



**WELCOME**



**THM-121  
FIRST AID, SAFETY, AND  
SECURITY**

**Session 02 :  
Introduction and Course  
Rationality**

# TOPICS TO BE DISCUSSED

**Tourism in Developing Countries**

**The Role of Safety and Security**

**Definition & Differences Between Safety and Security**

**Incidents that Influence Safety and Security in Tourism**

# Basic characteristics to identify Developed, Developing, and Under Developed Countries

Income	Human Development Index	Economic Vulnerability
<b>Per Capita Income</b>	Under-five mortality rate (1/6)	Population (1/8)
	Percentage of population undernourished (1/6)	Remoteness (1/8)
	Maternal mortality ratio (1/6)	Merchandise export concentration (1/16)
	Gross secondary school enrolment ratio (1/4)	Share of agriculture, hunting, forestry and fishing in GDP (1/16)
	Adult literacy rate (1/4)	Share of population in low elevated coastal zones (1/8)
		Instability of exports of goods and services (1/4)
		Victims of natural disasters (1/8)
		Instability of agricultural production (1/8)

# **TOURISM IN DEVELOPING COUNTRIES**

**Vast range of sites and attractions** that make it attractive for tourists, including **wildlife, wetlands, mountains and costal areas**

- Community Participation is needed.
- Local Investors and Local Elites
- Structural Barriers-Centralization, Lack of Coordination, Information Lacking, lack of experts
- Cultural Barriers-not up to date, Limited capacity of the poor people.

**Lack of SAFETY and Security**

# DEFINITION & DIFFERENCES BETWEEN SAFETY AND SECURITY

- Safety is the protection from unintended incidents.
- Security is a planned act.

Safety is “the condition of being protected from or unlikely to cause danger, risk or injury” and security is “the state of being free from danger or threat”.

- Safety is often unplanned criminal acts that derive from a thoughtless action.
- Security is a planned act caused by the motivation of an individual or a group.

# INCIDENTS THAT INFLUENCE SAFETY AND SECURITY IN TOURISM

## **Crime-related Incidents**

1) Theft; 2) Robbery; 3) Rape; 4) Murder; 5) Piracy; 6) Kidnapping.

## **Terrorism**

Domestic terrorism; 2) International terrorism; 3) Cross-border terrorism.”

## **War and Civil/Political Unrest**

# Impacts of Security & Safety Incidents

## Impacts on the Destination

- ✓ triggers an immediate crash in tourism demand to these areas.
- ✓ does not contribute to shaping a positive destination image
- ✓ may be skeptic towards these regions.
- ✓ may not be as responsive as others to the change of the safety situation
- ✓ might cancel vacations or choose alternatives.
- ✓ several businesses depend on earnings from the tourism sector, makes it even harder to suffer from losses.



# Impacts of Security & Safety Incidents.....

## Impacts on the Tourist's Behavior

- ✓ seriously impact on the tourists risk perceptions and therefore the travel decision.
- ✓ avoid of the destination.
- ✓ cancel their holiday or choose among any alternative destination that offers the same features.



# Security and Tourism

European  
Forum *for*  
Urban  
Security



THANK YOU

## 2 Literature Review

### 2.1 Tourism in Developing Countries

#### 2.1.1 General Facts

When people talk about developing countries, they talk about „countries or nations with an average income that is relatively lower than in highly industrialized countries, and are in the process of change toward economic growth.” (Biology-online, 2010) These countries are in comparison to industrialized countries, less developed regarding health care, literacy and income. (Biology-online, 2010)

Countries like Asia, Africa, Oceania and Latin America are often designated as “Third World Countries” by the media nowadays. However this definition is not appreciated worldwide. People use synonyms ranging from underdeveloped countries and developing countries to non-industrialized countries or basically “the South”. (Third World Traveler, 2011)

In comparison to developed countries such as Austria, Germany, the United States of America as well as Japan and Canada, also called “the North”, developing countries are less industrialized. (Business Dictionary, 2011) Many of these developing countries share the same characteristics, like for example high rates of poverty, rural social structures and moderate lifestyles as well as high population growth and birth rates. However not all characteristics apply to all developing countries due to the fact that they are working on several different levels of economic development.

