

Scientific production on tourist security in the period 2002-2021

Félix Díaz-Pompa*, Solangel Pérez-Labrada, Nolberto Cruz-Aguilera, Zaydelis Balseira-Sanamé

ABSTRACT

Keywords:
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Covid-19.

Tourism security is linked to the well-being, physical, psychological and economic integrity of visitors, service providers and members of the host communities and plays a very important role when people choose a tourist destination, hence the need to analyze the scientific production associated with the topic. The present study aims to use bibliometric indicators to review the relevant literature related to tourism security in the period 2002-2021. The information and the main trends in this area are represented and mapped using the following software: EndNote, Excel, Bibexcel and VOSviewer. During the period analyzed, a total of 59 original articles were registered in the Scificdirect and Scielo databases. The analysis indicates that the literature on tourism safety is growing gradually, however, it is considered insufficient; a total of 26 journals are included in the study where the journal *Estudios y perspectivas en turismo* is the leader in the field of research registering 24% of the total published research. As for the keyword analysis, the main lines of productivity are focused on the relationship between security and tourism, destination image, risk perception, public safety, customer satisfaction and Covid-19. The impact of the Covid-19 pandemic is a trigger for the growth of research related to the field of research under analysis. In conclusion, the limitation of this research is that only two databases were taken into account and that through the search strategy used, some works might not have been identified, in addition to the fact that the study can be expanded with the inclusion of other bibliometric indicators.

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1. Introduction

Tourism is a social, economic and cultural phenomenon, directly linked to the movement of people from their place of origin to other places for multiple reasons, the choice of destination is related to factors that provide the traveler with a memorable moment and positive experiences, so people choose, in general, a safe destination. (Jiménez-García & Pérez-Delgado, 2018; Schluter, 2008).

Among the various motivations that lead people to choose a place to spend their vacations, the most important are its attractions, entertainment, price, among other aspects. However, security, especially nowadays, is one of the most important factors that influence people's decision making when choosing a tourist destination. (Sánchez-Mendoza & Barbosa-Jasso, 2017, pp. 111).


With the constant advance of technology and the media, people are more and more informed about what is happening worldwide, emphasizing attacks, crimes, internal situations and natural phenomena that occur in a


destination, which directly influences the tourist's perception of the place, creating an image of insecurity in the destination (Morales-Chumacero, 2019). In this sense, tourism safety plays a very important role in the choice of the destination, since tourists are an easy target for risk situations, namely crime and terrorism. (Agarwal, et al., 2021).


Security and tourism go hand in hand, which is why the World Tourism Organization in 2002 studied the necessary security indexes in tourism and created the "Manual on accessible tourism for all. Public-private partnerships and good practices" in order to be able to measure the risks and tourist typologies of the different destinations in the world, with the intention of enhancing them through tourism security recommendations; in which the importance of government involvement is added as the regulatory entity of the rules, laws and ordinances governing the territory under management (Gálvez-Izquieta, et al., 2020, pp. 138).


The elements discussed in this section raise the following

*Corresponding Author

Félix Díaz-Pompa: Dr. C., University of Holguin, Holguin, Cuba, Email: felixdp1978@gmail.com, Orcid Id: 0000-0002-2666-1849 

Solangel Pérez-Labrada: Profesional, Brisas Guardalavaca Hotel, Holguin, Cuba, Email: solangelperezlabrada@gmail.com, Orcid Id: 0000-0002-2965-7407 

Nolberto Cruz-Aguilera: Doctoral, University of Holguin, Holguin, Cuba, Email: nolbert1309@gmail.com, Orcid Id: 0000-0003-1881-4953 

Zaydelis Balseira-Sanamé: Profesional, El Bosque Hotel, Holguin, Cuba, Email: zayde95@nauta.cu, Orcid Id: 0000-0002-0169-8223 



questions: What is tourism safety? When did the concern for this topic begin? What are the factors that influence it and its objectives?

