

ABSTRACT

THE IMPACT OF BEDROOM SAFETY TO HOTEL PROFITABILITY

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STUDENT NUMBER: PHD/1619/000303

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The challenges of security and safety of people and installations are global in scope. It becomes more worrisome for hotels where VIPs (from governments, industries, and commerce) lodge while away from home. Legal provisions and judicial pronouncements require that hotel operators periodically take adequate and reasonable measures to assure guests' safety and that of their belongings while resident. This study, among other things, seeks to evaluate the impact of hotel bedroom security and safety on profitable operations. A sample size of 120 hotels out of a population of 358 hotels was used for the study. Questionnaires and oral interviews were employed in data gathering. Simple percentages and statistics packages for social sciences (SPSS) were used in data presentation and analysis. It was discovered that the state of the bedroom safety confidence index has a relativity with room occupancy, which significantly affects the profit level. Several bedroom security threats and safety hazards were identified, as well as particular components to deal with them.

Key words: Safety, Security, security/safety component Hotel bedroom and profitability.

Introduction

Because human life is sacrosanct, it's safety becomes inevitable. For the hospitality and tourism industries, of which hotels are the principal sub-sector, it is most important. Guests come in for fun, rest, relaxation, or other business. They temporarily leave their worries behind and trust the industry with their safety and care. To remain operational and profitable, the hotel operator must pay adequate attention to guest safety and care while away.

Unfortunately, the issue of safety and security is a complex one globally and in particular in Nigeria, down to Enugu. Crimes of all kinds, environmental problems (pollution and diseases), and other location-generated security and safety problems (e.g. sitting at home, civil unrest, hatred etc) are posing great challenges to maintaining adequate security and safety in hospitality and tourism establishments.

The safety of the resident guests is a legal and business requirement which the operation must fulfill to remain relevant and profitable.

Statement of the Problem

There are reports of crimes and criminality of different types happening in hotel bedrooms; violations of guest privacy and unethical attitude of the hotel staff bothering guest safety and security.

Secondly, hotels have been implicated in high-level crimes like poisoning leading to death and killing. Drugging, kidnapping, rape, and sometimes a meeting place for planning, take-off, and sharing of the loot of crimes and criminality. Stolen vehicles have been seen severally parked on hotel premises. In hotel rooms, state-designated wanted people have been apprehended.

These scenarios and the like are in disagreement with the intents and purposes of setting up a hotel. Bedrooms are the last wall of defense for guests. They ran into it for safety. How secure are the accommodations? to carry out critical functions

The Objectives of the Study

The broad objective of the study is to determine the implications or effects of bedroom safety on operational health and profitability of hotel enterprises in Enugu city. Supporting objectives include identification of current bedroom security threats and safety hazards; examination of the components or resources available to deal with the identified threats and hazards; and making recommendations to enhance profitability through better bedroom safety and security.

Research Questions

To achieve the above objectives, the following research questions were formulated:

- (a) What are the major security threats and safety hazards in hotel bedrooms?
- (b) What are the core bedroom security and safety components or resources to deal with bedroom security threats and safety hazards?
- (c) In what ways does hotel bedroom safety or otherwise impact on the profitability of hotels?

The following research hypotheses were made to guide the study.

Research Hypothesis

- (a) Because there are no policy, security threats, or safety hazards in hotel bedrooms, guest safety is assured.
- (b) Hotel profitability is unaffected by bedroom security and safety resources or components.
- (c) Operations can be sustained profitably in situations of laxity in security and safety measures in hotel bedrooms.

The Significance of the Study

The study will be useful to policymakers in government and industry. Promotions, managers, or operators will also find the work useful in order to remain relevant and profitable. Finally, researchers, students, guests themselves, and the general public will find the outcome interesting and useful since it borders on personal safety.

LITERATURE REVIEW

Security and Safety

Security in the hospitality and tourism industry has a variety of aspects. Chakravarti (2011) identified the physical aspects of security, which are further divided into internal and external security, which deal with theft, fire hazards, lighting and escape routes, the safety of assets, unwanted visitors, and physical monitoring both inside and within the hotel premises.

