

Negative Social Aspects of Tourism and Sustainable Development: An Empirical Study

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Abstract

This paper deals with the identification of negative social aspects of tourism that hinders the sustainable tourism development and well being, seriously. The identification is exclusively based on the opinion of sample tourist vis-à-vis the opinion of local people. A methodology has been framed to determine the major, minor and other negative social aspects of tourism. Applying statistical technique on respondents' opinion, the author identified five major negative social aspects of West Bengal tourism: growth of unscientific massage parlors, exploitation on tourists, over pricing, commercialization of country's culture/customs and water pollution, which seriously affects the growth of sustainable tourism development. The identified minor negative social aspects are littering, pick pocketing, theft and female prostitution, which also affect tourism. Apart from these, the author identified numerous negative social aspects which affect the industry occasionally, as per capacity. The author suggests that sound 'Security Systems Management Process' at operational level should be implemented by the government to arrest the growth of these negative

aspects so that they can be nipped in the bud. Other wise the motto of 'sustainable development and well being' of studied area will be impeded.

Keywords: negative social aspects, sustainable development, growth of unscientific massage parlors, exploitation on tourists, over pricing, commercialization of country's culture/customs, water pollution

Introduction

Nowadays, tourism becomes one of the major industries of the world. Being the world fastest growing industry, it contributes significantly to employment, income, balance of payments, international peace/harmony and health. Now its position in respect of world is just below the oil and automobile industries. Tourism industry creates sufficient employment opportunity and brings foreign currency. To enhance national income, tourism plays a vital role. National integration and national understanding is maintained by the tourism industry. It plays a vital role in the economic development of a nation, socio-culture and preservation of heritage. Tourism is an extremely labour-intensive industry with high linkage effect. As the world's largest export industry, tourism accounts for about 8% of the total world's largest export, more than 30% of the international trade in services, 10.7% of the global work force and about 12% of the world GDP. According to the world Tourism Organization (WTO), in year 2020 tourism will be an industry earning five billion dollars a day. The economies of the countries like Hong Kong, Singapore, Sri Lanka and small islands like Mauritius, Fiji, Malta, largely depend directly or indirectly on this industry.

India has become one of the popular tourist destinations in the world. The state is the mother of two primitive civilizations of the world. One is the Indus Valley civilization and the other is the Aryan civilization. India with her vast area, with her physical size and appearance, heritage, cultural, splendid natural resources, coastlines, minerals, forest cover, old and antique buildings, the Tajmahal, one of the seven wonders of the world, monuments, beautiful temples and mosques, forts, hill stations, scenic beauty, springs, rivers, Canals, ponds, dams, flora and fauna, gardens, historical places, wild life sanctuaries, can easily find a permanent place in the firmament of the tourism industry. The Government of India recognized tourism as an

industry in the year 1967, establishing a department called “Tourism and Civil Aviation Department”. From this year the development of tourism in India is started. The Government of India declared year 1991 as a year of tourism, to give more impetus on tourism development. A report of the ministry of Tourism and Civil Aviation reveals that India’s gross foreign exchange earning from tourism was Rs. 283 crores in the year 1997-’98. In this year India received with 19.9% more tourists than the previous year. Share of business still confines to only about one per cent of the world’s total tourist trade. In year 1950, the total arrival of tourists in India was 15000. Up to the year 2004 (November), the figure reached in 2.98 million. Now tourism industry is the third largest foreign exchange earner by producing gems and jewellery and ready-made garments in India. Most of the tourists coming to India belong to countries like: UK, USA, Sri Lanka, Germany, France, Japan, Canada, Italy, Malaysia and Singapore.

Tourism industry plays a vital role in generation of employment. Tourism is a labour intensive industry. So, a large number of jobseekers can get employment in this industry. According to a report from the Ministry of Tourism, Government of India, the number of people already employed in industry is more than seven million. The number is about 2.4% of the Indian total labour force. People who directly or indirectly depends on tourism industry in India is around eleven million. Tourism Industry creates employment especially for hoteliers, restaurant-owners, guides, local shopkeepers, merchants etc. The remarkable feature of the industry is that it employs a large number of both educated and uneducated women. Both skilled and unskilled women are employed in this industry. The estimated employment multiplier figure in the tourism industry is 2.36. It means direct employment of 100 persons in tourism industry, which create job for 136 persons in other sectors of our economy. From the viewpoint of employment generation, this multiplier is very attractive than other industry-multiplier. But the industry presently suffers from the problem of “negative social aspects” which causes displeasure to the tourists or dissatisfaction to the host community and thereby hindering the growth of sustainable tourism development, as per their capacity. The present study is intended to identify these negative aspects which impede the sustainable development and well being of the studied area and also suggest some control measures what should be taken to arrest the growth of these negative issues so that they can be nipped in the bud.

