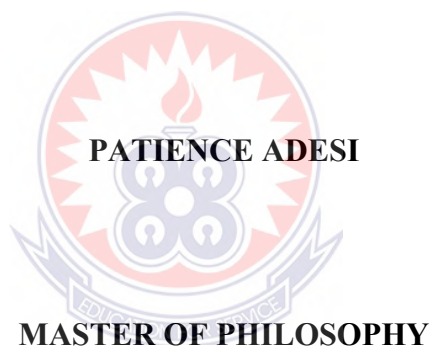**UNIVERSITY OF EDUCATION, WINNEBA**

TOURISM SECURITY ISSUES AT THE WLI WATERFALLS IN THE WLI COMMUNITY OF THE HOHOE MUNICIPALITY, VOLTA REGION, GHANA

PATIENCE ADESI

MASTER OF PHILOSOPHY

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DECLARATION

Candidate's Declaration

I, Patience Adesi, hereby declare that this thesis, with the exception of quotations and references contained in published works which have all been identified and duly acknowledged, is entirely my own original work, and it has not been submitted, either in part or whole, for another degree elsewhere.

Signature: …………………….............

Date: …………………………….………

Supervisors' Declaration

I hereby declare that the preparation and presentation of this thesis was supervised in accordance with the guidelines for supervision of thesis as laid down by the University of Education, Winneba.

Name of Supervisor: Prof. Vincent Adzahlie-Mensah

Signature: …………………….………….............

Date: ………….……….…………………………..

DEDICATION

To my family

ACKNOWLEDGEMENTS

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GLOSSARY

BBC: British Broadcasting Corporations

CCTV: Closed Circuit Television

GDP: Gross Domestic Product

GTA: Ghana Tourism Authority

GTC: Ghana Tourist Corporation

GTCB: Ghana Tourist Control Board

GTDC: Ghana Tourist Development Corporation

ILO: International Labour Organisation

PANFEST: Pan African Cultural Festival

SHC: State Hotels Corporation

SHTC: State Hotel and Tourist Corporation

UNWTO: United Nation's World Tourism Organisation

USA: United States of America

US: United States

WHO: World Health Organisation

WTO: World Tourism Organisation

ABSTRACT

This work explored the security issues at the Wli waterfalls using the perspectives of the tourists. It explored the security issues that may threaten the safety of tourists at the waterfalls. The research was conducted using a qualitative approach. The purposive and convenience sampling techniques were employed to select the sample 13 participants for the study. The data was collected using interview guide and observation protocol and data collected was analysed thematically. The results showed that there were security arrangements at the Wli waterfalls. These include social security, the visitor information centre, observation of Covid-19 protocols, guide books and tour guides. However, it was also revealed that there were security issues at the Wli waterfalls. They include unprofessional conducts among some tour guides, lack of first aid and other health facilities, inadequate security personnel, poor route to the waterfalls and environmental security issues. Based on the outcome of the study, it was recommended that there should be the provision of security personnel and clear directional signs, expansion and regular maintenance of paths, the expansion and regular maintenance of foot bridges, extension of lighting system to the waterfalls, regular training for the tour guides and the provision of first aid or medic station.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Tourism has become a global industry that involves millions of people in international and domestic travel each year (Mason, 2003). As asserted by Mason (2003), tourism is an industry that involves both indigenes and foreigners that travel daily to visit places of interest either within their places of origin or beyond their borders, and even sometimes outside their continent. The tourism industry has been seen as an activity coupled with danger. Recorded history has indicated that about 100 years ago, travel was a difficult task coupled with discomfort, very costly and of frequent dangers (Tarlow, 2014). The tourism industry has been known to be affected by natural and man-made disasters including unfavourable weather conditions, robbers, pirates and kidnappers as well as incidence such as crime, terrorism, earthquakes, diseases, transportation accidents among others. (Faulkner, 2001; Hough, 2004; Kurez & Prevolsek, 2015).

Security concept in the study of tourism is an evolving phenomenon which keeps growing in response to different environments. Security can be understood as the absence of a threatening factor (Ghaderi, Saboori & Khoshkam, 2017). Tourism and security are generally described as a whole concept that tackles growing rates of crises and disorder existing in the tourism industry. It encompasses risk management processes, mechanisms as well as systems that deal with the prevalence of crime in the tourism industry. Tourism security is viewed as the foundation and goal of the tourism industry for its sustainable growth. It is linked to the safety and progressive development of the tourism industry. It has become crucial that terrorism and other

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similar crimes emerge as a point of agenda in discussions that are geared towards tightening security at tourist destinations around the world. In fact, global cooperation and tourism dynamism which are intended to bring on board new trends of demand in the industry is necessary in projecting the significance of security issues and concerns across destinations locally and globally (Niemisalo, 2013). Security is seen as one of the most important aspects of tourism that has a great influence on the demand dynamics of a particular tourist destination. Security at tourist destinations can make or unmake a tourist site for several reasons. Tourists' safety awareness as well as self-protection ensure security in tourism and promotes growth and sustainable development in the tourism industry (Tarlow, 2014).

Ghana is one nation that has rich tourism potential due to its history with the slave trade, colonialism and its status as the first country, south of the Sahara to attain independence. Imbeah and Bujdoso (2018) indicate that, Ghana's tourism industry includes the fascinating diversity of natural, cultural and historical resources that exist across all its regions. Examples of these attractive sites include forts and castles, traditional architecture, protected parks and game reserves in Ghana, and the diversity of resources that they contain and the cultural traditions within the country. Ghana is also noted across the world for the friendliness and welcoming nature of its citizens, as well as portraying a positive attitude towards tourists (Boakye, 2012). Ghana hosts the Pan African Cultural Festival (PANAFEST), and has recently hosted a homecoming by declaring the year of return which enabled many black people who are associated with the history of slavery in the United Kingdom and the United States to visit the country. These events coupled with Ghana's self-positioning as the gateway to West Africa makes tourism security an important matter to discuss. However, the tourism industry continues to play second fiddle to other sectors of the Ghanaian economy. Whereas

there is much investment from the policy level including the establishment of the Ministry of tourism, reports indicate that the industry continues to suffer.

Despite the efforts by stakeholders in the tourism industry to strengthen security, tourists still fall victims of crimes indiscriminately (Boakye, 2012). In recent times tourists fall victims of terrorist attacks, murder, tsunami, flooding, robbery and kidnapping, among others. Tourists also are likely to be faced with cholera, tuberculosis, malaria and yellow fever, among others, of which they either become victims or transmitters of the disease (Nuemayer, 2011).

1.2 Statement of the Problem

The state of the tourism industry has been a subject of much attention, globally, in recent times. Much attention was given to the industry, especially following the 9/11 (September, 11th) bombing on World Trade Centre in New York in 2001, and some parts of Africa: a mass shooting at a tourist resort at Port El Kantaoui, in Tunisia, June, 2015; 3 tourists stabbed at Bella Vista Hotel in Hurghada in Egypt in January, 2016 (Imbeah & Bujdoso, 2018). In Ghana, following unforeseen incidents against tourists at tourist destinations and the death of people at tourist destinations such as the tree falling on students at the Kintampo waterfalls which killed about 20 students in the Bono East Region, formerly Brong Ahafo Region and the death of students at the Apam beach in the Central Region in 2017 and 2021, respectively (Graphic Online, 2017; 2021). The breakdown of the Bunso Arboretum canopy walkway that injured about 20 children in the Eastern Region (Citifm, 2015), and other accidents at various tourist destinations. In addition, there has been a rise in security issues such as crimes, diseases and terror attacks that are targeted, especially at tourists. Researches have shown that tourism has been affected by disasters such as earthquakes, flood and terrorism, and

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incidents such as robbery, murder, kidnapping among others yet, the tourism industry has strived Security may be the sole most important determinants of attraction to a tourist destination (Boakye, 2012). Security concept in the study of tourism is an evolving phenomenon which keeps growing in response to different environments. Security can be understood as the absence of a threatening factor (Ghaderi et al, 2017). Tourism and security are generally described as a whole concept that tackles growing rates of crises and disorder existing in the tourism industry. Tourism security is viewed as the foundation and goal of the tourism industry for sustainable growth of the tourism industry.

Tourism safety is linked to the safety and progressive development of the tourism industry. It is of importance that the security and safety of the various tourist sites are checked and the proper arrangements are put in place. Every moment of reported crime incident at a tourist destination results in pronounced changes in the flows to and from such destinations (Boakye 2012). The strong correlation is as a result of modern communication mechanisms which is capable of disseminating such information quickly to other potential tourists, thus providing an opportunity for tourists to assess the extent of attacks, disputes and other security issues and possibly rescind or amend their travel decisions. For this reason, most tourist destinations make the effort to allow themselves to be seen as haven, for tourist comfortability and safety so as to increase their chances of patronage (Boakye, 2012).

