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The Mediating Role of Local People's Attitudes and Behaviours on the Impact of Destination Safety Climate on Risk Perception: A Study on Foreign Tourists in İstanbul and Antalya

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Destinasyon Güvenlik İkliminin Risk Algısı Üzerine Etkisinde Yerel Halkın Tutum ve Davranışlarının Aracılık Rolü: İstanbul ve Antalya'daki Yabancı Turistler Üzerine Bir Araştırma

Abstract

Destination safety is one of the essential factors that tourists consider when making a travel decision, especially to a destination they are unfamiliar with. Many destinations' success depends on ensuring tourists feel safe and secure before and during their trips. The inherently risky nature of travel also affects tourists' pre-travel and post-travel perceptions of the destination they intend to visit. Accordingly, this study aims to measure the mediating role of local people's attitudes and behaviours toward visitors in the effect of destination safety climate elements on the general risk perception toward the destination. After reviewing existing research, we created a survey and administered it in Istanbul and Antalya, the top tourist destinations in Turkey. The survey was conducted in multiple languages, including Turkish, English, German, and Russian. After filtering out incorrect and incomplete responses, we analysed the dataset consisting of 1299 questionnaire forms. Initially, we used statistical analyses to ensure the scale's validity. We employed structural equation modelling with the AMOS software to examine the hypotheses based on the research objectives. The study found that how residents treat visitors plays a role in shaping tourists' overall perception of safety in a destination.

Keywords : Destination Safety Climate, Travel Risk Perception, Local People, Attitudes and Behaviors.

JEL Classification Codes : L80, L83, L89.

Öz

Destinasyon güvenliği, turistlerin özellikle yabancı oldukları bir destinasyona seyahat kararı verirken dikkate aldıkları önemli faktörlerden biridir. Seyahatin doğası gereği riskli olması aynı zamanda turistlerin ziyaret etmeyi düşündükleri destinasyona seyahat öncesi algılarını etkilediği gibi seyahat sonrası algılarını etkilemektedir. Bu doğrultuda araştırmanın amacı, destinasyon güvenlik iklimi unsurlarının destinasyona yönelik genel risk algısı üzerine etkisinde yerel halkın ziyaretçilere karşı tutum ve davranışlarının aracılık rolünü ölçümlemektir. Literatürden yararlanılarak oluşturulan anket formu Türkiye'de en fazla turist ağırlayan iki şehir olan İstanbul ve Antalya'da uygulanmıştır. Anket formu Türkçe, İngilizce, Almanca ve Rusça dillerinde uygulanmıştır. Elde edilen hatalı ve eksik anket formları çıkartıldıktan sonra 1299 anket formundan oluşturulan veri seti ile analizler gerçekleştirilmiştir. Öncelikle oluşturulan ölçeğin geçerliliğini test etmek amacıyla açıklayıcı ve doğrulayıcı faktör analizi gerçekleştirilmiştir. Araştırmanın amacı doğrultusunda oluşturulan hipotezleri test etmek amacıyla AMOS programı ile yapısal eşitlik modelinden yararlanılmıştır. Araştırmada sonuç olarak destinasyon güvenlik iklimi unsurlarının destinasyona yönelik genel risk

algısı üzerine etkisinde yerel halkın ziyaretçilere karşı tutum ve davranışlarının kısmi aracılık etkisi olduğu tespit edilmiştir.

Anahtar Sözcükler : Destinasyon Güvenlik İklimi, Seyahat Risk Algısı, Yerel Halk, Tutum ve Davranışlar.

1. Introduction

Risk is prevalent in our daily lives at home, work, and travel. Risk, in its most basic form, encompasses the concepts of uncertainty and potential adverse effects (Slovic, 1987: 280). Safety is a fundamental and essential notion that applies to tourism and the broader global context (Hall et al., 2004: 2). Safety and security are vital to ensuring quality in tourism. The lasting success of a tourism destination depends more on its ability to provide a safe and secure environment for visitors than on other economic activities. Destination safety refers to the safety measures and conditions that a travel destination or tourism region provides for its visitors (Singleton & Wang, 2014: 47). In addition, destination safety covers a wide range of areas, from physical to social to health safety, that a destination offers visitors. Despite the various factors influencing a destination's image and visitors' preferences, it is crucial to address safety concerns and risks (Khan et al., 2019: 2).

In the twenty-first century, there has been a notable increase in worries over the safety and security of tourists (Amaro et al., 2023: 11). Ensuring safety and security is essential for both individuals and the tourism industry Tourists desire assurance of their safety, and the likelihood of a crisis arising increases significantly when they perceive a threat to their well-being in a holiday area of their choice (Toker & Emir, 2023: 2). Tourists' perceptions of risk or safety may vary, and different people tolerate different degrees of risk. Tourists evaluate destination risk based on up-to-date information and reliable sources when planning travel plans. Tourist safety also directly impacts tourist experiences, destination image (Xie et al., 2021: 1), and travel intentions (Liu et al., 2016: 296). Safety perception significantly impacts destination choice and image, leading to tourists changing travel activities and durations. Such concerns can be even more damaging when linked to a destination, resulting in costly marketing efforts to change the image (Wan et al., 2022: 1004). Although destination safety is considered a sub-component of destination image, it has become one of the most critical issues in tourism, especially after the COVID-19 pandemic (Chan, 2021; Shin et al., 2022). Examining the literature reveals that safety concerns in tourism primarily revolve around epidemics (Jamal & Budke, 2020; Gössling et al., 2020), political instability (Sönmez & Graefe, 1998; Ivanov et al., 2017), natural disasters (Ritchie & Jiang, 2019; Ma et al., 2020), war (Buda, 2016; Higgins-Desbiolles, 2020), terrorism (Araña & León, 2008; Baker, 2014), and crime rates (Hua et al., 2020; Altindag, 2014). After COVID-19, hygiene and safety have come to the fore, and many studies have been conducted on travel risk perceptions of these issues (Çetinkaya et al., 2020; Nazneen et al., 2020; Çobaner, 2021; Konak, 2022; Kodaş, 2022a; Kodaş, 2022b; Toker & Kızılırmak, 2023). To minimise or eliminate the

safety concerns of individuals in the tourism sector, "safe tourism" certificates have emerged for tourism businesses and destinations.