Since the Western countries are dominating powers in our economy, developing countries are highly dependent on them. This means that the few economic activities that exist within these countries are regulated and monitored by foreign firms. (Third World Traveler, 2011)

Unfortunately the above mentioned problems represent only a few problems that exist within the developing world.

### **2.1.2 Problems within Developing Countries**

Asides the above mentioned problems that many undeveloped countries face, problems like the trade of manufactured goods, water pollution, epidemic diseases and delinquency are critical points too. (Water Encyclopedia, 2011; Scalloway, 2011; FCO, 2011)

Especially in many African countries in the Sub-Saharan region poverty as well as crime, health care and water pollution are main concerns. (Chudi, 2010)

When you take a closer look at the southern part of the Sub-Saharan region including countries like South Africa, Mozambique, Namibia, Botswana, Zimbabwe, Zambia, Malawi, as well as Tanzania, Uganda and Kenya you will see that they all share similar characteristics. All of these countries suffer from relatively high crime rates ranging from petty street crime like theft, pick-pocketing and bag-snatching, to more severe crimes like armed robberies and car-hijackings, muggings, banditry and within some parts of these countries the Foreign and Common Wealth Office (2011) warns of kidnappings, rape and murder in some parts of these countries. The risk from terrorism is also a critical point in some of these countries. While the southern countries only face a relatively low threat from terrorism, except the country South Africa, in countries like Tanzania, Uganda and Kenya, the threat from terrorism is higher. A serious problem that all of these countries have are the limited medical facilities. In bigger cities or capital cities the health supply is pretty good but in rural areas or smaller countries the facilities are very poor and drugs and clean needles are not available everywhere. The fact that people within these countries regularly come down with diseases like malaria, cholera and rabies and the existence of a wildlife environment brings a lot of risks with it. Wild animals, poisonous snakes and scorpions increase the problem of limited health care. (Foreign and Commonwealth Office, 2011) However the most serious and dangerous disease in these countries is aids, as more people are affected by this virus than anywhere else in the world. According to Avert (2011) the social and economic problem this disease brings with it does not only have an impact on the health sector but also on the people's education and on the human resources in these countries. Furthermore in countries like South Africa, Mozambique and Zimbabwe floodings are common during the

rainy season and countries like Malawi, Tanzania and Kenya are earthquake zones. (Foreign and Commonwealth Office, 2011)

Although a lot of potential risk factors exist within these Sub Saharan countries, travelling to many parts of these countries is considered to be “safe”. (Foreign and Commonwealth Office, 2011)

Due to the fact that these countries offer a vast range of sites and attractions that make it attractive for tourists, including wildlife, wetlands, mountains and coastal areas, the tourism sector within these countries has been improved in the last decade. (The Encyclopedia of Earth, 2008) Motives such as safari, gorilla trekking, the beautiful and exotic landscapes, its history and culture may be reason why several tourists want to travel to one of these countries.

Therefore the above mentioned problems are factors that may influence the security and risk perceptions tourists take into consideration when they plan a trip to a destination. Furthermore today’s influence of the media on a destinations image is overwhelming, especially when the public is concerned with problems like epidemic diseases, political instabilities and crime. (Beirman, 2003 cited by Valencia and Crouch, 2008)

According to Goeldner et al (2000, cited by Floyd et al, 2003, p. 20) “Travel and Tourism is the worlds largest industry and also represents the top three industries in many countries.” As a result it would be extremely important for third world countries to improve the tourism sector within their countries even more in order to enhance this source of income. Unfortunately this intention that many undeveloped countries already have can not be reached overnight, but one particular step forward could be community participation within these destinations. (Tosun, 2000) Community participation in developing countries has become a major aspect especially concerning the tourism development process. According to Todaro,(1994, cited by Tosun, 2000) it is often the way wealth is distributed within a society, as well as the distribution of power that contributes to the emergence of the economic, social and political situation of a country.