The security aspect of persons identified by Nwokorie (2017) is of two parts: employees and guests, which include effective recruitment and selection, staff identification, key control, red tag system, training, and locker inspection for employees. For guests, baggage is supposed to be checked, guests who are suspected of stealing hotel property are supposed to be charged according to hotel policy, while guestroom security should be improved (Chakravarti, 2011; Nwokorie, 2017). The security aspect of systems in the hotel industry is as important as the first two. Chakravarti (2011) and Nwokorie (2017) identified them as including all established policies and procedures for the flow of work, which have to be followed alongside the required equipment used in carrying out operations and prescribed tasks in the various departments concerned. The security aspect of food and beverages is associated with the principles of Hazard Analysis and Critical Control Points (HACCP) guidelines in line with local and national food hygiene regulations (Nwokorie, 2017; Chandra, 2017). Nwokorie (2017) advised that to forestall possible incidents that could lead to loss of guest goodwill for the hotel, such as rodent invasion, as well as food spoilage and poisoning, local hotels in Nigeria should be regularly inspected by the National Agency for Food and Drug Administration and Control (NAFDAC) to ensure that hospitality establishments comply with prescribed food hygiene and safety standards. Security is a long-established concept that is instrumental to the success of the hotel business from a global perspective. Security in the hotel industry entails protection from all forms of harm, not only to hotel guests and their properties but also to hotel employees and the host community at large (Groeneboom & Jones, 2003). Most of the company's assets and stakeholders would be vulnerable as a result of the risks involved (Bharwani & Mathews, 2012). The economic implications of business, however, pose sufficient reason for security not to be neglected (Cedric, 2011).

Khadka (2014) wrote that hotel employees might not even be aware of the risks that some guests may bring with them during their stay. This requires the hotel establishment to be vigilant at all times. The hotel is an aspect of the service industry in which security is an aspect of service. It is noteworthy, also, that a hotel with excellent products and service provision but inadequate security would diminish guests' safety, thus exposing them to the risks of crime and compromising the goodwill and reputation of the establishment.

Khadka (2014) further posited that the establishment or maintenance of a sufficient degree of safety and confidence of guests and employees is the aim of the work, structures, and processes known as "security." It applies to any vulnerable asset, such as a person, dwelling, community, nation, or organization. Security, as a condition, is the degree of resistance to or protection from harm. According to Negi and Manohar (2011), the main functions of the hotel security system are to safeguard guests' and employees' lives and property and to guard the hotel's property. Moreover, the security department of the hotel is responsible for the overall security of the building, in-house guests, visitors, day users, and employees of the hotel. The critical points for consideration in hotel bedroom security include the prevention of theft and pilferage by employees and guests; the avoidance of intentional waste by employees; and the development of emergency plans for the protection of employees and guests in the event of a civil disturbance. It is a moral, business, and legal responsibility of a hotel to protect its employees, guests, and property against threats posed by those with a conscious intent to harm them.

Security collaborations for hotel organizations established within the same vicinity are therefore essential in this circumstance, owing to the proximity between these establishments. It is expected that guest traffic within the area would be increased at peak periods due to increased guest demand, which would also increase social activities and other informal guest services in the immediate external environment of the hotel cluster.

The identity of a single guest or his or her family can also increase the risk to hotels in the same location. VIPS, celebrities, or the infamous can present unique difficulties. Apart from the possibility of death or injury and destruction, the adverse publicity from an incident can result in ruined reputations, failing businesses, and detrimental effects on hotels within the area. Hotel guests want to feel safe and secure in their temporary home (O'Fallon & Rutherford, 2011), and hotels have a duty to protect them since the business depends upon them (Khadka, 2014; Nwokorie et al., 2014).

The Importance of Hotel Guest Bedroom Security and Safety

The operator's or proprietor's concern for the safety of life and the security of belongings and installation stems from two main requirements:

- Legal compulsion

Business requirements

The Hotel Proprietors Act of 1956, the law of torts, and contract law severally and particularly impose the duties of safety and care on the innkeeper. To avoid paying for damages for injuries, he must work within the requirements of the law and other statutory regulations. The proprietor is in business to make profits. Levels of profits depend on the occupancy percentage and seat turnover rates. So, to be in business and be relevant, the operator must eliminate every security threat and safety hazard. Writing on the importance of safety in hotels, David and Jack (2006) said, "regardless of the size of the hotel, all of its employees must be concerned about safety and security." Concern for the safety and security of the guests and their belongings is not only good business; it is also a legal responsibility of the hotel's ownership and becomes an important

responsibility of each staff member."Employees and other non-guests visiting the hotel also have a legal right to expect that management will protect their health and well-being to the greatest degree possible."

Security and safety enhance cost control in hotel bedrooms. Safety is one aspect of the marketing mix; it presupposes protection against such things as attacks, stealing, food poisoning, fire hazards, and accidents. The satisfaction or non-satisfaction of safety requirements will also influence capital and operation costs. Paul Gamble and Roger D. (2010)When life is lost, everything is lost. The most important single aspect of security and safety is the protection of life.

threat to the security of an installation.