Increasing patronage of tourism tend to influence safety of tourist destinations as well as the safety of tourists. Boakye (2012) asserts that appealing destinations which tend to score high on their patronage is closely associated with the influx of crime and terrorism, a situation which hinders the progress of risk management at these

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destinations. The long run effect is a drop-in trust for the reputation of once appealing tourist destination. The created dent in the image of tourist destinations around the world as a result of incidence of crimes leads to huge economic losses (Boakye, 2010).

Various studies have drawn attention on safety and security issues in the tourism industry in Ghana (Boakye, 2010; 2012, Poku, 2016; Senya, 2017, Imbeah, 2017, Imbeah & Bujdoso, 2018; Preko, 2021). These studies provide inferences on tourists' suitability as crime targets, safety and security of tourists at the Kakum National Park, safety and security concerns at the beach, tourists' perception of the role of safety in tourism in the Central Region and tourist safety and security in the central Region. Yet, they did not provide direct bearing on the security issues at the Wli waterfalls.

In terms of researches carried out on tourism at the Wli waterfalls (Owusu, 2008; Kyei-Mensah, 2018; Kumi, Kumah, Afetorgbor & Apeamenyo, 2018; Afenyo-Agbe, 2020), these researches focus on perception of local people on ecotourism and biodiversity, local participation in tourism development, entrepreneurship and impacts of climate change but did not directly focus on the security issues that may exist at the Wli waterfalls. This research therefore, aims to bridge the gap and examine safety and security of the Wli waterfalls.

1.3 Purpose of the Study

The purpose of the study was to examine the security issues at the Wli Waterfalls.

1.4 Objectives of the Study

The objectives of the study were to:

1. examine the security arrangements at the Wli waterfalls.

2. analyse the security issues at the Wli waterfalls

3. explore tourists' perspectives on the ways to address the security issues at the Wli waterfalls

1.5 Research Questions

The following research questions guided the study:

1. How are the security arrangements at the Wli waterfalls?

2. Which specific security issues are evident at the Wli waterfalls?

3. What are the tourists' perspectives on the ways to address the security issues at the Wli waterfalls?

1.6 Significance of the Study

The study would provide valuable insights and data that can be used by academics, researchers, and students in tourism management, hospitality, security studies, and related disciplines to further explore and understand the dynamics of security concerns in tourist destinations. Thus, understanding the security measures and vulnerabilities at Wli Waterfalls can offer valuable lessons to academics, tourism planners, and policymakers. Therefore, findings of this research will help identify best practices and strategies for enhancing security in other tourist attractions within Ghana and beyond.

This research will also provide a basis for developing academic discourse among policy makers and stakeholders, including the Ministry of Tourism and the Ghana Tourism Authority, that address the importance of security in sustainable tourism development. In some instances, academic research can sometimes be detached from practical issues

faced by communities and businesses. However, this research directly addresses real-world security threat issues that exist at Wli waterfalls in the Volta region of Ghana. By pointing out the actual security atmosphere at the site, it bridges the gap between theory and practice, making the research more relevant to policy makers in developing solutions that are applicable to real-life situations.

Furthermore, by identifying and providing remedies to the safety and security issues, the study would help the community understand the potential negative impact of security incidents on their livelihoods and local businesses. This awareness will encourage the community to actively participate in and support safety and security enhancement measures to safeguard the tourists and their economic interests.

For the country at large, Ghana has been actively promoting tourism as a key economic sector. Therefore, understanding the security issues at a prominent tourist site like Wli waterfalls would inform national tourism strategy, helping authorities to identify potential vulnerabilities in other tourist destinations. In effect, the research findings would guide the development of comprehensive security guidelines that protect both tourists and local communities in Ghana. By proactively addressing security concerns at Wli waterfalls, Ghana can demonstrate its commitment to providing a safe and enjoyable experience for tourists, that is, a positive reputation for safety and security can attract more visitors and contribute to the growth of the tourism industry.

1.7 Delimitation of the Study

The study primarily focused on security at the Wli waterfalls which is located in the Agumatsa wildlife sanctuary in the Wli area. The study was basically delimited to data collected from tourists at the Wli waterfalls. Therefore, the results are not intended to be attributed to tourism security elsewhere. However, the findings of the study are

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comprehensive enough to be the foundation of arguments and discussions about tourism safety and security across Ghana.

1.8 Limitations of the Study

The challenge faced while undertaking this study was the unwillingness of the participants to provide adequate information with the perception that the research will not provide any positive result. The data for this research was gathered from a population of interest representing a section of tourists and tour officials at the Wli waterfalls and Wli community members. It captured at one point in time, tourists that had been exposed to tourism safety and security issues at the Wli waterfalls. Therefore, the results are limited to the views of the participants who were visiting the Wli waterfalls at the time of the research.

This study was conducted during the covid-19 period, due to that, accessing the participants was a bit cumbersome. This was because few people were visiting the Wli waterfalls. This resulted in the small number of participants included in the data collection.

This research was conducted with a smaller number of participants and did not include the views of the community members and tour officials on the security issues facing the Wli waterfalls community as tourist destination. Again, security issues were not looked at from the Wli community. Therefore, detailed research should be been carried out to include an expansive number of both local and international tourists as well as the views of the local people and traditional leaders of the Wli community.

1.9 Definition of Terms

Tourism: Tourism involves the interaction between individuals (tourists) and destinations or sites, resulting in a series of interdependent relationships that shape and define the tourism experience.

Tourist: A tourist refers to an individual who engages in the act of travelling to and staying in locations outside the home environment for a limited period of time. A tourist is, thus, a person whose movement is particularly motivated by various purposes, including, but not limited to leisure, recreation, business, cultural exploration, and social interactions.

Security: Security is a comprehensive set of practices, policies, measures, and strategies devised to prevent, mitigate, and respond to diverse challenges; spanning physical, social, political, economic, and technological dimensions. At its core, security reflects the pursuit of stability, resilience, and peace, in order to foster an environment conducive to the well-being and flourishing of individuals and the society at large.

Tourism security: Tourism security is the protection of visitors, destinations, and the overall tourism experience from various potential hazards, including criminal activities, terrorist acts, natural disasters, health crises, and socio-political disruptions.

Security Issue: Security issue denotes a state of vulnerability or exposure to adverse events, acts, or conditions that may disrupt stability, security or well-being of the individual.

Destination: Destination is any location characterised by a wide range of attractions, facilities, amenities, and services that are specifically designed to cater to the diverse needs, preferences, and motivations of tourists.

Social Security: Social security is any arrangement by communities or authorities designed to ensure a degree of societal solidarity and provide safety and security as well as promote the welfare and well-being of visitors and citizens within a given locality.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter presents a review of related literature on tourism security and security issues. This is aimed at acquiring supporting theories and empirical evidence for the study. Thus, the chapter reveals definitions as well as concepts on tourism, security, and security issues that have significant bearings on the study.

2.1 Theoretical Framework

2.1.1 Optimism-Pessimism Theory

De Jonge, Van Trip, Van deer Lans, Renes and Frewer (2008) are the proponents of the Optimism-Pessimism Theory. The authors of this theory contend that various variables affect a customers' attitude of security associated with a service or product. The idealism and pessimism framework are central to this theory. According to the theory, optimism for a given product corresponds to the degree to which a user considers a product or service as being less perilous and feels more comfortable about consuming it. Pessimism, on the other hand, denotes the degree in which a user considers a product or service to be unsafe and thus sceptical of its utilisation. The two ends of the spectrum (idealism and pessimism) are not consensually distinct in the context that users can be both idealistic and pessimistic around a product or service at the same time. In the context of this research, the concept clearly shows that visitors can be idealistic once they deem the Wli waterfalls to be safe, whereas pessimists deem the location to be unsafe. As a consequence, this emerges when visitors perceive the Wli waterfalls and their surroundings to be dangerous or less dangerous as a result of various impacting

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factors including their own characteristics as well as the condition of security and protection mechanisms at the location. However, depending on specific factors, a tourist could both be idealistic and pessimistic regarding their security and protection at the Wli waterfalls. For example, tourists might still perceive a sense of comfort if the provided security and protection standards do not completely meet their security requirements.