As Linton (1987, cited by Tosun, 2000, p. 614) states “Third World tourism has been set up by agreements between foreign image-makers/investors and local elites.” This means, that the community does not have the right to take part in shaping the image of their country. Even though the will or interest to let the community

participate exists, there seem to be operational structural and cultural barriers in many undeveloped countries. In his article about “Limits to community participation in the tourism development process in developing countries” Tosun (2000) identified several aspects concerning operational, structural and cultural limitations. Limitations at the operational level may be in the form of “Centralization of public administration of Tourism”, which means that the planning and the organization of tourism is made at a national level and is directed by these nationals instead of involving the local governance in this management process. Another two important aspects in this context are the “lack of co-ordinations” and the “lack of information”. As tourism is a service that exist of several components working together to form one product, it is very important for the different sectors to work together in order to achieve the optimum outcome. In many undeveloped countries authorities are working against each other instead of working with each other although co-ordination and co-operation would improve reasonable strategies for the tourism development.

Furthermore the public is not kept up-to-date about any kind of activities concerning tourism development, which makes it impossible for the community to participate in the establishment of a successful tourism sector. (Tosun, 2000)

In the field of structural limitations Tosun (2000) found a lot of barriers that may hinder the development of tourism. For example the “attitudes of professionals” who are often not very confident of the local people as well as the “lack of expertise. The professionals working in developing countries were well trained to manage the tourism development but definitely have a lack of knowledge about community participation. They do not know how to cooperate with non-professionals and how to let them take part in tourism planning. Other hazards may be the “domination of the elites” who do not want to inform the rest of the populace about institutions and policies. Besides the operational and structural barriers there may be some cultural limitations like the “limited capacity of the poor people” within undeveloped countries, as well as the low level of interest demonstrated by them, that derives from their missing self-confidence. As a result they have to be highly motivated in order to contribute to the tourism development. Apparently there are several barricades that make it very difficult for developing countries to improve their tourism sector. (Tosun, 2000)

Tosun (2000) argues that many undeveloped countries are aware of the need for tourism planning but they face two main obstacles, the high costs that for the implementation and the missing financial resources in these countries. According to He furthermore point out that the participation of the community is important to present good tourism product and moreover a performance of a developed tourism system is the key driver for tourists to visit particular destinations. (Tosun, 2000)



### **2.1.3 The Role of Safety and Security**

Although community participation may be a basic approach for the development of a tourism system, the importance of safety and security is rising constantly, especially in the last years it was a major concern. According to Olsen and Cassee (1996, cited by Chiang 2000) safety and security are one of overall “five global forces that would drive the tourism industry in the new millennium.” For the consumers of tourism services safety and security are probably part of the most important aspects within this industry. People are confronted with both issues not only in everyday life situations, like driving a car, going to work and doing sports, they are furthermore confronted with them in their social environment, in private and public surroundings as well as while going on vacations.

As security in the tourism sector has already been an important matter in the past decades, it is getting more difficult to control it due to the fact of economic growth and rising population (Hall et al. 2003). However the tourism sector is not the only industry that is affected by security issues, particularly because these risks do not only arise anymore just from actions like war, terrorism and other crime-related incidents but in recent years also from global issues including health, international and national crime, resource scarcity as well as sustainable development. (Butfoy, 1997, cited by Hall et al. 2003). Mansfeld and Pizam (2006) argue that every security incident such as war, civil unrest, terrorism or crime do not only have a negative effect on the destination itself but also to the local community, the tourists and its stakeholders. Moreover these incidents do not only affect the concerned destination but often also the surrounded regions and in the worst case the whole tourism system (Hall et al. 2003).

Especially in underdeveloped countries, where risks in various forms are common, it is important to reduce or try to control the risk factors in order to make the destination more attractive to tourists. As already mentioned above the development of a tourism sector, can not be achieved in a single day, it is a slow and time-consuming process that requires a lot of effort. However the improvement of a proper safety and security system may be the first step towards it.

## 2.2 Safety and Security

### 2.2.1 Definition & Differences

To get an overview of the whole topic, the most important aspect is to define the terms safety and security. Idso and Jakobsen (2000, cited by Albrechtsen 2003) from the Norwegian University of Technology and Science define safety as the protection from unintended incidents and security as the protection from incidents, where people act deliberately. In the new Oxford dictionary Pearsall and Hanks (2001, cited Albrechtsen 2003, p. 2) explain safety as “the condition of being protected from or unlikely to cause danger, risk or injury” and security as “the state of being free from danger or threat”.

