



Mansoura University  
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# CLASSIFYING THE CRIMES IN CAIRO FIVE STAR HOTELS

*By*

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## تصنيف الجرائم في فنادق الخمس نجوم بالقاهرة

### المقدمة

مما لا شك فيه ان السلام و الامان من اهم العناصر الضرورية و الواجب توفرها داخل مؤسسات الضيافة (Botterill and Jones, 2010) و في الفترة السابقة تعرضت صناعة الضيافة لبعض المشكلات الامنية التي اثرت علي تلك الصناعة . و نظرا لأهمية العامل الامني للسائحين داخل و خارج مؤسسات الضيافة فقد ظهرت الحاجة الي دراسة انواع الجرائم لمحاولة الحد منها. (Hua and Yang, 2017)

### أهداف البحث:

- 1-دراسة انواع الجرائم التي تحدث داخل فنادق الخمس نجوم بالقاهرة
  - 2- دراسة معدل حدوث كل نوع من انواع الجرائم
  - 3- دراسة خصائص مرتكبي الجرائم داخل الفنادق
  - 4- التعرف علي الاستراتيجيات الامنية المطلوبة للحد من هذه الجرائم
- عينة الدراسة:

تم اختيار العينة بما يحقق اهداف البحث حيث تم عمل استبيان و توزيع عدد 15 استبيان علي ( مديري الامن فنادق النجوم بالقاهرة). عدد 9 استبيان كانت صالحة للدراسة و التحليل.

#### النتائج:

اوضحت النتائج ان من الجرائم التي تحدث بالفنادق الخمس نجوم بالقاهرة ( السرقات %33.48 ) و ( الغش او التزوير %18.9 ) و المخالفات الجنسية (%13.87) و العنف و التخريب (%22.58) و ( جرائم تهريب و تعاطي المخدرات %11.4). كما اوضحت النتائج ان معدل الجريمة بفنادق الخمس نجوم بالقاهرة (55.1) و هو قريب نسبيا من معدلات الجريمة بفنادق الخمس نجوم بفنادق لندن (53).

### English summary

## Classifying the crimes in Cairo five star hotels

### Introduction

No doubt that peace, safety, and security are the primary elements for the tourism and hospitality development (Botterill and Jones, 2010). Over the past few years, the tourism industry has been seriously undermined by the growing lack of safety and security (Kantas, 2021).

### Objectives of the study

1. Explore the typology of hotel crimes.

2. Acknowledging the crime rate in five star hotels in Cairo.
3. Being aware of the characteristics of the offender of each crime type.
4. Developing some strategies that can help in decreasing crime in hotels.

### **Results**

- The average crime incidents in the sample hotels of the study is (116.78) cases yearly. The crime rate for the studied hotels is (55.1).
- The average theft and robbery crime in the studied sample of hotels is 39.1 cases yearly, with a percentage of (33.48%) of total hotel crimes. The theft crime rate of in the studied hotels is (18.4).
- The average fraud and forgery crime in the studied sample of hotels is 22.1 cases yearly, with a percentage of (18.9%) of total hotel crimes. The crime rate of fraud and forgery crimes is (10.44).
- The average prostitution and sexual harassment crime in the studied sample of hotels is 16.2 cases yearly. This represents (13.87%) of total crimes. The rate of prostitution crime is (7.6%).
- The average violence crime in the studied sample of hotels is 26.2 cases yearly. The violence crime represents 22.58% of the total crimes with a rate of (1.2) incidents.

- The average drugs trafficking crime in the studied sample of hotels is (11.4) cases yearly that represents (9.7%) of total crimes. The rate of drugs crimes is (.53) drugs incident.

### **Recommendations**

- Considering security issues during hotel design.
- There should be safety awareness training program.
- There should be cooperation with the police and the local community.
- Using new technology to secure the hotel, visitors, and staff.

### **Abstract**

This research was conducted to explore the security issues, classification of hotel crimes, the crime rate and decreasing the security risks in the five star hotels in Cairo.