2.1.2 The Protection Motivation Theory

Rogers (1983) developed the Protection Motivation Theory (PMT) to help people comprehend the idea of emotional appeals. Thus, according to Poku (2016), the framework emphasises a security risk review process and an emotion regulation appraisal process in which behavioural strategies to reduce the danger are measured. The assessment of the security risk and the valuation of the coping responses eventually result in an individual's motivation to undertake adaptive mechanisms (i.e., security motivation). The theory indicates four elements that influence somebody's desire to provide security for themselves, namely; (1) presumed magnitude of a looming incident (such as a snake attack); (2) supposed likelihood of event happening, or vulnerability (for instance, perceived susceptibility of the person to a snake attack); (3) potency of the suggested precautionary behaviour (presumed response effectiveness): Response effectiveness pertains to the person's expectation that following guidelines does provide security by eliminating the danger; and (4) perceived self-efficacy, or self-assurance over one's capacity to engage in the suggested precautionary behaviour. The theory in the study provides a framework for understanding how individuals assess security risks, regulate emotions, and implement adaptive mechanisms to reduce perceived security issues that may exist at Wli waterfalls.

2.2 The Concept of Tourism

Tourism is derived from the English word *travel* which was derived from the French word for work, *travail*, which in turn was derived from the Latin word, *trepalium* which means an instrument of torture (Pizam & Mansfeld, 2006; Tarlow, 2014). Literature shows that some centuries ago, it was difficult for people to travel because travelling was dangerous, expensive and uncomfortable and was only patronised by the rich and powerful, and those who had the time and money to afford long distance sea or air travel (Tarlow, 2014).

In the early years of human history, travelling was laborious and hectic. This was mostly as a result of unfavourable weather conditions, yet, adding more pains to theses travellers' woes were the frequent actions of robbers, kidnappers and pirates who were into stealing of goods and persons. The few lodgings available were extremely uncomfortable and cold and privacy was rarely provided (Tarlow, 2014). Tourism has now become a global industry that involves millions of people in international and domestic travel each year (Mason 2003).

Mason maintains that tourism is one of the industries that involve both foreigners and non-foreigners that travel daily to visit places of interest, either within their places of origin or beyond their borders, and even sometimes, outside their continent. The World Tourism Organisation (WTO, 2012) estimated that there were about 698 million international travelers in 2001 (this amounts to approximately 10% of the world's population).

Research shows that there is no agreement on the definition of the term, "tourism", as different scholars have given different definition for it. For instance, the Oxford Dictionary of Current English (2006) defines tourism as the business of organising and

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operating holidays and visits to places of interest. Matthieson and Wall (1882) specify that tourism encompasses the temporary movement of people to destinations outside their normal places of work and residence, the activities undertaken during the stay in those destinations, and the facilities created to cater for their needs. The World Tourism Organisation (WTO, 2020) states that, tourism is the activities of a person travelling outside his or her usual environment for less than a specified period of time, whose main purpose of travel is other than for exercise of an activity remunerated from the place visited. Mason (2003) explains that, tourism is a study of man away from his usual habitat, of the industry which responds to his needs and the impacts that both he and the industry have for the host socio-cultural, economic and physical environments.

Tourism is also seen as the act and process of spending time away from one's permanent location in pursuit of leisure-related benefits such as recreation, relaxation, and pleasure, while making use of the commercial provision of services (Encyclopaedia Britannica Inc., 2020). According to the OECD (2020), tourism is a complex system of human activities encompassing the movement of people to different geographical locations outside their usual place of residence for various purposes, such as leisure, recreation, business, among others. In a similar context, the WTO (2020) defines tourism as the activities of individuals traveling to and dwelling in locations beyond their habitual surroundings for a duration of up to one year or more, for purposes such as leisure, business, and other motivations.

Although there is no universally accepted definition of tourism, it can be seen from the above definitions that, there is a mention of the individual leaving the resident environment and travelling to a temporary new destination outside the normal home for a specific period for leisure, business and other purposes. Also, understanding the scope

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of tourism enables one to get a good picture of what tourism is about. It is clear that the major continuing problems that created the lack of a specific definition of tourism is that, the studies into tourism are normally differentiated by philosophical approach, methodological orientation or the intent of the studies. However, there are still some important key factors that identify the tourist and or tourism. For example, Prosser (1998) cited in Mason (2003) mentions that the important part of any definition of either tourists or tourism are movement, non-permanent stay, activities and experiences during the travel and stay, resources and facilities required and impacts resulting from the travel and stay.

 It is noticed that over the past years, travelling has become more affordable and less difficult (Mason, 2003). Those who travelled openly admitted that pleasure was one of the motivations that compelled them to do so. It is obvious that the type of people that travel in the name of tourism in the 21st century are not necessarily the wealthy, powerful and soldiers, but persons that want to relax and take some time off work, and also have the means of paying for the required services as tourists.

Occasionally, individuals tend to have desires for travelling from one place to another so as to quench certain needs such as social, emotional and physical. In effect, travelling is seen as one defining characteristic in tourism, even though tourism is much more than a mere travelling experience (Pirjevec, 2002). However, for the purpose of this study, tourism involves the interaction between tourists and destinations or sites, resulting in a series of interdependent relationships that shape and define the tourism experience. Thus, the fundamental essence of tourism is a dynamic process that revolves around the interaction between tourists and the destinations they visit. It emphasises that tourism is not merely about the physical movement of people from one

place to another, but rather complex exchanges between tourists and the places they visit. This interaction leads to a series of interdependent relationships, wherein the tourists' preferences, expectations, and experiences are shaped by what the destination offers and vice versa.

The means through which the tourists travel is through several ways such as by road, air, sea and foot. The means by foot is very popular in developed countries such as the USA which takes the form of hiking, camping and skiing, among others. In a broader sense, tourism overlaps with certain activities, interests and processes, which include, for instance, pilgrimage. Therefore, tourism has such categories as business, sports, educational, religious and medical tourism. (Encyclopaedia Britannica Inc., 2020).

How the world perceives tourism in recent years has transformed from a mere pleasure-seeking endeavour to a more economic activity. Today, tourism is seen as one of the key sources of income and economic activity across the globe (Boakye, 2010). It generates employment, foreign exchange earnings, and enhances infrastructural development, especially places of tourist destinations. Tourism also carries the potential in addressing socio-economic issues through sustainable tourism development (Christie, 2013). It basically encompasses the activities that are carried out by tourists or visitors, such as lodging in a hotel, ordering for a meal, and being at destinations or sites. This means that transport companies as well as hotels and restaurants, and laundry agencies that deliver distinct services to tourists are all included as far as the tourism industry is concerned (Pirjevec, 2002).

The tourism industry over recent decades has also emerged as one of the quickest growing industries that employ a large number of people, globally. For instance, Blanke and Chiesa (2013) report that the number of workers employed in the tourism industry

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tends to double to over one billion by the end of 2010. It is considered a labour-intensive industry that employs a considerate proportion of seasonal workers and has a great tendency of employees with relatively lower qualifications (Pirjevec, 2002). According to the World Tourism Organisation (UNWTO, 2012), tourism contributes 12 percent of the world's Gross National Product. Today it has become more of an economic activity which is, generally governed by demand and supply theories. In this regard, it is viewed as a consumable product that is driven by demand and supply dynamics traded through numerous retail channels.

2.3 Forms of Tourism

According to literature, there are two main forms of tourism, and they are domestic and international. Domestic tourism involves the movement of people from one place to another within the same country, whereas international tourism involves the movement of people from one country to another. These two forms of tourism can further be classified as inbound or outbound. Tourism is considered inbound when tourists travel to a destination outside their home residence, but within the same region or country, whereas it is considered outbound if tourists travel to a destination outside their home country or region. Deducing from the above, several forms of tourism may be identified, some of which include cultural, religious, ethnic, recreational or leisure, historical, eco, adventure and entrepreneurial tourism (Aniapam, 2016).

2.4 Tourist Destinations

According to the World Bank's Africa tourism report (2013), a destination or sites refers to a specific geographic location, site or a place that attracts and accommodates tourists. It encompasses various destinations such as cities, towns, regions, natural landscapes, historical sites, cultural heritage sites, beaches and recreational areas,

among others, that are appealing to travellers. Destinations are the focal points of tourist activities and experiences; drawing visitors from their usual places of residence to explore and engage with the unique features and offerings they provide.

In this regard, a destination or site is seen as any location characterised by a wide range of attractions, facilities, amenities, and services that are specifically designed to cater for the diverse needs, preferences, and motivations of tourists. Destinations may evolve over time, responding to changes in tourist demands, market trends, and external factors. In effect, the growth and development of destinations or sites are influenced not only by the attractions and services they offer, but also by the overall location experience, accessibility, safety, and hospitality extended to tourists.