This term can be analyzed from different approaches, in a general way it can be seen from the approach of González-Fonseca, et al., (2017) which refers to the tourist's intention of a safe return and in the best conditions to fulfill their full desire for enjoyment and pleasure travel.

Generally speaking, according to Abellan (2008, pp. 112), tourism security is the protection of the life, health, physical, psychological and economic integrity of visitors, service providers and members of host communities. Security is one of the main guidelines of human valuation in the choice of a destination during leisure time for tourism and recreation and should be interpreted as an objective and subjective state that allows for the perception of travel in a space free of real or potential risks. Tourism security is a variable of citizen security and should be analyzed as part of an integral security system, but with its own indicators or work axes. The development of tourist activity in a destination basically involves considering the relationship between two variables: demand - a tourist or excursionist - and the destination's supply.

On the other hand, the World Tourism Organization (UNWTO) defines it as "the protection of the life, health, physical, psychological and economic integrity of visitors, service providers and members of the host communities", making it a key element for the tourism development of the territories (León, 2013).

The interest in the study of this phenomenon comes from the events of September 11, 2001, the day the world was paralyzed when three manned airplanes with passengers on board exploded against the World Trade Center in New York and the Pentagon in Washington, one of the cruelest terrorist acts in history that meant the loss of numerous human lives, missing persons and material damage. It meant a turning point in the security and image associated with tourism, involving travel cancellations, regrettable losses and global panic (Gálvez-Izquieta et al., 2020; M. Korstanje, 2009).

A year after these events, in 2002, UNWTO implemented The Tourism Security Network with the objective of having a virtual organization to deal with security issues worldwide and, at the same time, identify and accredit divergent responsibilities (Mora-Pisco, et al., 2020).

Since then, tourism security is considered one of the most discussed and analyzed topics worldwide, which has been affected by the growing citizen insecurity, violation of human rights and the actions of groups that try to promote fear and broaden the audience of their claims in order to influence the highest level of governments to support their political or religious objectives. This generates negative consequences for some countries, regions and main tourist

poles because a tourist, when affected by insecurity, becomes a negative promoter for the country (González-Fonseca et al., 2017; Korstanje & Clayton, 2012)

Mediavilla-Valenzuela (2015, pp. 25-26) point out that the main objectives of tourism security are the following: to provide a quality service to all tourists, both domestic and foreign, who visit a destination, providing security and assistance; to plan, design and implement a system of tourist assistance, it is essential that all establishments have an assistance plan for tourists; to assist tourists in situations of risk that threaten their security and from which they emerge unharmed and to collaborate and solve tourist complaints with total discretion and speed.

Security is a right of the tourist, and they have total freedom to move where they wish and choose their residence, therefore, during a crisis information is a key factor, it is important to follow the indications of the help they are providing, the best way to corroborate that the actions to follow and the decisions to take during a crisis situation is the realization of simulations, crises can occur at any time and place, an important stage of the crisis is the recovery after a risk (Morales-Chumacero, 2019, pp. 26).

In the current context, tourism security goes beyond the police issue, it also includes health and environment. Such is the case of the situation caused by the appearance of the new Coronavirus (Covid-19) declared on March 11, 2020 as a pandemic, which brought with it, in addition to the loss of human lives and numerous consequences, unemployment and world economic crisis.

Tourism is one of the most affected sectors due to mobility restrictions, the reduction of trips and transfers to and from certain places, as well as the contraction in the demand for tourist services, as a result of the intervention of psychological and emotional aspects associated with preventive distancing actions taken by tourists in order to protect their health (Petrizzo-Páez, 2020).

That is why most of the scientific research currently carried out is related to the impact of Covid-19 on the sector and how to rethink tourism to ensure a sustainable, safe and suitable product for all, including the most vulnerable, in order to guarantee tourism security. Therefore, having updated safety protocols, offering a product that guarantees a healthy and safe environment, proper risk management and a solid health system are factors that positively influence the purchase decision of travelers and the construction of a favorable destination image (Altinay & Kozak, 2021; Félix, et al., 2020; Filimonau, et al., 2020; González-Torres, et al., 2021; Hu, et al., 2021; Khanra, et al., 2021; Lin, et al., 2021; Neves, et al., 2021; Pahrudin, et al., 2021; Peco-Torres, et al., 2021; Sakdiyakorn, et al., 2021; Souza, 2021; Villacé-Molinero, et al., 2021; Zaldívar Sosa & Gutiérrez López, 2020).