Albrechtsen (2003) also says that the thought behind both of the terms is to take care of people by eliminating any hazards and threats and ensuring a safe and secure environment. Furthermore she states that the difference between them is that safety is concerned especially with the protection of human lives and health while security adverts to the protection against criminal activities.

As safety science involves the well-being of human people in every aspect of their lives it has its roots in high-risk industries such as nuclear plants where human caused and technological failures often occur. Nowadays this area is wide spread because of ongoing improvements within these sectors and international tourism may often be the carrier for catastrophes like outbreaks of epidemic plagues. Albrechtsen (2003) furthermore explains that safety incidents do not only endanger the overall level of humans’ well-being but also material objects as well as the environment might be affected. Moreover she argues that incidents within the field of safety are often unplanned criminal acts that derive from a thoughtless action. In this case, most people act deliberately without the intention to achieve a particular effect. Due to the fact that these hazards are often tangible and observable it makes it easier to get a general idea of the problem and therefore makes it easier to prevent or at least control them. (Albrechtsen, 2003)

The field of security is more complex and for that reason it makes it more difficult to control it. As Albrechtsen, 2003 states “today the field covers everything from personal to national security including financial crime, information protection,

burglary and espionage among others.” In addition Albrechtsen (2003) points out that any incident within the field of security is a planned act caused by the motivation of an individual or a group. In contrast to safety, security acts are malicious, criminal actions planned by people with the ulterior motive to achieve a wanted outcome. The high level of uncertainty on security threat is often created through interaction that cannot be foreseen, and is therefore difficult or impossible to predict. (Albrechtsen, 2003)

As this thesis is specialized on travel to developing countries, both issues are important aspects for people planning their trips.

In a study of Moreira (2007) he profiled the difference in risk perceptions as well as the evaluation of whether catastrophic or stealth risks are perceived more dangerous, among tourist and residents in Macau in China. Throughout his study he found out that the top three positions out of a ten-risk ranking were the outbreak of an epidemic disease on the first place followed by the increase in crime levels and terrorist attacks. Out of this ranking it is obvious that both security and safety are aspects that should not be underestimated and play a particular role in every tourist’s destination choice. In order to find out how people perceive different risks it is first of all necessary to identify the different safety and security risks that exist.

## **2.3 Incidents that influence Safety and Security in Tourism**

In the book *Tourism, Security and Safety*, Mansfeld and Pizam (2006) have defined three major ideas to build the foundation for a general theory of security in tourism. The first concept describes the nature of tourism-related security incidents including the different types of incidents, the motives and the targets. The second conception is related to the impacts of such security incidents to the tourism industry, the tourists and the destination and the last idea deals with the reaction to tourism crises by its stakeholders.

### **2.3.1 Types of Security Incidents**

Mansfeld and Pizam (2006) argue that “so far, the literature dealing with these interrelations identified four major types of security incidents that triggered some form of negative impact on the host communities, the tourism industry and the tourist themselves.” The four types in this context are “crime-related incidents, terrorism, war and civil/political unrest.” (Mansfeld and Pizam, 2006)

“Crime-related incidents can be in the form of 1) Theft; 2) Robbery; 3) Rape; 4) Murder; 5) Piracy; 6) Kidnapping.” (Mansfeld and Pizam, 2006,) They state that there are several possibilities in which these incidents can be carried out. The researchers came up with examples like “crimes committed by local residents against tourists, crimes committed by tourists against local residents, crimes committed by tourists against other tourists and organized crime against tourism enterprises”. (p. 4) Unfortunately any of these incidents will harm the image and will therefore lead to the absence of tourism in the concerned region (George, 2009). Moreover George (2009) states that the tourists particular vulnerability to be a victim of any crime-related act, leads to the fact that many of them do not even consider to take destinations with high crime rates into their choice set and will prefer travelling to safer destinations.