A tourist destination is a broader and unified space, that builds its tourist uniqueness on the idea of growing attractions which, due to the services they provide, alongside with additional tourist infrastructure, represent areas suitable for intensive tourist get-togethers. The choice of destination is based on one of the several reasons, which influences the selection one environment or a geographical area, at any time, in which tourists hopes are expected to be satisfied in the best way (Pirjevec, 2002). Images of a destination are very important attributes of a tourist destination. Tourists often imagine the attributes of a destination image such as safety and security, cleanliness, natural attractions, cost of living, landscape, economic and social development, among others, which in diverse ways influence their choice and decision to patronise a particular tourist destination.

According to Rajesh (2013), attributes can be grouped into natural resources and the natural environment, leisure and recreation, political, social and economic factors. Within the natural environment, Rajesh classifies attributes into cleanliness, beauty and

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attractiveness of scenery. Under political factors, attributes such as security and safety, political stability and crime rates are identified.

2.5 Motivations for Travel

Occasionally, individuals tend to have desires of travelling from one place to another so as to quench certain needs such as social, emotional, and physical. In effect, travelling is seen as one defining characteristic in tourism even though tourism is much more than a mere travelling experience (Pirjevec, 2002).

There are mainly two variables that drive the force within which the individual travels. These are the origin-destination relationship and the motivation for travels (Mason, 2003). The origin-destination variable categorised tourism into; international, internal and domestic tourism. International tourism denotes overseas visitors to a tourist destination. This is when a person travels within a continent or outside the native continent. This can also be termed as foreign travels. Internal tourism depicts nationals travelling within a region in a country. Domestic tourism is related to individuals travelling within the same country.

Deducing from the above, several forms of tourism may be identified, some of which include cultural, religious, ethnic, recreational or leisure, historical, eco-tourism, as well as adventure and entrepreneurial tourism. The second variable which is motivational factors include the need to escape one's environment, leisure and relaxation, play, strengthening family bonds, prestige, social interaction, health, and educational opportunities, among others. It is important to note that motivation for travelling may involve multiple reasons (Mason, 2003).

2.6 Destination Attractiveness

Marachat (2003) defines destination attractiveness as a tourist's attitudes, thoughts, emotions, views or perspectives of certain destination qualities or aspects that determine a tourist's choice about which specific location to visit. Macharat (2003) argues that, the ultimate or global appeal is as a result of a tourist's emotive assessments of the location and ascribed judgments. Thus, attractiveness refers to the characteristics of a tourism site that, by their unique characteristics, entice or drive people to visit.

Destination attractiveness is an integrated assessment of the qualities that render a certain location interesting to travellers as a destination of choice. The absence of security issues is particularly notable among the factors that may increase a destination's attractiveness to tourists. In other words, destination attractiveness refers to the total peculiarity of a location in terms of security, attractions, amenities, reception, and services, ease of access, visitors' attitudes and destination image, and holiday cost/price to customers, with the capacity to attract people (Ariya et al., 2017).

Tourist destinations are the ultimate stop, which is typically the location that is the farthest away from the individual's original location or rather, the specific location in which the person intends to enjoy the significant portion of his or her time (Vengesayi, Mavondo, & Reisinger, 2009). A tourist destination contrasts from other locations that tourists visit, and it also has a variety of appealing elements that satisfy tourists expectations and desires. Attractiveness is typically described in terms of the qualities or facets of a given location (Ariya, Wishitemi & Sitati, 2017). As a result, it is possible for one to say that, if a destination is to be deemed a tourism attraction, it needs to possess functionalities that are intriguing and appealing to potential visitors. Thus,

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destination attractiveness is an influence that inspires tourists, basically due to the cumulative scenery prevailing in a specific location at a given moment.

Furthermore, it may be argued that destination attractiveness constitutes a tourist's interpretation of the location's capacity to meet his or her desires and provide intrinsic rewards. In this regard, several tourist destinations are undergoing active and intense changes so as to revamp its attractiveness (Kim & Perdue 2011). This is due to the tourism industry's overall accelerated growth and development, globally.

Other factors also contribute to a destination's attractiveness, including man-made and natural features, activities and events, and infrastructure that stimulates the appetite of tourists to patronise such places (Ariya et al, 2017). There are two key factors that contribute to a tourism destination's attractiveness to visitors. These are primary and secondary resources (Morachat, 2003). Primary resources typically exist in such natural state as climatic conditions, ecosystem, cultural heritage, traditional architecture and landscapes. Secondary resources, on the other hand, are service-oriented characteristics that foster and enrich the vacation journey and guests' enjoyment. These include assets such as lodging and transportation, food, better internet connectivity, reception and services, events and fun activities, and other amenities (An, Markowski, Bartos, Rzenca & Namiecinski, 2019).

The primary characteristics of a site comprise the most significant components that contribute to its attraction, yet secondary characteristics are equally essential by the tourism industry in complementing its entire attractiveness. Tourism products that contribute to destination attractiveness can be broadly grouped into five major components namely, ecological influences, social aspects, cultural contexts, leisure and shopping amenities, and infrastructure (Morachat, 2003).

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These components can be further classified as natural glamour and climate, socio-economic and cultural qualities, sporting events, entertainment, education services, commerce and marketing services, infrastructure, price levels, attitudes toward tourists, and accessibility, all of which are required to increase a tourist destination's attractiveness (Vengesayi, 2010). Morachat (2003) deduces from the numerous discourses on destination attractiveness as a conventional categorisation of features that contribute to the attractiveness of a place by noting that the overall tourist services can be classified into six major components and they are security, site attractions, amenities, reception and services, ease of access, visitors' attitudes and destination image, and holiday cost/price to customers. These components are elaborated below:

2.6.1 Destination Security

Security is one of the important factors that tourists consider when choosing a particular tourist destination. In order for a destination to be attractive to tourists, it must first provide a secured environment. Due to the new environment that tourists find themselves, they may be exposed to security issues which may threaten their well-being. It is deemed necessary of the destinations to design and implement prevention policies that may tackle these issues and provide a secured tourism experience to tourists (Nuemayer, 2011). Security is discussed in detail in section 2.8.

2.7.2 Site Attractions

The attractions of tourist sites are the core constituents that exert the greatest impression and affect visitors' purchasing decisions (Krešić, and Prebežac, 2011). Natural wealth, man-made resorts, and friendliness are among them. Land, terrain, vegetation and wildlife, climate, waters, and other natural elements of the destination and its natural resources are examples of natural resource components. A most important destination

elements for many sites are terrain and landscape characteristics such as highlands, ski hills, biodiversity, and water features such as lakes and waterfalls. They are incredibly useful tourist resources because, they are crucial to a destination's charm, and offer a framework for the creation and development of additional resources.

Tourist places also have man-made attractions (Vengesayi, 2010) which encompass both historical and contemporary practices, ideas, and social contexts. These are not only historical aspects, such as old and antique constructions and monuments, architectural and artistic buildings and relics, historical and cultural heritage sites, but also present culture, which reflects how residents from that territory and racial background reside, labour, and entertain (Das, Sharma, Mohapatra & Sarkar, 2007). Human-made attractions include parks and gardens, conference centres, ports, industry archaeology, golf resorts, specialised stores, amusement parks, theme retail areas, and special signature occasions. It can be argued that, even if a destination has the best attractions to tourists, its entire appeal can suffer if visitors are made to appear unwanted by the locals.

2.6.3 Amenities, Reception and Services

Though tourist destination amenities, reception and services are regarded secondary or supporting products rather than tourism in general and of themselves, they are critical since they allow tourists to remain, experience and indulge in the tourist attractions themselves. Tourist destinations' amenities and services comprise both physical and superstructure components (Ariya et al., 2017). This category also includes infrastructure and everything from accessibility to the destination, such as canals, ports, highways, railways, parking lots, and airports, to basic organisational capabilities such as energy and water supply, sewage and waste management, and telecommunications

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services (Hindley, & Marmion, 2019). A destination's deficiency of technology and amenities are also apparent elements of established and underdeveloped tour packages that can influence travellers' vacation experiences.

Accommodation facilities also classified as superstructure include hotels, hostels, lodges, restaurants, tourist villages, residences, campgrounds, theme parks, farmlands and serviced apartments. Restaurants, pubs and eateries, ranging from fast food to fine dining are also covered (Das, Sharma, Mohapatra, & Sarkar, 2007). Services and reception are very important tourism resources. Other functional areas that make the experience smoother, more impactful, and more appealing to visitors include music, shopping, and recreational opportunities, financial products, health care facilities, tourism security services, library services, travel companies, printing, insurance and laundry, Internet connectivity, general merchandise and retail trade (Das et al., 2007). As a result, amenities and services play an important supplementary role in the total tourism package. Therefore, this research examined the amenities including the reception centre and services such as those provided by tour guides at the Wli waterfalls.