Threats to the security of an installation depend on a number of issues, including the nature of business, the location, the security awareness of its employees, competition, ownership, membership in associations or clubs, etc. (Nwankwo 2017). However, no matter the source of threats, they are usually categorized in terms of motives and methods of attack. (Adora 2010). Continuing, she listed the following as the major threats to the security of installations – sabotage, subversion, armed robbery, assassination, fraud, pilferages, and other forms of crime. Sabotage, she noted, involves the physical destruction of an installation, probably the key or vulnerable points within the installation, with a view to running the installation out of existence. This could be carried out through the use of explosives, fire, chemical or mechanical destabilization. It can also come in the form of food poisoning or drugging of real or potential guests with a view to discrediting the outfit (Nwankwo 2017).

Armed robbery, assassination, fraud, pilferages, and allied offences usually emanate from within or outside the establishment or a combination of both. (Nze, 2012). These are the most dangerous sources of security in commercially oriented installations that deal with members of the public, such as hotels and tourist centers (Aneke, 2018).

Nze (2012) suggested that effective counter measures entail effective protective physical security measures with an emphasis on well-trained, disciplined, and effective guard forces under management supervision.

Peculiar Security Threats and Safety Hazards to Hotel Bedrooms

Every business unit or department faces unique threats to safety and security, and hotel bedrooms are no exception (David and Jack, 2006).Etim (2008) talked about the strange security and safety risks in hotel rooms and suggested some important steps to deal with them.

Theft: This is a frequent occurrence, and handy items are the most implicated. He noted that artwork and linens (particularly towels) are frequently stolen from guest rooms. Besides important A/C parts, guest valuables such as wrist watches, jewelry, cash, and even telephone handsets are also susceptible to theft. He noted that both employees and guests are implicated in this madness.

He classified assassination, physical attacks, fire outbreaks, and invading of guests' privacy without approval, especially by call girls, as components of attack. He noted that attacks on guests and staff rarely, but occasionally, happen. Continuing, he proposed as control measures a strong and efficient guard force, functional checking systems at the points of entry and exit, periodic and regular inventory control, the use of guarantorship for all employees, the inscription of names on hotel property, fairness in employee-related issues, the refusal of unauthorized person access to guest rooms, and computerized scanning of all people and vehicles entering the premises.

Furthermore, the underlisted hazards were mentioned by him: injury in its various forms: slip and fall-caused by collapse; missing tile, loose edge and worn carpet; slippery surfaces, spills not removed; clearing equipment abandoned in the passage; faulty steps and ladder; wrong steps; wrong use of equipment to climb up; bathroom plate; weak chairs; collision and too much haste. Carpenter (1988), Omozuwa (2011), Green, Drake, and Sweeney (2000),

Burns and Scalds-caused by careless dropping of cigarette studs on flammable materials, hot water incidents for bathing and room boiler kettles provided in guest rooms.

The concern for creating work conditions that will protect people from infection, injury, and theft is referred to as safety. It also includes the protection of premises, equipment, and other resources from infestations, danger, and destruction (Omazua 2011). For the housekeeping department, threats and hazards abound. The principal challenge of the Executive Housekeeper is the maintenance of a crime and accident-free environment in the rooms while at the same time providing care and enjoyment to the living-in guests. The peculiar threats/hazards in the department include but are not limited to the following.

- Nature and state of the installation including facilities, furnishings and equipment provided – bath tubs, electrical apparatus, flooring, etc.
- Working tools brooms, machines, chemicals etc and especially when kept wrongly
- Crimes in all forms-stealing, drugging, assassination, rape, etc.
- Accident resulting to losses, injuries or even deaths.
- Noise level.
- Fire outbreak.

Out study establishment, Oakland Hotel and Park Enugu, apart from the normal hotel departments, has an outdoor facility, within the premises, for recreation, relaxation and keep fit.

The complex comprises of a theme park, open event center, swimming pool and a gym. Oaklands operators' and attendants' manual (2015) discussed its peculiar threats and hazards and classified them into unsafe Acts and Unsafe conditions. In it unsafe Acts are performed by individuals (guests or employees) and are capable of eroding safety measures. It contained the following:

Willful failure to follow established safework practices, rules and regulations

Disregard of manager's/supervisors instructions.

Attitudes of indifference, recklessness, hostility and inattention to the job on hand

Horseplay and practical jokes of any kind.