Examining the literature reveals that we can use the dimensions of perceived risk from the destination to address the aspects of destination safety. These concepts have gained traction and now form a crucial part of the destination's image (Perpiña et al., 2021: 367). Studies on destination safety have attracted attention due to the events that resonated globally, and related studies have increased in the literature. The September 11 attacks in 2001, the SARS outbreak in 2003, the 2004 tsunami in Indonesia, the 2008 Wenchuan earthquake in China, and the COVID-19 outbreak that broke out at the end of 2019 are examples of globally resonant events. Furthermore, based on global developments, certain countries may warn their citizens about potential life-threatening destinations and safety concerns. Despite the significant efforts to ensure safety in destinations, it remains impossible to completely prevent or eliminate negative factors such as natural disasters and epidemics beyond the destination's control. Tourists' sense of safety depends on the safe conditions at a destination and represents a basic need of tourists. Therefore, providing quality tourism experiences incorporating safety principles has become an overarching goal among tourism destinations (Cui et al., 2016; Hasan et al., 2017; Bang et al., 2020; Zhang et al., 2023).

This study is the first to conduct a comparative analysis of tourism security between Antalya and Istanbul, focusing on the impact of residents' attitudes and behaviours on tourists' perceptions of risk in the destination safety climate. This research offers valuable insights into the factors shaping tourists' perceptions of safety in well-known Turkish destinations, providing a comprehensive understanding of destination safety across various tourism environments in Turkey. The attitudes and behaviours of local people on the impact of destination security climate on risk perception will create benefits for all tourism sector actors.

2. Conceptual Framework and Hypotheses Development

The Merriam-Webster (2023) online dictionary defines risk as "a person or thing that creates or presents danger." According to another definition, risk refers to the objective expectation of loss (Akkılıç & Varol, 2015: 16). Willett (1951) defines risk as the uncertainty of the occurrence of an undesirable event. Perceived risk has two components: uncertainty (the probability of adverse outcomes) and consequences (the significance of a loss) (Bauer, 1960; Cox & Rich, 1967). In the field of tourism, risk generally refers to all the risks perceived by travellers or tourists towards a particular destination or travel point (Stone & Winter, 1987; Cui et al., 2016). If tourists perceive risk, they also expect some losses. These tourist perceptions can reflect confidence or concern in a destination and influence potential tourists' travel decisions. Potential tourists often feel risk pressure, especially in situations of uncertainty, when they cannot fully predict the consequences of their destination choice (Williams, 2002; Williams, 2006). Tourists usually evaluate risk factors before considering

travelling to a destination (Karamustafa & Erbaş, 2011: 104-5). Therefore, perceived risk is essential in explaining individuals' preference or non-preference behaviour (Lim, 2003: 218). Since perceived risk has a negative meaning, it generally negatively affects destination image and tourist behaviour (Brent & Jiang, 2019; Nazir et al., 2021). Perceived risk is a subjective concept that can vary from person to person. Only physical risk offers a constant perception across individuals, whereas other risk perceptions are subjective (Mitchell, 1999: 164). Multiple studies have investigated how travellers' risk perceptions influence their actions and destination selections. Table 1 presents the risk dimensions perceived by travellers and studies on destination safety.

Table: 1
Studies on Perceived Risk Towards Destination and Risk Dimensions

Authors and Year	**Perceived Risk Dimensions/Destination Safety Dimensions**
Roselius (1971)	Financial, physical, psychological, time
Roehl & Fesenmaier (1992); Schiffman & Kanuk (2000); Reisinger & Movando (2005); Qi et al. (2009)	Hardware risk, financial risk, physical risk, psychological risk, social risk, satisfaction risk and time risk
Darley & Smith (1995); Pires et al. (2004); Ueltschy et al. (2004)	Financial, performance, social, physical, psychological, time
Sönmez & Graefe (1998); Fuchs & Reichel (2011)	Functional, financial, health, physical, political instability, psychological, satisfaction, social, terrorism and time
Korgaonkar & Wolin (1999); Tan & Teo (2000)	Financial risk, private life risk
Salisbury et al. (2001); Miyazaki & Fernandez (2001); George (2002)	Personal risk
Lepp & Gibson (2003)	Health, political instability, terrorism, different foods, cultural barriers, ideological and religious dogmas in the country, crime
Lim (2003); Enders & Sandler (2006)	Financial, performance, social, physical, psychological, time, privacy
Özer & Gülpınar (2005); Reisinger & Mavondo (2005)	Financial, physical, social, time and psychological
Fuchs & Reichel (2006)	Financial, physical, socio-psychological, time and performance
Slevitch & Sharma (2008); Yang et al. (2015)	Health, financial, satisfaction, time, technical, social, political and terrorism
Quintal et al. (2010); Lee & Chen (2021)	Natural disasters, physical, political, and performance
Karamustafa et al. (2013)	Time and social risk, financial risk, physical risk, situation risk, experience risk, weather and hotel risk
Çetinsöz & Ege (2012)	Physical risk, satisfaction risk, time risk, socio-psychological risk, performance risk
Temeloğlu (2015); Sohn et al. (2016)	Financial risk, social risk, time risk, psychological risk, physical risk
Türkmen & İlban (2018)	Financial risk, physical risk and psychological risk
Khan et al. (2019)	Performance, time, physical, financial and socio-psychological risk
Singleton & Wang (2014); Zou & Meng (2020)	Tourism environment, facilities and services, local culture, perception of safety, safety concerns
Ünal (2020); Elshaer et al. (2023)	Performance, physical, time, social, psychological, general
Savaşçı & Yıldırım (2021)	Financial, performance, physical, socio-psychological and temporal

Studies on perceived risk suggest that as tourists' risk perceptions increase, their purchase probability decreases (Roselius, 1971; Taylor, 1974; Forsythe & Shi, 2003). In a broader sense, risk significantly affects tourists' risk perceptions and behavioural intentions (Floyd et al., 2004; Chew & Jahari, 2014; Hasan et al., 2017; Khasawneh & Alfandi, 2019). Studies on the dimensions of risk that tourists perceive show that there have been significant changes, particularly after the COVID-19 pandemic and the widespread use of the internet (Sánchez-Caizares et al., 2021; Shin et al., 2022; Liu et al., 2023; Hüsser et al., 2023). The internet's development, widespread use, and the rise of social media platforms have enabled tourists to exchange more information through online environments, reviews, comments, and so on. Accordingly, the internet and social media platforms have become essential factors affecting tourists' risk perceptions. Another critical factor is the emergence of social media platforms due to technological advancements, a significant increase in internet users, and the COVID-19 pandemic. This has led to a shift in tourists' risk perceptions and the

prioritisation of perceived risk types (Yang & Lee, 2022; Abdalla et al., 2023). The number of studies using concepts such as "psychological risk" and "socio-psychological risk" has increased in the literature. In this direction, the number of studies using concepts such as "trust," "sense of trust," "safety perception," and "safe" instead of studies on risk perceptions has also increased significantly (Amaro et al., 2023; Toker & Emir, 2023). Tourists' risk studies reveal that perceived risk, which refers to individuals' feelings of uncertainty or worry, is significantly influencing a destination's reputation and negatively impacting tourists' behavioural intentions, highlighting the increasing influence of perceived danger on tourist behaviour (Gavurova et al., 2023: 2). For tourists, the safety of a destination is a significant factor that directly influences their travel planning and choices. Destination safety is the result of a combination of many different factors. Destination safety issues often have negative and multifaceted impacts on the tourism industry, local communities, and tourists. The adverse effects of destination safety are not location-specific but can also affect an entire destination, region, or country (Pizam & Mansfeld, 2006: 3-4). Safety is critical for the global tourism industry's sustainability, growth, and development. Safety underpins all processes, from destination choice to experiences to behavioural intentions (Woosnam et al., 2015: 265). The main categories of risks in tourists' perceptions include financial, psychological, physical, personal, political, social, health, and natural disasters. We expect a linear, logical relationship between destination security and these risks. As the destination security climate becomes milder, the risks to the destination should decrease. As a result of this relationship, the following hypothesis is proposed:

> ***Hypothesis 1.*** *Participants' perceptions of destination safety climate significantly affect general risk perception towards the destination.*

Residents are commonly viewed as a critical component of tourist development initiatives in host destinations (Sharpley, 2014; Martín et al., 2018). The study of resident attitudes has been a prominent area of research in the field of tourism for a considerable period (Šegota et al., 2022: 340). Previous studies have focused on assessing the suitability of tourism for a specific community by examining its citizens' perspectives (Walpole & Goodwin, 2001; Lepp, 2007; Wang & Pfister, 2008; Cañizares et al., 2014; Muresan et al., 2016; Eusébio et al., 2018; Hadinejad et al., 2019; Thyne et al., 2022; Phuc & Nguyen, 2023). Positive attitudes are a reliable indicator of fulfilling tourist development's social and cultural responsibilities (Park et al., 2014; García et al., 2015). Researchers have used a variety of factors to understand residents' attitudes towards tourism. These factors encompass the enjoyment of benefits (Abdollahzadeh & Sharifzadeh, 2014), participation in decision-making (Rasoolimanesh et al., 2017; Rasoolimanesh & Seyfi, 2021), effects of tourism on the environment (García et al., 2015, Rasoolimanesh et al., 2019), the stage of the destination's conditions (Vargas-Sánchez et al., 2014; Alrwajfah et al., 2019), the type of tourists (Fan et al., 2017; Passafaro, 2020), the economic reliance on tourism (Kock et al., 2019; Rasoolimanesh et al., 2019), effects of tourism on the social life (Cañizares et al., 2014; Thyne et al., 2022), and the level of cultural disparity (Abdollahzadeh & Sharifzadeh, 2014; Eusébio et al., 2018) between residents and tourists. Pavlakovič et al. (2018) classify

the scope of the concept of safety in the tourism industry as "airport and road safety" (Choocharukul & Sriroongvikrai, 2017; Hassan & Salem, 2021) through the means of transportation and travel routes used by tourists during their travels, "hotel safety" (Zhang et al., 2020; Teng et al., 2023) through the safety of accommodation, recreation, and entertainment venues, "food safety" (Zsarnoczky et al., 2019; Li et al., 2022) through the preparation and healthy presentation of food and beverage establishments in hygienic environments, and "street safety" (Jensen & Svendsen, 2016; Collins & Millar, 2019) through tourists' sightseeing areas, shopping venues, and other leisure activities outside of accommodation establishments. According to Yen et al. (2021), safety norms refer to local safety regulations, crisis management plans, travel suppliers' protection measures; safety management refers to governments' large-scale events, tourists' safety, travel suppliers' trained personnel competence, and emergency preparedness; activities and equipment refer to the safety of recreational activities, travel suppliers' service facilities; safety resources refer to accessibility facilities for people with disabilities, travel safety information, medical facilities; infrastructure and environment refer to the safety of public buildings, tourist facilities, and transportation (Yen et al., 2021: 309). We proposed these hypotheses to test the attitudes and behaviours of local people, which effectively affect the tourism phenomenon in many different ways and impact the destination's safety climate.

Hypothesis 2. *Participants' perceptions of destination safety climate significantly affect local people's attitudes and behaviours towards visitors.*

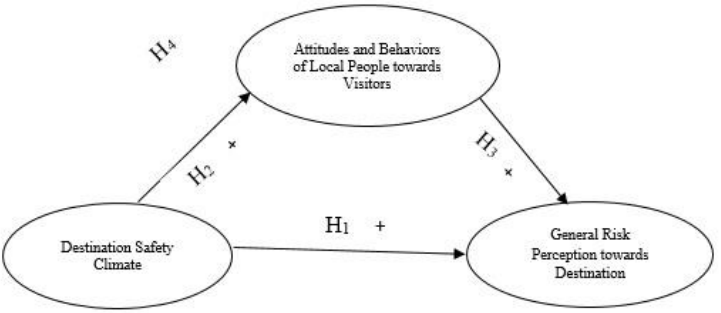
Hypothesis 3. *Participants' perceptions of local people's attitudes and behaviours towards visitors significantly affect the general risk perception towards the destination.*

The impact of tourism on local communities has been a topic of extensive research in the field of tourism (Ramkissoon, 2023: 442). One crucial aspect that has gained attention is the role of local people's attitudes and behaviours in mediating the relationship between destination safety climate and risk perception. Research has demonstrated that the positive perceptions of residents towards tourism practices can significantly enhance the perceived sustainability of the destination and improve the quality of life in the community. In conclusion, the mediating role of local people's attitudes and behaviours in the relationship between destination safety, climate, and risk perception is vital to tourism. Consequently, the following hypothesis is proposed.

Hypothesis 4. *Local people's attitudes and behaviours towards visitors mediate the effect of participants' perceptions of destination safety climate on general risk perception towards the destination.*

The proposed model of this study is given in Figure 1.

Figure: 1
Hypotheses Regarding the Conceptual Model of the Study



3. Data and Methodology

3.1. Measures and Sampling

The research utilised the questionnaire technique for data collection. The questionnaire was designed with multiple-choice questions to explore how local attitudes and behaviours mediate the relationship between destination safety climate, risk perception, and demographic variables. The questionnaire includes questions on gender, age, education level, marital status, and survey form language to determine the participants' demographic characteristics. As the questionnaire will be administered to participants from various countries, the omission of an income level question was based on the challenge of accurately assessing income levels on a standardised scale across diverse backgrounds. The literature on safety climate, the research subject, was reviewed, and the scale developed by Yen, Tsaur, and Tsai (2021), comprising seven dimensions and 31 statements, was adapted and utilised in alignment with the research objectives. After reassessment, the scale's dimensions included safety norms (5 statements), safety management (5 statements), activities and equipment (4 statements), safety resources (4 statements), and infrastructure and environment (4 statements) as the distinct components defining the destination safety climate. Yen et al. (2021) incorporated the travel safety risk dimension (5 propositions) from their scale. They integrated five additional propositions from the works of Fuchs and Reichel (2006), Batra (2008), and George (2009) to create the scale for assessing general risk perception towards the destination. Five additional propositions from the studies of Fuchs and Reichel (2006), Batra (2008), and George (2009) were included to expand the scale, which was named "general risk perception towards the destination."

