

CRIME RATES, COMMUNITY ORIENTED POLICING AND TOURISM: AN EMPIRICAL EXAMINATION IN THE INDIAN CONTEXT

STOPE KRIMINALA, POLICIJA USMJERENA ZAJEDNICI I TURIZMU: EMPIRIJSKO ISPITIVANJE U INDIJSKOM KONTEKSTU

BALAKRISHNAN, Kannan; RAMANATHAN, Hareesh N. N. & SIDDIQUE, Sifad

Abstract: *Tourism has a significant role in the development of the economy of a country. Ensuring the safety and security of the inbound tourist is very significant in the growth of the tourism industry. Thus, creating a conducive environment for the tourists regarding a hassle-free stay is the prime responsibility of the police. Many argued that a specialized unit of policing is required to deal with the issues concerning the tourists. This paper examines related kinds of literature, some of the best practices, and the crime rates of violence against foreigners in India.*

Key words: *tourism, crime, community policing, tourism-oriented policing*



Authors' data: Dr. Kannan **Balakrishnan**, Assistant Professor, Department of Forensic Science, JAIN (Deemed-to-be University), India. E-mail: b.kannan@jainuniversity.ac.in; Dr. Hareesh N **Ramanathan**, Associate Professor, Cochin University of Science and Technology, E-mail: hareeshramanathan@cusat.ac.in; Mr. Sifad **Siddique**, Faculty, JAIN (Deemed-to-be University), India. E-mail: s.sifad@jainuniversity.ac.in

1. Introduction

Tourism is the largest and the most dynamic sector which contributes to the social and economic development of the country. The United Nations World Tourism Organization defines tourism as 'travel from one's place of residence to another distant destination for a minimum period of twenty-four hours and a maximum period of one year. In 1963, The Rome Conference defined tourism as a visit to a country other than one's own or where one usually resides and works. Tourism has grown through the ages and has witnessed multiple stages of evolution in its every form. People initially travelled in search of basic necessities and later it transformed to trade and pilgrimage travel. Then this paved the way for leisure travel and now it has greater dimensions.

Tourism is a unique industry that is the world's largest industry and perhaps the least protected industry. According to the "World Travel and Tourism Council," travel and tourism continue to be one of the world's largest industries. It is the fastest-growing industry in recent years and it is now the third-largest industry in the world (United Nations World Tourism Organization [UNWTO], 2011) [1]. The total impact of the industry means that, in 2012, it contributed 9% of global GDP, or a value of over US\$6 trillion, and accounted for 255 million jobs. Over the next ten years, this industry is expected to grow by an average of 4% annually, taking it to 10% of global GDP, or some US\$10 trillion. By 2022, it is anticipated that it will account for 328 million jobs, or 1 in every 10 jobs on the planet [2]. The tourism industry consists of numerous components and has a huge impact on the global economy directly and indirectly.

In any industry, for instance, security aspects are very vital. Travel and Tourism Competitiveness Report (2013) deliberates safety and security to be a pillar of tourism competitiveness with 'reliability of police services' as a central anchor [3]. The potentially important factor that may influence tourism demand is the safety of the tourism destination [4]. So, the most important challenge officials face in the tourism industry is to offer safety and security to the clientele. The undesired events such as crime incidents create negative impacts on the tourist flow. The tourism industry requires a safe and orderly environment to bloom. The safety and security are the most important factors in the tourism industry when compared with low prices [5]. Studies showed that the security facets of the tourist destination are one of the most significant factors for international travelers [6]. Hence, any safety or security mishap can destroy the reputation of a tourism destination, the safety and security of the tourists should be a matter of national security.

