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# Assessing Security Measures in Bed and Breakfast Organisations: A Case Study from Idutywa and Butterworth in the Eastern Cape Province

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## To cite this article:

Vusumzi Victor Ntlabathi, John Spencer. Assessing Security Measures in Bed and Breakfast Organisations: A Case Study from Idutywa and Butterworth in the Eastern Cape Province. *Science Journal of Business and Management*. Vol. 10, No. 2, 2022, pp. 85-93.

doi: 10.11648/j.sjbm.20221002.14

**Received:** March 4, 2022; **Accepted:** March 24, 2022; **Published:** May 12, 2022

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**Abstract:** The study sought to highlight the safety and security risks encountered by the management, staff and guests in bed and breakfast (B&B) organisations, specifically in the Eastern Cape Province of South Africa. A perceived lack of security causes B&B establishments to be seen as easy targets for criminals, which makes these establishments the target of various types of crime and puts the guests' and the B&B assets at risk. Security has been recognised for a considerable period as an important need for strengthening the growth and expansion of the accommodation sector, but especially the B&B industry in developing countries. The B&B sector plays an important role in the development of South Africa's economy, with tourism capacity-building, creating employment, redistribution of income and encouraging local people to open small businesses. The objective of this article is to assess whether there are effective security systems in place to assist security personnel in the B&B industry in Idutywa and Butterworth in the Eastern Cape province to deal successfully with security issues at the B&Bs. A qualitative methodology was employed to collect data that would result in a narrative and form of interpretive practice. This methodology involved interviews in the form of meetings, writing notes, making voice recordings, and employing a naturalistic approach. This means that the phenomenon has been considered by the researcher in terms of physical settings and attempts to derive more understanding from the collected data. Qualitative research involves testing a subject through a theory. This was the first empirical investigation conducted in Idutywa and Butterworth for safeguarding assets, staff, and guests at B&Bs, and to consider strategies of crime prevention in the B&B industry. The examination took the form of interviews as the data collection tool, which involved 20 research participants comprising security officers, B&B managers, staff, and guests at the 15 selected B&B establishments in Idutywa and Butterworth in the Eastern Cape Province. The investigation examined and documented the vital role played by security officers, staff, and managers in the safeguarding of B&B assets, and staff- and guests' valuables. The study also investigated the impact of crimes and incidents that took place in the selected establishments, as well as identifying the criminals responsible for these crimes. The study revealed that while management of the B&Bs was generally aware of possible criminal activities, and had taken precautions to prevent these, much still needs to be done.

**Keywords:** Accommodation, B&Bs, Bed & Breakfast, Safety, Security Measures

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## 1. Introduction

The accommodation industry in South Africa is perceived as broader than any other industry as it includes a variety of related businesses, including hotels, motels, back-packer organisations, guesthouses, and B&B

organisations [11] These establishments need to exceed guests' expectations but at least to meet the needs of each guest, to earn a good reputation for rendering excellent service and delivering customer satisfaction. The excellent service and customer satisfaction includes guest and staff security [1]. The B&B industry depends heavily on

businesspersons and guests with leisure time to travel and have money to spend, meaning that this industry caters to tourists and travellers. When the economy of the country is under pressure, the accommodation industry suffers because people do not have extra money to spend on travel and accommodation to enjoy these benefits. This point has been evident world-wide since March 2020, with the advent of the COVID-19 pandemic. It has already been noted that B&Bs form an important part of the hospitality industry, especially for tourists and travellers [15].

In the hospitality industry, the most common type of accommodation available, apart from hotels and guest houses, is B&B accommodation. The term B&B originated in Europe and refers to a small accommodation establishment, offering a home-from-home setting and usually serving only breakfast [4]. Sumb [15] states that it is the kind of establishment where guests pay to be accommodated in private homes and where communication takes place between the owner of the home and the visiting guest(s).

This article seeks to highlight the safety and security risks encountered by staff and guests in bed and breakfast (B&B) organisations, specifically in the Eastern Cape Province of South Africa. A perceived lack of security causes bed and breakfast establishments to be seen as unsafe and exposed to risks, which makes the B&B industry the subject of different types of crimes and puts the B&B's assets at risk [2]. The primary objective of the study was to assess whether there are effective security systems in place to assist security personnel in the B&B industry in Idutywa and Butterworth in the Eastern Cape Province to deal successfully with security issues at the B&Bs.