As a result, the current context reveals the importance of this research, as it provides an overview of how much work is being done in the area of tourism security in academia and what are the gaps that emerge from this research to position destinations and make them more competitive.

In order to make it concrete, we start from the analysis of the situation of research on tourism security through the scientific literature. The evaluation of scientific production in tourism is currently widespread in the field of tourism research. Bibliometrics is a very popular method that makes it possible to show the scientific growth of an area of knowledge.

In the field of tourism research such as (Köseoglu et al., 2015), (López-Bonilla & López-Bonilla, 2020), (D'Amato et al., 2017), (Benckendorff & Zehrer, 2013), (Figueroa-Domecq et al., 2015), (Okumus et al., 2018), (Mulet-Forteza et al., 2018), (Niñerola et al., 2019), (Cruz-Sintes et al., 2020), (Öğretmenoğlu et al., 2022) among others, account for the importance of these studies in this field. However, it can be appreciated that studies related to tourism security are scarce and the researches found focus their analysis on more specific aspects of tourism security, for example, Foronda-Robles and Galindo-Pérez-de-Azpillaga (2016) conduct a study related to the evolution of the concept of crisis in the field of tourism, Jiang, Ritchie and Benckendorff (2019) address research related to crisis and disaster management and Casado-Aranda, et al., (2020) analyze the scientific production related to the effect of covid-19 on tourism. However, it is interesting to perform an analysis of tourism safety in a holistic way so that it can be appreciated in which research fields more progress has been made during the stage under study.

The above shows the current relevance of the subject and therefore the need to answer some of the questions that have generated this study: What is the behavior from the point of view of tourism safety sciences? What bibliometric indicators can describe the development of this field of research? How does scientific production behave by year?

This is evidence of the current relevance of the subject and therefore the need to study it.

2. Methodology

Bibliometric studies are an important tool for the knowledge of scientific production. Bibliometrics is a science whose development has been marked by the exponential growth and dissemination of scientific information through the web. It allows to measure the scientific production of a field, topic, institution, among others; and to evaluate the development, identifying advances, novelties, trends and consequently gaps (Graciano & Holanda, 2020; Quevedo-Silva, et al., 2016).

Bibliometric studies respond to a need, representing an opportunity for the development of tourism, encouraging and promoting its growth as a multidimensional and social activity and identifying, as mentioned above, novelties, trends and gaps with theoretical, conceptual and practical implications (Alberca-Sialer, 2020). The present bibliometric research consists of an exploratory-descriptive study with retrospective design, whose time frame is the period 2002-2021. The units of study were original scientific articles directly related to the field of tourism security, indexed in "Scencedirect" and "SciELO".

After determining the source of information for the identification of the original articles, a generic search strategy was used to retrieve the largest possible number of references published during the study period. The following keywords were selected: "seguridad turística" and "tourist security", as well as combinations with "safe tourism", "hospitality", "tourism" and "security". The search criteria established were: original research articles, in the period 2002-2021, where the keywords were included in TITLE, KEYWORDS and ABSTRACT.

The original articles obtained were filtered, eliminating false positives and duplicates, and the inconsistencies detected in the spelling of authors' names, institutional affiliations and countries of origin were standardized and corrected. Thus, 28 articles indexed in Scencedirect and 31 indexed in SciELO were obtained, as shown in Table 1.

Table 1. Data selection process for final analysis

	Scencedirect	SciELO	Total
1- Results of the initial search in the databases	49	49	98
2- Duplicates	0	7	7
3- Articles that are not related to research	21	11	32
4- Sample collected	28	31	59

Source: Authors

The normalization of the search results obtained is carried out with the help of the Endnote X7 bibliographic manager. Taking into account that Scencedirect does not provide information on the language of the publications, a manual search is performed.