The criminal activities in the destination country are viewed as a risk factor by potential tourists [4]. Thus, crime acts as a catalyst in the reduction in the arrival of international tourists. Tourism is an interactive relationship among tourists, local businesses, and host governments and communities [7]. The tourists are more prone to the victimization of crime because they are 'lucrative targets' as they typically carry large sums of money and other valuables, likely to be relaxed, off-guard, and careless while on vacation, and less likely to report crimes or testify against suspects

to avoid problems and return trip [8]. The various scenarios associated with the crime against tourists and it is as follows:

- The tourist is an accidental victim, in the wrong place at the wrong time, targeted as an easy mark.
- The location is conducive to crime, due to its nightlife, hedonistic culture, and myriad potential victims.
- The industry itself provides victims, as tourists are more prone to taking risks while on vacation, and less likely to observe safety precautions. Furthermore, as tourists' numbers grow, so too can local hostility toward tourists, thereby increasing the chances that they will be cheated, robbed, or assaulted.
- Terrorists or other groups may specifically target tourists, singling them out for hostage-taking or even murder [9].

1.1 Tourism in India

India receives millions of tourists every year. Tourists from the United Kingdom, United States, Sri Lanka, France, Germany, Canada, Japan, Australia, and Singapore. Nearly 27.5 percent of the tourists coming to India are in the age group of 35-44 years, 23.4 percent are in the age group of 25-35 years and 20.8 percent of them are in the age group of 45-54 years [10]. Women constitute 30.5 percent of the total international arrivals in India [10]. The Indian tourism sector accounted for 8% of the total employment in the country. In India, a total of 10.93 million foreign tourists arrived in the country in 2019, which is 3.5% more than the previous year (2018). While international tourism witnessed such positive growth, the number of domestic tourist arrivals summed at 2321.98.9 million in 2019 which saw a whopping 25.3% annual growth. One of the most significant benefits of tourism is its foreign exchange earnings. As per the Reserve Bank of India's records, the Foreign Exchange Earnings from tourism in the year 2019 is USD 30058 million while in 2018, it was only USD 28586 million i.e., a 5.1% growth from the year before. As per the statistics, India's tourism industry accounted for 31.8 million jobs, which counts for 7.3% of the total employment in the country. When broken down further, tourism again accounted for 5.65% of direct employment in the country which gives us a cumulative job share of 12.95% of India's total jobs. Just looking at these statistics, the significance of tourism as an industry to the country is clearly visible and its contribution keeps on increasing every year. The World Travel and Tourism Council considered India the most desirable tourist destination and one of the foremost tourist growth centers in the coming decade [10]. According to the Travel and tourism competitiveness Report, 2009 by the World Economic Forum, India is ranked 11th in the Asia Pacific region and 62nd overall, moving up three places on the list of the world's attractive destinations. It is ranked the 14th best tourist destination for its natural resources and 24th for its cultural resources, with many Worlds heritage sites, both natural and cultural, rich fauna, and strong creative industries in the country. India also bagged 37th rank for its air transport network. The Indian travel and tourism industry ranked

5th in the long-term (10-year) growth and is expected to be the second-largest employer in the world by 2019.

1.2 Need for the safety and security of tourists

The safety and security of foreign tourists are the most significant aspects a country should consider for the growth of the sector. Tourist friendliness and the utmost security are the two factors that create a progressive destination development. The safety and the security of the tourists are the primary responsibility of the State governments and Union Territory administrations as the law and order is a state subject in India. Some of the state governments have constituted Tourism Police to cater to the needs of the tourists. It acts as a kiosk at the tourist destination to deliver policing services to the tourists. The Government of India has created the Tourist Facilitation and Security Organization to provide facilitation, guidance, safety, and security to foreign and domestic tourists visiting the destinations.