An unsafe condition is described as “a state of physical being” which cannot assure safety. The components mentioned there are many and cover the following:

Environmental hygiene (litter, trash, grease, oil, water)

Weather conditions (cloudy storms, rain, etc).

Equipment health (mechanical, electrical)

Personal circumstance (medical condition, physical limitation, medications)

Noise.

Unsafe Act and Unsafe condition form its safety hazards. It noted that the most single important risk factor (i.e. Safety hazard) is the human person. This is because according to the document it is the human person that performs the unsafe act and at the other time provides the unsafe conditions.

Major Components of Security and Safety in Hotels Enterprises

Protective Security.

It is assumed that no single security arrangement is adequate. It changes all the time depending on the exigencies of the situation. Therefore, security appraisal from time to time to see where a **Lacuna** exists and rectify the anomaly by deriving new measures is often done (Gwary, 2014). Physical security is one of the protective security measures or components used to ensure the security of an installation. It is the sum total of all the physical barriers placed around an installation to deter intruders and exclude undesirable elements. Gwary (2014) highlighted control measures to include:-

- Perimeter fencing
- Protective lighting
- Intruder detection system (burglary alarm).
- Control of entry points
- Lock security.
- Fire prevention alarms
- Communication system and
- Guard force

In practice, a combination of these measures are applied to physically secure an installation but the guiding principle is that the methods applied in each case must suit the peculiar needs of the target to be protected.

On her part, NTDC (2009) grouped security system components into four main categories namely:

- Automatic detection and warning apparatus.
- Magnetic presence or vibration contacts in entrance doors and windows.
- Infrared beams across entrances and passage to operate guest room doors.
- Microwave and other ultrasonic waves for the volumetric protection of rooms.
- Closed- Circuit television system (CCTC) is widely used to monitor movements.
- Locking system and Electronic Key System: Key may be substituted by cards printed with a code to operate a programmed sensor which controls the locking mechanism.

Key Management

Because the key is the last line of physical protective security, for the guest in the room, key safety or security is important to management. Certain security procedures are put in place by management to protect the sanctity of keys. Among them include:

- Restrictions on who has access to them.
- Procedures to follow to access them even if you have access to them.
- Designating special places to keep them.
- Controls in the key movement both for employees and guests.

Written instruction and notices to employees and Guest: Following implementation of broad safety policies, written instructions are issued to employees and guests to observe in executing their work and during their stay in the establishment, respectively. The instructions come in form of work procedures, operating instructions, work rules and regulations. They are intended to guide behavior and assure safety while at work.

To the guest, the instructions come as Notices to them. The Notices are intended to influence their behavior towards their personal safety, their belongings as well as the hotel property in the rooms. Examples of such notices commonly found in hospitality/tourism establishments include:-

- Cars parked at owner's risk.
- Fire escape and other emergencies
- Use of safe deposit boxes.
- Operating room gadgets.
- Notices peculiar to designated places e.g. swimming pool, gym, theme park, halls and event arenas etc.

- Bringing cooked foods and drinks to the hotel by guests, etc.

Behaviour Safety Components

The Oaklands Ride Operators and Attendants Manual (2015) warns “Your Attitude Matters!” In today’s world safety and attitude are two words that need to be emphasized because they are important and affect our way of life. In exploring the meaning of the two words. Emetuche (2012) said SAFE means having escape injury or damage unharmed; free of doubt or error. ATTITUDE is a state of mind behavior or conduct. These two words, he noted can affect almost every person regardless of lifestyle. Jideonwoh O.E. MD/CEO Bridge Waters Group in his annual end of year address to employees said “The hospitality and Tourism Industry’s role in executing its legally imposed duties of care and security depends upon the mind, we can do all things we attempt in a safe manner. Safe Attitudes do protect lives. Think safe with a good attitude. Always remember attitude matters (Jideonwoh (2018). Bad attitudes that affect work safety he noted include Alcoholism, drug addiction and womanizing especially if your work involves machinery activities.

Some Important Peculiar Guest Room Safety/Security Components

In addition to the above general security/safe Components, there are certain documents or materials which management regularly puts in place to assist her in the maintenance of adequate security/safety in hotel Guest rooms. Among them are:

- **Pass, Badges, Permits, tally or receipts:**

Badges, permits are given to individual visitors while tally/receipts are given to vehicles and other mechanically propelled equipments.