## 2. Literature Review

As noted by Nicholas [11], a B&B organisation's security technology is moving into the cybersecurity sector, with the aim to protect data of customers, while the physical security and awareness remain very important to the safety of B&B guests, staff, and all assets [13]. Even when B&Bs have solid security systems and dedicated personnel in place, they still face a danger of new technology-attacks, forced-entry, theft, and fraud. Therefore, it is very important to maintain serious security protocols and continue to evaluate the effectiveness of security systems that are in place [9].

The main challenge that influences the development of the B&B industry negatively, also includes adverse government policies, and the general absence of guides or policy development on accommodation security, which is very important and should not be under-played for the benefit of the accommodation industry [10]. B&B's create employment, and they are registered businesses, paying tax (income and Vat) to the government to some form of protection, and it would appear that the government is "failing them by taking much time in providing important services required for successful business operations" [3].

The current rate of un-employment in South Africa "is

sitting at 30.1% in the early quarter of 2020, up from 29.1%" [14], and this could lead people in the local communities to commit crimes by robbing staff and guests closer to where they are working, or where they are living. This behaviour could negatively affect the reputation of the damaged establishment, mostly when it is seen that there is a lack of security [2].

## 3. Methodology

Latan and Noonan [7] explain research design as information accessible to investigators to research incidents and, according to the literature, that is satisfactory for their study purpose. The study was descriptive, explorative, and historical, based on complex comparable law enforcement reports. The study information was obtained from security guards, guests, staff, and B&B managers, on reasonable, orderly, and existing security systems and measures in the selected B&Bs [12]. The strategies of crime prevention were developed and supplemented by in-depth interviews with willing participants. The study participants were the security guards, guests, staff, and B&B managers at the identified B&Bs.

This interactive case study focussed on B&Bs in Idutywa and Butterworth, and the position illustrated in the case study that security systems and measures, in its bigger context [7]. The sample was 20 people, including security guards, B&B managers, staff, and guests at two identified B&Bs, and were selected as representatives of a broader population, as 8 B&Bs were selected for the study, where the information obtained from the research could be projected to a larger group [7].

A qualitative survey method was used in this study to collect data that would be illustrative and informative, and which would result in a descriptive and interpretive procedure and result [15]. These collection procedures become presentations that involved field notes, voice records and interviews, which approach should result in a realistic conclusion. This means that the author studied the situations in their natural manner and environment and aimed to gain a meaningful understanding from the collected data [8]. Qualitative research includes assessing a study through a theory or description of factors [6]. This study encompassed the professional scientific research investigation relating to a social situation that contributes to growth in the body of information relating to security management issues, specifically in the study area of the Eastern Cape [8]. This investigation was also based on the author's interests in, and observation of, a real-world situation.

Ghazi [6] states that observant and sensitive people in society are more likely to participate in interesting investigation topics. This investigation project was also positioned on the researcher's study of reality in his field of work. The researcher sought to acquire an understanding of security systems and measures of the B&Bs in Idutywa and Butterworth in the Eastern Cape Province.

The study focused on the unique quality of the situation (security systems and measures) that were observed in the context of a real-life situation of the case study (the local B&B industry), and the author's questioned assessment and examination of the unique interest [4]. For a researcher to comprehend the situation being investigated, they should be in the same, or similar, location. The researcher's comprehension must therefore focus on a shared aspect of using the same economic and cultural resources and the same social aspects.

## 4. Data Analysis

### *Section A: Biographical data*

Biographical data played an important role in the investigation because it gave the researcher an understanding of who the research participants were in terms of their age, ethnic group, gender, marital status, position, employment, and education qualifications, as shown in Table 1. The data obtained from the participants were relevant to the study because all research participants were either visiting the B&B or working at the B&B.