Concept of Negative Social Aspects of Tourism

Negative social aspects originate from the negative features of tourism. Tourism is one of the most important growth industries in the world. This industry is looked upon as the most promising one to the developing nations because of its numerous economic benefits. Generation of foreign exchange, creation of income, generation of employment, contribution to state revenue and its associated regional development can be cited as the major economic benefits of tourism. The improvements in the quality of life of the host population and protection and preservation of the natural and built resources including bio diversity are the other visible benefits of tourism development. However, the experience of countries where tourism reached its developments shows that the growth of tourism also leads to the growth of certain negative aspects. Most often, the effects of negative aspects of tourism are felt more disastrous than the negatives of the other industries, especially because of the sensitive nature of tourism industry. Any factor which causes displeasure to the tourists or dissatisfaction to the host community and thereby hindering the growth of tourism is considered as negative social aspect of tourism. It is likely that the various negative features may disturb the growth and existence of the tourism industry. Unless these negative factors are identified and checked in time, it will lead to the retardation of the “sustainable tourism development and will being”.

Concept of Tourism and Sustainable Development

In a nutshell, sustainable development is “that which meets the needs of the present without compromising the ability of future generations to meet their own needs”. The definition brings out certain important aspects of sustainable tourism:

- Conservation and enhancement of resources for the future generation.
- Protection of biological diversity.
- Equity within and between generations.
- Integration of environmental, social and economic considerations.

The World Tourism Organization (WTO) defined sustainable tourism development as “that which meets the needs of present tourist and host regions while protecting and enhancing opportunities for the future. It is envisaged as leading to the management of all resources in

such a way that economic, social and aesthetic needs can be fulfilled while maintaining cultural integrity, essential for ecological process, biological diversity and life supporting system”. Sustainable tourism in its purest sense is an industry, which attempts to make a low impact on the environment and local culture, while helping to generate income, employment, and the conservation of local ecosystems. It is responsible tourism, which is both, ecologically and culturally sensitive.

Sustainable tourism development requires the informed participation of all relevant stakeholders, as well as strong political leadership to ensure wide participation and continuous process and a meaningful experience to the tourists, raising their awareness amongst them (WTO, 2004).

Literature Review

Few early researches related to tourism industry but not particularly on the present topic are being highlighted in this section.

R. R. Perdue, P. T. Long and L. Allen (1990) tried to test a model of the relationships among rural resident perceptions of tourism impacts, support for additional tourism development, restrictions on tourism development, and support for special tourism taxes. It was found that, when controlling for personal benefits from tourism development, perceptions of its impact were unrelated to socio demographic characteristics and support for additional development was positively or negatively related to the perceived positive or negative impacts of tourism. Support for additional tourism development was also negatively related to the perceived future of the community.

Tourism can bring many economic and social benefits, particularly in rural areas and developing countries, but mass tourism is also associated with negative effects. Tourism can only be sustainable if it is carefully managed so that potential negative effects on the host community and the environment are not permitted to outweigh the financial benefits (Simm, 1998).

The economic benefits of tourism normally outweigh what negative features there may be. But it also acknowledges that the situation is much less clear-cut when considering environmental and socio-cultural issues as opposed to economic ones (Harcombe, 1999).

D. N. Konar (2004) identified that the remarkable feature of the tourism industry is that it employs a large number of both, educated and uneducated women. Both skilled and unskilled women are employed in

this industry. As a labour intensive industry tourism in India has a great potentiality to absorb many unemployed people. He also argued that the development of this industry mainly depends on the countries wide infrastructural development.

Studying about the Critical Success Factors for Tourism Development in Less Developed Countries (LDCs), P. Dieke (2005) experienced that in tourism literature has been written a lot about tourism planning, more is being written about policy, but implementation strategies are often neglected. Perhaps this is symptomatic of the fact that most tourism academics never become practitioners and the gap between theory and practice has yet to be satisfactorily bridged.