The main essence is to ensure that proper documentation is done at the security post. Documentation involves getting the visitor’s name or vehicle details- plate numbers, type or any other peculiar features. The pass or badge etc also distinguishes or identifies a visitor immediately as it is worn by him/her. For the vehicle, the owner is informed not to leave the pass on the vehicle and should not discard, mutilate or destroy it, as it is the only means of allowing the vehicle out of the premises.

However, most hospitality/tourism establishments, e.g. our study area, Oakland hotel and all the subsidiaries of Bridge waters do not make use of the pass, permit or badge system in her security architecture. The reason, the general manger said in an interview, is to forestall false identification resulting from the loss or misplacement or misidentification of a particular vehicle.

- **The Guest Room Key:**

The Guest room is the place for the Guests relaxation, rest and sleep. It houses his belongings. The key to the room must be properly secured to assure it safety. Manual keys are being replaced with Electric Card Keys to enhance safety and security efficiency.

- **Guest Room Key Card**

The guest room key card is an important document given to a registered guest along with his key at the reception during check-in. It serves the following two key purposes:

- ❖ As an ID card for the guest as long as he is resident. Therefore, he uses it to collect his key at the reception, feed at the restaurant, drink at the bar or make other purchases within the hotel if he is not paying cash immediately.
- ❖ Allow the guest have access to the hotel at late period of the night should the hotel not providing 24 hours services.

- **Peepholes at Guest Room Door**

These holes enable the guests to see or observe the person knocking at the door before letting him/her in. Guests are educated during actual rooming by porters to make use of them whenever a visitor is knocking at their doors. They are advised to notify the reception of persons knocking at their doors without their initiation.

- **Guest Room Door Chain.**

This is another important and usually strong device for improving guest room security. The principal advantage is that it can only be opened from the inside.

- **Notices on the Routes of Escape in Emergency**

These are short but detailed information or guidelines pasted on the back of guest room doors (inside) explaining what guests should do in cases of emergency. Every guest is expected to learn it very well.

Other notes usually given to guests on:-

- The liability of the hotel on guest belongings including vehicles parked at the car park.
- Safe operating instructions (Notices) of the various facilities and equipment kept in the room for guest's use etc.

CCTV and Alarm System

The installation of CCTV and alarm system in hospitality and related establishments has become an extreme necessity. The CCTV monitors and records movements as well as conversation of actions and actors within its reach. The signals can be observed from the control room or any part of the world through your GSM handsets. CCTV cameras are not at the moment installed inside Guest bed rooms for privacy considerations. The Alarm system triggers an alarm to designated points when there is a breach in security e.g. fire, burglary, intruder etc. These are currently being installed in hotel bedrooms.

Above all security consciousness on the part of everyone- employees, management and guests play a vital role in the maintenance of adequate security and safety for everyone, not guest alone. To build this, training, experience and common sense come into play. Employees should be trained on the job, on such areas as memory training, observation, intelligence gathering and dissemination, and fire fighting and control.

Inspection as a Security/Safety Component.

Inspection is a control function. It's principal purpose is to ensure that operations and systems including personnel work according to design. Safety inspection, as an aspect of general inspection focuses on the areas of threats and hazards that may injure the reputation of the installation, its employees and guests with a view to removing them (Alison, 1990).

Quality Safety Inspection is required in all areas where performance and result are expected. A safety inspection serves one basic function. To maintain a safe work environment.

Reasons for Safety Inspection were given as (Aneke, 1990):-

- To check the results against safety objectives.
- To re-awaken interest in safety
- To evaluate safety by example.
- To detect and reactivate unfinished businesses.
- To collect data for safety meetings.
- To note and act upon unsafe behavioural trends
- To improve safety acts and unsafe conditions

Quality supervision is an inherent responsibility of the innkeeper or his representative to continuously survey the employees, equipment and tools, work environment and productivity.

METHODOLOGY

3.1 Research Design

The essence of this study is to determine the impact of Hotel bedroom safety in hotel profitability in Enugu urban using Oakland group of Hotels as a study are. The explanatory mixed design method was adopted. According to Creswell (2012), the explanatory mixed design consist of first collecting quantitative data and then collecting qualitative data to help explain or elaborate on the quantitative results. The rationale for this approach is that the quantitative data and result provide a general picture of the research problem. More analysis specifically through qualitative data collection is needed to refine, extend or explain the general picture. In gathering quantitative data, which is the first approach in explanatory mixed method, the opinions of residents, through survey

method (questionnaire), was analyzed. The interview schedule had related questions to the questionnaire but with follow-ups for clarity and relevant details.