*Table 1. Biographical information of participants.*

| Invl Participants | Age | Ethnic group | Gender | Marital status | Position    | Length of employment | Qualifications           |
|-------------------|-----|--------------|--------|----------------|-------------|----------------------|--------------------------|
| 1.                | 37  | Black        | Female | Single         | Staff       | 3 years              | Grade 12                 |
| 2.                | 33  | Black        | Female | Single         | Staff       | 2 years              | Grade 12                 |
| 3.                | 36  | Black        | Female | Single         | Staff       | 2 years              | Grade 12                 |
| 4.                | 30  | Black        | Female | Single         | Staff       | 2 years              | Certificate in Tourism   |
| 5.                | 34  | Black        | Female | Single         | Guest       | N/A                  | Grade 12                 |
| 6.                | 40  | Black        | Female | Married        | Guest       | N/A                  | Diploma in Nursing       |
| 7.                | 46  | Black        | Female | Married        | Guest       | N/A                  | Grade 12                 |
| 8.                | 44  | Black        | Female | Married        | Guest       | N/A                  | Diploma in Accounting    |
| 9.                | 51  | Black        | Female | Married        | Guest       | N/A                  | Grade 12                 |
| 10.               | 54  | Black        | Male   | Married        | Security    | 6 years              | Grade 9                  |
| 11.               | 56  | Black        | Male   | Married        | Security    | 8 years              | Grade 4                  |
| 12.               | 48  | Black        | Male   | Married        | Security    | 4 years              | Grade 7                  |
| 13.               | 41  | Black        | Male   | Married        | Security    | 7 years              | Grade 6                  |
| 14.               | 39  | Black        | Male   | Single         | B&B Manager | 9 years              | Grade 12                 |
| 15.               | 28  | Black        | Male   | Single         | B&B Manager | 4 years              | Grade 12                 |
| 16.               | 37  | Black        | Male   | Married        | B&B Manager | 3 years              | Diploma in Tourism       |
| 17.               | 35  | Black        | Male   | Single         | B&B Manager | 2 years              | Hotel Management diploma |
| 18.               | 41  | Black        | Male   | Married        | B&B Manager | 5 years              | Diploma in Education     |
| 19.               | 44  | Black        | Female | Married        | Guest       | N/A                  | Grade 12                 |
| 20.               | 47  | Black        | Female | Single         | Guest       | N/A                  | Diploma in Education     |

Source: Researcher's construct.

### **4.1. Ages of Participants**

The ages of the participants varied. Ten of the twenty participants were between 30 and 60 years of age. The author tried to involve research participants who had a capacity for personal decision-making. The research study required participants that are above 18 years of age for ethical reasons [2].

### **4.2. Ethnic Group of Participants**

Twenty of the participants were black, which is not surprising as the research area is predominantly black. Efforts were made by the author to ensure that the gender and communication abilities were considered for the research participants to be able to express their opinions freely [3].

### **4.3. Gender of the Participants**

Of the twenty participants, eleven were female and nine were male. The investigation suggests that the security industry in the Eastern Cape is male-dominated. Most security

officers in the B&B industry are males and the security industry is known as a male-dominated industry. However, security field is diversifying and the need for female security staff is rapidly growing [5].

### **4.4. Marital Status of the Participants**

Of the twenty participants, eleven were married, nine were single. This data cannot be generalised but researchers should look at the diversity of their research participants and ensure that their marital status is recognised and respected for them to feel welcomed and to express themselves freely [2].

### **4.5. Employment Positions of the Participants**

Employment positions of the participants varied. Not all participants were security officers who perform security duties but included guests (whose employment status was not requested), staff and the management of the B&B. The investigator ascertained that of the twenty participants, four were security officers, four were staff working at the B&B, seven were guests visiting the B&B and five were

B&B managers, who oversee management duties at the B&B. It is very important to look at the different positions of the research participants to obtain a variety of responses.

#### **4.6. Length of Employment Service of Participants**

Of the twenty participants, ten had between two and six years of experience working at the B&B establishment, three had between seven and nine years of experience, while the remaining seven were guests at the B&Bs during the time of the investigation. This question did not apply to them.

#### **4.7. Educational Qualifications of Participants**

Of the twenty participants, nine hold a Grade 12 certificate, six hold national diplomas in different fields, and one holds a college certificate in tourism management: the remaining four hold school qualifications from grades 4 to 9. The investigator ascertained that those qualifications play a vital role on how employees think, communicate, teamwork, problem solving and for a positive attitude in the workplace, and apply the required skills as far as safety and security are concerned [2].

#### **4.8. Section B: Elements Contributing to Effective Security Systems and Measures at B&B Establishments**

Several contributing elements were ascertained in the collection, interpretation and examination of the data acquired from participant's narratives. These elements included:

##### **4.8.1. Nature of Business Services at B&B Establishments**

To establish the kind of business of the establishment under investigation, the participants were asked the following prepared questions:

The participants provided differing feedback. Nineteen of the participants indicated that the B&B operated for commercial gain, meaning that guests pay money to use the B&B, while only one participant stated that he is employed as a security guard at the B&B that offered accommodation to visitors.