2.6.4 Ease of Accessibility

In tourism, accessibility refers to how reachable a particular destination is. It includes the road infrastructure as well as the time and effort to travel to that destination. Accessibility refers to the interaction between commercial and public transportation modes (Yen, Chen & Ho, 2021). It is an integral component of the tourism industry that transports visitors from supplying areas to tourist destinations. It also includes transportation within and between selected places (Biswas, Omar & Rashid-Radha, 2020).

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These modes of transportation encompass aviation, naval and road. The convenience of entry to any location is considered to be an important attribute that travellers examine before making their final purchasing decision, just as the attractions, amenities and services attract visitors (Vengesayi, 2010). Moreover, the geographical proximity of the target location, which influences the amount of time needed to get there, the cost of travelling and the regularity of transportation, security concerns, and the sense of satisfaction, all have an impact on tourism flows and the kinds of items procured by tourists (Rebelo, Patuleia & Dias, 2022). This means that accessibility is a major issue in tourism, hence it is crucial to tourist site destination attractiveness.

2.6.5 Tourists' Attitudes and Destination Image

The sum of a person's thoughts, beliefs and emotions about a location is referred to as an image (Ariya et al., 2017). It is a subjective assessment of a location's comparative advantages, and if rates are comparable, it is frequently the deciding factor in a tourist's decision. The incentives and impressions of every tourist shape his or her desired tourism destination. Tourist image formation is critical since the attractiveness of tourist sites is primarily determined by the image concocted, which is influenced by both immediate or related interaction and external factors and influences (Pereira, Gupta & Hussain, 2019).

An image or a reputation offers the supplier a distinct identification, promising, reliability and dependability. In effect, it is often the case that consumers tend to purchase from somebody they recognise rather than a foreigner, and they choose to purchase premium brands instead of products without any recognisable packaging. Customers' perceptions and attitudes related to the products at tourist sites can have a significant impact on their purchasing preferences. As a result, photographs of tourist

sites are extremely effective forms of motivation in tourism and hospitality businesses (Biswas, Omar & Rashid-Radha, 2020).

2.6.6 Price to the Tourist

A holiday pricing is defined as the degree of customer compromise or the amount of wealth tourists are willing to give up in order to finance a specific holiday (Göral, 2016). As a result, the fee at which a thing is marketed establishes expectations about its grade and is tied to its worth. In the context of holiday economies, price is the totality of what it costs for transport, lodging and engagement in a specified collection of services and activities. Pricing is a marketing feature that can determine travellers' experiences and perceptions of a destination. Because most places provide a variety of price levels, prices in the tourism and hospitality business vary greatly. Tourists travelling thousands of kilometres and lodging in five-star hotels, for instance, pay considerably different prices at a place than backpackers living in smaller hostels.

Price also varies by seasons, activity and currency exchange rate, as well as travel distance, method of transportation, and facility and service selection. In terms of holiday trip perceived value, Morrison (1996) defines satisfaction as the cognitive assessment that customers make of the travel experience, whereby thoughts of real worth are generated from an individual cost/benefit evaluation. As Stevens (1992) proposes, perceived benefits emerge from an evaluation of the products and services acquired at the site.

2.7 The Concept of Security

Almost every kind of endeavour such as occupational, recreational, domestic or transportation engaged in by a person is subjected to issues, which nevertheless, can be prevented or managed. Security is a concept that has been given the utmost importance

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in every human activity. Security can be defined as the state or condition of being protected from risk, harm or inconvenient outcome (Imbeah & Bujdoso, 2018). Safety pertains to the establishment of an environment that fosters security, stability and calmness, thereby enabling individuals to lead fulfilling and productive lives. It encompasses a comprehensive array of measures and practices designed to offer security and ensure the physical, psychological, and emotional well-being of individuals (WTO, 2020).

In line with the above definition, security is defined as disaster management across various fields such as health, education, tourism, emergency preparedness, product standards, among others. Thus, by prioritising security considerations, societies endeavour to mitigate potential risks and vulnerabilities, promoting a culture of caution and responsibility to safeguard against accidents, injuries, and adverse events.

According to Tarlow (2014), security embodies a multifaceted and essential concept that pertains to the protection and safeguarding of individuals, assets, institutions, and societies against various forms of threats, issues, risks, and harm. It refers to any of various means or devices designed to guard persons and property against a broad range of hazards, including crime, theft, arson, espionage, sabotage, subversion and attack. In simple terms, security refers to protection against a person or thing that intends to cause harm.

Security is consequently seen as a comprehensive set of practices, policies, measures and strategies devised to prevent, mitigate, and respond to diverse challenges, spanning physical, social, political, economic, and technological dimensions. At its core, security reflects the pursuit of stability, resilience and peace, in order to foster an environment conducive to the well-being and flourishing of individuals and the society at large.

According to Kovari and Zimanyi (2011), security has undergone a significant reform, thus, from a more or less passive factor. It is now an active element of everyday life, an imperative to act in order to protect people and their belongings as well as all the achievements of the industry. Security in tourism encompasses a state of relative sanctuary from accidental injury or even death due to measures designed to guard tourists against accidents. In view of this, laws and regulations that encourage the maintenance of safety standards are highly regarded as crucial within the tourism industry. It is also viewed as the state of being free from danger, or more practically, the use of methods and devices that reduce, control, or prevent accidents. In another view, security involves the activities that seek either to minimise or eliminate hazardous conditions that have the tendency to subject tourists to danger. Hence, security is a fundamental condition of hosting tourists.

2.8 Tourism Security

Tourism security is seen as the protection of tourists from indeliberate incident and uncomfortable conditions in their activities at tourist destinations or sites. Security in the study of tourism is an evolving phenomenon which keeps growing in response to different environments. Just like how the term tourism suffers from a precise definition, tourism security suffers from the same impreciseness (Tarlow, 2014). Security means different things to different people and under different conditions. This is a result of what security is to different people and the scope within which it is applied (Imbeah & Budjoso, 2018). Tourism security refers to practices that address the identification, analysis, and management of risks, threats, issues and vulnerabilities inherent in the tourism industry. It encompasses a comprehensive range of measures, protocols, and strategies designed to safeguard the safety, well-being, and assets of tourists, local communities, and tourism infrastructure (World Economic Forum, 2013).

Tourism security is generally described as a whole concept that tackles growing rates of crises and disorder existing in the tourism industry. It encompasses a risk management processes, mechanisms as well as systems that deal with the prevalence of crime in the tourism industry. Tourism security is viewed as the foundation and goal of the tourism industry for sustainable growth of the tourism industry. (Ghaderi et al., 2017).

Tourism security in the study is understood as the absence of threatening issues in the tourism industry. It is conceptualised as the state or condition of being protected from harm, danger, threats or risks. It includes any arrangement or measure that ensures the well-being of individuals, particularly protecting them from physical harm and distress at tourist destinations. It is also understood as the protection of visitors, destinations, and the overall tourism experience from various potential hazards, including criminal activities, terrorist acts, natural disasters, health crises, and socio-political disruptions. It involves collaboration among multiple stakeholders, including governments, law enforcement agencies, tourism authorities, private sector entities, and local communities, with the aim of proactively preventing security threatening incidents and effectively responding to crises should they occur.

Tourism security is linked to the well-being of tourists and the progressive development of the tourism industry. The 9/11 (9ᵗʰ November) bombing which occurred in New York in 2001 is considered globally as one driving factor which has informed security concerns among policy makers, the tourism industry and governments, as far as the tourism industry is concerned. In effect, it has become crucial that terrorism and other similar crimes emerge as a point of agenda in discussions that are geared towards tightening security at tourist destinations around the world. In fact, global cooperation

and tourism dynamism which are intended to bring on board new trends of demand in the industry are necessary in projecting the significance of safety issues and concerns across destinations locally and globally (Niemisalo, 2013).