3.2 Area of the Study

The geographical area covered and the area of study is Enugu urban. The firms include all Hotel firms in Enugu metropolis with Oakland Hotel and her subsidiaries (Bridge Water and Placia Guest House) as the main study area.

3.3 The population of the Study

For this study, our target population is the Employees, Management and Guest of Hotel establishment in Enugu Urban. The guest represents demand generating institutions. These are defined by Aneke (2014) as organization, bodies etc who attracts, hold or organize conferences, Convention, Seminars, workshops or other forms of group booking to hotels.

According to a recent directory published in 2019 by the Prestige Hospitality Consulting, the upgrading and modernizing of the Akanu Ibaim Airport Enugu to International status has not only increased the number of superior quality establishments in the industry, but also the race, colour, background and diversity of the guests and their service requirements. The publication puts the number of hospitality and tourism enterprise graded as shown in the box below and their key demand generating institutions for year 2018.

| | |
|---|------------|
| Hotels and other accommodation establishments | 476 |
| Restaurants and Including Fast Food Centers | 286 |
| Theme Parks, Tour Operators and Travel Agencies | 78 |
| Guest (Key Demand Generating Institutions) | 48 |
| Total Population | 888 |

Source: The Prestige Hospitality Consult 2019.

Consequently, the researcher used 476 being the figure for Hotels and other Accommodation establishments as population for the study. His reasons include: Firstly, the prestige hospitality consulting is a household name in the industry in the South East block, and she has been published directories of this nature for more than a decade now. Her publications have been adjudged as meeting the parameter for reliability.

Secondly, the figure are closer to the date of this work, and therefore, current for use for work of this nature. Also it is only “Hotels and other Accommodation establishments” provide Guest Bedrooms used in this study.

3.4 Source of Data

The researcher adopted two types of data collection method. They are primary data collection and secondary data collection. The primary data required for this study was collected through the use of a structured questionnaire and oral interview. The questionnaire contains possible range of responses. The responses are expected to fill in their choice of options.

The second category of sources of data used in this study was in published form. They include: Library stock (books) government publications, journals newspaper and magazine relevant to the course of the study.

The researcher conducted an oral interview with the general manager of Oakland Hotel Mr. V. Anaekwe. The idea is to get the installations experience on some of the issues raised by the research and the instruments put in place to address them.

Sampling Technique

From the Prestige Report, the component firms in the Hotels and other Accommodation establishments category and their enumeration results were extracted and detailed in the table below.

| S/NO | Name | No |
|------|-----------------|------------|
| 1 | Hotel | 238 |
| 2 | Guest Houses | 143 |
| 3 | Boarding Houses | 95 |
| | Total | 476 |

In determining the sample size, simple percent (%) of 25% was used across board. The outcome is reflected in the table below.

Sample Size Distribution

| S/NO | Name | No |
|------|-------|----|
| 1 | Hotel | 60 |

| | | |
|---|-----------------|------------|
| 2 | Guest Houses | 36 |
| 3 | Boarding Houses | 24 |
| | Total | 120 |

A sample size of 120 respondents was used for the study.

3.9 Method of Data Analysis

The method of data analysis involves the process of data preparation, data tabulation and data presentation and analysis. The preparation and tabulation of data was done using frequency distribution table, which makes use of numbers and percentages. The tables also have their charts equivalent for easy understanding of the data. The table enabled the researcher to compile, comprehend and interpret mass of data collected from the field. The tables were numbered consecutively throughout the entire report. Both the tables and charts also presented the percentages of the responses.

The illustrations through tabulation of data enable the researcher to fully appreciate, early enough, the possible relationships that might exist among the key variables of the study. The mass of data obtained in this study turned out to be very much and consequently, the computer was used. According to Asika (2006) “the use of computer for data analyses depends on the requirements of the analyses and the computer software which is commonly used in the behavioural sciences is the Statistical Package for Social Sciences – SPSS, because it does virtually all statistical analyses for research. The SPSS was used applying the Pearson Correlation Tool to analyze the data and hypotheses in this work.

Data Presentation, Analysis and Discussion
Hotel Security/Safety Components

| | Particulars | Very Strong | Strong | Fair | Not |
|---|---|--------------------|---------------|-------------|------------|
| 1 | Protective Security | 97 (82%) | 21 (18%) | - | - |
| 2 | Automatic Detections and warning (Alarm) System | 95 (80%) | 21 (18%) | 2(2%) | - |
| 3 | Closed Guest TV system | 118 (100%) | - | - | - |
| 4 | Locking System and Surnfonic key system | 118 (100%) | - | - | - |
| 5 | Key management | 95 (80%) | 21 | 2 | - |
| 6 | Behavioural Safety | 77 (65%) | 29 (25%) | 12 (10%) | - |
| 7 | Written Instruction, Directives & Notices | 99 (84%) | 12 (100%) | 7(6%) | - |

Source: Field Survey 2022

From the table above, all the respondents are of the view that the security/safety resources or components as contained therein are good.