### **Key words**

Crime, crime rate, hotel security, safety, hotel management

## **Introduction**

No doubt that peace, safety, and security are the primary elements for the tourism and hospitality development (Botterill and Jones, 2010). Over the past few years, the tourism industry has been seriously undermined by the growing lack of safety and security (Kantas, 2021). Crime, terrorism, food safety, health issues, and natural disasters are the main areas of concern (Hua and Yang, 2017).

Because security incidents have a major negative impact on these economies, such incidents are normally a cause of major concern for local, regional, and national governments (Everton *et al.*, 2007). Security is treated as an important issue, because it is considered a fundamental right of both citizens and tourists (Hollinger *et al.*, 2010).

Although, Egypt is a safe country with a low crime rate and serious crimes against foreigners are rare, crime does occur in the hotels on a daily basis. Tour operators tend to avoid destinations that have the reputation for crimes against tourists (Goeldner and Ritchie, 2002).

A risk-free travel is the aspiration of every tourist. In order to avoid, or at least minimize, tourism crises, it is also in the tourism industry's interest to ensure safe trips for every traveler worldwide (Krippel *et al.*, 2008). It's mostly advisable, to formulate security strategies for the safety and protection of the individual (as a tourist, a member of the local community or an employee in tourism activities) (Robert *et al.*, 2012).

## **Importance of the study**

Being safe on holiday is an expected requirement of all guests (Susan, and Abraham, 2002). Fear can affect guests by discouraging them from fully participating in travelling to the destination with high crime rate (Stephen, 2020). As well, crime impacts on hotels as it does every other type of business, and the effects can be damaging both to business profitability and to staff morale (Yang and Nan, 2020). Because crime is little researched in the hospitality field and research on the role of security within the hotel industry in Egypt is extremely scarce and this reflects a general lack of research on the role of security across all the service industries especially the hospitality sector.

### **Objectives of the study**

The study aimed to:

- A- Explore the typology of hotel crimes.
- B- Acknowledging the crime rate in five star hotels in Cairo.
- C- Determining the characteristics of offender of each crime type.
- D- Developing some strategies that can help in decreasing crime in hotels.

### **The research problem**

The research problem can be formulated as the following questions:

- 1- What are the common crimes occur in five star hotels?

- 2- How many each type of crimes happens in the hotel yearly?
- 3- What is the crime rate in the five star hotels?
- 4- What are the characteristics of the offender of each type of crime?
- 5- What is the common location of each type of crimes?
- 6- What are the recommendations for decreasing the crime rate of each crime type?

**The research hypotheses:**

After reviewing the past literature of the resarch topic the researcher formed some hypotheses as follows:

- 1- Theft, robbery, and prostitution are common crimes in hotels,
- 2- The offenders are mostly from the local community.
- 3- Young age categories are more likely to commit crimes than old age categories.
- 4- There is a relatively low crime rate at Cairo five star hotels.

**Review of literature**

Tourism is one of the economic activities in which the security and safety issues have special importance (Michael and Gregory, 1998). It is evident that destinations affected by security situations suffer from a major crisis-management flaw (Barker, 2002). Beyond the immediate tangible losses of crime victims, there is a long term influence on the hotel image and the destination image (Taiping, 2009).

Hotel crime is a major challenge due to the nature of the hospitality business (Michael, 1998). Also, for travel operators, safety obligation to customers is not a case of moral responsibility but rather a legal requirement. Consequently, tour operators must take any possible measures to avoid the exposure of their clients to any kind of safety and security risk (Willis, 2006).

### **Definition of crime**

A crime or a violent act occurs at a destination somewhere in the world on daily basis. Understanding patterns of hotel crime is the first step toward effective crime monitoring and prevention (Edmund and Sandra, 2018). At a basic level, crime is defined as a violation of a law, it includes any rule breaking activities (Botterill & Jones, 2010). As well, “hotel crime” refers to crime and deviance as related to guests who stay in hotels (Kantas, 2021).

Crimes usually involve interference with another person’s right to use or enjoy his or her property (Michael and Gregory, 1998). The hospitality industry is particularly sensitive to criminal activities in tourist destinations. The nature of hotel crimes can be generally regarded as opportunistic and convenient (Krippel *et al.*, 2008).