The information obtained was entered into a database, which with the help of Bibexcel version 2016-02-20 and Excel 2010 was used to perform the descriptive analysis of the variables by calculating the frequencies, percentages and standard deviation for the following indicators:

- Productivity of articles by years in order to know the behavior of scientific production in the time frame and to demonstrate the interest of the authors in the subject and its importance.
- Productivity by journals to identify the most prolific journals. This indicator is of interest for theoretical treatment based on publications by authors who have systematized the subject, productivity and dispersion of publications by journals. Its implications reside in

the consideration of publications in journals that have shown interest in tourism security.

- Productivity by language of the publication in order to know its universality.
- Author collaboration, an indicator of interest for the scientific community interested in collaboration and socialization of scientific knowledge.
- Thematic categories, to know the main thematic lines, their treatment over time and research opportunities.

VOSviewer 1.6.16 is used for the analysis of the thematic categories; the bibliographic data are plotted using maps. This map illustrates the co-occurrence of keywords identifying scientific background knowledge, Van Eck, & Waltman (2010). A tool widely used by researchers in the field of tourism. Atsız, et al., refer that keywords are the main terms that underline the content of studies (2022). It allows authors researching in a similar area to identify relevant articles. Moreover, the co-occurrence of author keywords determines the most used keywords in the articles which makes it a tool with advantages to explore new research.

3. Results

This section presents the results obtained from the analysis and synthesis of the information presented, using the procedures described above.

The bibliometric search was carried out in November 2021, comprising original articles published in the period from January 2002 to November 2021. Figure 1 shows the number of articles published by year in the databases analyzed, with Scielo standing out as the database that publishes the most on the topic of tourism security.

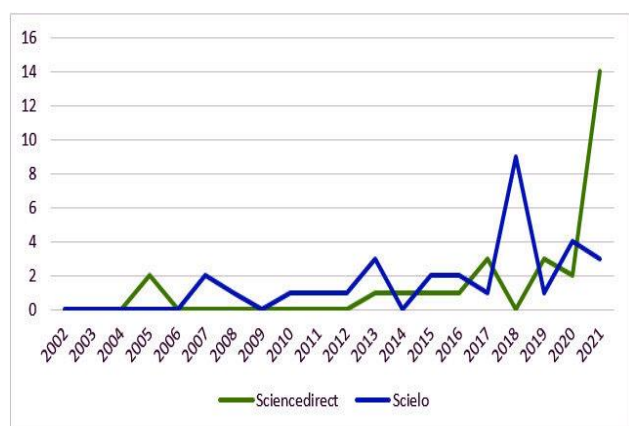


Figure 1. Graph of the number of publications per year in Scielo and Sciencedirect.

Source: Authors

Temporal evolution of productivity

Figure 2 shows the scientific production by year during the period analyzed, which reflects the increase in the number of publications.

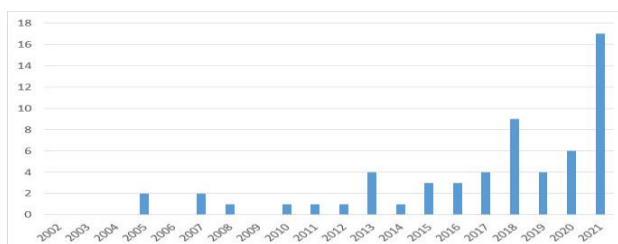


Figure 2. Graph of the number of publications by years.

Source: Authors

The number of articles published per year shows that the period from 2017 to 2021 is the most productive with 67.8% of the total number of publications, while the most productive year with a total of 17 publications on the subject is 2021 with 28.8% of the total. In the last 20 years the average publication per year is 2.95 with a standard deviation of 4.05 approximately.