Protective security is important and primary. It includes the provision of perimeter fencing, guard force, lighting, alarms, control of entry point etc. In practice No one single measure is adequate. Combination of the measures are always advocated. The guard force is the human element. He is the one to ensure that the rest meet the purpose for which they were set. Therefore he must be properly trained, equipped and motivated to perform.

The locking systems and management of door keys are critical too. The room is the last line of his safety. Therefore entrance into the room must be by permission. The door itself must be strong and bullet proof. The main key should be functional and not easily duplicable. While the inner door chain must only be opennable from inside.

The CCTV camera which should not be placed in the rooms (for privacy reason) but must be placed where it can record access to the room. At the moment Electronically programmed card keys are in use. Proper management of the key is important. This involves keeping record of its movement, determining who has access to the rooms and educating Guests on key handling during their check-in.

Behavioural safety involves our attitudes. Our attitude to safety must be positive otherwise the components may not function optimally. Our mindset must be positive and our slogan-safety for me, for you and for all. Both Guest and staff plays roles here.

Common/Particular Hotel Bedroom Security/Safety Components.

| | Particulars | Very Strong | Strong | Fair | Not |
|---|------------------------|--------------------|---------------|-------------|------------|
| 1 | The Guest room Door | 95 (80%) | 21 (18%) | 2 (2%) | - |
| 2 | Guest Notices in Rooms | 99 (84%) | 12 (10%) | 7(6%) | - |
| 3 | CCTV & Alarm System | 118 (100%) | - | - | - |
| 4 | Room inspection | 112 (95%) | 6(5%) | - | - |

Source: Field Survey 2022

The most peculiar hotel bedroom security/safety resources as identified by the study is presented not the table above. The respondents rated them high, the minimum being 84%. The Guestroom is the place for sleep, rest, relaxation and bodily refreshing. It houses his belongings while resident among other functions. Access into it must be controlled. The door which is the last point of control, must be strong, bullet proof and well fixed to the wall. The key to the room must be a minimum of two and not easily duplicated: the main access key which can be accessed both from outside and inside, and the chain lock, which can only be accessed from the inside. Electronically operated cards keys are not in vogue and they enhanced the security/safety confidence index of hotels using them. Management of Guest room keys are always restricted. This is to ensure that it does not get into wrong hands, monitor the use by those who are permitted to access them and made guests know that they have duties to perform towards their personal safety and that of their belongings. To this end key movement registers are created and Guests are informed to drugs their keys with the receptionists while going out of the hotel, pool, gym or courts for exercises. On good hotel doors are also peep holes. Guests use them to observe who is knocking at doors. Unauthorized visitors are reported to the reception in a intercom.

Notices on Emergencies in Guests rooms are very important and effective. They specify actions to be taken by Guests on emergencies of various kinds- five, accident-and-educate guests on how to operate certain equipment (e.g. electrical) to assure safety.

CCTV and Alarm systems are excellent security/safety component. Cameras are placed at the corridors lending to Guest bedrooms to monitor and record access to them. Somebody stays at the control room to observe them and where appropriate take corrective actions. CCTV cameras are not placed in hotel rooms for reasons of privacy.

Alarms are however placed in both bedroom's and along the corridors. Inspections generally are control functions. They seek to ensure that policies, procedures and work instructions are adhered to. Rooms/inspection as safety components seeks to reassure, reconfirm and provide evidence react audiences and Acts are safe as much as reasonable and foreseeable. Assassinations, Drugging, stealing and rape take place in hotel bedrooms. Hotel rooms also serve as abodes for criminals during planning and sharing of loots. Fugitives are also kept in hotel rooms. Guest items like wrist-watches, money, telephone handsets, necklaces, ear rings and such other handy items and targets. Hotel item include linens, artworks, important and expensive TV parts etc. There are often stole. Criminals either check-in quietly like other Guests or turn to wolves at nights. On arrival well prepared and force the staff on duty to do whatever is their instructions.