##### **4.8.2. Provision of Operative Security at B&B Establishments**

The author wanted to establish whether the B&B organisations had security structures and polices in place.

The participants offered similar answers to the question. Nineteen of the participants stated that there are up-to-date security policies and procedures in place at the B&Bs. One participant stated that he did not know whether the B&B where he is working had a security policy and procedure in place. It was established that most of the participants understood that the B&B establishments had a constructive security structure, with procedures and policies in place to protect guests, workers, management, and the organisation's assets.

#### **4.8.3 B&B Assets and Security**

##### **(i). Valuable Assets in B&B Establishments**

The author sought to establish from the participants what were the assets in the B&Bs that needed to be safeguarded.

Of the twenty participants, seventeen stated that valuable assets in the B&B establishments that needed to be safeguarded included visitors' valuables, staff possessions and B&B assets such as computers, laptops, furniture, Telkom phones, cell phones, tablets, jewellery and money. The remaining three participants indicated that guest information, bank card information and B&B assets should also be safeguarded. Belongings that guests' bring to the B&Bs also need to be safeguarded from B&B thieves, such as staff members, intruders and other visitors.

##### **(ii). Challenges of Crime at B&B Establishments**

The author sought to establish if there was any crime targeting the assets at the B&B establishments.

The participants provided differing answers. Seventeen of the participants stated that prostitution, theft of visitors' valuables and B&B assets are the main challenges facing the B&B establishments. Three participants further mentioned that assault and murder of security personnel had been experienced at the B&Bs. All the participants responded appropriately, noting the different types of challenges facing B&B establishments, especially when the B&B was open for 24 hours a day. The participants provided differing opinions on the aspect of crime challenges at the B&B establishments. Participant 11 stated:

"Some of the challenges of crime in the B&B establishment, in most cases, are caused by the negligence of visitors, who should have followed the rules of the establishment. Visitors are the ones who expose themselves to risk from perpetrators, prostitutes and armed robbers sometimes. They are not only exposing themselves to risks but also the B&B establishments".

##### **(iii). Incidents of Loss at B&B Establishments**

Eighteen of the participants stated that losses took place mainly due to fire, where, for example, a drunk visitor fell asleep while smoking a cigarette. However, it is challenging to know exactly what causes these fires. Perhaps fires are caused by electrical faults or negligence in the B&B kitchen. Most of the participants stated that fire was a common incident in B&B establishments.

The remaining two participants stated that the collusion of staff and security personnel produced the most losses, as they connived to perform illegal activities, including robbery and stealing the B&B's assets or the guests' valuables. Participants also stated that staff members are likely to team up or collude with security personnel when they plan to commit crimes in the B&Bs.

##### **(iv). Assets of Interest for Criminals to Pursue at B&B Establishments**

All twenty of the participants responded. The responses are reflected below.

