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Research paper

Criminology and Crime Science: a Review on the Crime Prevention and Suppression for the Tourist Industry Between Thailand and Malaysia

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Abstract

The travel and tourism industry situation between Thailand and Malaysia is being threatened by crime as well as exploits tourists and safety in life and property. The tourism industry has declined, affecting both countries and their economies. Present to delineate crime prevention for the tourist industry in Thailand and Malaysia and develop the collaboration within performing such scheme. Qualitative approach through documentary research, focus group and in-depth interview were the data collecting. The data used thirty criminal justice stakeholders from both countries. The both countries had provided the policy to contribute the tourist industry as well as exchange the tourist more increasing, including the foreigners tourists intended to visit the both countries. They collaborated in several term for the tourists safety and other good relations. Crime protection and destruction for the tourist Industry between Thailand and Malaysia. They are together common policy setting as well as collaboration related the tourist industry. Including, the upgrading and improvements needed in the dimensions such as provision of facility components, facilities, available services and infrastructure.

Keywords: *Crime Prevention and Suppression; Tourist Industry; Criminal justice stakeholder; Thailand; Malaysia*.

1. Introduction

The travel and tourism industry has been growing in importance for several developing countries. It has not only generated considerable foreign exchange revenues, but has also contributed to the overall output and socio-economic development of these countries. A part from this, tourism and travel are an important economic activity in most countries around the world. As well as its direct economic impact, the industry has significant indirect and induced impacts [1]. The UN Statistics Division-approved Tourism Satellite Accounting methodology quantifies only the direct contribution of tourism and travel [2]. But, WTTC recognizes that travel and tourism's total contribution is much greater and aims to capture its indirect and induced impacts through its annual research. The total contribution of travel and tourism including the indirect and induced impacts on the economy. The 'indirect 'contribution includes the Gross Deposit Product (GDP) and jobs supported. The government collective spending of the domestic purchases of goods and services by the sectors dealing directly with tourists. Within the Asia and Pacific region, Malaysia and Thailand focused on the relative importance of the contribution of the travel and tourism industry to its national output [3, 4].

Thailand and Malaysia try to set up various mechanisms to make the foreigner tourist safe available to encourage tourist dimensions. This paper describes criminal and non-criminal notification statistics that related the crime prevention for the tourism sector in Malaysia and Thailand including the collaboration in the future due to the connecting area and as of to be the member of Asian Community, which convenient for the tourist to visit both countries easily. In addition, the prevent measures for the complicated crime committing through either nations or use as the base for criminal activities has to be reviewing continuingly.

2. Malaysia and Thailand: Tourist overview approach

The Travel and Tourism Competitiveness Report 2017 ranks Malaysia as 25th out of 141 countries which was the fifth best in Asia [4]. The empirical results suggest Malaysia's government expenditures on tourism promotion as well as infrastructure investments such as enhancing airport facilities are causal and significant determinants of growth in the travel and tourism industry [5].

The government pushed to increase tourism sector in Malaysia with diversify the economy depend on exports. Besides that, there are government agency in charge of promoting tourism sector such as Malaysia is Tourism Malaysia or the Malaysia Tourism Promotion Board (MTPB) [5].

According Travel and Tourism Competitiveness, its report by the World Economic Forum ranked Thailand as 35 of 141 nations for the wonderful area for the tourist to visit in any time [6].Tourism sector is a major economic contributor to the Thailand. From estimator values of tourism sector amounted the directly contrib-

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uting to the Thailand GDP of 12 trillion baht range from 9% in 2013 to 17.7% and 2.53 trillion baht in 2016.

Based on Thailand's Tourism Authority, the number of Chinese tourists rising to 93% in the first quarter: 2013. The Chinese media outlets have claimed that Thailand superseded Hong Kong as the top destination for Chinese travelers during the 2013 May Day holiday. In July 2016, the Tourism Authority mention the Market Plan 2017. The objective of this plan to transform the country into a value-based economy through innovation, knowledge, technology and creativity. Thailand is one of the Southeast Asia country by promoting new markets as well as the niche markets such as the medical, wellness, and sports market.

Medical tourism in Thailand makes up for 0.4% and generated THB 107 billion in revenues in 2014. Mostly the foreign patients are coming followed by medical tourists from the Middle East [5].

Medical and health tourism in Thailand are key components of the market strategy plan of 2017 which are increasing the numbers of tourism.