We applied the adapted scale to foreign visitors visiting Istanbul and Antalya between 01.03.2023 and 01.09.2023. Since most visitors to Istanbul and Antalya in previous years came from the Russian Federation and Germany, we administered the questionnaire form in

German, Russian, and English to cater to the predominant visitor demographics, offering a multilingual approach. We administered the questionnaire forms both online and in person at travel agencies. Administering the questionnaire form in Istanbul and Antalya proved time-consuming due to logistical constraints, such as limited staffing and high visitor influx during low and high seasons. Thus, we obtained 653 questionnaire forms in Istanbul and 669 in Antalya. We conducted a multivariate analysis of the survey data to identify any outliers, examining various factors for anomalies. The study of outliers provided values with 0.001 degrees of freedom, which were essential for determining statistical significance in the following t-value table, following the guidelines by Alpar (2018). We conducted the analyses using data from 1299 survey forms. We strategically eliminated nine from the Istanbul questionnaires and 14 from the Antalya questionnaires due to responses' inconsistencies, ensuring the results' integrity and reliability. The scale developed by Yen et al. (2021) has been updated, prompting a reevaluation through factor analysis.

3.2. Findings and Interpretations

Table 2 presents the demographic characteristics of the study participants, including gender, age, education level, marital status, and survey form language, grouped based on Istanbul and Antalya provinces.

Table: 2
Frequency Distributions of Participants' Demographic Characteristics

		İstanbul	Antalya	Total
Gender	Female	357	380	737
	Male	287	275	562
Age	18-25 years	132	109	241
	26 -35 years	74	82	156
	36-45 years	106	131	237
	46-55 years	100	182	282
	56 years and older	232	151	383
Education Level	Primary/High School	81	104	185
	Associate degree	326	398	724
	Bachelor degree	178	128	306
	Postgraduate	59	25	84
Marital Status	Married	408	388	796
	Single	236	267	503
Survey Form Language	English	296	189	485
	German	216	162	378
	Russian	132	304	436

Table 3 illustrates that the research employed a destination safety climate scale with five dimensions, as opposed to the original seven developed by Yen et al. (2021). After translating it into Turkish, we performed exploratory factor analysis to recheck the dimensions. We also applied explanatory factor analysis to the general risk perception scale for the destination, which included six propositions related to the attitudes and behaviours of locals toward visitors, making a total of nine propositions. The exploratory factor analysis assessed the scales' construct validity and considered a minimum factor loading threshold of 0.500 and the required weight for an item within a specific factor. We also utilised the varimax rotation technique to ensure each factor comprised at least three items, enhancing

the clarity of factor structures. For instances of item overlap, it was required that the discrepancy between the item loadings should be a minimum of 0.100 (Büyüköztürk, 2015: 134-135).

Table: 3
Destination Safety Climate Scale Factor Analysis Results

	Co-Originality	Factor Load	Core Value	Variance	Mean	Alpha
Safety Management			**3,669**	**16,679**	**2,8208**	**,899**
Safety Management 3	,756	,767			2,7028	,873
Safety Management 5	,711	,728			2,7960	,878
Safety Management 2	,726	,709			2,8406	,872
Safety Management 4	,711	,698			2,8953	,877
Safety Management 1	,676	,674			2,8691	,882
Safety Norms			**3,525**	**16,021**	**2,8808**	**,873**
Safety Norms 1	,690	,747			2,8122	,846
Safety Norms 3	,718	,731			2,7413	,842
Safety Norms 2	,657	,698			2,9600	,847
Safety Norms 4	,661	,684			2,9915	,845
Safety Norms 5	,646	,664			2,8992	,847
Infrastructure and Environment			**3,001**	**13,642**	**2,8553**	**,842**
Infrastructure and Environment 2	,760	,792			2,8845	,779
Infrastructure and Environment 3	,676	,725			2,8406	,803
Infrastructure and Environment 4	,650	,681			2,9092	,810
Infrastructure and Environment 1	,647	,674			2,7868	,805
Activity and Equipment			**2,850**	**12,955**	**2,7612**	**,908**
Activity and Equipment 4	,795	,746			2,8253	,883
Activity and Equipment 1	,812	,744			2,7429	,876
Activity and Equipment 3	,779	,673			2,7652	,878
Activity and Equipment 2	,748	,631			2,7113	,884
Safety Resources			**2,747**	**12,488**	**2,9759**	**,887**
Safety Resources 1	,766	,706			2,9738	,852
Safety Resources 4	,793	,700			2,9546	,836
Safety Resources 3	,676	,656			2,9430	,881
Safety Resources 2	,746	,645			3,0323	,849

NOTE: Principal component analysis with Varimax rotation. Kaiser-Meyer-Olkin sampling adequacy: 96.8%; Chi-Square for Bartlett's test of sphericity: 19639,062, s.d.: 231, p<0.001; n: 1299; overall mean: 2,8581; s.d.: 0,8856; Alpha for the whole scale: 0,958; Total variance explained: 71,786% Response categories: 1: Strongly Disagree..... 5: Strongly Agree.

The explanatory factor analysis of the 22 items in the destination safety climate scale yielded a lowest concurrence of 0.646 and a lowest factor loading of 0.631, as shown in Table 4. The variance explained by each dimension is as follows: Safety Management - 16.679%, Safety Norms - 16.021%, Infrastructure and Environment - 13.642%, Activities and Equipment - 12.955%, Safety Resources - 12.488%, totalling 71.786% of the variance. It was also found that KMO sampling adequacy (96.8%) and Bartlett's Test of Sphericity ($\chi 2$ = 16639,062; sd = 231; $p < 0.001$) were both significant, and the scale's overall mean was found to be 2.8581.

Table: 4
Factor Analysis Results of General Risk Perception Scale for Destination

	Co-Originality	Factor Load	Core Value	Variance	Mean	Alpha
General Risk Perception			**5,318**	59,094	2,8682	,913
General Risk Perception 7	,640	,800			2,8853	,901
General Risk Perception 9	,637	,798			2,7521	,901
General Risk Perception 8	,634	,796			2,9677	,901
General Risk Perception 6	,615	,784			2,8522	,902
General Risk Perception 2	,585	,765			2,9869	,904
General Risk Perception 4	,574	,757			2,9900	,904
General Risk Perception 5	,563	,750			2,7390	,905
General Risk Perception 3	,549	,741			2,8768	,905
General Risk Perception 1	,523	,723			2,7590	,907

NOTE: Principal component analysis with Varimax rotation. Kaiser-Meyer-Olkin sampling adequacy: 87.9%; Chi-Square for Bartlett's test of sphericity: 7234,708, s.d.: 36, p<0.001; n: 1299; overall mean: 2,8682; s.d.: 0,9738; Alpha for the whole scale: 0,913; Total variance explained: 59,094% Response categories: 1: Strongly Disagree..... 5: Strongly Agree.