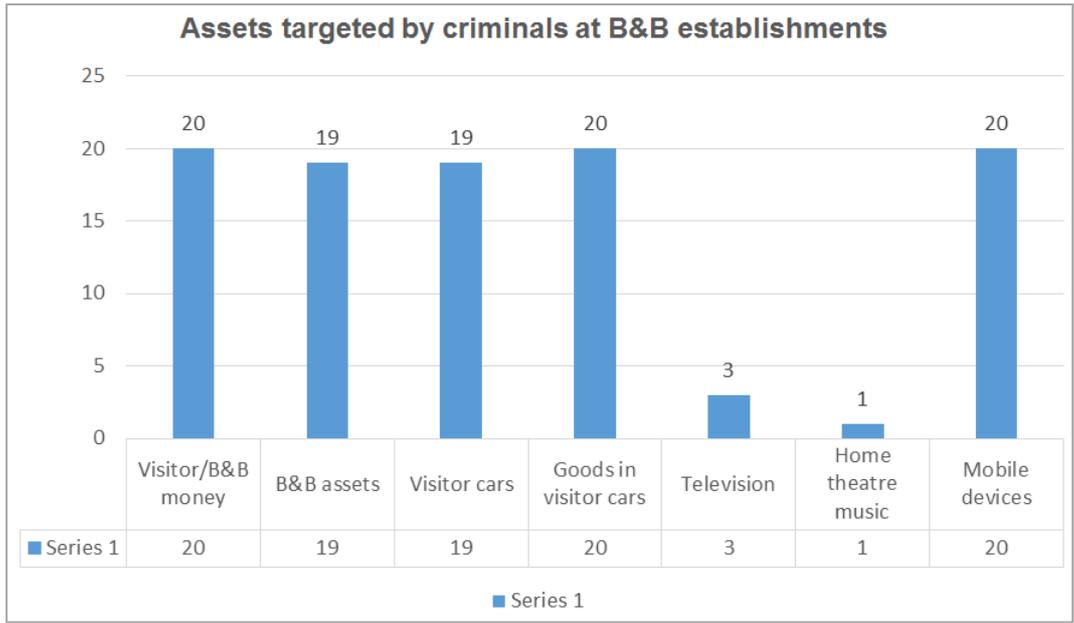


Figure 1. Assets targeted by criminals at B&B establishments.

Series 1: Number of research participants who participated in the interviews.

As seen in Figure 1, participants revealed that the criminals target B&B visitors’ money, cash from the B&Bs, B&B assets, including linen, money, computers, laptops and furniture, visitors’ cars, goods inside visitors’ cars and mobile devices, while a few participants stated that television and home theatre music systems were also targeted. All participants confirmed that visitors/B&B money, items inside visitors’ cars and mobile devices are mainly targeted. Most participants also confirmed that B&B assets and visitors’ cars were also targeted, while a few participants stated that televisions and home theatre music systems were also targeted. However, all participants indicated that criminals are looking mostly for mobile devices such as laptops, cell phones and computers and all participants revealed that visitors’ or B&B cash were also target by criminals.

**4.8.4. Profile and Methods Used by Criminals at B&B Establishments**

The author asked of the participants to establish who the B&B criminals are and what methods they employ in committing B&B crimes.

Nineteen of the participants offered the following responses under the profile and methods used by the criminals:

1. B&B criminals could be males or females.
2. Different ages: B&B criminals do not have a specific age; anyone can be a criminal.
3. Different ethnic groups: B&B criminals can be from any ethnic group.
4. Criminals dressed in expensive clothes and sometimes overdressed for the occasion: They do dress to be noticed or to impress.

Many criminals do not look suspicious but are usually armed when robbing unarmed guests in the B&B

establishments. Furthermore, while unpacking the methods employed by the criminals at the B&B establishments, nineteen (95%) of the participants stated the following:

1. Criminals normally work in pairs or groups.
2. Criminals are usually talking on their cell phones more than usual.
3. They like to walk around while checking the exits of the establishment.
4. They steal computers or laptops of targeted B&Bs because they want to sell information of the B&B to competitors.
5. They chat with their victims while planning to rob them.

**4.8.5. Security Measures and Systems for Safeguarding of B&B Establishments**

Thirteen participants (those working at a B&B) answered as reflected in Table 2.

Table 2. Security measures safeguarding B&B establishments.

| Security measure & Systems | Participants |
|----------------------------|--------------|
| CCTV cameras               | Thirteen     |
| Access control gate        | Thirteen     |
| Security personnel         | Thirteen     |
| Alarm system               | Thirteen     |
| Intercom                   | Thirteen     |
| Telephone system           | Thirteen     |

**(i). CCTV Cameras**

Thirteen participants confirmed that they have CCTV cameras at the B&B to record daily activities. This footage can be saved in the recording system for a couple of days. Therefore, B&B owners can make use of CCTV cameras for any investigation.

**(ii). Access Control Gate**

Thirteen participants mentioned access at controlled gates. It is a standard procedure that all staff and visitors should

access the premises through access-controlled entrances where they can be seen and identified. Security personnel are normally stationed at the main gates to control the access and departure of staff and guests of B&B establishment [2].

**(iii). Security Personnel**

Thirteen participants confirmed the importance of security personnel at any B&B establishment, as they are the human element behind electronic security systems that are in place.

**(iv). Intercom**

The importance of this facility was highlighted as the intercom can be utilised by visitors in a case of emergency from their rooms, to inform Reception that they need assistance, or from the reception to guests' rooms [2].

**(v). Alarm System**

Thirteen participants highlighted the alarm system as being vital in a B&B establishment because guests may not have

time to explain what is happening, such as being attacked by criminals. Pressing the panic button notifies the security response organisation or police [2].

**(vi). Telephone System**

The telephone system can be utilised by guests in serious cases of assistance required or emergencies from their allocated rooms to Reception, or by staff and the security personnel from their action stations [2].