According to Mansfeld and Pizam (2006) "terrorism can be in the form of: 1) Domestic terrorism; 2) International terrorism; 3) Cross-border terrorism." According to Sönmez and Graefe (1998) terrorism and political turmoil can be defined as the most meaningful obstacles in our time. Several researchers came to the conclusion that the problem of terrorism degenerated as terrorists realized that mass communication allows them to get even greater attention from the global audience. (Alexander 1971, Sandler and Lapan 1988, Schmid and deGraaf 1982, cited by Sönmez and Graefe, 1998). Richter 1983 (cited by Sönmez and Graefe 1989) believes that tourists might be the target group for terror attacks due to the fact that they symbolize the representatives of their country and as the media finds out that tourists are involved in such an attack, the whole situation escalates and attracts the attention of a broader international audience. Richter (1983, cited by Sönmez and Graefe 1989) explains this approach as the "usefulness of tourists to terrorists". In other words, attacks on tourists are a used instrument to achieve advantages or to attain a certain political goal (Richter and Waugh, 1986, cited by Sönmez and Graefe, 1998).

"The types of wars that have been found to have an impact on tourism are: 1) Cross-border wars; 2) Trans-border wars; 3) Wars of attrition; 4) Civil wars." (Mansfeld and Pizam, 2006) According to them wars have had a negative influence on tourism flows in the past years, not only on the affected country but also on the surrounding areas. They argue that it does not matter if the whole country or just some parts are affected, tourists try to avoid these places and in contrast to terrorism, the aftermath of these incidents are extremely long-lasting and affect wider regions.

"Civil and/or political unrest can be in the form of 1) Coup d'état; 2) Violent demonstrations; 3) Uprising; 4) riots." The word unrest may be defined as "a political situation in which people protest or behave violently." (Longman Dictionary of Contemporary English, 2010) Such situations often occur when people within a country protest against political actions or representatives from the government. On the first sight terrorism and political instability do not seem to be associated with each other but sometimes terrorism may be the activator for a subsequent political crisis (Wieviorka 1994, cited by Sönmez and Graefe 1998). Although political unrest

in form of uprising and demonstrations might not be as severe as terrorism it represents an obstacle to tourism demand. (Sönmez and Graefe 1989) They furthermore argue that the “continuous media coverage of political rebellion, military coups, or regional wars can deter tourists from choosing to travel to specific destinations or even entire regions.”

Asides the above mentioned security incidents the EIU (1994) and Pizam (1999, cited by Cavlek 2002) have listed another two important factors that influence the negative impact of a destination which are:

“Natural Catastrophes in the form of 1) Earthquakes; 2) Floods; 3) Hurricanes; 4) Volcanic eruptions; 5) Outbreaks of an epidemic disease; 6) Fire.”

and

“Catastrophes caused by human or technical error: 1) Nuclear pollution; 2) Nuclear tests; 3) Oil spills.”

A study carried out by Plog (1999, cited by Valencia and Crouch, 2008) showed that people are more likely to cancel their trip or do not even consider to go to a destination which was hit by a human-caused disaster, such as war and terrorism, than by a natural disaster. He explained that this might be the case, because crime-related incidents are attempts against tourists. He moreover argues that tourists are afraid because they are aware of the fact that they display a political value for the people planning these attacks. He also argues that, in contrast to terrorism, natural disasters can not be foreseen as they are not planned.

Generally speaking each of the above mentioned incidents, no matter if crime-related occurrences, disasters caused by human beings, natural catastrophes, war or terrorism, had an enormous negative effect on tourism demand in several countries. The tsunami in December 2004 where thousands of people, including locals as well as tourists, got victims of a dramatic natural disaster caused a remarkable decline of tourism arrivals in all surrounding regions. (Tarlow, 2005).

The worst example of a human-caused tragedy was definitely the terror attack of 9/11. Floyd et al. (2003) state that the happening on the 11<sup>th</sup> of September caused mass cancellation and the approximate loss of this debacle was US\$ 10 billion, according to the International Air Transport Association. (World Tourism Organization, 2001, cited by Floyd et al, 2003) They furthermore argue that tourists as well as residents were not only scared to fly, they also lost their credibility in the safety and security system.