As a result of the explanatory factor analysis conducted with the nine items in the general risk perception scale for the destination, the lowest coincidence was 0.523, and the lowest factor loading was 0.723. The model, consisting of a single dimension, explains 59.094% of the total variance. Moreover, both the KMO sampling adequacy and Bartlett's Test of Sphericity were significant ($p < 0.001$), and the overall mean of the scale was 2.8682.

Table: 5
Factor Analysis Results of the Scale of Local People's Attitudes and Behaviors towards Visitors

	Co-Originality	Factor Load	Core Value	Variance	Mean	Alpha
Attitude and Behavior			**3,343**	55,709	3,2428	,841
Attitude and Behavior 2	,579	,761			3,2679	,810
Attitude and Behavior 1	,514	,717			3,1809	,821
Attitude and Behavior 5	,548	,740			3,2671	,816
Attitude and Behavior 3	,604	,777			3,2317	,807
Attitude and Behavior 6	,508	,713			3,2394	,821
Attitude and Behavior 4	,589	,768			3,2694	,810

NOTE: Principal component analysis with Varimax rotation. Kaiser-Meyer-Olkin sampling adequacy: 81.7%; Chi-Square for Bartlett's test of sphericity: 2971,752, s.d.: 15, p<0.001; n: 1299; overall mean: 3,2428; s.d.: 0,9483; Alpha for the whole scale: 0,840; Total variance explained: 55,709% Response categories: 1: Strongly Disagree..... 5: Strongly Agree.

As shown in Table 5, the result of the explanatory factor analysis conducted with the six items in the scale created to determine the attitudes and behaviours of local people toward visitors was that the lowest correlation was 0.509 and the lowest factor loading was 0.714. The structure, consisting of a single dimension, explains 55.443% of the total variance. It was also found that the KMO sampling adequacy value (81.7%) and Bartlett's Test of Sphericity value ($\chi^2 = 2971.752$; sd = 15; $p < 0.001$) were both statistically significant. The overall mean of the scale was found to be 3.2428.

We conducted simple linear and multiple regression analyses based on the cities visited by the participants (Istanbul and Antalya) to investigate the hypotheses or gather more detailed insights. The multiple regression analysis assessed the presence of multicollinearity among the independent variables. For this analysis, we set the tolerance value to a minimum of 0.200, the VIF value to a maximum of 5 or 10, and the CI value to

30 (Alpar, 2018; 471-2). These values were taken into consideration during the multiple regression analysis.

Table: 6
The Effect of Destination Climate Aspects on Overall Risk Perception Towards Destination by Destination Visited

Destination Safety Climate Elements		Non-Standardised Coefficients		Standardised Coefficients	t-value	significance level
Total	**Hypothesis 1**	**β**	**Std. Error**	**Beta**		
	(Fixed)	3,695	,092		40,366	,000
	Safety Norms	-,144	,041	-,145	-3,514	,000
	Safety Management	,000	,042	,000	-,011	,991
	Activities and Equipment	-,104	,040	-,120	-2,586	,010
	Safety Resources	-,015	,043	-,016	-,350	,727
	Infrastructure and Environment	-,028	,039	-,028	-,710	,478
	Dependent variable: General Risk Perception; R: 0.277; R2: 0.073; F for model: 21.431; p=0.000					
		Non-Standardised Coefficients		**Standardised Coefficients**	**t-value**	**significance level**
İstanbul		**β**	**Std. Error**	**Beta**		
	(Fixed)	3,685	,126		29,182	,000
	Safety Norms	-,101	,052	-,106	-1,948	,052
	Safety Management	-,042	,053	-,049	-,790	,430
	Activities and Equipment	-,108	,050	-,132	-2,149	,032
	Safety Resources	,001	,061	,001	,017	,986
	Infrastructure and Environment	,032	,056	,034	,566	,572
	Dependent variable: General Risk Perception; R: 0.229; R2: 0.045; F for model: 7.055; p=0.000					
		Non-Standardised Coefficients		**Standardised Coefficients**	**t-value**	**significance level**
Antalya		**β**	**Std. Error**	**Beta**		
	(Fixed)	3,751	,131		28,599	,000
	Safety Norms	-,190	,064	-,191	-2,941	,003
	Safety Management	-,023	,065	-,022	-,346	,729
	Activities and Equipment	-,093	,062	-,106	-1,490	,137
	Safety Resources	,080	,061	,94	1,299	,194
	Infrastructure and Environment	-,162	,053	-,156	-3,057	,002
	Dependent variable: General Risk Perception; R: 0.342; R2: 0.110; F for model: 17.148; p=0.000					

The results of the multiple regression analysis in Table 6, conducted to test Hypothesis 1, indicate that the model is statistically significant (F = 21,431; p = 0.000) and provides valuable insights for estimation. Participants' perceptions of destination safety climate elements significantly influence the overall risk perception towards the destination. Specifically, the dimensions of safety norms (p = 0.001) and activities and equipment (p = 0.010) among the destination safety climate elements were statistically significant. Increasing the safety norms dimension by one unit results in a decrease of 0.145 in the overall risk perception towards the destination, while a one-unit increase in the activities and equipment dimension leads to a reduction of 0.120 in the overall risk perception towards the destination.

We separately conducted multiple regression analyses in Istanbul and Antalya to examine the impact of destination climate elements on the overall risk perception of these destinations. When Table 6, created as a result of the multiple regression analysis for the participants visiting Istanbul, is examined, the model (F = 7,055; p = 0,000) is accepted as valid. A one-unit increase in the participants' perceptions of activities and equipment (p = 0.032), a component of the destination's safety climate, results in a 0.132-unit decrease in their overall risk perception of the destination. Upon analysis of the other dimensions of destination climate elements (safety norms, safety management, safety resources,

infrastructure, and environment), we determined that these dimensions were insignificant, as their significance levels exceeded 0.05.

Analysing Table 6 from the regression analysis of participants in Antalya validates the model (F= 17.148, p < 0.001). Increasing one unit in participants' perceptions of safety norms in Antalya (p = 0.003), a component of destination safety climate reduces their overall risk perception of the destination by 0.191 units. Improved perceptions of infrastructure and the environment by visitors in Antalya (p = 0.002), components of a destination's safety climate, lead to a decrease of 0.156 units in their overall risk perceptions of the destination. After analysing safety management, activities, equipment, and safety resources at the destination, it was found that they were not significant, as their levels of significance were above 0.05.