### **Crime rate**

Crime rate is typically measured by the number of crimes over the number of inhabitants of an area for a year (Taiping *et al.*, 2009). This rate indicates the number of crimes per person per year. Another widely used measure is

the household crime rate adopted by the National Crime Victimization Survey in England, this indicates the number of property crimes per household per year. Because the value of the ratio is too small, the Bureau of Justice Statistics (BJS) multiplies the ratio by 1,000 (Elizabeth, *et al.*, 2019).

Using the same procedures in hotels, Elizabeth, *et al.*, (2019) mentioned that hotel crime rate can be computed by dividing the number of reported incidents over the number of guest rooms, then multiplying by 1,000, as follows:

$$\text{Hotel crime rate} = \frac{\text{number of incidents reported} *}{1.000} \text{ number of guest rooms}$$

The figure that comes out of this formula represents the annual number of crimes per 1,000 rooms among the studied hotels.

### **The features of hotels that make them more susceptible to crimes**

Unlike other businesses, hotels face a contradictory problem of securing guests, as hotel managers try to make the hotel as a second home for guests, while, on the other hand, securing it against a wide range of criminal activities (Tiping, 2009). The services that some hotels offer, such as shops, restaurants, leisure centers, bars, nightclubs and rooms, are similar to a city center. Hotels invite people in often 24 hours a day and encourage them to treat facilities as if they were their own home, and each of these activities brings its own security challenge (Victor, 2017).

Because a hotel has to deal with so many groups of people who are at a hotel for different purposes, it is hard for the hotel to see immediately who has a legitimate reason to be there and who has not (Mohsen, 2006). The very serious weak point is that hotels' doors are open and the public are welcomed in - to stay, to eat, to go to the bars, to attend conferences (Leasca, 2017).

Crimes may be committed against the hotel by its customers, its staff or by external offenders (Simpson, and Siguaw, 2008). Victims may include guests, staff or the business itself, but unusually the premises may also act as the location for criminals preying upon a third party (Victor, 2017).

Factors affecting the amount of crime may include location, proximity of other hotels, and design of the property and effectiveness of the hotel security; while factors affecting the type of crime are likely to be the grade of hotel and its market mix (Susan, 2002). The physical characteristics of tourist accommodation are likely to play a part in limiting risk in high crime areas (Tipping, 2009).

As well, the age of a building might influence crime (Willis, 2006). An old hotel may, for example, have old doors and locks that no longer hold securely, causing the door to be forced open easily. In more modern hotels with strong doors and good locks, this might not happen (Lisca, 2017).

### **The importance of security in the tourism and hospitality sector**

The psychological and physical needs of guests are identified; safety, security and control emerge as paramount (Elizabeth, 2019). Undoubtedly, the safety of hotel guests coexists with the successes of the hotel industry (Cory and James, 2021). The growth of terrorism, crime, and violence in the world has given rise to a new problem: tourists as targets of terrorist and criminal acts (Kanas, 2021).

Security is treated as an important issue in the tourism and hospitality sector, because it is considered a fundamental right of humans (Pizam and Mansfield, 2006). At the same time, it is noteworthy to concretely improve tourism security. Any threats to the safety of tourists causes a decrease or total absence of activity, not only in a particular destination, but also very often in neighboring regions or countries as well (Robert *et al.*, 2012).

The hospitality industry is particularly sensitive to criminal activities in tourist destinations (Hua and Yong, 2017). The hotel industry understands the importance of protecting hotel visitors from any criminal activity at the hotel settings as it has an appreciable effect on its reputation and, by consequence, its profit margin (Yang and Nan, 2020).

### **The impact of crime in service and hospitality organizations**

The negative impacts of criminal activities on the hotel industry are very serious and extending beyond financial losses (Susan, 2002). Crime and safety may directly influence tourist arrivals, tourist behavior, destination

choice, and tourists' satisfaction with their overall experiences (Botterill, and Jones, 2010).

The economic impact of crime may also be estimated by aggregating increases in medical expenses and health care costs, increased security costs, losses in output, and other direct business losses arising from theft, robbery and arson (Thomas, 1999). As well, Victor (2017) found a negative relationship between criminal activity and labor productivity for small- and medium-sized service and hospitality enterprises.