Faulty design and build present blind spots which are safety hazards. This tends to be permanent. To prevent this; stakeholders are strongly encouraged to adhere strictly to government and professional regulations, laws and ethics in the design and construction of hotel bedrooms Rooms. Of particular importance is regulations to fire outbreaks – materials resistance, travel distance and escape routes. The Health of the facilities including equipment are importance to maintaining bedroom safety. Broken pieces of equipment, unhealthy superstructure (e.g. leaking roof) are all safety hazards. Noise levels are important considerations in Guest bedroom positioning, comfort and safety. High Noise level is an embarrassing situation. Bedrooms are sanctuary places, hence, should be noiseless. This is one of the reasons they are placed in upper floors in high use buildings.

Bedroom Safety & Hotel Profitability

| | Details | Very Strong | Strong | Fair | Not |
|---|--|--------------------|---------------|-------------|------------|
| 1 | Attracts spend net worth clients. | 71 (60%) | 29 (25%) | 14 (12%) | - |
| 2 | Increased Occupancy | 77 (65%) | 23 (20%) | 18(15%) | - |
| 3 | Enhances Hotel Reputation | 95 (80%) | 21 (18%) | 2(2%) | - |
| 4 | Decrease in Overheads & Maintenance Cost | 47 (40%) | 41(35%) | 18(15%) | 12(10%) |

Source: Field Survey 2022

The hotel bedroom is the living place for the Guest while resident. Its acceptance by him as meeting his primary need of security/safety determines his stay, continuing stay, future return and recommendation to friends and Associates. From the above, bedrooms that are adjudged to be save (other variables remaining constant) attract to themselves Network Guests. These Guest can pay whatever the rates are, give very low troubles or worries

(No) destruction of facilities, stay longer and returns more frequently. Because they are always highly connected, belongs to several hotel demand generating institutions and organisations hotels benefit from their referrals through individual check-in and group functions. A total of 97% of the respondents agreed that good bedroom safety influences occupancy positively leading to profitability.

Hotels thrive on reputation. Reputations influences rates, menu prices and the Guests profile. Reputation has to do with personal perception about a place or thing. Hotels associated with good physical security/safety have excellent reputations resulting in increased percentage occupancy always. 100% of the respondents agree that good bedroom safety enhances hotel reputation.

Because Network Guests are the principal Guests, there are always aggregate decrease in overhead and maintenance costs. This is because they are more careful in the use of things provided for their comfort. As regular Guests, their attraction, service and maintenance as more economical when compared with new Guests.

In summary, good hotel bedroom safety enhances greater room occupancy (100% acceptance by respondents) which leads to higher profits and better operational health.

Bedroom Laxity in Security/Safety Efficiency and Hotel Profitability

| | Particulars | Very Strong | Strong | Fair | Not |
|---|---------------------------------------|--------------------|---------------|-------------|------------|
| 1 | Laxity enhances profitability | - | - | 12 (10) | 106 (90%) |
| 2 | Laxity does not enhance profitability | 18 (100%) | - | - | - |

Source: Field Survey 2022

Laxity in bedroom security/safety efficiency refers to situations of compromised, neglect or refusal to implement safety, guidelines as appropriate resulting to unpleasant experiences by guests. For our study the consequences include reduction in room occupancy, poor reputation several Guest complaints, and sometimes situations of emergency- attacks, fire outbreaks accidents leading to injuries sickness or deaths. Poor bedroom safety puts fear into Guests, exposes Guests into different forms of crimes and criminality, removes privacy leading to Guest with drawl of patronage. In general shun hotels with weak security/safety ratings and tracks or reports of security breaches. This is because personal safety is paramount in their minds.

From the table above, all the respondents are of the opinion that laxity in bedroom security/safety efficiency does not encourage profitability.

Findings, Recommendations, and Conclusion

The study discovered that the security and safety of an installation, e.g., a hotel, has strong implications for its operational health and profitability. Lavational vulnerability is also

considered. For example, guests are scared of hotels located in slums, no matter the level of internal security measures put in place. The guest's living quarters during their stay are in the bedroom. Its safety is paramount to his continued stay, repeat visit and advertisement by word of mouth. Main safety hazards in hotel bedrooms include drugging, silent killings through poisonings (from foods and beverages which may be bought from the hotel), stealing, divulging guest information, noise (from inadequate room surroundings), and unwanted access to guest rooms by visitors, e.g., call girls.

Security and safety awareness by all employees is central to maintaining adequate safety measures in hotel bedrooms. This will help them implement all proceedings policies and processes relating to safety and security generally and bedroom safety in particular. Regular training on security consciousness should be a matter of policy while all employees' job history should be investigated. Key movement and human access to guest room policies should never be compromised.

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