Language of publications

Figure 3 shows the distribution of the original articles in terms of English, Spanish and Portuguese. As can be seen in the figure, the English language predominates with 51% of the publications, this is due to the fact that in the Sciencedirect database the results obtained were entirely in English. On the other hand, in the Scielo database, the Spanish language predominates in the publications, representing 41% of the total.

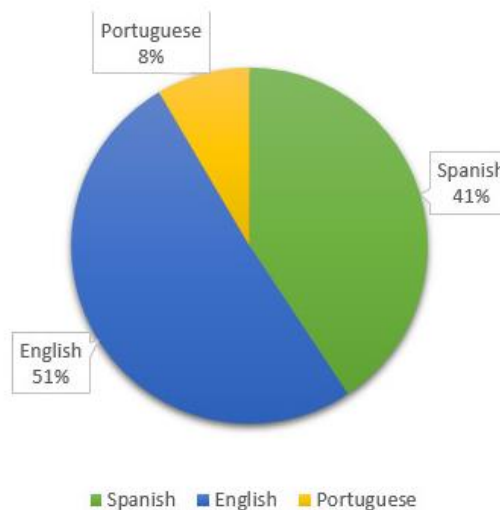


Figure 3. Graph of the relation of articles by language.

Source: Authors

Productivity per journal

The scientific production on the subject under study, registered in Sciencedirect and Scielo, was published in 26 journals. The journal with the highest number of publications was "Estudios y perspectivas en turismo" with a total of fourteen (14) articles published for 24% of the total as shown in Figure 4, followed by: "International Journal of Hospitality Management" with six (6) articles for 10% of the total, "Tourism Management" with five (5)



Figure 4. Graph of publications by journals.

Source: Authors

and "Journal of Hospitality and Tourism Management" with four (4) for 8% and 7% respectively of the total. These journals represent 49% of the total number of publications. The remaining 51% is distributed in other journals: three (3) journals publish three (3) articles each, two (2) journals published only 2 articles each and seventeen (17) journals with only 1 article each as shown in Figure 4.

Distribution of authors with the level of productivity

The distribution of the authors according to the level of productivity (small, medium and large producers). Of the total number of authors, 98.7% belong to the group of small producers while only 1.3% reach the level of medium producers.

Main productivity lines

In order to identify the main research topics, the study of the author's keywords is carried out through co-occurrence analysis. This technique counts the number of articles in which two or more keywords appear together. For this purpose, we used the VOSviewer software where the 59 articles were processed and a total of 370 keywords were identified.

Considering the above, Figure 5 shows the main keywords, the same are distinguished by: the size of the nodes (the larger the label of the keywords and the node, the more articles these keywords collect). The lines show

the frequency of co-occurrence of keywords and finally the distance between the nodes (the smaller the distance, the stronger the relationship that these keywords have relatively, comparing the co-occurrence with other keywords). On the other hand, the colors of the nodes indicate clusters, clusters or groups of keywords (Pérez-Labrada, et al., 2022).

Figure 5 shows the existence of six (6) clusters, considering a threshold of two occurrences representing the 37 keywords with the most frequent co-occurrences. The first cluster, in red, is represented by the nodes "chaos theory", "tourism destination", "destination competitiveness", "perceived risk" and "tourist" all with the same weight; in the second cluster, represented by green, the country "Brazil" appears as the main node, followed by the nodes "image", "tourism destination", "destination competitiveness", "perceived risk" and "tourist", all with the same weight, followed by the nodes "image", "public security", "satisfaction" and "tourism destination", in the third cluster, in blue, the node with the greatest impact is "Covid-19", followed by the nodes "hotels", "hospitality industry" and "tourism planning". The fourth cluster, in yellow, is represented by the nodes "risk management", "health vulnerability" and "tourism", the latter being the most used keyword in the master's theses analyzed. The fifth cluster, in purple, is made up of the nodes "safety", "security" and "terrorism".