**4.8.6. Frequency of Risk Analysis at B&B Establishments**

The author wanted to examine how often the security officers checked possible risks at the establishment and whether they investigated potential crimes.

The B&B establishments have access points that may be used by criminals to access the establishment. Thirteen of the participants answered the investigation question as revealed in Figure 2.

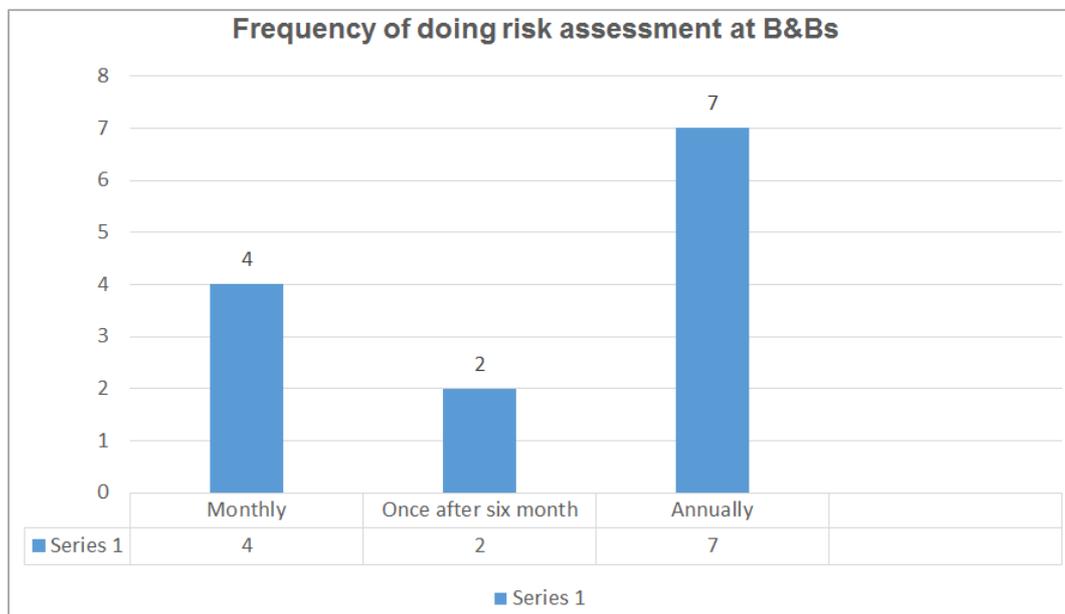


Figure 2. Frequency of doing risk assessment at B&Bs.

Figure 2 reveals that four of the participants stated that risk assessments are done monthly, two participants stated that risk assessment is done only once every six months, while the remaining seven participants indicated that risk assessments are conducted annually. The results indicate that risk is of a major concern in B&Bs and the security component is not adequately observed. B&Bs should not wait for a crime to happen but should hire risk assessment experts to access the establishment regularly, not leave lengthy intervals between assessments.

**4.8.7. Staff Background Checks at B&B Establishments**

For the author to determine if B&B staff, whether permanent or on contract, were the appropriate people to be employed in the B&B establishments with regards to honesty and trust, a question regarding suitability was posed. Figure 3 reveals the responses to this question.

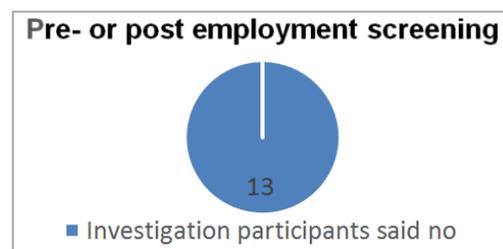


Figure 3. Pre- or post-employment screening.

Figure 3 reveals thirteen of the participants said “No, pre- or post-employment screening is not done” at their B&Bs. Screening indicates that the B&Bs are cautious about staff members working for them and want to promote an environment that is safe and secure for employees and visitors and should engage in definite screening.

#### 4.8.8. Sufficient and Operative Security Systems and Procedures at B&B Establishments

The author wanted to examine if current security measures are sufficient and operative to safeguard the B&B's staff and guests' belongings. Thirteen of the participants answered as reflected in Figure 4.

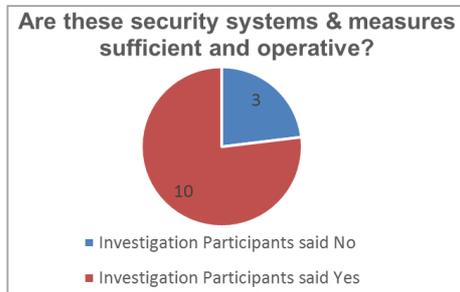


Figure 4. Sufficient and operative security systems and measures at B&Bs.