3. Tourist Safety Policy

The security issues and safety in tourism and travel industries became the evolution of mass tourism in beginning on 1950s [7, 8]. The scope of tourism covers more and more countries and regions in the world since are a part of their economic development strategy and the rapid development. The issues of safety and security gained a bigger and bigger importance as the tourism itself [9-11]. Besides that, the factors concerned with travel site-related physical safety, financial and physical harm security whereas the Asian tourists required physical harm financial security, political and safety respectively [12 -14]. The safety perception was related to age, nationality, accommodation choices, travel companions and communication skills. In terms of tourism risk and safety management, International Center for Sustainable Tourism (AICST) and Asia-Pacific Economic Cooperation (APEC) offered tourism risk management and announced that with the purpose of preventing the tourism risk such as consulting activities and communication by all stakeholders and decision makers. Then, the proper guideline for tourism risk prevention can be created. These process should be done frequently and continuously because of the fact that all risks are diverse and unstable [11, 12]. From the study, the consistent with others empirical studies which tourist limit their activities at destinations and areas because of fear crime tourists who have encountered a crime incidents [16-18]. The security issues in tourism primarily refereed to the personal safety of tourists and their property, but it includes an ability to become oriented. The comparison to other economic activity, the success and of failure of any tourism destination depends on its credibility to provide a safe and secure environment to the visitors [19].

The image as safety and secure destination was tarnished a few years lately to Malaysia image. Healthy issues, Lahad Datu intrusion, repeated kidnapping, terrorism and shooting in Sabah, riot, twin airlines incident and illegal demonstration and false reporting by international media brings new challenging to Malaysia. Although some incident may be had short term impact to tourism industry in Malaysia. Many travellers and Malaysian itself still believe that Malaysia is a one of safer destination and country to visit and stayed [20]. According to Malaysia Ninth Plan (2006-2010), there are several strategies have been taken to ensure that tourism industry will strengthen Malaysia's position [20]. These strategies had shown how Malaysia committed and gave the high priority to the safety issues. When travelling internationally, tourist often experiences a great degree of anxiety and scholars have found that risk perception significantly influences the intention to travel [21]. But, the reputation of Malaysia as a good, safe and secure destination has been tarnished in many incident and unfair ways.

Meanwhile, Singapore is one of largest source market, where accounting for over 50% of Malaysia international tourist arrivals to Singapore followed by Thailand and Indonesia. As for Thailand, part of the government attempt was the issue of security, tourism safety and security policy followed by the establishment of Tourist Police Department in 1991 This is because the perceived security and safety is significant for the tourists' decision making of their destination choices. This is not surprising since it can be argued the issue of security and safety is an important dimension underlining the development of tourism industry worldwide as suggested by several studies [22]. As Hunter-Jones argues "Although there are many reasons for a successful tourism product such as the quality of service, a 'good time', beautiful scenery and/or interesting encounters, all these factors require a safe and secure destination". Based on study by [12].The Thailand concrete measure on the safety of international tourists was explicitly related to an increasing number of international tourists and growing revenue on the national economy. This was affected internal political conflicts. The different backgrounds seem and nationalities to have priorities their tourism safety concern differently. More precisely, it was found that European tourists priorities safety of self-behavior, financial and physical harm security respectively. They found that the tourist's crime and safety perception were related to accommodation choices, age, nationality, travel companions and communication skills.

In addition, in [12] had investigate the perceptions of crime safety of foreign tourists and its effects on their revisits and tourist site introductions to other foreign tourists. The study was focused on 400 tourists in Khaosarn Road. Results disclosed that foreign tourists inviting other foreign tourists to visit Khaosarn Road, Bangkok were male, older than 24 years old from Europe who took their first trip and travelled alone directly and the aim of their visit was recreation. Regarding their perception on crime and safety was that they were more worried about property crime, because of the choice of opportunity and the target in which offenders found potential and high returns worthy of the risk regardless, whether it was theft, gang robbery, snatching, illegal goods, drugs or prostitution or pirated goods. In addition, foreign tourists felt they were being taken advantage of with expensive prices and services which included trouble and frustration with street vendors. Their perception of criminal information was mostly when they had already arrived in Thailand and was through word-of-mouth alarms from other foreign tourists, entrepreneurs and the tourist police. Such word-of-mouth approaches, impressed them and left them feeling secure in their visit. It was concluded that the perception on crime and safety of foreign tourists influenced revisits and tourist site introductions for other foreign tourists at a statistical significance of 0.05.