There is a strong evidence that the service sector (including hospitality) not affected by crime had a higher labor productivity than those business that incurred losses due to theft, robbery, vandalism, and arson (Yong, 2020). The economic value of the destroyed or stolen items because of criminal incidents can be quite prohibitive and represents a direct economic loss to these tourism businesses (Xi *et al.*, 2018).

The high rates of crimes against tourists cause a decrease in tourist visitation. In most cases, security incidents cause changes in tourists' perception of risk, and thus are always translated into travel decisions (Simson, 2008). These could be in the form of cancellations of booked trips, avoiding booking trips to affected destinations, moving to a safer place or evacuating the destination and returning home ( Xi, *et al.*, 2018).

In sum, the safety-related factors, either the hotel security or the crime rate in the tourist destination, have a significant negative effect on the tourist industry (Katerina *et al.*,

2012). The tourism industry, hotels in particular, is extremely sensitive to all manner of criminal activity. The American Hotel and Lodging Association estimates that theft only can cost hotels US\$ 100 million a year (Leasca, 2017).

### **Reducing hotel crimes**

Although it is impossible to totally prevent the occurrence of safety and security incidents, destinations can prepare themselves for the occurrence of such incidents through preventive strategies (Susan and Abraham, 2002), that could reduce their negative impacts on the community, its economy, the tourism industry, and the tourists themselves (Yeh, 2012).

Tourism industry bears the major responsibility for preventing or reducing the number of safety and security incidents occurring on their own properties (Goeldner and Ritchie, 2002). Pizam and Mansfield (2006) suggested that effective preventive measures should include legislative measures and law enforcement. The installations of security devices, employee security training, and safety and security awareness for the tourists are very important issues (Krippel *et al.*, 2008).

Discreetly managing prostitution to prevent guest room theft and illicit drug use in public areas and developing close working relationships with local police are also essential factors (Yeh, 2012). Employing security guards, increasing staff training, and adding security equipment

(e.g., closed circuit TV systems or electronic access control systems) are very important (Edmund and Sndara, 2018).

Theft from guest room was generally controlled through the use of electronic key cards, which give an audit trail of who has entered the room and when (Taiping, 2009). These key cards could also help to distinguish false claims of theft made by guests (Hua and Yong, 2017). And to decrease the Public area thefts some hotels try to discourage walk-in thefts: as most hotels adopted a service approach, with front desk staff instructed to politely challenge (Cory and James, 2021).

Mohsen, (2006) mentioned that, recently, hoteliers and restaurateurs in the USA have started to demand the (CPTED) (Crime Prevention Through Environmental Design) principles. These principles should be incorporated in the design of their newest properties. According to (CPTED) principles, properties that are designed with prevention in mind will help reduce crime by making the potential criminals perceive detection chances to be greater and escape opportunities to be limited (Taiping, 2009).

### **There are three factors may affect the amounts of crimes in hotels**

1-Target suitability: This factor reflects the attractiveness and accessibility of an object as a crime target (Leasca, 2017).

2- Proximity to a potential pool of offenders: This factor refers to the physical distance between the location of the potential crime target (Botterill and Jones, 2010).

3- Guardianship: This factor concerns the effectiveness of persons or objects in preventing crimes from occurring by their presence or action (Leasca, 2017).

The term "target hardening" was frequently used to describe measures that can increase the difficulty for offenders to carry out crimes against targets such as security guards, door locks, or video monitoring systems, the presence of which are expected to hinder and decrease opportunities for crime (Hua and Yang , 2017).

### **Types of crime**

Marten *et al.*, (2002) mentioned that "The London Metropolitan Police" uses the following classifications in its recorded crime statistics of England and Wales, based on home office rules:

- Theft and Robbery (theft by violence)
- Fraud or forgery (bad credit card or fake cheque, bad money (counterfeits), the misstatement of financial statements).
- Prostitution and Sexual offences and harassment
- violence against the person and Criminal damage (damage that happens deliberately)
- Drugs trafficking ( for personal use or for merchandise)

Employee theft is one of the most common crimes happens in hotels, hotels lose between 7 and 10 per cent of gross sales annually to internal theft. Employee theft is 'the unauthorized taking, control, or transfer of money and or property of the formal work organization that is perpetrated

by an employee during the course of occupational activity' (Krippel *et al.*, 2008).