1.3 Measures adopted by the Government of India for the safety of tourists

There are various measures adopted by the Government of India to ensure the safety and security of tourists in the country. Some of the measures are as below:

1. The Ministry of Tourism, on a pilot basis, has set up the 'Incredible India Help Line' to guide the tourists.
2. Adoption of a code of conduct for Safe and Hon'ble Tourism, which contains a set of guidelines to encourage tourism activities to be undertaken with respect to basic rights like dignity, safety, and freedom from exploitation of both tourists and local residents, in particular women and children.
3. All the Chief Ministers of the State Governments and Administrators of Union Territory Administrations have been asked to take immediate effective steps for ensuring a conducive and friendly environment for all tourists and also request them to publicize the steps being taken/proposed to be taken to increase the sense of security amongst the present/prospective visitors and also to counter the negative publicity if any.
4. In the wake of some unfortunate incidents involving foreign tourists, the Ministry of Tourism has also posted an advisory on its website www.incredibleindia.org.
5. Guidelines on Safety & Security of Tourists for State Governments/Union Territories and Tips for Travellers have been formulated in August 2014 and circulated to all State Governments and Union Territories. These guidelines have been issued with an objective to help/provide direction to the State Governments and Union Territory Administrations in formulating guidelines for the safety and security of the tourists (Ministry of Tourism, 2015).

2. Review of Literature

There are a few studies conducted on the rate of crime victimization among international tourists and the responses of the governments towards it. Some studies on tourism and crime victimization of foreign tourists are discussed below.

Tourism can directly impact the economy in many ways [11]. This impact that tourism has can be directly transferred to the people thus providing them with better economic status. This phenomenon is evident all across the globe that wherever tourism was planted, the local economy has shown positive growth resulting in psychological support from the local residents.

Tourism is a huge employment generator, and to be specific, it contributes greatly to women [12]. As many jobs in the tourism industry require only average skilled people, this is a huge opportunity for women who are not specifically skilled in the general jobs. Even though one of the negative aspects of tourism is that the jobs are highly seasonal, this, in turn, has benefitted people by providing them an additional parallel income while having a mainstream profession.

When talking about India's tourism industry, the most important aspects that shape this industry in India are our governmental policies, infrastructure management, workforce issues, education, etc. [13]. When analyze it in-depth, it is understood that the government has started to give special focus to the tourism industry over the last two decades. An array of projects, programs, and policies have been devised by various governments to foster the tourism industry as they have realized the potential of tourism.

When understanding the importance of the tourism industry to a country, it is equally important to have a properly disciplined functioning industry. Tarlow outlines the significance of structured policing in tourism destinations [14]. He explains with the example of Caribbean islands as the number of crimes against tourists is on the rise in the recent past. The study stated that most of these crimes are for economic gains and not only for tourists, many times local residents are also prone to such crimes in tourist destinations. These have to be better understood by examining the scenarios in various tourist destinations across the globe. The infamous theft network of Paris is a much-known thing to travelers. This implies a proper, strategic, cemented law enforcement system in tourist destinations.

Apparently, the crime rates can have various levels of impact on the destination [15]. As tourists are easier targets of such criminals, they often fell victims to such activities. Such crimes have a higher happening rate in crowded destinations as compared to other less crowded spaces. Also, crime rates play an important role in shaping the destination image [16]. Also, international travel attitudes may shape according to the safety levels of a destination, which means that travelers are more likely to travel to destinations that are deemed safe for foreign tourists [17]. Neumayer studied the possibilities of the impact that political violence can cause on a country's tourism and arrived at the conclusion that political crimes can seriously affect the growth of tourism in a country [18]. He explains this scenario by citing several examples of political violence. He also found evidence in his study for intra-

regional spillover in tourist movements as it clearly indicates that such violence can have detrimental effects on the tourism industry of the region.

Meanwhile, when talking about the crimes toward tourists in India, it is classified into violent crime, property crime, sexual crime, right violated crime, and harassment [19]. They were of the opinion that leisure tourists are more prone to such violence than business tourists as leisure tourists come in contact with such conditions more than the latter. They also found out that two-thirds of tourists experience harassment in India during their visit. Tourists if prone to such crimes tend to decrease their likeability to revisit the country. This could be a serious thing that in tourism, the incoming tourists can become the ambassadors of the country's tourism but if the visitors are having negative experiences, then it will be directly reflected in their behaviour post-tour. On the contrary, Khajuriah, and Khanna concluded that tourists feel pretty secure in India [20]. They suggested that the law enforcement authorities must be more vigilant and active as tourists feel more connected and secure with the law enforcement authorities' active involvement in the tourist destinations. Also, they both were of the opinion that the tourists must be given more options to connect with the authorities and a swift response should be ensured, which in turn gives more confidence to the tourists.