As for the current situation of Thailand tourist safety, there is a Department of Safety Standard and Command that engaged with the mission on watching the sign for the tourist and set the safety standard for the tourist and cooperate with related agencies for problem solving on the difficult on the foreigner tourist in Thailand as a whole. Such division has determined the indispensable measures as following; 1. Measures on marine safety, 2. Measures on road safety, 3. Measures on safety from cheating, 4. Measures on safe on life and property, 5. Measures on Tourist Assistance, 6. Measures on development on tourist safety.

Measures on marine safety are consisted with providing handbook for Volunteer Life Guard included training to help the tourist in case of marine accident, set up the life guard networks and Australian Surf Life Savers to train in Phuket etc. Measures on road safety are consisted with providing the handbook for safety driving, campaign to safe driver on tradition celebration, train the motorcycle driver to drive safety etc. Measures on safety from cheating are consisted with problem solving on cheating with the tourist from taxi, illegal tourist companies, jewelry, dressing shops etc. Measures on safe on life and property are consisted with the public information and warning the risks for tourist, develop human resources on risk management for tourist work; training and workshop on the tourist safety included provide the strategic plan for making confident to the foreigner tourist etc. Measures on Tourist Assistance are consisted with set up the Tourist Assistance

Center: TAC), set up the Tourist Assistance Fund for the foreigner tourist included propose the tourist court division etc. and Measures on development on tourist safety is a roadmap to upgrade the tourist safety through making the critical management plan for the tourist work and improve the strategic plan to integrate on tourist industry in Thailand in the future.

The development and tourism planning in Malaysia is considered important to compete in this regional especially among ASEAN. The Malaysia tourism development can be seen through 5 year's plan showing on every aspect in Malaysia, which has always emphasized tourisms as an important source of national income for Malaysia. As for the National Tourism Policy of Malaysia (NTP), has been designed to be implemented over a period of the ten year's. NTP works to elevate the tourism industry as being strong, competitive, viable and sustainable to make it a main contributor to the economy in Malaysia. Actually, there are main objectives of the NTP such as encourage equitable economic, social development and generate foreign policies, generate employment, promote rural enterprises, accelerate rural or urban integration and cultural exchange, encourage the participation of various ethnic communities in the tourism sector, create and improve image of forge national unity and Malaysia international [24].

However, it was found that Thailand and Malaysia are still focused on the development the infrastructure for convenient line for the foreigner tourists to pursue the new and new market in travel industry. The plan to safe for the tourist remained on each country more than tending to cooperate in crime prevention and suppression. Then, the great role agency both countries have to more corporate in training and knowledge transferring for crime prevention and suppression, in particular, complicated crime for the tourist.

4. Discussion

The important thing that the Government of Thailand is doing is increasing the tourism police force to take care of the tourists in Thailand by creating trust and pleasantness to the tourists especially the tourist from Malaysia which is a neighbour country. At this moment, the government and the Royal Thai Police is increasing the tourism police force at the border area from 900 polices to 2000 polices and in 2018, the number will increase to 4000 polices. In additional, there are the boats that take care of the tourists especially the Malaysian that travel to the southern area and there are boat and life saver boats especially for the tourists in Phuket province.

Moreover, there are collaboration or cooperation in communication with the Malaysian agent such as the agent in the embassy and police officer which help improving the collaboration as the relation and understanding between the two countries increase.

There are measures for taking care of the Malaysian tourists and the tourist from other countries such as legal measures that are seriously enforced, the community measures that allow the community to join in the crime protection and subjugation that include helping the tourist in trouble and searching for the most appropriate measure to prevent the tourism crime, for example the tourism police hotline 1155. Moreover, there are security measures that help increasing the tourists in the applied area. The police realize about the Malaysian tourist security, so they cooperate to prevent crimes such as human trafficking and multinational crimes. There is some action performed by the police such as when the Malaysian tourists are deceived to be in Thailand and forced to join the Call Center Gang which the Thailand police took an action and arrested all the Call Center Gang members and then secured and sent the tourist back to their country. This incident shows the cooperation between Thai and Malaysian polices.