Security is seen as one of the most important aspects of tourism that have a great influence on the demand dynamics of a particular tourist destination. In recent years, constant tourism accidents in most of the tourist destinations have not only caused huge losses to the tourists, but have also seriously affected the tourism industry and stalled the long-standing development of tourism. Every moment of reported crime incident at a tourist destination results in pronounced changes in the flows to and from such a destination (Mawby, Tecau, Constantin, Chitu & Tescasiu, 2016). The strong correlation is as a result of modern communication mechanisms which are capable of disseminating such information quickly to other potential tourists, thus providing an opportunity for tourists to assess the extent of attacks, disputes and other security issues, and possibly rescind or amend their travel decisions. For this reason, most tourist destinations make the necessary efforts to allow themselves to be seen as haven, for tourist comfortability and safety, so as to increase their chances of patronage (Nuemayer, 2011). Increasing patronage of tourism tends to influence the safety of tourist destinations as well as the safety of tourists. Boakye (2012) asserts that appealing destinations which tends to score high on their patronage is closely associated with the influx of crime and terrorism, a situation which hinders the progress of risk management at these destinations. The long-run effect is a drop-in trust for the reputation of once appealing tourist destinations. The created dent in the image of tourist destinations around the world as a result of incidence of crimes leads to huge economic losses to the tourist destination, the community as well as the country.

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Succinctly, tourism security has much more to do with dealing with criminality in the tourism industry. It is, generally skewed towards fighting against persons and acts which intend to either generate parasitic results against the tourism industry or seek to victimise tourists for their unscrupulous benefits. Tourists' safety awareness as well as self-protection, which are indeed crucial measures for ensuring security in tourism are important to refining the general public, the tourism fraternity, management of tourism safety awareness, improved tourism security products and rescue assistance system to promote growth and sustainable development in the tourism industry. However, despite the efforts by stakeholders in the tourism industry to strengthen security, tourists still become victims of crimes indiscriminately (Boakye, 2012).

2.9 Tourism Security Issues

Tourism security issues are incidents that are regarded as dangers to security of tourists and have the tendency of undermining the progress of the tourism industry (Breda & Costa, 2006). They encompass a wide range of potential risks and hazards that can negatively impact the security and well-being of tourists and the tourism industry. These issues include terrorism, natural disasters (earthquakes, tsunamis, flooding and fire outbreaks, among others), political instability or civil unrest, crimes (theft, robbery, kidnapping, rape, murder, harassment and bodily harm, among others), health emergencies (pandemics or epidemics), transportation accidents and other forms of disruptions, incidents or issues that undermine the security and serenity of tourist destinations (Pizam & Mansfeld, 2006). Security issues at tourist destinations are becoming progressively prominent in recent years leading to injuries, loss of lives and economic losses.

The decrease in tourism patronage in some cities is as a result of the rise in civil war or conflicts, terrorism, natural and man-made, disasters, crime and accidents, among others, at tourist destinations. These are manifested in forms such as economic, physical or psychological attacks (Radovic & Arabska, 2016). If risk management practices are put in place at the various tourist destinations, it will not only reduce travel accidents and dangers to tourists but will tremendously improves tourist comfort at tourist destinations (Hall et al., 2004).

In some instances, tourism security issues also take such forms as too many people coming close to tourists, the unavailability of proper and efficient guiding services, business people forcing the tourists to purchase their products, unavailability of tourist -related services, too many people grabbing or touching tourists (Boakye, 2012). Siegel (2005) explains that security issues are also violation of societal rules which can harm persons or society. What can be threatened include traditional values, public opinions and the views of the people in social and political authority. Some major security issues are discussed in the subsequent topics.

2.9.1 Crimes

Crimes are, generally considered as one of the most rampant tourism security threats. It has been noted by Brunt, Mawby and Hmbly (2000) that the extent of economic as well as property-related crime incidents changes in accordance with the severity of tourism-related activities in a particular locality. In instances where there is a rise in the activities of tourism, crimes also tend to increase in both tourist destinations and other non-tourist locations as well.

Tourists tend to be vulnerable to crimes due to their behavioural patterns which are somewhat different from the residents of the particular tourist destination. These include their skin colour, language, unfamiliarity with the environment and carriage of large backpacks, among others which make them appear to be carrying valuables including large sums of money. These crimes include petty thefts such as pickpocketing and phone snatching as well as other serious crimes, including murders and abductions. There is also the fact that tourists are likely not to report crimes against them and press charges against perpetrators, unlike residents, hence the likelihood of the tourists falling victims to crimes is high and perpetrators tend to gain more by suffering less conviction (Pizam & Mansfeld, 2006; Brunt, Mawby & Hambly, 2000).

Tourists also have the tendency of behaving lawlessly in different environments that are not their homes (WTO,1996). These tourists are known by Brunt et al. (2000) as deviants. Their behaviour may be associated with cultural differences such that a behaviour which is prohibited at one location may be allowed at another. In an attempt to release stress in an environment away from their normal activities, tourists tend to build a sense of freedom that mostly results in lack of self-control and discipline. With this, they succumb to immoral acts such as prostitution, drug trafficking and drug abuse (WTO, 1996). These tourists either engage in such activities themselves or lure young and vulnerable people into such acts. In most cases, the absence of strict law implementation and some sort of respect for tourists tend to cushion such behaviour, and this becomes a catalyst for its increase as time goes on until it tarnishes the image of that particular tourist destination (Mulwa & Owiyo, 2018).

2.9.2 Terrorism

Another aspect of tourism security threat is terrorism. According to Waldron (2010), terrorism is a 'form of coercion'. The United Nations Security Council (2004) defines terrorism as criminal acts against civilians, committed with the intent to cause death or serious bodily injury, or taking of hostages, with the purpose to provoke a state of terror in the general public or in a group of persons or particular persons, intimidate a population or compel a government or an international organisation to do or to abstain from doing any act.

Mills, Freilich and Chermak (2015) see terrorism as an 'upward crime' that involves a perpetrator with a social sanding that is lower than that of the targeted group. Terrorism is mostly political in nature. As globalisation increases, tourist destinations become more prone to terrorism. This is as a result of the access terrorist have to advanced technologies. Mostly terrorists will target airports and national borders which directly or indirectly affect tourism.

In some cases, terrorists' targets may be tourist destinations or attractions that are located at places of national importance and or the chance of getting a large number of victims; (airports, major shopping malls, restaurants, places of mass gatherings, etc), thereby making tourists as well as nationals the target of terrorists' operations such as the 9/11 bombing in New York, 2001 and Bali bombings in October 2002 (Pizam & Mansfeld, 2006).

 Terrorists use means such as suicide bombing, improvised explosive devices, kidnapping and hostage taking, food contamination and nerve gas usage, among others to attack their targets. It has become obvious that terrorists will not target a mere person or destination but will carefully select their targets according to the importance of the

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person, destination, and or the economy. In this case, terrorists will try to destroy the image of such entity. Tourist destinations are, sometimes given attention to by the media, and terrorists seek media attention for publicity and coverage (Mills et al, 2015). Tourist sites have, therefore, become soft targets for terrorists. Terrorism has no boundaries, and can take place in both urban and rural environments and in nations considered peaceful and conflicts or war prone alike. The United States of America, Israel, Kenya and Peru, among others are some of the countries in which tourism industry suffers terrorism (Tarlow, 2014).

2.9.3 Political Unrest

Social or political unrest which takes the form of violent demonstrations, coup d'états, or civil wars will eventually lead to increased organised crimes, smuggling of weapons and wars, among others. This leads to the breakdown of the economy and insecurity. Political unrest is likely to affect the image of economies or countries involved. When this happens, there will also be a significant drop in tourism and travel in the affected county as most people or tourists will feel insecure though they may not be at risk (Pizam & Mansfeld, 2006).

The activities of Boko Haram in Nigeria brought insecurity in the country, making Nigeria to be considered unsafe, likewise the coup d'etat in Burkina Faso (BBC News, 2022). Other West African countries such as Mali, Cote D'Ivoire and Liberia have had their share of political and civil unrests and were considered at one point in time as insecure and unsafe, especially for tourism. The presence of political and social instability will end up in booking cancellations and amendments; (the transfer of bookings to other peaceful destinations) by the tourists. This affects both national and

international demand for tourism once the news gets to the media and can also affect nearby countries or places.