According to the Figure ten of the participants said "Yes", that the security systems and measures of the B&Bs are sufficient and operative, while the other three said "No", the systems were insufficient. Unfortunately, no suggestions were offered on the suitability of the security systems.

#### 4.8.9. Security Risks and Visitors' Perceptions

##### (i). Effect of Risks at B&B Establishments

The author wished to establish the effect of risks at B&Bs. The participants gave differing responses to the question, where ten indicated that B&Bs would develop a bad reputation, lose customers, and possibly must close the business. Three respondents indicated that the risk could chase visitors away and they would lose customers, which is actually saying the same thing. It is possible that participants did not fully understand the question.

##### (ii). Enquiries of Visitors on Security Systems and Measures at B&B Establishments

The author wanted to know from the participants if visitors showed any concern about security when making their reservations? Sixteen of the participants answered the question as outlined in Figure 5.

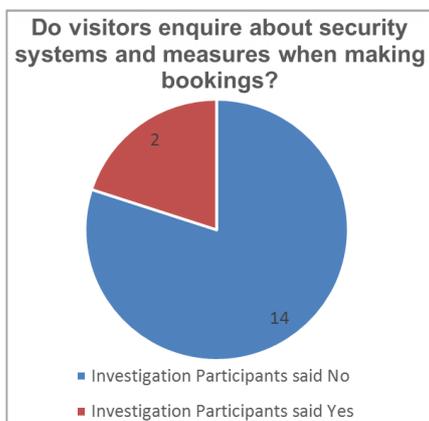


Figure 5. Enquiry of visitors about security systems and measures when making their bookings.

The data reveal that the majority (14) of the participants said "No", visitors do not enquire about security systems and measures when making their bookings, but two participants stated that visitors did enquire about security systems and measures.

##### (iii). The Feelings of Visitors About Security Systems and Measures at B&B Establishments

The author asked participants if visitors expressed their feelings about the level of safety and security before they left the B&Bs. All twenty of the participants indicated that visitors felt safe and secure at their B&B establishments. Furthermore all the participants claimed that when they checked out, visitors showed satisfaction with the security provided by the B&B. This suggests that B&Bs around Idutywa and Butterworth are concerned about the safety and security of visitors.

## 5. Study Conclusions

The significance of this investigation was relevant to the local communities since local people are visitors and employees at the B&B establishments. Safety and security awareness is considered in highlighting the insufficient and ineffective security systems and measures at B&Bs to make the industry stakeholders aware of problems, including security experts, owners, businesses, people, and visitors who all form part of the core business in the B&B industry.

The author employed an empirical study and investigative processes and procedures were followed. The aims and objectives of the research study, as identified, were followed, and are highlighted in the research participant responses of the investigation presented in the data analysis above.

*The main objectives of the study were:*

1. To assess whether there are effective security systems employed to assist productive security personnel in the B&B industry in Idutywa and Butterworth in the Eastern Cape Province, to cope with security issues at the B&Bs. The study sought to examine if there are effective security systems employed to help productive security officers in the B&B industry in Idutywa and Butterworth. The findings show that, generally, there are effective security systems in place in the B&B industry to assist productive security officers to maintain adequate levels of crime prevention. The safety and security of guests/visitors, staff, and assets of the B&Bs are of paramount importance, hence every B&B ensured that they were safeguarded from any criminal activities by employing CCTV cameras, access-controlled gates, security officers, alarm systems, intercoms, and telephone systems.
2. Assess the productiveness of security systems in place to protect staff, guests, and assets. The study sought to examine the productiveness of the security systems in place to protect staff, guests and assets found that the security systems, including CCTV cameras, access-controlled gates, and alarm systems are adequately

productive and operational. The selected B&Bs understand that the safety of staff, guests and assets is vital in the B&B industry, as no guests would want to visit a B&B that is not safe and secure. Consider what valuable assets of guests, staff and the organisations need to be protected.