Understanding Tourist Destination Growth through a Systems Approach, A. Espinoza (2006) opines that while describing the components of the system such as the Traveler Generating Regions (TGR), the Transit Routes (TR) and the Tourist Destination Regions (TDR) one must analyse them under the influence of diverse environments. Tourism growth in a specific destination cannot be comprehensively understood unless the other regions, TGRs and TRs, as well as the environments influencing in each region are studied.

A. K. Chakrabarty (2006) confirmed in his study that the problem of unemployment in South East Asia may be arrested by developing tourism industry as the employment multiplier of that industry is 2.36.

According to Y. Kumar (2007) sustainable tourism is a new concept, which says that the tourism development should meet the needs of the present without compromising the ability of future generation to meet their needs. Tourism industry is one of the major segments of our economy, it highly contributes to the foreign exchange and generates employment, helping infrastructure development.

T. P. Mammooty and P. T. Raveendran (2008) suggests that in order to achieve the goal of positioning Malabar as an international tourist destination and to achieve the economic objectives, there is a need to formulate a Master Plan for Malabar. In order to realize the economic benefits in a concrete way, the mindset of the society has to be changed so as to create a better atmosphere paving the way for the development of this novel and humane industry for the betterment of Malabar in particular, and the entire State of Kerala and its people in general.

In the last 30 years, community perceptions of negative impacts from tourism have encouraged research from several different fields into community attitudes, with the goal of overcoming opposition to tourism development. Drawing on a study of Charleston, SC, the article of R. Harrill and T. D. Potts (2011) explores the relationships between community attachment, existing through such bonds as friendship and kinship, and resident attitudes toward tourism development. They studied Charleston to understand the differences in attitude toward tourism development among its neighbourhoods, based on community attachment variables, and to explore the role of community attachment in predicting these attitudes, especially regarding residents of historic residential districts. This research has implications for tourism planning in Charleston and other tourism cities with historic residential districts.

M. Mishra and P. K. Padhi (2012) recommends that since tourism is a multi-dimensional activity, and basically a service industry, it would be necessary that all wings of the Central and State governments, private sector and voluntary organizations become active partners in the endeavour to attain sustainable growth in tourism if India is to become a world player in tourist industry.

Umpteenth number of research works have been carried out in recent past on the issues like tourism and economic development, tourism and its environmental impacts, its socio economic and cultural impacts, tourism planning, tourism and rural development, tourism and sustainable development etc. Few studies have been conducted on positive and negative aspects of tourism development. But no research has yet been conducted in a compact way to identify the negative factors of tourism which hinder the growth of tourism development. In the present research work, an attempt has been taken to identify the negative factors of tourism empirically on the basis of tourists' opinion vis-a-vis that of the local people. The work is proposed to be done within the state West Bengal, a context where research on the field is extremely scarce. It is expected that the outcome of the study will have a social significance in the context of sustainable development.

Statement of the Problem

The problem to be studied can be stated as follows:
“Identification of negative social aspects of West Bengal Tourism on the basis of opinion of tourist’s vis-à-vis opinion of local people which

impede the sustainable development and well being of the studied area”.

Objective of the Study

The focus of the present study is on identification of negative social aspects of West Bengal tourism and its impact on “sustainable development and well being” of the studied area. On the basis of tourism literature, observation, opinion of knowledgeable persons, informal talks with foreign and domestic tourists, the author primarily identified nine negative social aspects of tourism viz. (a) Growth of unscientific massage parlors, (b) Exploitation on tourists, (c) Over pricing, (d) Commercialization of country’s culture/customs, (e) Water pollution, (f) Littering, (g) Pick pocketing, (h) Theft and (i) Female prostitution. At the outset, the author has to prove statistically whether these aspects are really negative of tourism or not. Then the author have to sort out the ‘major’ and the ‘minor’ negative social aspects of tourism which have an effect on “sustainable tourism development and well being”, on the basis of empirical evidence and statistical technique of analysis. In this context the author also tries to detect the “other negative aspects of tourism”, if any, which also affects the industry sporadically as per their capacity. The study also intended to find out the control measures that should be taken to arrest the growth of such negative aspects in the interest of “sustainable development and well being” of the studied area. In this context the author would try to judge the effectiveness of “Security Systems Management Process” to control the negative social aspects.