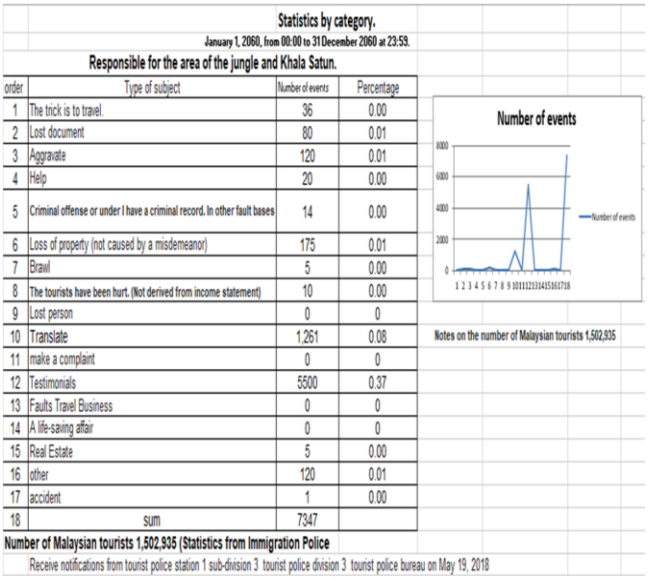
However, there are some problem occurred such as problem about the law differentiation, that is when the bus from tourism business from Malaysia brought the tourists into Thailand, they found that some law between tow country are unmatched, but Thailand's official depart cooperated with Songkhla province's government including the governor, the sheriff and police officers to help and create understanding the Thailand's law and decrease the conflict between two countries.

About the cooperation and collaboration in contacting the Malaysian agent such as the embassy agent and the police officers, when the collaboration occurs, it make a better understanding about the collaboration between both countries that has been for a long time which correspond the study from [3, 20-21] research of the strategy for network creation for the Lower Northern provinces crime protection and subjugation. It is found that the crime protection and subjugation network management consist of two measures which are: (1) the format of network for crime protection and subjugation consist of project management, remediation of protection project and measurement and evaluation of crime protection and subjugation project (2) management of personnel development network, rules and support budget and equipment. As for the strategy, the creation of crime protection and subjugation network consist of 3 strategies which are (1) the foundation of crime protection and subjugation project which enforced in all police stations which having the people as ally (2) the strategy for communication system between people and police by the Police Community Relations (3) the strategy to create inspiration for the participant of crime protection and subjugation project in form of payment. This mentioned action shows a good efficiency in crime protection and subjugation for the tourists both from Malaysian travelling into Thailand and from Thailand travelling into Malaysia.

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5. Suggestions

1. The knowledge and understanding in law and law enforcement between both countries must be made clear.
2. There should be a creation of format of collaboration between Thailand and Malaysia for tourism crime protection and subjugation to be guidelines for sustainable crime protection and subjugation. Please deliberate in detail the results of your FDG and in-deep discussion in relation to crime science.



Statistics by category.

January 1, 2060, from 00:00 to 31 December 2060 at 23:59.

Responsible for the area of the jungle and Khala Satun.

order	Type of subject	Number of events	Percentage
1	The trick is to travel.	36	0.00
2	Lost document	80	0.01
3	Aggravate	120	0.01
4	Help	20	0.00
5	Criminal offense or under I have a criminal record. In other fault bases	14	0.00
6	Loss of property (not caused by a misdemeanor)	175	0.01
7	Brawl	5	0.00
8	The tourists have been hurt. (Not derived from income statement)	10	0.00
9	Lost person	0	0
10	Translate	1,261	0.08
11	make a complaint	0	0
12	Testimonials	5600	0.37
13	Faults Travel Business	0	0
14	A life-saving affair	0	0
15	Real Estate	5	0.00
16	other	120	0.01
17	accident	1	0.00
18	sum	7347	

Notes on the number of Malaysian tourists 1,502,935

Number of Malaysian tourists 1,502,935 (Statistics from Immigration Police

Receive notifications from tourist police station 1 sub-division 3 tourist police division 3 tourist police bureau on May 19, 2018

Fig. 1: The analysis of Malaysian tourists.

6. Conclusion

Although it is difficult in the practical way for comparative study between Thailand and Malaysia in crime prevention and suppression for the travelling industry, Thailand and Malaysia are still contributing in tourist dimensions in various ways. Thailand has a lot of experiences for criminal performing with the tourist who favorite for travelling in Thailand. The Tourist Police Bureau in Thailand is as the core mechanism to precede the crime prevention and suppression for the tourist in Thailand. Such agency still has a great role inevitable in action. Besides that, the policies of Malaysia related to the national level emphasize the promotion of the tourism industry in the development of social, economic and physical factors. This is because the dimensions of tourist safety are essential, because tourists will choose to visit any places which will be safe their own life and properties as much as possible.
Finally, in the future, Thailand and Malaysia will set up the good and appropriate policy in crime prevention and suppression together for the nation public policy and search for the collaboration more in tourist safety.

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