The study has also reviewed some of the best practices of tourist policing adopted by various states in India and is given below [21].

Sl. No.	State/UT	Features
1	Delhi	A specialized wing was constituted under the state police
		The police wing is constituted to cater to the needs of the tourists such as avoiding harassment of the tourists by touts, helping them to get transport and accommodation, ensuring the safety of the tourists from pickpocketing, eve-teasing, molestation, drugging, cheating, and bag lifting, and providing information related to the Capital of Delhi and other tourist destinations
2	Goa	Goa Tourist Police was constituted in 1990
		helps the tourists to get information for a hurdle-free stay in the state
3	Himachal Pradesh	The tourist police have been deployed in all the strategic locations at the key tourist destinations of the state
		It performed all the police functions which include providing comprehensive information, security, and guidance to the tourists
		It protect the tourists from exploitation by touts, taxi operators, and hoteliers by providing them with related information
		It also coordinate with other departments of the state government to ensure a pleasant stay for the tourists in the state

4	Jammu & Kashmir	Tourist police are deployed in all the key tourist destinations to assist the tourists from cheating and harassment
5	Karnataka	A full-fledged law enforcement wing under the state police to look after the safety and security of the tourists in the state
		The tourism police wing is manned by civil defense personnel and home guards coordinate with police at the tourist spots.
6	Kerala	The state police is a front runner in creating a tourist-friendly approach to its policing.
		Tourism Police Stations were created across the state to cater to the needs of the tourists
		The ‘Tourist Alert Service’ was initiated as a service fully dedicated to the tourists to promptly attend to the calls of tourists in the state.
		A community policing model named ‘Janamaithri Suraksha Project’ was implemented to ensure police-community participation in policing activities.
		The training to the police personnel regarding assistance to the tourist is imparted by the Kerala Institute of Tourism and Travel Studies
7	Maharashtra	The tourist police work hand-in-hand with the department of tourism for the smooth stay of tourists in the state.
8	Odisha	The tourist police is constituted in 2015.
		It extends its policing services to all the tourist destinations in the state.
		Training to personnel is given by IITM Bhubaneswar.
9	Punjab	The scheme is launched in 2015.
		The police personnel is given training in tourism, hospitality, and safety.
		They take training on communication skills and personality development to improve the quality of their service.
		They issue leaflets with helpful information to tourists.
		Introduced a helpline number ‘1073’ to assist the tourists during distress.
10	Uttar Pradesh	State introduced tourist police in 2015.
		Ensure the dignity, safety, and security of the tourists in the state.
		Special care has been extended to the women and children.
11	Rajasthan	The Tourism Assistance Force (TAF) started in 2000.
		Ensures safety and security of the tourists and to provide assistance to them.

		Trained to resolve issues of anti-social elements and prevent the tourists from all kinds of victimization.
12	Andhra Pradesh	Special Police Force system to assist the tourist and ensure their safety and security of the tourists.
		24X7 call center services and an assistance center to cater to the requirements of the tourists.
13	Telangana	Tourism policing is introduced into the mission of the police administration.
		Monitor the safety and security of the tourists and give advice

Source: Secondary Dana

3. Statement of the Problem

Tourism is one of the dynamically developing sectors of the economy of a country. The inflow of foreign tourists depends on the safety and security of the destinations. However, a tourist-friendly atmosphere is still a far cry in many of the tourist spots in the world. This adversely affects the inflow of tourists to a country. Compared to the conventional policing approaches, tourism-oriented policing can perform better in creating a tourist-friendly atmosphere. The paper has made an attempt to study the crime rate against foreign tourists and the tourism-oriented policing approaches introduced by various state governments in India.