Hypotheses

In order to realize the objective of the study, the following null hypotheses have been formulated.

- H₀:** Variance of opinion of tourists and opinion of local people regarding negative social aspects of tourism viz. (a) Growth of unscientific massage parlors, (b) Exploitation on tourists, (c) Over pricing, (d) Commercialization of country’s culture/customs, (e) Water pollution, (f) Littering, (g) Pick pocketing, (h) Theft and (i) Female prostitution are not different significantly.

Alternative hypotheses are

H_a: Variance of opinion of tourists and opinion of local people regarding negative social aspects of tourism viz. (a) Growth of unscientific massage parlors, (b) Exploitation on tourists, (c) Over pricing, (d) Commercialization of country's culture/customs, (e) Water pollution, (f) Littering, (g) Pick pocketing, (h) Theft and (i) Female prostitution are different significantly.

Limitation of the Study:

The study has been conducted within the jurisdiction of State West Bengal, India. The present study is based on the opinion of 121 sample tourists and 121 sample local people of the tourist centres of West Bengal. The inference of the study may differ due to change of sample size and composition of sample. So, the findings of the study may not be generalized.

Attributes

The author distinguished nine independent attributes viz. (a) Growth of unscientific massage parlors, (b) Exploitation on tourists, (c) Over pricing, (d) Commercialization of country's culture/customs, (e) Water pollution, (f) Littering, (g) Pick pocketing, (h) Theft and (i) Female prostitution. Only one dependent attribute is "Tourism".

Methodology:

In order to realize the proposed objectives the author developed a research methodology. The technique of selection of sample, selection of tools, collection of data, tabulation, scoring and selection of statistical techniques are being discussed in this phase of the research work. The concept of negative factors of tourism has also been discussed in this stage of the study.

Selection of Sample:

The study has been conducted to identify the negative factors of West Bengal tourism within the jurisdiction of State West Bengal, India. A sample of 121 tourists including 30 foreigners and 60 females has been selected at random out of tourists who visited different tourist centres of West Bengal during the period 2013-2014. Likewise 121 local people including 60 females have been selected at random from

different tourist centres of West Bengal. The Break-up of sample has been exhibited in the Table no. 1 below.

Selection and Description of Tool:

The tool that has been selected to collect the opinion of sample tourists and local people is a structured questionnaire. The details about the tool are discussed below:

Table no. 1. Break Up of Sample

Sexual/Residential Status	Male		Female		Total
	Indian	Foreigner	Indian	Foreigner	
Sample Respondents					
Tourists	40	21	51	09	121
Local People	61	–	60	–	121

A. Questionnaire Details:

Two sets of questionnaire have been prepared to get the separate opinion of tourists and local people regarding the negative factors of tourism that hinders the tourism industry. The questionnaires are structured and close ended. There are nine items in each set, subjects to three options viz. high, moderate and negligible having different scores for each of them. Respondents are requested to give their opinion considering the degree of intensity of each negative factor according to their perceptions. The medium of questionnaire is English and also Bengali, for easy comprehensions and communication.

Collection of Data:

The primary data have been collected directly from 121 tourists and also 121 local people through door-to-door investigation and personal meetings by the investigator himself. Respondents are requested to give their natural, free and frank responses to the queries.

They are taken into confidence and are told that the information is required only for research purpose and will be strictly kept secret.

Tabulation and Scoring:

The data that have been collected through questionnaire are compiled on suitable tabulation sheet, which is also prepared for the purpose.

The data obtained from tourists and local people are scored, using the “Likert Scoring System”. Score three is allotted to each ‘high’ response. Score two is allotted to each ‘moderate’ response and score one is allotted to each ‘negligible’ response.

Statistical Technique Used

The data are tabulated and analysed keeping in view the objective spelt out and hypotheses formulated. Rank Correlation coefficients (ρ) are calculated to study the degree of relationship between opinion of tourists and opinion of local people regarding the negative aspects of tourism. ‘F-test’ has been used to study whether the variance of opinion of tourists and also local people regarding the negative aspects of tourism are significantly consistent or not. The test has been made at 1% significance level.