3. The study wanted to assess what valuable assets of staff, visitors, and the assets of the B&Bs needed to be safeguarded. The relevant assets were identified as the money of visitors and B&Bs, visitors' cars, goods in visitors' cars, and televisions and mobile devices. These are the items most targeted by B&B criminals, hence there is a need for them to be protected. Determine the internal and external risks facing the assets of guests, staff and the B&B organisations.
4. The study sought to identify the internal and external risks to the valuables of visitors and staff, and the B&Bs' assets. It is strongly advised that in-depth screening of the background of potential employees is done before employing anyone and again before they are permanently employed. Staff can be easily influenced to take part in illegal activities in a B&B and steal the B&B or guests' valuable assets. From the perspective of the external risks, every guest should be treated the same, considering that criminals could be posing as guests with the intention of robbing staff, guests and B&B assets. This emphasises the importance of having effective and operative security systems in place to prevent criminal activities at B&B establishments.
5. The study investigated whether the current security systems and measures were effective, operative and sufficient to prevent any incidents of crime against B&B assets, staff, and guests' valuables at the B&B establishments. The recommendations must be seen as feasible solutions as interpreted by the investigator.

## 6. Recommendations

The findings of the study suggest numerous recommendations for B&B management and security experts. The following recommendations are organised according to the various stakeholders who form part of the safeguarding in the B&B industry.

### 6.1. Recommendations for B&B Management

The following recommendations are made:

1. B&B security personnel should be proactive and plan before any criminal activity can take place. They should not only patrol the floors of the B&B when there are important guests in the B&B such as ministers, actors, and soccer stars since they require extra safeguarding but also patrol the B&B floors daily and at irregular times so as not to form a pattern.
2. B&B access points should be minimised to two: one should be the main entrance for guests and staff, and the second one should be at the back for deliveries.

3. Visitors should not be allowed to drive up to the reception door for drop-offs. Visitors should park at a distance and walk to the main entrance and should be monitored by security officers while walking. This allows security personnel to note any suspicious behaviour of a visitor.
4. CCTV cameras should be installed in all B&Bs at all critical points, such as reception, passages, public areas, all entrances, parking areas, and around the establishment. The privacy of the guests and staff members should also be considered, and trained security personnel should monitor the cameras 24/7, to safeguard the B&Bs from criminals.
5. Guests' baggage should be scanned to check for B&B stock, such as linen, cutlery and crockery. It would be appropriate if the scanning was done on the arrival and departure of guests.
6. Guests' friends should be granted a visitors' pass and their personal information should be noted in the visitors' register, either at the B&B entrance or at reception. Visitors should be notified to always carry their visitor pass while in the B&B establishment. This will limit unnecessary checks by the security personnel when they do routine checks to verify whether all guests have the authority to be on the premises.
7. Security systems and procedures at the B&Bs should be re-evaluated and improved regularly because failure to do so will render them exposed and vulnerable to criminal activities.
8. The B&B owner is responsible for the safety and security of all staff and visitors. The B&B owner should understand that compromising the safety and security of guests might result in the B&B owner being held accountable should anything happen to them.
9. B&Bs should be linked by the Internet or WhatsApp, or some form of communication so that managers are in constant communication and to be alert to any problems.

### 6.2. Recommendations for the Security Department

The following recommendations are proposed to assist security officers to improve the level of security at B&Bs:

1. It is advised that B&B meetings be attended by the managers and security officers from the different B&Bs, or that a representative on behalf of the B&B attends meetings to acquaint all concerned with relevant security matters.
2. Security officers and managers at B&Bs in and around Idutywa and Butterworth must receive B&B crime statistics from the SAPS showing crimes that were committed and criminal profiles, as well as detailed information of crimes that have taken place at B&Bs. This is necessary to plan and implement better security.
3. Security personnel should receive their monthly salaries on time as they tend to borrow money from loan sharks at high interest rates. Before they receive their salaries to repay the loan sharks, they may be influenced to commit

crimes just to get the money. Such situations could expose these staff to criminals who might take advantage of their poor financial state and influence their involvement in criminal activities against the B&B.

4. Security officers and B&B managers should screen all B&B security employees during the employment process to make sure that they are who they claim to be. Staff security checks should be done yearly to ensure that employees are still as honest as when they were initially employed.
5. B&B managers should encourage/require security officers to take part in community policing forum activities so that they are kept abreast of criminal activities in the area. This will assist the B&Bs in improving their protection of B&B assets, guests and staff.
6. Police should conduct regular patrols at the B&Bs and should respond quickly when informed of a crime that took place or is in progress at the B&B.
7. Security management of B&Bs should be in constant communication to alert them to possible criminal events.

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