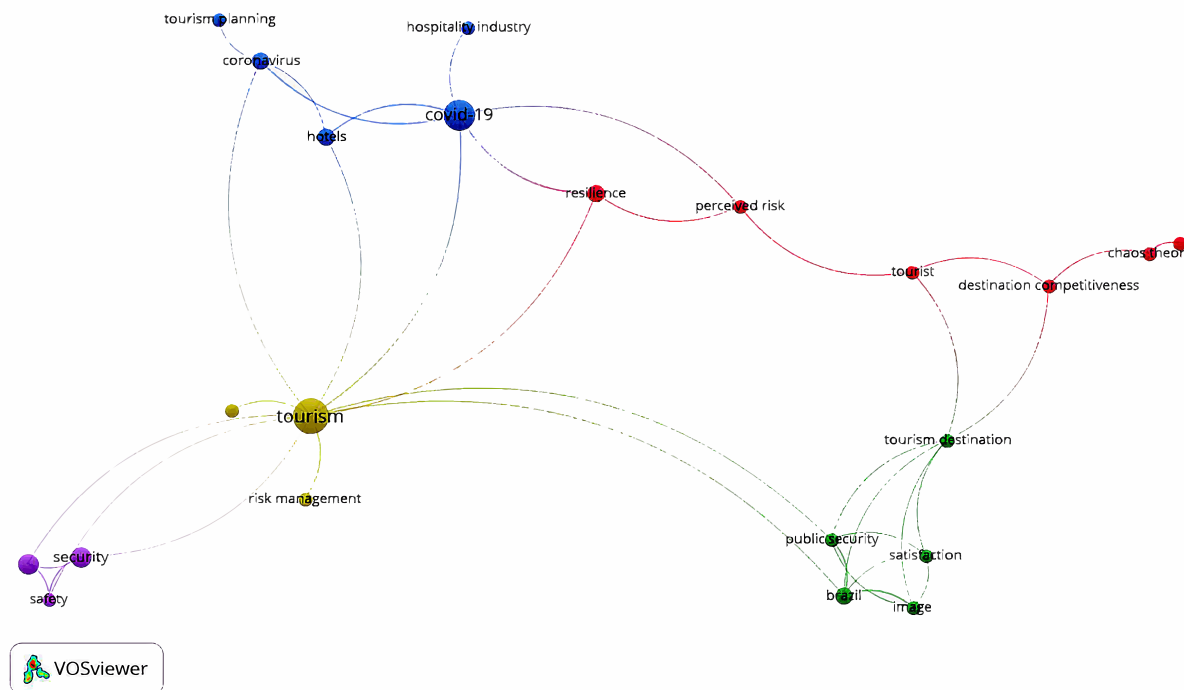


Figure 5. Keyword map. created by authors

Source: Authors

Table 1 shows the 37 main keywords resulting from the research conducted, as well as occurrences (frequency) and co-occurrences (total link strength)

Table 1. Keyword summary

Keyword	Occurrences	Total link strength
Tourism	12	26
Brazil	3	15
Covid-19	9	15
Image	2	12
Public security	2	12
Satisfaction	2	11
Tourism destination	3	14
Coronavirus	3	10
Resilience	3	7
Hotels	3	6
Security	4	6
Terrorism	4	5
Safety	2	4
Tourism planning	2	4
Destination competitiveness	2	3
Health vulnerability	2	3
Perceived risk	2	3
Tourist	2	3
Tourist attractions	2	4
Chaos theory	2	2
Service quality	2	2
Hospitality industry	2	1
Refugee crisis	2	1
Risk management	2	1

Source: Authors

When analyzing the map of co-occurrence of keywords and the list of descriptors, it is evident that the main lines of research are generally associated with the phenomenon of tourism. In turn, they investigate the perception of risk by visitors, highlighting "security" as one of the most influential aspects when choosing destinations, an aspect that acts directly on the image and quality of destinations. Another line of great relevance is Covid-19 and how the different security protocols must be complied with for the correct functioning of the hotel industry.