4. Objectives

1. To have a descriptive analysis of crime rates against foreign tourists in India from 2016 to 2019 along with the tourism-oriented policing approaches introduced by various state governments in India.

5. Methods

The research design adopted for the present study is descriptive in nature and the crime rates are compared with the international tourists' inflow to different states in India. This study also involves longitudinal nature since the data from 2017 to 2019 is explored and analyzed. Data from 2019 to 2022 was not taken since it was the COVID pandemic time and the flow of foreign tourists across the globe was very legitimate. The data for the present study was collected from Crime in India published by National Crime Records Bureau (NCRB), and India tourism Statistics by the Ministry of Tourism, Government of India from 2016 to 2019. The State and Union Territory-wise statistics have been included in the study. Curve fit analysis using different linear and nonlinear tools was used and the results were interpreted. Different models considered in this paper are Linear, Logarithmic, Inverse, Quadratic, Cubic, Compound, Power, S, Growth, Exponential, and Logistic models.

6. Results & Discussions

This part examines the crime rates against tourists across the flow of tourists every year. It is interesting to note that nine states in India had not reported any crime against international tourists. It is also to be noted that these states mentioned in Table 1 are relatively smaller states in India and less populated. All the states and union territories in India have tourist police as a separate wing of its state police administration to facilitate the needs of the tourists.

Sl. No	States/UTs	Year			
		2016 No. of Inbound tourists	2017 No. of Inbound tourists	2018 No. of Inbound tourists	2019 No. of Inbound tourists
1	Arunachal Pradesh	6598	7147	7653	7825
2	Manipur	3064	3497	6391	13608
3	Meghalaya	8476	12051	18114	25813
4	Nagaland	3260	4166	5010	5577
5	Sikkim	66012	49111	71172	133388
6	Tripura	36780	69899	102861	154405
7	Dadra & Nagar Haveli	1891	1908	1608	1666
8	Daman & Diu	5669	5535	5694	5703
9	Lakshadweep	753	1027	1313	820

Table 1: States having no crime incidents reported against foreign tourists

Table 1 shows the list of states having no crimes reported against foreign tourists from 2016 to 2019. The results further show that the number of inbound tourists is increasing from 2016 to 2019. It is interesting to note that there are around 9 states in India with zero %

Sl. No.	States/UTs	Year							
		2016		2017		2018		2019	
		No. of Inbound tourists	Crime rate against foreigners	No. of Inbound tourists	Crime rate against foreigners	No. of Inbound tourists	Crime against foreigners	No. of Inbound tourists	Crime rate against foreigners
1	Andhra Pradesh	341764	0.0015	271362	0.0011	281083	0.0010	280356	0.0032
2	Assam	19456	0	21760	0.0092	36846	0.019	26878	0.056
3	Bihar	1010531	0.00099	108270 5	0.00083	1087971	0	1093141	0.000091
4	Gujarat	343752	0.00058	448853	0.00089	513113	0.00058	595607	0.00084
5	Haryana	331291	0.0024	193381	0.0052	73977	0.011	48046	0.039
6	Jammu & Kashmir	63207	0	79765	0	139520	0	57920	0.0017
7	Jharkhand	169442	0.0012	170987	0	175801	0	176043	0.0017
8	Karnataka	461752	0.0026	498148	0.0060	543716	0.0051	608754	0.0076
9	Kerala	1038419	0.0014	109187 0	0.0017	1096407	0.00091	1189771	0.0013
10	Madhya Pradesh	363195	0.00055	359119	0.0014	375476	0.0016	327958	0.0039
11	Punjab	659736	0.0014	110863 5	0.00099	1200969	0.00042	1101343	0.00091

Table 2: States showing increasing trends in the crime rate against tourists.

