had been defined against this background, it was then time to develop the specific procedure or design for carrying out the total investigation or research project. This step is the heart of the research process. In this instance the researcher had to develop objectives and hypotheses that would form the basis for determining the types and sources of data that were to be utilized. The secondary sources available were explored and acquired, as well as utilize the primary sources to gather information. With regard to utilization of primary research resources it became evident that the survey technique was the ideal method to use. As such it was necessary to develop the sample, the questionnaire, or other data-collection forms and any instruction sheets and coding methods as well as tabulation forms. Finally it was necessary to conduct a pilot study to test all of the foregoing elements. The results were then written up in a detailed plan that served as a guide that could be followed by any researcher.

**Sampling**
The research population from which data were to be collected was determined, as well as the stratified random sampling technique used as a point of departure. Since the population consisted of people concerned and working in tourism, a related sample of about 50 respondents was selected.

**6. Data Analysis and Interpretation**

Here we deal with the combination of analysis and interpretation of data. Analysis in research is defined as the breakdown, categorization, ordering and summarizing of data so as to get answers to research questions (Magi 2005). Interpretation of data has been explained as a useful method for addressing the research questions, which emanates from data which has been analyzed. According to Magi (2005) the other purpose of analysis is to reduce data into intelligible and interpretable chunks or form, which could be explained in a better manner. Furthermore, interpretation of results aims at achieving what the meaning and implications of the analysis has to offer, from these results conclusions can be drawn. Magi (2005) argues that the researchers have agreed that the analysis of data does not in itself provide answers to research questions, but interpretation of data does go a long way in providing reasonable answers to the research questions. The questions of this research investigation were structured in relation to the objectives of the study, so as to achieve the desired results. The findings below concentrate on levels of the policies and practices of tourism crime, safety and security in Srinagar City. The process of data analysis and interpretation is an important mechanism in the investigation and evaluation of statistical information towards making judgment about respondents being investigated (Magi 2005). Interpretation of data in this instance is a useful method for data presentation, analysis and form an important section for any research work. The success and failure of any research depends on the skill and approach used by the researcher in the process data collected.

In this section of the research, the study analysis and interpretation of data that was collected during the data gathering process. This type of procedure is therefore followed in this chapter
and it is assumed that the outcomes are most effectively going to address the research which is reflected in the objectives and hypotheses given below.

UNDERSTANDING THE IMPORTANCE OF TOURIST POLICING FOR TOURISM SAFETY AND SECURITY

In an attempt to discuss objective of this study it was found necessary to deal with how respondents perceive the importance of tourism in the context of tourism crime, safety and security. In other words, it has been suggested that before the stakeholders, local communities and tourists can be expected to participate in tourism activities or make a meaningful contribution to the industry, they must understand what tourism provision, utilization and management is all about. The community must also be aware of the benefits and opportunities of tourism and what crime does to tourism. With a view of addressing how respondents understand the notion of tourism and crime respondents were asked to respond to a series of questions relating to these matters. As shown in Table 1 below the respondents revealed their understanding and the make-up of tourism related crime, safety and security.

As shown in Table 1 below respondents, which consisted of tourists, tour operators, as well local community members, responded to various questions as shown below:

<table>
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<tr>
<th>Responses</th>
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<tbody>
<tr>
<td>1 Strongly Agree</td>
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<table>
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<tr>
<th>Statement about Tourist Police</th>
<th>Response 1 2 3 4 5</th>
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<tbody>
<tr>
<td>1. Do you feel that the Tourist Police which is presently here plays a positive role in helping Tourists?</td>
<td>08% 36% 10% 28% 18%</td>
</tr>
<tr>
<td>2. Tourist Police here is possessing good communication skills?</td>
<td>13% 03% 10% 43% 31%</td>
</tr>
<tr>
<td>3. Tourist Police helps Tourists in providing them confidence for rate fixation for different amenities?</td>
<td>00% 31% 33% 18% 18%</td>
</tr>
<tr>
<td>4. Tourist Police needs lot of training for satisfying the Tourists?</td>
<td>77% 15% 05% 00% 03%</td>
</tr>
<tr>
<td>5. Are you satisfied with the Tourist Police here at destination?</td>
<td>00% 33% 13% 46% 08%</td>
</tr>
<tr>
<td>6. Tourist Police should possess good leadership skills?</td>
<td>72% 15% 05% 03% 05%</td>
</tr>
<tr>
<td>7. Tourist Police helps to maintain a good liaison between stakeholders and Tourists?</td>
<td>03% 23% 61% 13% 00%</td>
</tr>
<tr>
<td>8. Tourist Police boosts tourists in enjoying a destination by providing safety and security to the tourists at a destination?</td>
<td>10% 36% 23% 23% 08%</td>
</tr>
</tbody>
</table>
9. Do You feel that Tourist Police at a destination or at a Heritage Site helps to preserve the Heritage Site? 10% 61% 08% 21% 00%