Thirty-five per cent of restaurants fail due to employee theft, and industry losses are measured in billions of dollars and half of all new small businesses fail within the first year because of employee theft (Krippel *et al.*, 2008). The National Restaurant Association estimates that employee theft costs the restaurant about \$ 218 per employee each year (Holinger *et al.*, 2010).

A survey conducted by the Center of Industrial and Organizational Psychology at DePaul University in Chicago discovered certain characteristics of pilfering employees. The survey revealed that the employee most likely to steal has been on staff for a short time, usually less than two years, is male, and is less than 30 years old. These employees were also more likely to work part-time and nightshifts (Kennedy, 2016).

### **Materials and Methods**

According to the Egyptian hotel association, there are (51) five star hotels in Greater Cairo region. The researcher developed 15 questionnaire forms and distributed them security managers in these hotels to collect data about the crimes happen in their hotels. 12 questionnaire forms were collected, 9 of them were valid to be analyzed. The questionnaire included attributes about the kind of crimes, frequency of crimes, characteristics of offender, location of crimes, recommendations to reduce each kind of crimes. The questionnaire was written in Arabic to make it easy for the respondents to understand it well.

## **Data analysis and statistical techniques**

Data were analyzed using the Statistical Package for the Social sciences (SPSS) computer system.

## **Results and discussion**

After analyzing the data gathered, the results showed the following:

### **The average crime rate**

The average crime incidents in the sample hotels of the study is (116.78) cases yearly. The crime rate for the studied hotels is (55.1) per 1000 hotel rooms. That means that each 1000 hotel rooms in the studied hotels records about (55.1) crimes of different types yearly. This rate is close to the crime rate in London (53) (Kanas, 2021).

### **Theft and robbery crimes**

- The average theft and robbery crime in the studied sample of hotels is 39.1 cases yearly, with a percentage of (33.48%) of total hotel crimes. The crime rate of thefts in the studied hotels is (18.4) per 1000 hotel room. This theft crime rate is very low comparing the theft international rate in hotels (34) and that reflects the idea that most hotels tolerate with guests who take simple hotel property and consider it as a conflict action rather than theft (Yoel and Abraham, 2006). On the

other hand, this number of thefts is relatively high comparing to the other types of crimes happens in hotels and reflects the fact that theft is the most popular crime in hotel as it represent about 47% of hotel crimes (Edmund and Sandra, 2018).

- (53%) of cases are concerning losing the properties of the hotel, and (47%) concerning the properties of guests that is consistent with Yeh (2012) in theft and burglaries are the most common crimes in hotels.
- The offenders in the theft and robbery crimes are mostly from the hotel staff (56.3%), (24.2%) of the offenders are from hotel guests, and (19.5%) of the offenders are from hotel visitors. The high percentage of staff theft is because the majority of hotel employees tended to see the company as unfair and felt that they were underpaid and / or overworked (Greenberg, 1990).
- The age category of the theft and robbery crimes offender is (44%) between (30-39) years, (38.2%) of offenders are between (20-29) years, (11.3%) between (40-49) years.(8.5%) between( 50-59) years, ( 7.2%) less than 20 years old and (2.1%) 60 and more years old . And that is a normal result as Krippel (2008) mentioned that, rare theft cases are reported among the 60 years and older.

- The gender of the offender of theft and robbery crimes (55.5%) female and (44.5) male. These results come in accordance with (Willis, 2006) who mentioned that, although female employees are more implicated in theft than male, that difference is less marked.
- The location of theft and robbery crimes in this study is (55.2%) in guest rooms, (13%) in the lobby of hotel, (12.5%) in restaurants and bars (32.3%) in anywhere else in the hotel. The less percentage of theft in the restaurants and bar is because of the increased use of point-of-sale information systems ( Mohsin, 2006).
- The most common lost properties of hotel are (towels, TV remote control, portraits, bathrobes, bed covers, silverware)

The most common lost properties of guests are (money, mobiles, small bags, jewelry, and laptops). That comes partly in accordance with (Michael and George, 1998) that the stolen items fall into three categories: physical items such as (inventory and equipment), cash, and free use of facilities.