Table 2 gives a detailed view of crime rates reported from the year 2016 to 2019. Around sixteen states in India are showing a slight increase in the trend of crime rates are analyzed.

Sl. No.	States/UTs	Year							
		2016		2017		2018		2019	
		No. of Inbound tourists	Crime rate against foreigners	No. of Inbound tourists	Crime rate against foreigners	No. of Inbound tourists	Crime rate against foreigners	No. of Inbound tourists	Crime rate against foreigners
1	Chhattisgarh	9220	0	6655	0.015	14399	0	6817	0
2	Goa	680683	0.0032	842220	0.0033	933841	0.0036	937113	0.0022
3	Himachal Pradesh	452770	0.00088	470992	0.00085	356568	0.0022	382876	0.0016
4	Maharashtra	4670049	0.00081	5078514	0.0012	5078514	0.0012	552870 4	0.00087
5	Mizoram	942	0	1155	0.087	967	0.10	2249	0.044

6	Odisha	76361	0.0013	100014	0	110818	0	115128	0
7	Rajasthan	1513729	0.0017	1609963	0.0012	1754348	0.0012	1605560	0.0009
8	Tamil Nadu	4721978	0.00051	4860455	0.00088	6074345	0.00084	6866327	0.0003
9	Telangana	166570	0.0024	251846	0.0028	318154	0.0016	323326	0.00062
10	Uttar Pradesh	3156812	0.00019	3556204	0.0011	3780752	0.0016	4745181	0.0004
11	Uttarakhand	117106	0	133725	0.0037	151320	0.0013	152273	0.0013
12	West Bengal	1528700	0.00013	1574915	0.0013	1617105	0.00037	1656145	0.0004
13	Andaman & Nicobar Islands	15466	0	15313	0	15242	0.019	16206	0.02
14	Chandigarh	31549	0.013	31832	0.0031	39681	0.005	44132	0
15	Delhi UT	2520083	0.0061	2740502	0.0062	2740502	0.0069	2983436	0.004
16	Puducherry	117437	0.028	131407	0	141133	0	149919	0

Table 3: States showing steady declining trends in the crime rate against tourists.

Table 3 gives a detailed view of crime rates reported from the year 2016 to 2019 which are slightly on the increasing trend even though it is not showing a sharp increase. Around eleven states in India are showing a steady decline.

Sl. No	Year	No. of Inbound tourists	Crime rate against foreigners
1	2016	382	0.0015
2	2017	492	0.002
3	2018	517	0.002
4	2019	409	0.001

Table 4: Crime rate against foreign tourists in India

The consolidated data for the whole of India is analyzed and presented in **table 4**. The data says that when the trend is drawn, there is a steady decline from the year 2016 to 2019. This is a positive sign to be observed and can conclude that the crime rates in comparison with the inward flow of foreign tourists are declining even though there is a steady increase in the number of foreign tourists to India.

In order to analyze the combined trend of crime against international tourists in India, the state wise details were consolidated to generate the statistics for India as a whole. Different models like Linear, Logarithmic, Inverse, Quadratic, Cubic, Compound, Power, S, Growth, Exponential and Logistic models were used to identify the pattern.

Dependent Variable: Crime Rates against international tourists

Equation	Model Summary					Parameter Estimates			
	R Square	F	df1	df2	Sig.	Constant	b1	b2	b3
Linear	.164	.392	1	2	.595	.002	-7.648E-5		
Logarithmic	.049	.103	1	2	.779	.002	-8.987E-5		
Inverse	.003	.006	1	2	.945	.002	4.031E-5		
Quadratic	.996	115.592	2	1	.046	.001	.001	.000	
Cubic	1.000	.	3	0	.	.001	.001	-3.770E-5	-2.068E-5
Compound	.192	.475	1	2	.562	.002	.948		
Power	.067	.143	1	2	.742	.002	-.067		
S	.009	.018	1	2	.905	-6.459	.044		
Growth	.192	.475	1	2	.562	-6.303	-.053		
Exponential	.192	.475	1	2	.562	.002	-.053		
Logistic	.192	.475	1	2	.562	546.108	1.055		