Findings and Analysis

Table no. 2 (Item no. A) shows the variance of opinion of tourists and local people regarding “unscientific massage parlors” are not significantly different as the calculated value of ‘F’ (i.e. 1.18) is lower than table value of ‘F’ (i.e. 1.53) at 1% significance level with 120/120 degrees of freedom (i.e. H_0 accepted). So it is established that “unscientific massage parlor” is a negative factor of tourism. The degree of relationship (ρ) between opinion of tourists and local people regarding “unscientific massage parlors” is very high i.e. 0.82 which indicates the factor plays a vital role to hinder the growth of tourism industry. So, it can be identified as a major negative social aspect of West Bengal tourism.

Table no. 2. Results of Statistical Analysis

Attributes	Rank Correlation Coefficient (ρ)	Calculated Value of 'F'	T.V. of F at 1% sig. Level	Degrees of Freedom	Hypothesis Accepted H_0/ H_a
Tourists' Opinion Vs. Local People Opinion Regarding:					
A. Growth of unscientific massage parlors	.82	1.18	1.53	120/120	H_0
B. Exploitation on tourists	.89	1.09	1.53	120/120	H_0
C. Over pricing	.79	1.32	1.53	120/120	H_0
D. Commercialization of country's culture/customs	.75	1.50	1.53	120/120	H_0
E. Water pollution	.69	1.41	1.53	120/120	H_0
F. Theft	.33	1.32	1.53	120/120	H_0
G. Female prostitution	.29	1.07	1.53	120/120	H_0

Table no. 2 (Item no. B) reveals that the variance of opinion of tourists and local people regarding “exploitation on tourists” are consistent as the calculated value of ‘F’ (i.e. 1.09) is lower than table value of ‘F’ (i.e. 1.53) at 1% significance level with 120/120 degrees of freedom (i.e. H_0 accepted). So it is established that “exploitation on tourists” is a negative social aspect. The degree of relationship (ρ) between opinion of tourists and local people regarding “exploitation on tourists” is very high i.e. 0.89 which implies the factor plays an imperative role to thwart the growth of tourism industry. So it can be identified as a major negative aspect of West Bengal tourism.

Table no. 2 (Item no. C) divulges that the variance of opinion of tourists and local people regarding “over pricing” are unswerving as the calculated value of ‘F’ (i.e. 1.32) is lower than table value of ‘F’ (i.e. 1.53) at 1% significance level with 120/120 degrees of freedom (i.e. H_0 accepted). So it is established that “over pricing” is a negative social aspect of tourism. The degree of relationship (ρ) between opinion of tourists and local people regarding “over pricing” is very high i.e. 0.79 which entails the factor plays a crucial role to spoil the growth of tourism industry. So it can be highlighted as a major negative aspect of the West Bengal tourism.

Table no. 2 (Item no. D) portrays the variance of opinion of tourists and local people regarding “Commercialization of country's culture/customs” are not significantly different as the calculated value of

'F' (i.e. 1.50) is lower than table value of 'F' (i.e. 1.53) at 1% significance level with 120/120 degrees of freedom (i.e. H_0 accepted). So it is established that "Commercialization of country's culture/customs" is a negative social aspect of tourism. The degree of relationship (ρ) between opinion of tourists and local people regarding "Commercialization of country's culture/customs" is very high i.e. 0.75 which indicates the factor plays a vital role to obstruct the growth of tourism industry. So it can be identified as a major negative aspect of the West Bengal tourism.

Table no. 2 (Item no. E) depicts the variance of opinion of tourists and local people regarding "water pollution" are consistent as the calculated value of 'F' (i.e. 1.41) is lower than table value of 'F' (i.e. 1.53) at 1% significance level with 120/120 degrees of freedom (i.e. H_0 accepted). So it is established that "water pollution" is a negative social aspect of tourism. The degree of relationship (ρ) between opinion of tourists and local people regarding "water pollution" is very high i.e. 0.69 which indicates the factor plays a key role to impede the growth of tourism industry. So it can be identified as a major negative aspect of West Bengal tourism.

Table no. 2 (Item no. F) displays the variance of opinion of tourists and local people regarding "littering" are not significantly different as the calculated value of 'F' (i.e. 1.19) is lower than table value of 'F' (i.e. 1.53) at 1% significance level with 120/120 degrees of freedom (i.e. H_0 accepted). So it is established that "littering" is a negative social aspect of tourism. The degree of relationship (ρ) between opinion of tourists and local people regarding "littering" is negligible i.e. 0.27, which indicates the factor plays an unimportant role to hamper the growth of tourism industry. So it can be identified as a minor negative aspect of West Bengal tourism.