Figure 6 shows the evolution of the keywords of the publications analyzed in the given period, with the help of the VOSviewer 1.6.16 software using the cauterization algorithm. The oldest descriptors according to the conformed network are "health vulnerability", "Brazil" and "image", while as most current are the descriptors represented by yellow nodes "covid-19", "coronavirus", "hospitality industry" and "hotels". Reaffirming the theory that the main issues to be investigated at present are the behavior of the hotel industry with respect to the new coronavirus.

4. Conclusions

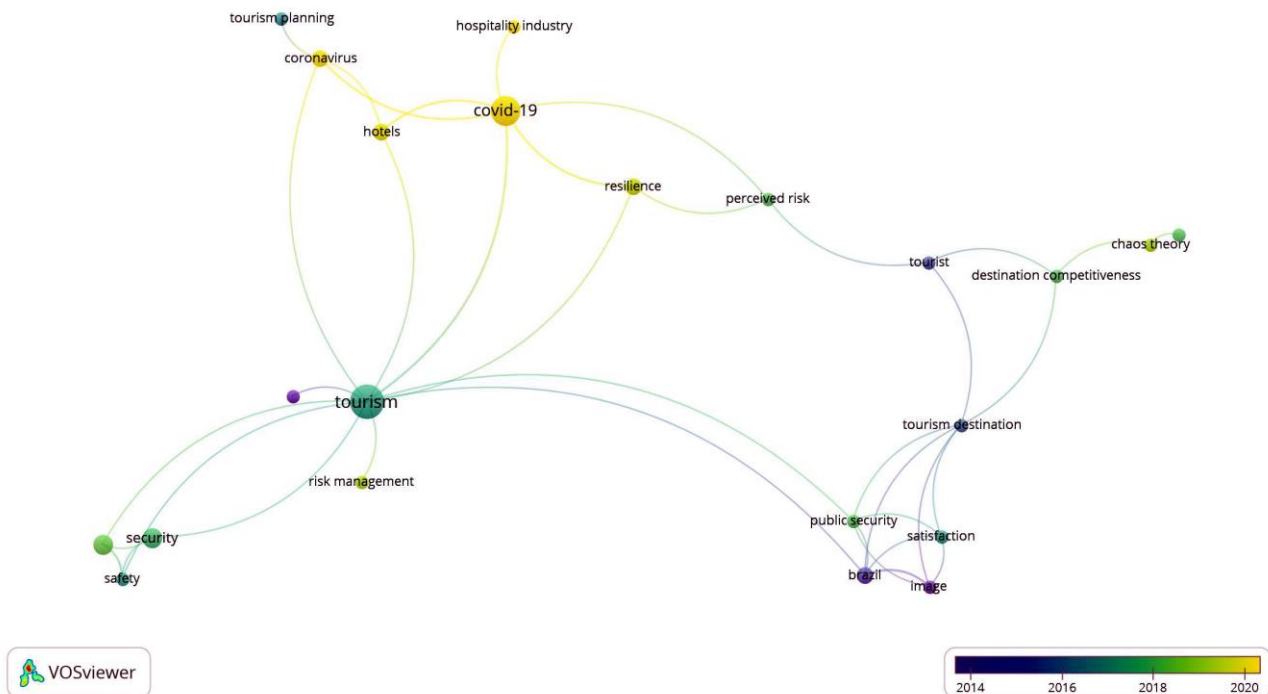


Figure 6. Keyword map in the time frame. created by authors

Source: Authors

In general terms, the term tourism security refers to the protection and physical and psychological integrity of visitors, service providers and members of the communities linked to the tourism sector, and is considered one of the most influential factors in the choice of tourist destinations. Hence the need for constant study on the subject of security in tourism.

Using the bibliometric analysis of articles published in the Sciedirect and Scielo databases, this research provides accurate information on trends, novelties and main lines of research on the topic of tourism security.

Although the number of publications has increased in the last 5 years and the current year, 2021, accounts for 28.8% of total research, the scientific production in the period under analysis is considered insufficient, considering that interest in security in tourism has been awakening since the end of 2001 and today is a key factor for the image of destinations. For these reasons, it is necessary to urge the scientific community to investigate and systematize the subject.