### **Fraud and forgery**

- The average fraud and forgery crime in the studied sample of hotels is 22.1 cases yearly, with a percentage of (18.9%) of total hotel crimes. The crime rate of fraud and forgery crimes is (10.44) per 1000 hotel rooms.

- The offender of fraud and forgery crimes is mostly (83%) a skipper (the guest who leaves the hotel without settling his or her account), (12.5%) using problematic credit card, (4.5%) using problematic vouchers or problematic bank account.
- The offender of fraud and forgery crimes is (66.3%) from hotel guests, (30.1%) from hotel visitors and (3.6%) from hotel staff (illegal many exchange).
- The offenders in the fraud and forgery crime is (38%) Egyptians, (26.3%) Arabs, (23%) Asians, (3%) Europeans and (9.7%) others.
- The location of fraud and forgery crime is (55.2%) in hotel reception, most of them are skippers. (13%) in the night club of hotel, (12.5%) in restaurants, bars and (32.3%) in anywhere else in the hotel.
- The offender in the fraud and forgery crime is (88.2%) males and (12.8%) female. This result comes in accordance with Botterill and Jones (2010) who mentioned that male employees are more implicated than female employees in fraud crimes.

### **Prostitution and sexual harassment**

- The average prostitution and sexual harassment crime in the studied sample of hotels is 16.2 cases yearly. This

represents (13.87%) of total crimes. The rate of prostitution crime is (7.6) per 1000 rooms. This rate is relatively high than the international rate ((2) incidents per 1000 rooms). The reason for this high rate of prostitution and sexual harassment crime is the way that the Egyptian law sees this crime as it sees any sexual actions out of marriage as a crime, while the law of Non-Islamic countries sees the forced sexual actions only as crimes, and the hotels in Non-Islamic do not express any concern about prostitution (Victor, 2007).

- The offender of prostitution crime is mostly (83%) from hotel guests, (12.6%) from hotel visitors, and (4.4%) from hotel staff.
- The offenders in the prostitution crime is (26.3%) Arabs, (23%) Europeans, (22.3%) Asians, (8%) Egyptians, and (20.4%) others.
- The age category of the prostitution crime offender is (32.9%) between (30-39) years, (27.6%) of offenders are between (20-29) years, (26.9 %) between (40-49) years.(10.4%) between( 50-59) years, ( 2.2%) less than 20 years old and (2.1%) 60 and more years old.
- The location of prostitution crime is (53%) in guest rooms, (23%) in the night club of hotel, (3.5%) in restaurants, bars and, (20.5%) in anywhere else in the hotel.

### **Violence against people and Criminal damage**

- The average violence crime in the studied sample of hotels is (26.2) cases yearly. The violence crime represents (22.58%) of the total crimes with a rate of (1.2) incidents per 1000 room, this result emphasis the assumption that the violence in hotels must be scarce (Barker, 2002) Also, it is close to the international rate of violence crime in hotels (2) incidents per 1,000 rooms. Also it is consistent with Kennedy (2006) that violence crimes are correlated to drugs crimes and they are the least crime category. The offender of violence crime is mostly (80.2%) from hotel guests, (11.6%) from hotel staff against staff, and (8.2%) from hotel visitors.
- The gender of the offender of violence crime is (90.1%) male and (9.9) female.
- The offender nationality in the Violence crime is (22.7%) Egyptians (21.3%) Arabs, (20%) Europeans, (19.3%) Asians, and (16.7%) others.
- The age category of the violence crime offender is (29.9%) between (30-39) years, (28.6%) of offenders are between (20-29) years, (16.1%) less than 20 years

old (15.9 %) between (40-49) years.(8.4%) between (50-59) years, and (1.1%) 60 and more years old.

- The location of violence crime is (57.9%) in the night club of hotel, (13.5%) in restaurants and bars, (20.7%) in anywhere else in the hotel, (4%) in the hotel lobby (3.9 %) in guest rooms.