Table no. 2 (Item no. G) displays the variance of opinion of tourists and local people regarding "pick pocketing" are not significantly different as the calculated value of 'F' (i.e. 1.11) is lower than table value of 'F' (i.e. 1.53) at 1% significance level with 120/120 degrees of freedom (i.e. H_0 accepted). So it is proved that "pick pocketing" is a negative social aspect of tourism. The degree of relationship (ρ) between opinion of tourists and local people regarding "pick pocketing" is negligible i.e. 0.38 which indicates the factor plays a trivial role to hamper the growth of tourism industry. So it can be identified as a minor negative aspect of West Bengal tourism.

Table no. 2 (Item no. H) shows the variance of opinion of tourists and local people regarding “theft” are not significantly different as the calculated value of ‘F’ (i.e. 1.32) is lower than table value of ‘F’ (i.e. 1.53) at 1% significance level with 120/120 degrees of freedom (i.e. H_0 accepted). So it is proved that “theft” is a negative social aspect of tourism. The degree of relationship (ρ) between opinion of tourists and local people regarding “theft” is negligible i.e. 0.33 which indicates the factor plays an insignificant role to hamper the growth of tourism industry. So it can be identified as a minor negative aspect of West Bengal tourism.

Table no. 2 (Item no. I) shows the variance of opinion of tourists and local people regarding “female prostitution” are not significantly different as the calculated value of ‘F’ (i.e. 1.07) is lower than table value of ‘F’ (i.e. 1.53) at 1% significance level with 120/120 degrees of freedom (i.e. H_0 accepted). So it is proved that “female prostitution” is a negative social aspect of tourism. The degree of relationship (ρ) between opinion of tourists and local people regarding “female prostitution” is negligible i.e. 0.29 which indicates the factor plays a trifling role to slow down the growth of tourism industry. So it can be identified as a minor negative aspect of West Bengal tourism.

Conclusion

The study establishes the hypotheses that variance of opinion of tourists and opinion of local people regarding negative social aspects of tourism viz. (a) Growth of unscientific massage parlors, (b) Exploitation on tourists, (c) Over pricing, (d) Commercialization of country’s culture/customs, (e) Water pollution, (f) Littering, (g) Pick pocketing, (h) Theft and (i) Female prostitution are not different significantly. This confirms that the primarily identified negative social aspects of tourism are definitely hindering the growth of tourism industry of West Bengal extremely. On the basis of the degree of relationship of bipolar opinion the “major negative social aspects” of tourism are identified. These are Growth of unscientific massage parlors, exploitation on tourists, over pricing, commercialization of country’s culture/customs and water pollution. Other four factors, termed as “minor negative social aspects” of tourism viz. Littering, Pick pocketing, Theft and Female prostitution also affects the industry moderately.

On the basis of informal talk with the tourists and local people, the author identified a number of negative social aspects of tourism such as overcrowding, spread of AIDs and STDs, drug trafficking, male

prostitution, child prostitution, pornography, difficulties in flight services, difficulties in customs clearance, growth of illegal money changer, exploitation of natural resources, alcoholism, increase in land value in tourists centres and off seasonal unemployment which affects the industry sporadically as per their capacity. These aspects are termed as “other negative social aspects” of West Bengal tourism.

Hence the study reveals that there exists a conflicting relationship between the growth of “negative social aspects of tourism” and “sustainable development and well being” of the studied area.

Recommendation

Since tourism industry is the third largest foreign exchange earner by producing gems and jewellery and ready-made garments in India and also the employment multiplier of the industry is 2.36, the government should take necessary steps to check the negative social aspects as far as possible for the sustainable development and smooth growth of the industry. The role of the host community in this regard may not be ignored.