In terms of productivity by language, the English language predominates, with 51% of the publications, due to the fact that 100% of the results obtained in the Sciedirect database were in English.

A total of 26 journals published papers related to safety in tourism; taking into account the number of publications,

"Estudios y Perspectivas en Turismo" (24%) stands out as the main journal, followed by "International Journal of Hospitality Management" (10%), "Tourism Management" (8%) and "Journal of Hospitality and Tourism Management" (7%), these journals (5) representing 49% of the total number of publications.

Regarding authors and authorial collaboration, of the 158 authors analyzed, only two signed two articles each, the remaining 156 signed only one article, with small producers predominating with 98.7%. This shows that the scientific community is characterized by a lack of systematization in the area of tourism security.

The most used key word is "tourism" and the lines of research are related to the new coronavirus, tourism security, destination image and risk perception. This indicates that the concept of tourism security must go hand in hand with the tourists' perception of risk, post-Covid operation protocols, the influence of security on the image of a destination and the risk management of each hotel entity.

The results of the present research may have implications for tourism destination managers, which can be taken into account when designing their tourism security strategies. The growth of research related to Covid-19 and its implication in security and customer satisfaction constitutes today a success factor if it is properly

managed, which can generate an increase in the number of tourists at the destination. On the other hand, it requires studies that take into account the determining factors related to tourism security as seen from the perception of the internal and external client and promote the destination based on these factors.

Finally, the present research has the following limitations: with the search strategy used, some works might not have been identified, the research results were limited to original articles published in the Scencedirect and Scielo databases, so different documents and other databases such as Wos, Scopus, Dimensions, among others, can be included. Other bibliometric indicators that can contribute new elements to the field of research were not investigated. Other tools such as Scimat, Bibliometrix, CiteSpace, among others, can be included. On the other hand, it is possible to deepen the analysis through meta-analysis and content analysis studies.

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INFO PAGE

Scientific production on tourist security in the period 2002-2021

Abstract

Tourism security is linked to the well-being, physical, psychological and economic integrity of visitors, service providers and members of the host communities and plays a very important role when people choose a tourist destination, hence the need to analyze the scientific production associated with the topic. The present study aims to use bibliometric indicators to review the relevant literature related to tourism security in the period 2002-2021. The information and the main trends in this area are represented and mapped using the following software: EndNote, Excel, Bibexcel and VOSviewer. During the period analyzed, a total of 59 original articles were registered in the Scieidirect and Scielo databases. The analysis indicates that the literature on tourism safety is growing gradually, however, it is considered insufficient; a total of 26 journals are included in the study where the journal *Estudios y perspectivas en turismo* is the leader in the field of research registering 24% of the total published research. As for the keyword analysis, the main lines of productivity are focused on the relationship between security and tourism, destination image, risk perception, public safety, customer satisfaction and Covid-19. The impact of the Covid-19 pandemic is a trigger for the growth of research related to the field of research under analysis. In conclusion, the limitation of this research is that only two databases were taken into account and that through the search strategy used, some works might not have been identified, in addition to the fact that the study can be expanded with the inclusion of other bibliometric indicators.

Keywords: Hospitality, Safe tourism, Tourism, Bibliometrics, Risk perception, Covid-19

Authors

Full Name	Author contribution roles	Contribution rate
Félix Díaz-Pompa:	Conceptualization, Methodology, Formal analysis, Writing - Original Draft, Writing - Review & Editing,	30%
Solangel Pérez-Labrada:	Conceptualization, Methodology, Formal analysis, Writing - Original Draft, Writing - Review & Editing,	40%
Nolberto Cruz-Aguilera:	Conceptualization, Methodology, Formal analysis, Writing - Original Draft, Writing - Review & Editing,	15%
Zaydelis Balseira-Sanamé:	Conceptualization, Methodology, Formal analysis, Writing - Original Draft, Writing - Review & Editing,	15%

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