Table: 7
The Effect of Destination Climate Elements on Local People's Attitudes and Behaviors towards Visitors by Destination Visited

Destination Safety Climate Elements		Non-Standardised Coefficients		Standardised Coefficients	t-value	significance level
Total	**Hypothesis 2**	**β**	**Std. Error**	**Beta**		
	(Fixed)	3,458	,092		37481	,000
	Safety Norms	,026	,041	,027	,633	,527
	Safety Management	-,095	,042	-,101	-2,239	,025
	Activities and Equipment	-,022	,040	-,027	-,557	,578
	Safety Resources	-,068	,043	,076	1,571	,116
	Infrastructure and Environment	-,057	,039	-,059	-1,465	,143
	Dependent variable: Local People's Attitudes and Behaviors Towards Visitors; R: 0.104; R2: 0.007; F for model: 2.828; p=0.015					
		Non-Standardised Coefficients		**Standardised Coefficients**	**t-value**	**significance level**
İstanbul		**β**	**Std. Error**	**Beta**		
	(Fixed)	3,432	,127		27,040	,000
	Safety Norms	,054	,052	,056	1,028	,304
	Safety Management	-,068	,054	-,079	-1,257	,209
	Activities and Equipment	-,132	,051	-,161	-2,610	,009
	Safety Resources	,053	,062	,055	,853	,394
	Infrastructure and Environment	-,066	,056	-,072	-1,183	,237
	Dependent variable: Local People's Attitudes and Behaviors Towards Visitors; R: 0.203; R2: 0.034; F for model: 5.505; p=0.000					
		Non-Standardised Coefficients		**Standardised Coefficients**	**t-value**	**significance level**
Antalya		**β**	**Std. Error**	**Beta**		
	(Fixed)	3,463	,128		26,972	,000
	Safety Norms	-,065	,063	-,071	-1,032	,303
	Safety Management	-,049	,064	-,050	-,767	,444
	Activities and Equipment	,147	,061	,183	2,425	,016
	Safety Resources	-,062	,060	-,079	-1,033	,302
	Infrastructure and Environment	,047	,052	,049	,909	,364
	Dependent variable: Local People's Attitudes and Behaviors Towards Visitors; R: 0.107; R2: 0.004; F for model: 1.490; p=191					

Upon examining Table 7 from the multiple regression analysis for Hypothesis 2, you can see that the model is considered valid with proper values (F = 2,828; p = 0,000) for estimation. Participants' perceptions regarding destination safety climate elements significantly influence the overall risk perception of the destination. Safety management had a statistically significant impact on the overall risk perception. A one-unit increase in the security management dimension of destination safety climate elements reduces the overall risk perception towards the destination by 0.101 units.

Since the questionnaire was conducted in Istanbul and Antalya, the effect of destination safety climate elements on the attitudes and behaviours of local people towards visitors was analysed separately by multiple regression analysis according to these destinations. When examining Table 7, which resulted from the multiple regression analysis for participants in Istanbul, the model is considered valid with an F-value of 5.505 and a p-value of 0.000. An increase of one unit in participants' perceptions of activities and equipment in Istanbul (p = 0.009), a component of destination safety climate, decreases by 0.161 units in their perceptions of local people's attitudes and behaviours towards visitors. Upon analysing the other dimensions of destination climate elements, it was found that these dimensions were considered insignificant as their significance levels exceeded 0.05.

The multiple regression model's significance levels (p = 0.191) for understanding how destination climate elements affect local people's attitudes and behaviours towards visitors in Antalya was higher than 0.05, so the model was considered insignificant.

Table: 8
The Effect of Local People's Attitudes and Behaviors towards Visitors on the General Risk Perception of Destination by Destination Visited

		Non-Standardised Coefficients		Standardised Coefficients	t-value	significance level
	Hypothesis 3	**β**	**Std. Error**	**Beta**		
Total	(Fixed)	3,336	,095		34,982	,000
	Attitudes and Behaviors of Local People towards Visitors	-,144	,028	-,141	-5,113	,000
	Dependent variable: General Risk Perception; R: 0.141; R2: 0.020; F for model: 26.147; p=0.000					
		Non-Standardised Coefficients		**Standardised Coefficients**	**t-value**	**significance level**
		β	**Std. Error**	**Beta**		
İstanbul	(Fixed)	3,200	,124		25,862	,000
	Attitudes and Behaviors of Local People towards Visitors	-,041	,039	-,041	-1,044	,297
	Dependent variable: General Risk Perception; R: 0.041; R2: 0.002; F for model: 1.091; p=0.297					
		Non-Standardised Coefficients		**Standardised Coefficients**	**t-value**	**significance level**
		β	**Std. Error**	**Beta**		
Antalya	(Fixed)	3,190	,151		21,148	,000
	Attitudes and Behaviors of Local People towards Visitors	-,151	,042	-,140	-3,602	,000
	Dependent variable: General Risk Perception; R: 0.140; R2: 0.019; F for model: 12.977; p=0.000					

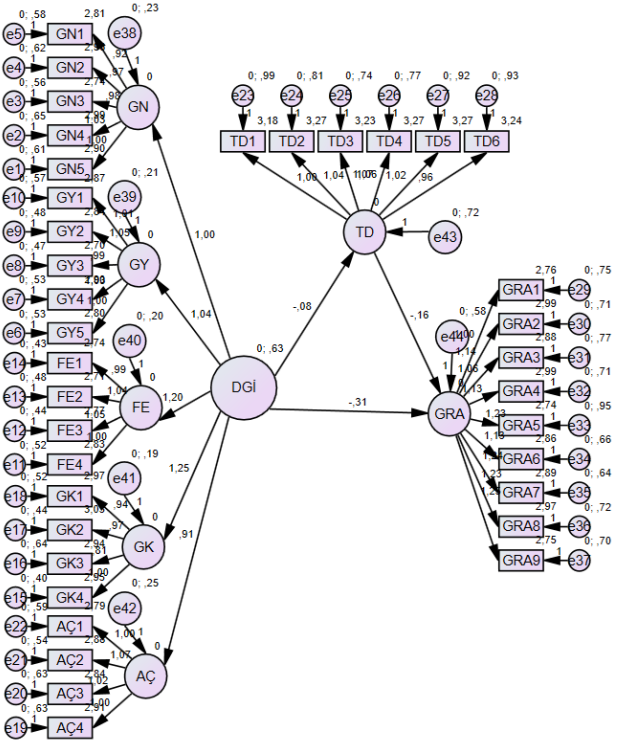
When examining Table 8, resulting from the simple linear regression analysis for testing Hypothesis 3, the model (F= 26,147; p < 0.05) was deemed valid. The participants' views on how locals treat visitors significantly influence their overall perceptions of risk at the destination. For every one-unit rise in the perception of local people's attitudes and behaviours towards visitors, the overall risk perception towards the destination decreases by -0.141 units.