2.9.4 Environmental Issues

Environmental and health security issues have also been identified as one of the threats that tourists face in various destinations. A healthy natural environment should be of a key importance when it comes to the development of tourism and maintaining its attractive image. One can encounter unpleasant travel experience which is caused by a natural disaster of some kind or the spread of infectious diseases. Climate change has been identified as one of the causes of most natural disasters. For instance, the tree accident at the Kintampo waterfalls in 2017 (Graphic.com.gh), earthquakes, tsunami, hurricanes, landslides and flooding. For instance, the Cyclone Nargis in Myanmar in 2008, the Haiti earthquake in 2010, the Tohoku earthquake in Japan 2011, a tsunami caused by an earthquake hitting countries like Indonesia, Sri Lanka, India and Thailand in 2011, etc.
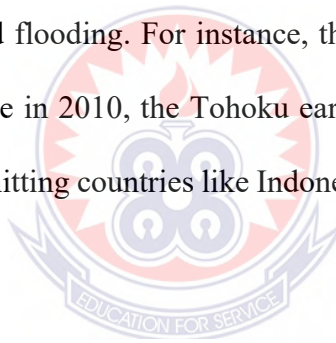
This resulted in the destruction of tourism infrastructure, high death rates, human displacement, and destruction of properties and damaged the image of the destination economy (Faulkner, 2001). When it comes to tourism security issues, the environmental ones are considered to be the most severe because they can occur without any warning, take any form, occur at any time, happen in any place and almost impossible to repair as they are uncontrollable and their impacts unlimited (Harrison, 2008).

2.9.5 Health Issues

Another security issue in tourism is its connections to health. Hindley and Marmion (2019) explained that, there is a well-established inter-relationship between travel, tourism and health. Health in this context is understood as a state of complete physical,

mental and social well-being and not merely the absence of disease or infirmity" (WHO, 2014). From this perspective, tourism is seen as contributing to perceived health and the well-being of tourists. The focus is on health reasons for travel and the sense of relaxation which contributes to well-being whenever one goes on tour (Adams, Snyder, Crooks, & Johnston, 2015). The argument is that tourism experiences can potentially improve certain health indicators such that tourism can play a role in fostering health and well-being (Coghlan, 2015; Lunt, Horsfall & Hanefeld, 2015).

People are more vulnerable to health hazards when they travel. These health hazards range from minor ailment due to food or water, infections through communicable and non-communicable diseases and the pollution of the environment, among others. As some of the health hazards may be fatal or others may ruin one's holiday (WTO, 1996). Hough (2004) asserts that infectious diseases also inflicted the heaviest threat to the human kind for centuries and still do so.

Some centuries ago, infectious diseases claimed more lives than any wars in the entire history of man. One of the most feared aspects of infectious diseases is that they defy both political and natural borders that spread faster than any other form of threat. Rittichainuwat and Chakraborty (2009), and Kurez and Prevolsek (2015), are of the view that, it is the borderless nature of tourism that helps viruses and other vectors to be transported from one place to another; the movement of people across borders involves the potential for spread of diseases. Some decades ago, tourism was faced with the spread of infectious diseases such as pig foot, mouth disease, mad cow disease, severe acute respiratory syndrome and bird flu, amid others.

In recent times, tourists are likely to be faced with cholera, insect bites, allergies, food poisoning, tuberculosis, malaria and yellow fever, among others, of which they either

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become victims or transmitters of the diseases (WTO, 1996). In 2019, the world was faced with another dreadful disease, the novel corona virus also known as Covid-19. This virus brought in its trail, various complications leading to the uncountable loss of human lives, travel restrictions and restriction on mass gatherings among others. This has directly affected tourism as people could no longer travel to tourist destination (WHO, 2020).

Sanitation, hygiene and cleanliness are vital to the health of tourists and are basic requirements for favourable tourism destinations, regardless of the services that the destinations provide. Clean and hygienic destinations contribute to the general health condition of tourists and the destinations. The provision of washrooms and dustbins at sites where tourists mostly gather is of major importance. When human waste is discharged into the environment because of the lack of proper sewage system at tourist destinations, it may lead to contamination of the environment causing infections and diseases. This poses a potential threat to human health and the environment (WTO, 1996).

The absence of health or emergency services; public or private, and unavailability of information regarding such services might put tourists' health at risk at various destinations. Health services such as first aid or emergency unit should be provided at both entry and departure points of visitors to provide immediate response to health problems and to increase the feeling of security of the visitors. The provision of these services will provide immediate assistance when accidents do occur at tourist destinations. This helps to meet the health concerns of visitors (WTO, 1996). All in all, tourism has been seen as one of the causes of the spread of infectious diseases (Kurez & Prevolsek, 2015).

2.10 Security Threat Incidents at Tourist Sites in Ghana

The vulnerability of the tourism industry and subsequent incidents at various destinations in Ghana, has raised concerns about the safety and security of tourists at these destinations. Events that had negatively impacted on travel and tourism over the past decade have been issues of concern, for both tourism operators and tourists. Table 1 below exhibits some incidents in Ghana that support the above assertion.

Table 1: Some threat incidents at tourist destinations in Ghana

Date	Location	Incidents and Casualties	Sources
April 13, 2007	Wli waterfalls, Volta region	A boy died while swimming in the Wli waterfalls	Ghanaweb.com
July 1, 2015	Bunso, Eastern Region	The collapse of Bunso Arboretum canopy walkway; about 20 people sustained various degrees of injury.	Citifmonline.com
March 19, 2017	Kintampo, Bono Ahafo Region	Tree fell on students while swimming in the Kintampo waterfalls; about 18 students died.	Graphic.com.gh
August 9, 2017	Boti falls, Eastern Region	A man died in rescue of a drowning friend.	Starrfm.com.gh
March 8, 2021	Apam, Central Region	Apam beach drowning; about 20 school children died.	Graphic.com.gh

Source: A*ssorted news sources (2021)*

Table 1 presents a compilation of threat incidents that had occurred at tourist destinations in Ghana. Each incident raised concerns about the safety and security practices within the country's tourism sector. On April 13, 2007, a tragic event unfolded at the Wli waterfalls in the Volta Region, where a young boy lost his life while swimming. This incident underscored the need for improved safety measures and proper supervision at tourist attractions to prevent similar accidents in the future.

In addition, on July 1, 2015, at Bunso Arboretum in the Eastern Region, a serious accident occurred when the canopy walkway collapsed, leading to injuries sustained by approximately 20 visitors. This incident brought attention to the importance of regular maintenance and safety inspections of tourist infrastructure to ensure the safety and well-being of visitors. Similarly, on March 19, 2017, a devastating event took place at the Kintampo waterfalls in the Bono East Region, where a tree fell on a group of students who were swimming, resulting in the tragic death of about 18 students.

At Boti Falls in the Eastern Region on August 9, 2017, a man lost his life while attempting to rescue a drowning friend. This unfortunate event highlighted the necessity of providing proper safety training and guidelines for visitors at natural attractions to mitigate potential risks and ensure visitor safety. Furthermore, on March 8, 2021, at the Apam beach in the Central Region, approximately 20 school children got drowned, marking another distressing incident in Ghana's tourism industry. These incidents at various tourist destinations in Ghana serve as reminders of the paramount importance of safety measures and effective supervision.

The occurrence of threat incidents at tourist destinations in Ghana is likely to have significant implications for the image and patronage of the country's tourism products. One of the primary concerns is the perception of safety among potential tourists. Safety is a paramount factor when choosing a travel destination, and may create a negative perception of safety risks and a lack of adequate security measures at tourist sites in Ghana. As a result, potential tourists may become worried about visiting the country, leading to decreased patronage of tourism products.

2.11 Addressing Security Issues at Tourist Destinations

As a result of the rise in accidents at tourist sites, choosing a safe and a secure destination is vital when making plans to travel. The success or failure of a tourist destination depends on the how tourism operators provide a secured and serene environment for tourists, free from risks, threats and dangers. Tourism security issues or risks may be tackled before an incident occurs or after it has occurred. Either way, security issues are to be managed in order to avoid future occurrences (Mugizi, et al., 2020). This is an important idea in the recovery policies simply because it exhibits that planning plays a vital role in avoiding the collapse of destinations.

Tourist destinations that have taken proactive actions by preparing themselves for tourism crisis may bring on board their crisis-management plans and implement them as part of proactive risk-management policy. Clearly, the better a destination prepares, the more effective it will be to respond to security issues. Nonetheless, the effectiveness of the prevention, reduction or the management of these security issues will demand 'all hands-on deck' as it requires cooperation among the various stakeholders of tourism in the affected destinations and those that are in the generating markets (Aniapam, 2016). They include the government of the host nation, the local, district, municipal or metropolitan assemblies, vendors and sometimes, the tourists themselves.

2.11.1 Ways of Addressing Security Issues at Tourist Destinations

Below are some of the measures that can be put in place to address security issues at tourist destinations.

(i) The availability of risk related information to tourists and potential tourists: Tourists at destinations should be made aware of the risks present at destinations such as high-risk areas and mountainous scenic spots, deep part of waterfalls.