In this context we may suggest government to apply or implement a sound “Security Systems Management Process” at the operational level as discussed below (Figure no. 1):

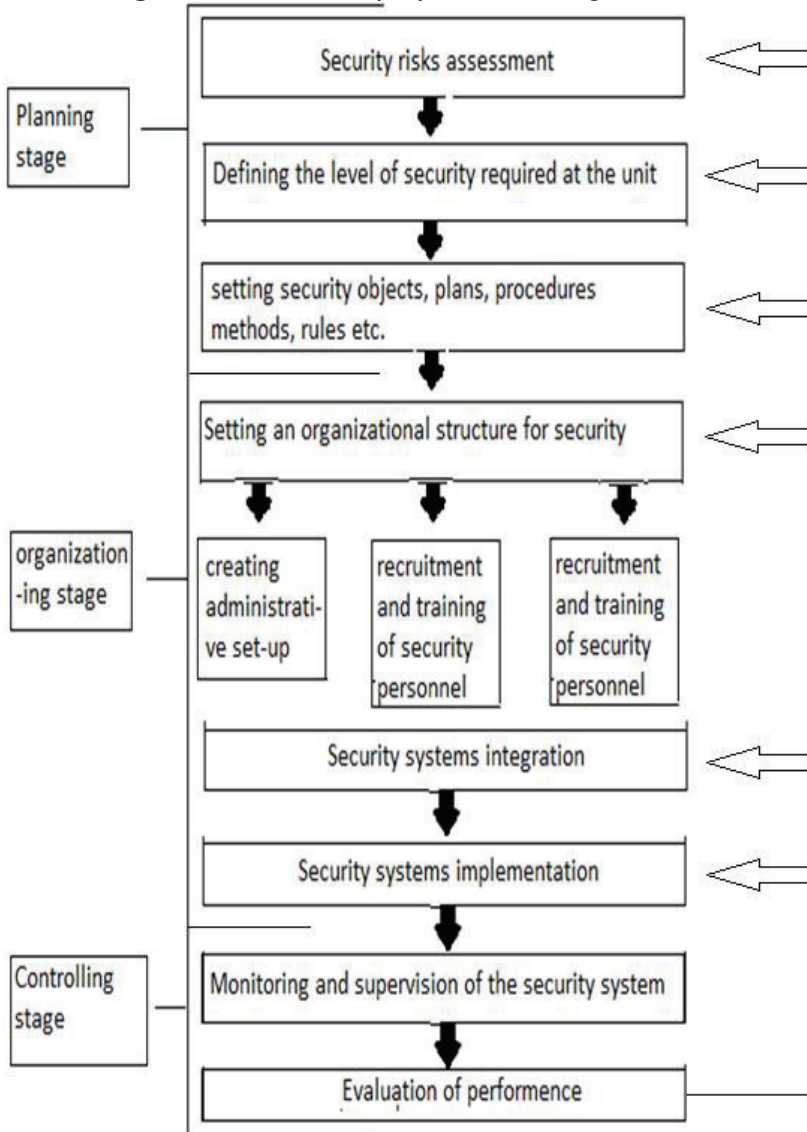
At the operational management level, the security systems management process in tourism industry can broadly be divided into the planning stage, the organizing stage and controlling stage, as shown diagrammatically in Figure no.1.

The process starts with the assessment of the security risk. After the assessment of the security risk, the level of security required has to be defined. The level of security required depends upon the risk assessment as well as the organizational abilities in the terms of resources etc. to meet the security risks. Then, the security systems objectives are laid, plans are prepared, procedures and methods are established.

After the planning stage, the next step is the setting up of the organizational structure for the security systems. The authority, responsibility and accountability are fixed for each position and the lines of authority and responsibility are fixed. Recruitment and training is also the part of the security organization stage. Nowadays, more and more mechanical devices and electronic gadgets are used for the purpose of security. Such equipments are to be procured and installed. Next step is the security systems integration. Here we try to have an internal integration between the various components of the security

systems e.g. proper integration between the manual security processes and the mechanical/electronic security processes, i.e. proper man-machine mix. Another is the external integration i.e. integration of security systems processes with the other processes operating in the organization itself. This is to be followed by the implementation of the security system. It is the stage where the actual execution takes place.

Figure no. 1. Security Systems Management Process



Now, we come to the controlling stage. Here the requirement is that of monitoring and supervising the security system as well as the evaluation of the actual performance of the security system by comparing the results with the objectives. Any deviation has to be analysed and the reasons for deviation have to be found out.

This briefly outlines the conceptual framework of a security system management process which has applications in the tourism industry. It has universal application and can be applied to the Airport Security as well as the security of Hotel or a Resort. Of course, situational, environmental and organizational variables have to be acknowledged in each individual unit case and security system has to be planned, organized and controlled accordingly.

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