A simple linear regression analysis was separately conducted in Istanbul and Antalya to study how local attitudes and behaviours towards visitors impact the general risk perception of these destinations. Since the significance level (p = 0.297) of the simple linear regression model for the effect of local people's attitudes and behaviours towards visitors on

the general risk perception of participants in Istanbul is more significant than 0.05, it indicates that the model is insignificant.

The simple linear regression model is significant because the significance level ($p < 0.001$) is less than 0.05. Participants' perceptions of the local people's attitudes and behaviours towards visitors significantly influence their overall risk perception of the destination. For each one-unit increase in the perception of local people's attitudes and behaviours towards visitors, the overall risk perception towards the destination decreases by 0.140 units.

Figure: 2
Structural Equation Model Path Analysis



Note: GRA: General Risk Perception towards Destination, DSA: Destination Safety Climate, TD: In the model fit phase of the structural equation model, the Chi-Square statistic is the most commonly used method to test the model's fit to the data. Root mean square error approach (RMSEA), Comparative Goodness of Fit Index (CFI), and Normed Goodness of Fit Index (NFI/TLI) can be used (Bal, 2018: 29). In Structural Equation Modeling, multiple fit index values are used when testing the model. Most of these fit indices compare the covariance matrix in the model proposed in the theory with the sample covariance matrix found through observable variables. The data obtained only fits the theoretically proposed structure if the difference between these two matrices is high. Suppose the difference between the two matrices is low. In that case, it is possible to say that the data fit the model (Bayram, 2013: 57). When the fit values of the path analysis created through the AMOS program are examined, the x^2/df value is 4.912; the RMSEA value is 0.055; NFI value is 0.901; NNFI/TLI value is 0.914; CFI value is 0.919; IFI value is 0.919; RFI value was calculated as 0.894, and these values ($2<x^2/df\leq5$; $0.05<RMSEA\leq0.10$; $0.90\leq NFI\leq0.95$; $0.90\leq CFI\leq0.95$; $0.90\leq IFI\leq0.95$; $0.90\leq RFI\leq0.95$) are interpreted as having acceptable fit values (Meydan & Şeşen, 2015: 37; Schermelleh-Engel et al., 2003).

Table: 9
Mediating Effect Model Structural Equation Model Findings

Direct Effect Model							
Dependent variable		**Independent Variable**	**β**	**Std. β**	**S.H.**	**C.R.**	**Sig.**
GRA	←	DGİ	-0,307	-0,302	0,032	-9,519	***
TD	←	DGİ	-0,075	-0,070	0,034	-2,218	0,027
GRA	←	TD	-0,160	-0,168	0,030	-5,390	***
Indirect (Mediating) Effect Model							
GRA ← TD ← DGİ							
Standardised Indirect Effect			**95% Confidence Interval (Bootstrap Lower Bounds/Upper Bounds**				**Sig.**
0,012			0,003;0,022				0,018

There is a strong and negative relationship between the participant's perceptions of the safety climate of the destination and their overall risk perception of the destination, as shown in Table 9. This is statistically significant (Std.β=-0.302, $p < 0.001$), indicating a strong correlation. Hypothesis 1 is supported. In simpler terms, when the destination's safety climate improves, the overall risk perception towards the destination decreases.

In Table 9, it can be seen that for research Hypothesis 2, the effect of how participants felt about the safety climate of the destination on how locals felt and behaved toward tourists is statistically significant and negative at a 5% significance level (Stand.²=-0.075, p=0.027). Hypothesis 2 is accepted, confirming the relationship between destination safety climate and locals' attitudes and behaviours towards tourists. In simpler terms, when the safety climate of a destination improves, the perception of local people towards visitors tends to become less positive.

When Table 9 is examined, it is seen that for research Hypothesis 3, the effect of the participants' perception levels of local people's attitudes and behaviours towards visitors on the general risk perception towards the destination is statistically significant and negative at the 5% significance level (Std.β= -0.160, $p < 0.001$). Hypothesis 3 is supported. In simpler terms, higher perception levels of local people towards visitor attitudes and behaviours result in lower general risk perception towards the destination.

Upon analysing Table 9 using the modern mediation Bootstrap method for research Hypothesis 4, you find that the indirect effect coefficient is 0.012, with 95% confidence intervals excluding zero values (lower bound: 0.003; upper bound: 0.022). In simpler terms, under the Bootstrap method framework, residents' attitudes and behaviours partially mediate the impact of the destination safety climate on the overall risk perception of the destination.

Table 10 presents the reliability (Cronbach's alpha), average (mean), and variation (standard deviation) values, along with the relationships between variables in both the main and sub-categories of the measurement models. Table 10 shows a significant negative correlation between general risk perception towards the destination and various aspects such as security norms (r = -0.257), security management (r = -0.209), activities and equipment (r = -0.251), security resources (r = -0.225), infrastructure and environment (r = -0.201), the general destination security climate scale (r = -0.266), and local people's attitudes and

behaviours towards visitors (r = -0.141). Cronbach's alpha values in Table 10 show that it is generally preferred to be 0.70 and above. When the values of the scale and sub-dimensions are examined, they meet these conditions (Altunışık et al., 2012: 126).

Table: 10
Correlation, Mean and Reliability Values of Variables

	GN	GY	FE	GK	AÇ	DGİ	TD	GRA
GN	1							
GY	,645**	1						
FE	,703**	,716**	1					
GK	,696**	,718**	,749**	1				
AÇ	,596**	,652**	,634**	,666**	1			
DGİ	,851**	,874**	,883**	,886**	,810**	1		
TD	-,039	-,086**	-,060*	-,036	-,075**	-,069*	1	
GRA	-,257**	-,209**	-,251**	-,225**	-,201**	-,266**	-,141**	1
Mean	2,8808	2,8208	2,7612	2,9759	2,8553	2,8581	3,2428	2,8682
SS.	0,974	1,010	1,124	1,068	0,973	0,885	0,948	0,973
C. Alpha	,872	,899	,907	,887	,842	,958	,840	,913