10. Do you agree that Tourist Police plays a prime role in sustainability of tourism? 18% 38% 23% 10% 10%

11. Are you satisfied with the service rendered by Tourist Police at destination? 05% 18% 23% 46% 08%

12. Tourist Police should be highly educated than a common Policemen? 49% 41% 08% 03% 00%

13. Tourist Police should have a good colored uniform? 41% 49% 03% 08% 00%

14. Do you feel that separate colour uniform helps tourists in recognizing them? 61% 39% 00% 00% 00%

Table 1

A majority of respondents [77%] responded positively to the statement "Tourist Police needs lot of training for satisfying the Tourists?". Furthermore they also responded positively to the statements such as: "Tourist Police should possess good leadership skills?" [72%] and "Do you feel that separate color uniform helps tourists in recognizing them" [61%]. These responses suggest that respondents are fully aware and understand the importance of tourist policing, & safety and security matters.

7. Conclusion

In the beginning of this study objectives were set to serve as goalpost to be reached and achieved and those that could not be statistically analyzed have been achieved as well. Then in the subsequent text objectives of the study were analyzed and hypotheses assessed, and from this process interesting outcomes were achieved. Firstly the study was aimed at determining whether the local community, tourism officials and tourists understands the importance of tourism crime, safety and security in the study area. From the data analysis this objective was sufficiently achieved. Local community seems not to understand what you are talking about if you mentioned the importance of tourism crime, safety and security in the study area. This might be the cause of not knowing the importance of protecting the tourists.

Secondly the study was aimed at establishing the extent to which tourists feel safe and secured in and around the Srinagar city. From the data analysis this objective was successfully achieved. The outcomes of the analysis were that the selected respondents were aware of how the tourists feel about safe and secure environment around the Srinagar city. It was hypothesized that the tourists will feel safe and secured in and around the Srinagar city provided there is well equipped tourist police with a uniquely identifiable uniform, good decision making capability and exceptional communication skills.

Thirdly the study was aimed at revealing whether there are adequate policies that address situations of tourism safety and security in the study area. With the findings that were received it shows that there are no adequate policies to address the situation so it was poorly achieved. Although ministry of Tourism as per there claim is doing its level best but no improvement is felt at ground level.

Based on the findings of the analysis, the hypothesis relating to levels to which tourism policies are practiced or implemented in the study area, was not supported. The basis for the
conclusion was that the respondents on the whole thought policies were not adequately implemented in the area. The community was not happy about the state of tourism crime, safety and security reported in the study area.

8. Suggestions and Recommendation

These recommendations are based on the findings of the study. The recommendations made are not prescriptive but serve as reference for future planning within the tourism industry. It is recommended that

a) Tourism authorities should have the programs that can make local people to be engage in tourism activities so that they can know the importance of the tourism project in the study area. Authorities should have the programs that develop them so that if there is a problem in the study area they know how to attack it and these programs should review and renew the policies and practices that relate to crime, safety and security and should memories by the tourism authorities.

b) Tourism officials should come up with programs of promoting the communities to visit all Tourism facilities within the study area. Since it has been proven that there are tourism facilities within the city that the local people are not aware of or interested in visiting. They should come with a program which is similar to shot left because local people they tend to think that they know the area while they have not even visited it or treat themselves like booking themselves in a nearby attraction or accommodation. The local people should be encourage to utilize these resources so that the economy of the city can be boosted and if it is utilized correctly no one can think of vandalizing it instead everybody can protect or think ideas that can promote and protect the destination. Tourism officials should even get the Non-governmental organization which can train and promote the protection of these resources. This organization again can encourage the local people to come up with the project that they can do in order to enjoy the benefits of those who are utilizing the resources.

c) Police patrols should be something that is done on regular bases besides having the accident that occurs in the study area. They should always try by all means that it is crime free destination so that if it is few or no accidents more visitors can be willing to visit the city because they know that they are free.

Tourists that visit the destination should tell if they overcome any accident in the study area. Whether it is a domestic or international tourist. These tourists should know that there are practices that are thereto protect them. Further, they should not carry the things that can attract the criminals, they should be alert each and every time if they are visiting the area because they are known to carry big cash and sometimes they are having the confusion of the currency of the country that they are visiting. The tourists need to be careful of those things to because there are people who might take advantage of that too. The tourists should be encouraged to walk in groups so that they cannot be the victims of these criminal activities. Domestic tourists should be encouraged to report these crimes. Justice, to authorities and all stakeholders, should have the policies that they can use in order to prevent the criminal activities. The stipulation of those policies should be used and known to everyone that is involved. Practices that are stipulated should be known and performed. If the crimes are
spotted those who are the wrong doers of these criminals should be arrested. Those who are involved with the justice they should try by all means to protect this goose that lay the golden egg. Authorities should inform even the community that if they spot anything wrong they should not hesitate to report those kinds of activities. If these activities are reported the justice department should not delay to take action, they should act there and then.

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