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### **Drugs trafficking**

- The average drugs trafficking crime in the studied sample of hotels is (11.4) cases yearly that represents (9.7%) of total crimes. The rate of drugs crimes is (.53) drugs incident per 1000 rooms. Although prostitution and drugs crimes seem to cluster in hotels, the level of their appearance is low in general (Taiping *et al.*, 2009).
- The offender of drugs trafficking is (61.5%) from hotel staff, (28.2 %) from hotel guests and (10.4%) from hotel visitors.
- The offender nationality in the drugs crime is (60.7%) Egyptians (13%) Arabs, (5.3%) Europeans, (5.3%) Asians, and (15.7%) others.
- The gender of the offender of drugs crime is (88.1%) male and (11.9) female.

- The age category of the drugs crime offender is (34.3%) between (20-29) years old, (26 %) between (30-39) years old, (22.9%) less than 20 years old and (16.8 %) between (50-59) years old.
- The location of detecting drugs crime is (67.9%) in the night club of hotel, (15.7%) in anywhere else in the hotel, (8.5%) in guest rooms, (4%) in the hotel lobby (3.9 %) in restaurants and bars.

### **Conclusion**

The findings of this study are not surprising as most of the crime rates in different crimes are close to the average international rate. That is because Egypt is a very safe country with very low crime rate in general.

Prostitution and sexual harassment crime rate is the only crime rate that is higher than the international average crime rate because of the way that the Egyptian law sees this crime, as it sees any sexual actions out of marriage as a crime, while the law of Non-Islamic countries sees the forced sexual actions only as crimes, and the hotels in Non-Islamic do not express any concern about prostitution (Victor, 2007).

The offender of most crimes is relatively high in the age categories of (20-29) and (30- 39), that is because the hospitality industry typically depends on young adults in its workforce, and businesses such as restaurants, bars, hotels

and motels generally hire employees who are at least 21 years old (Mohsin, 2006).

To reduce the crimes in hotels, it is also important to mention that a vast majority of respondents mentioned that there are some issues should be considered such as; there should be one main entrance of the hotel for hotel guests, and there should be a control for entering to the guest rooms that is consistent with Thomas (1999). The security issues should be considered during designing the hotels (Groenenboom and Jones, 2003). Centralized video camera systems should be fixed to monitor all hotel areas (Willis, 2006), magnetic key cards should be used for hotel rooms (Holinger *et al.*, 2010), attitude is a very important element while selecting and hiring hotel employees (Leasca, 2017), training hotel staff on security issues to prevent hotel crimes (Victor, 2017), fruitful cooperation with local police is an important element of reducing hotel crimes (Edmund and Sandara, 2018).

### **Recommendations**

1-There should be effective and proactive prevention procedures: such as 24-hour security patrol, both inside and outside the hotel, the security patrol should be sufficient to deter the vast majority of potential crimes, hiring off-duty police officers to handle hotel related security and criminal activities.

2-There should be safety awareness training program: hotels should emphasize employee safety and security training on a regular basis.

3-There should be cooperation with the police and the local community: it is essential for the hotel to develop a close relationship with the police and the local community to design a comprehensive crime prevention program to prevent crimes against the hotel's guests and businesses.

4-Using new technology to secure the hotel, visitors, and staff: such as magnetic key cards, closed-circuit surveillance cameras, smart safe boxes and electronic locking systems. With new technology readily available, hotel management can deter any criminal activities against the hotel visitors on the hotel property.

5-Considering security issues during hotel design: the hotel also needs to be aware of the importance of physical design to reduce potential criminal activities against the hotel visitors. Design enhancements may include installing more lighting devices and surveillance cameras.

### **Limitations of the study**

- The study was held on the five star hotels only. Four and three hotels are not included in this study.
- The victim of some of these crimes is not only the hotel guest, hotel staff are sometimes victims of these crimes also.
- The crimes that held against hotel guests outside the hotel are not included in this study.
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### **Directions for future researches**

Additional studies are needed to:

- Study the classification of crimes in four and three star hotels.
- Study the characteristics of victims.
- Study the motivations of staff crimes in hotels.

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