Table 5: Model Summary and Parameter Estimates

Table 5 explains that the quadratic model best fits the data with an R Squared of .996 which states that 99.6% of the data is well represented with quadratic model and the model was found to be significant ($p < 0.05$). The equation for the said fit is represented as

$$Y = 0.000844 + 0.000887 * x + -0.000192 * x * x. \quad (1)$$

This implies that the crime against international tourists is showing a sharp declining trend in India. Baker & Stockton (2014) opined that the increase in law enforcement personnel leads to crime reduction.

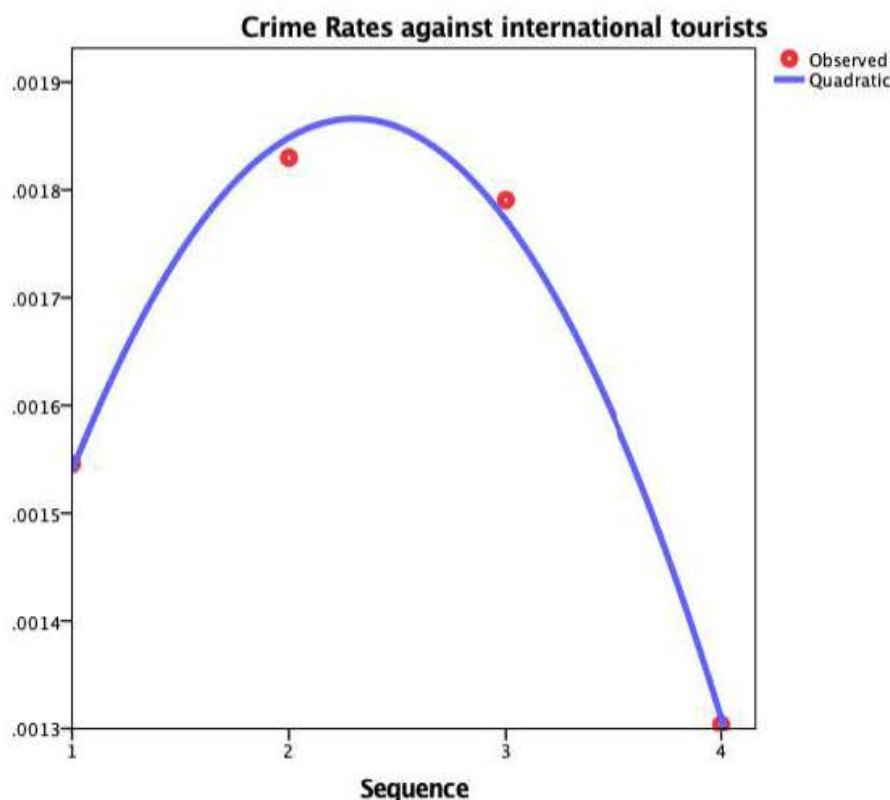


Figure 1: Crime rates against international tourists

The trend exhibited in **Figure 1** depicts the quadratic trend with an R square of .996 which is evident from the figure that the quadratic line passes very close to all the data points and can observe that the curve falls steadily from the second time period.

7. Conclusion

This paper had examined and compared the foreign tourist inflow to India and the crime rates for the corresponding year. The analysis shows that the crime rates are decreasing and even in some cases less than the developed countries. The paper tries to conclude that these reductions are because of many factors and of that one major aspect is the community policing. Many Indian states has incorporated community policing philosophy in policing the tourists. It has immensely contributed to the reduction in crime rate against foreign tourists. As tourism is considered as a significant generator of crime and disorder in the tourist centers, a community oriented policing approach can efficaciously bring down crime rates and create a lawful society.

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