4. Discussion and Conclusions

This study is the first "destination safety climate" research for any destination in Turkey. Furthermore, this study is the pioneering research that conducts a comparative analysis of tourism security between Antalya and Istanbul. Moreover, this study is the sole research investigating how residents' attitudes and behaviours mediate risk perception in the destination safety climate. This distinctive methodology offers valuable insights into the factors that shape tourists' perceptions of safety in well-known Turkish destinations. Through a comparative analysis of Antalya and Istanbul, this study provides a comprehensive understanding of how destination safety is viewed across varied tourism environments in Turkey. This study aimed to examine the mediating role of perceptions of local people's attitudes and behaviours towards visitors, an intangible element in the effect of tangible elements of destination safety on perceived travel risk. Studies on destination security have been explored in the literature as a sub-dimension of destination image, leading to limited research on perceived risk. In recent years, especially after the COVID-19 pandemic, issues such as destination safety, travel risk, etc. have become popular. Yen, Tsaur, and Tsai (2021) developed the destination safety climate scale to assess the safety perceptions of destinations. This scale was used in this study. However, the dimension of local people-tourist interaction was transformed into a separate scale based on the attitudes and behaviours of local people towards visitors by taking advantage of the studies of Fuchs and Reichel (2006), Batra (2008), and George (2009) in the literature. Similarly, general risk perception, which was considered a dimension in the scale developed by Yen, Tsaur, and Tsai (2021), was organised as general risk perception towards the destination by utilising the studies of Fuchs and Reichel (2006), Batra (2008), and George (2009). After re-evaluating the scales used in the study, exploratory and confirmatory factor analyses were conducted, revealing that the model fit values were acceptable. As a result of the factor analyses, it was observed that the model fit values were acceptable.

The study found that the destination safety climate influences the general risk perception of the destination for Hypothesis 1. In this case, a negative effect is observed; as the destination safety climate improves, the overall risk perception of the destination decreases. The negative impact of the destination safety climate on the general risk perception of the destination reinforces previous studies' results (Sharma et al., 2020; Singh & Jena, 2023; Xu et al., 2024). According to Xu et al. (2024), enhancing the safety climate of a destination significantly reduces the general perception of risk associated with that destination. Singh and Jena (2023) also found a negative relationship between general risk perceptions of the destination and destination safety climate. Sharma et al. (2020) similarly concluded that the effect of destination safety on risk perception was a valid predictor of their supportive intention. These findings suggest that improving a destination's safety measures and overall safety climate can positively impact tourists' risk perception and purpose to support the destination. Therefore, it is the responsibility and opportunity of destination managers to enhance safety protocols, attract more visitors, and improve the tourism experience.

Hypothesis 2 shows that the destination safety climate influences the attitudes and behaviours of local people toward visitors. This leads to a negative impact, and the increase in the level of destination safety climate leads to a decrease in the perception of local people's attitudes and behaviours towards visitors. The findings supporting Hypothesis 2 align with previous studies by Lai et al. (2021) and Yas et al. (2020) on how destination safety climate influences the attitudes and behaviours of local people towards visitors. Lai et al. (2021) also found that residents' attitudes toward tourists and destination safety significantly. Yas et al. (2020) found that destination safety, which supports cultural and religious diversity, is the most decisive factor affecting residents' attitudes toward tourists. These findings suggest that destination safety shapes local attitudes toward visitors. Understanding and improving safety perceptions can enhance the visitor experience and promote positive interactions between tourists and residents.

Hypothesis 3 establishes a cause-effect relationship where the attitudes and behaviours of local people towards visitors influence their general risk perception of the destination. In this case, a negative effect is observed: as the attitudes and behaviours of residents toward tourists improve, the overall risk perception of the destination decreases. This implies that fostering positive interactions between locals and tourists can help mitigate perceived risks associated with the destination. Promoting a welcoming and supportive environment for tourists can enhance destinations' overall appeal and perception of safety. The attitudes and behaviours of local people towards visitors negatively influenced the general risk perception of the destination, which is in line with previous studies. Shen et al. (2022) confirmed that the attitudes and behaviours of local people towards visitors are the strongest determinants of general risk perception of the destination. Tse and Tung (2022) also found that active (socialising, interacting, and starting a conversation with tourists) and passive (tolerating, accepting, and enduring tourists' behaviours) facilitation of residents' interactions with tourists can partially reduce their risk perception. Šegota et al. (2022)

similarly found that when residents and tourists have a close relationship, locals better understand tourists and help them assess the risks they perceive. This shows that when tourists positively interact with residents, they view the risks at their destination more favourably.

Accepting the first three hypotheses in the study met the condition for testing Hypothesis 4. A path analysis for Hypothesis 4 was conducted using the AMOS program to assess the mediation effect. The results of the path analysis indicate that the model fits the data well. Hypothesis 4 suggests that the attitudes and behaviours of local people towards visitors partially mediate the relationship between destination safety climate and the general risk perception of the destination. In this case, a positive effect is noted, where an increase in destination safety climate leads to a decrease in the negative general risk perception towards the destination. This finding highlights the importance of fostering a positive safety climate in destinations to mitigate negative risk perceptions among visitors. This also highlights how residents can shape visitor experiences with their actions and attitudes.

This study has various implications for governments and tourism sector stakeholders as they design policies around destination safety and marketing to manage the effects of tourism and enhance local and tourist relations. For instance, understanding and promoting favourable perceptions of tourism practices among residents can enhance destination sustainability and improve community quality of life. As the tourism industry changes, it is crucial to focus on the well-being and viewpoints of local communities for a positive relationship with tourism. From tourists' perspectives, various elements, such as personal traits, upbringing, and environmental factors, may impact how people perceive their level of security. Acquiring detailed information about new destinations is crucial for individuals, especially when venturing abroad for the first time. Although pre-travel safety concerns are minimal, post-travel safety and risk perception encompass broader details and factors, varying with individual experiences. Factors such as language barriers, cultural differences, and unfamiliar surroundings can all contribute to feelings of insecurity after arriving at a new destination. Tourists must remain vigilant and adaptable to navigate these potential risks effectively. Within the framework of all this information, this study underscores the importance of considering the attitudes and behaviours of residents in shaping the overall destination safety climate and the need for collaborative efforts to foster a riskless tourism environment.

Finally, the findings can help destination managers better understand locals and tourists. This understanding can enable tourism businesses to reposition their products, particularly security activities, by aligning them with residents' preferences and reactions towards welcoming tourists to various destinations. For instance, rather than prioritising enhanced law enforcement measures, destination managers could adopt strategies to foster a welcoming environment for tourists and greater integration between tourists and residents, thereby improving the potential and advantages of sustainable and secure tourism development.

While destination safety is extensively researched, the destination safety climate scale is a new and multidimensional construct. Future research should refine this scale. When testing other attractive tourism destinations or cities, future researchers may consider adding revisit intention, tourist loyalty, tourist satisfaction, or tourism impacts to the conceptual model. Additionally, researchers can explore how artificial intelligence applications impact trust and risk perceptions in the local community-tourist relationship.

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