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Putting eye-catching signs at dangerous spots to warn tourists of dangers of climbing dangerous places or going to such places should also be employed. Brochures (guide books) should be made available at tourist destinations where available risks are indicated to warn tourist before patronising the site. In addition, the internet and social media can also be effectively used to disseminate information to the public on the available dangers and risks at tourist destinations. It should, however, be put in mind that making the public aware of such dangers is not to draw the tourists away but to improve the awareness of risk prevention and protect tourists' safety (Goodwin & Santilli, 2009).

(ii)   The presence of dedicated tourist police units: Tourism policing or patrolling security officers should be present at the various destinations (WTO,1996). This will make tourists feel safe. There should be video surveillance such as of CCTV installation at all important and vantage points of the tourist destination to help keep eyes on tourists and their activities so as to provide timely rescues in case a threat occurs (Christie et al., 2013).

(iii)   Public-private partnership in the provision of security: Hotel managers, restaurant owners, non-governmental organisations, District Assemblies, chiefs and opinion leaders among others, should come together in the provision of security at the various tourist destinations. This is because the decrease in the patronage of a particular tourist site will go a long way to affect not only the community where the site is located, but will also lead to a decrease in tourist lodging, purchase of food and wares. In the long run, this will directly or indirectly affect all the people that benefit from the local tourism (Christie et al., 2013).

(iv)   Educating local citizens and vendors on hospitality issues: Most tourists at some destinations feel insecure, owing to the fact that their privacy is invaded by beggars and vendors at tourist sites (Boakye, 2012). Hence, managers of these tourist sites should take some serious steps towards the maintenance of law and order at the sites. Vendors and natives around tourist sites should be educated to give the tourists some space around the sites, and avoid pursuing them to buy their wares or patronise their goods and services.

In addition, the people should be sensitised to refrain from touching the tourist as they beg them for money as this is also the time that most people engage in pick-pocketing and other minor crimes. In addition, the locals should be educated to eschew the habit of abusing tourists verbally in case their needs are not met by them or they could not patronise their services. The vendors as well as the locals should be made aware of the consequences that are likely to emerge in case tourists feel that they are not safe at a particular destination.
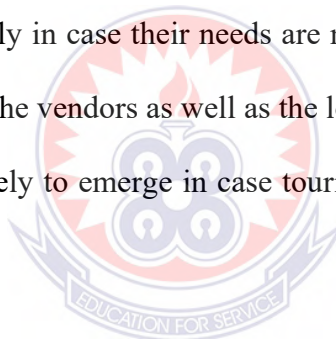
(v)   Creating and maintaining safe roads and provision of proper lighting system: Streetlights should be provided on the way to tourist destinations and also at various places at the tourist site. This is to make the environment clear and visible, especially at night when the tourists are likely to be attacked by armed robbers. Roads leading to tourist destinations should also be checked and constantly maintained. Potholes should be filled up, bushes should be cleared and trees found to pose danger should be cut down to provide a clear and serene travel experience to tourists (Pizam & Mansfeld, 2006).

(vi)   Partnership between the leaders of the local community and government: Tourism serves as revenue for both the local community and government. There

should, therefore, be a cordial relation between the two entities. As the local community strives to provide secured environment for tourists at the local level, the government should also assist in maintaining the safety of the tourists through the provision of security guarantees at tourist destinations to ensure that there is a continued provision of security (Pizam & Mansfeld, 2006).

Other measures as suggested by Pizam and Mansfeld (2006) to provide security at tourist sites include the following:

(i) Visibility of security measures;

(ii) Availability of rewards for information leading to arrests of offenders;

(iii) Training of tourism employees in security measures;

(iv) Designating crime against tourists a major criminal offence; and

(v) Maintaining a database of crimes against tourists.

2.12 Tourism Development in Ghana

Tourism in Ghana has a long history. According to Adu-Ampong (2018: 10) the period of 1957-1966 witnessed the first active involvement and investment of the state in the tourism sector when the state established the Ambassador Hotel in 1962, and later the State Hotel and Tourist Corporation (SHTC). The Ghana Tourist Corporation (GTC) and the State Hotels Corporation (SHC) in 1965 were major interventions that subsequently transmuted into the Ghana Tourist Control Board (GTCB) and the Ghana Tourist Development Corporation, (GTDC) (Imbeah & Bujdoso, 2018). Presently, tourism in Ghana is regulated by the Ghana Tourism Authority (GTA), established by Tourism Act, 2011 (Act 817). The main task of the GTA is to guarantee an enabling tourism environment through sustainable tourism development plans, including the provision of excellent tourism facilities and services accompanied with a well-

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qualified, highly motivated and dedicated work force to promote tourism as the key sector of the economy (Pwalia, 2016; MoTAC, 2011). A new 15-year National Tourism Development Plan (2013-2027) was again introduced in 2012, to see to the development of the sector over the next 15 years. Unlike the previous development strategies, the key mandate of the National Tourism Development Plan (2013-2027) is to place emphasis on establishing prospects that would enhance and promote the tourism industry in Ghana and also curb certain obstacles that tend to hinder its development. At the economic level, the basic aim of the plan is to uphold and push the industry in Ghana to become the third highest foreign exchange earner for the country (National Tourism Development Plan, 2013; GTA, 2020).

However, there are concerns that tourism cannot achieve its full potentials if messages are not relayed across the globe with the aim of assuring the public of security and safety at tourist destinations (Christie, 2013; Imbeah & Budjoso, 2018). The argument connects tourism and security, and it points to the fact that a successful tourism industry needs to give attention to security and a positive perception about the destination area (Dorkenoo, 2013). It suggests that tourism and security are unavoidably entwined as security tends to influence the whole atmosphere in which the tourism industry thrives (Mulwa & Owiyo, 2018). Thus, insecurity now becomes an issue of threat that are not only from military actions, but also from social issues such as environmental and climate change, international crime and terrorism, pandemics, bio-security and cultural dynamism, amidst others (Radovic & Arabska, 2016). Security has, therefore, emerged as one of the critical and central concerns of tourism growth and development (Hamarneh & Jerabek, 2018).

2.13 Tourism Attractions in Ghana

Ghana possesses great tourism potential in its natural, cultural and historical resources such as forts, castles, traditional architecture, waterfalls, parks and gardens, mountains and game reserves. These tourist resources are classified into ecological, cultural, historical and seashore tourist resources (Imbeah & Bujdoso, 2018). They are explained below:

2.13.1 Ecological Tourist Resources

Ghana's ecological tourist resources are made up of waterfalls, wildlife and vegetation. There are prominent waterfalls such as the Wli Falls in the Volta Region, the Kintampo Falls in the Bono East Region and the Boti Falls in the Eastern Region. The national parks: Kakum National Park in the Central Region and Mole National Park in the Savannah Region. Botanical gardens at Aburi and Bunso Arboretum both in the Eastern Region. Mountains such as Afadjato and Gemi both, in the Volta Region. There are monkey sanctuaries in Boabeng-Fiema in the Bono East Region and Tafi-Atome in the Volta Region. There is a crocodile pond at Paga in the Upper East Region. There are also coastal wetlands known as Ramsar sites which are wetland reserves provide habitat for indigenous and migratory water birds. Shai Hills Reserves in the Greater Accra Region. Zoos such as Kumasi and Accra zoos in the Ashanti and Greater Accra Regions respectively (Imbeah & Bujdoso, 2018).

2.13.2 Cultural Tourist Resources

The cultural resources comprise both tangible and intangible display of Ghana's culture. These include indigenous festivals, food and beverages, clothing, music and dance, folktales, the chieftaincy institution and handicrafts. Prominent among these are

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the Manhyia Palace Museum, where the popular Golden Stool and Komfo Anokye Sword are kept. Cultural resources are evenly distributed throughout Ghana because it is believed that every traditional town or area has, at least, one unique festival celebrated yearly. Traditional marriages and funerals are also active resources that bring citizens and foreigners together throughout the year. Again, the hospitality among the Ghanaian society has been a promoter of tourism in Ghana. It is observed that where hospitality exists, a tourist destination benefits because the destination is promoted among the visitors who experienced its hospitality (Imbeah & Bujdoso, 2018).

2.13.3 Historical Tourist Resources

Ghana's historical sites and monuments are derived from its pre-colonial, contacts with the Europeans, colonialism and slave trade history. There are forts and castles scattered along the coasts of Ghana: The Cape Coast and Elmina Castles, St. Jago and Amsterdam Forts all in the Central Region of Ghana. Fort Prinzenstein at Keta in the Volta Region. The Osu Castle also known as Christiansborg Castle in the Greater Accra Region built by the Danes, formerly the seat for the government of Ghana. There are other European forts found in the coastal towns. The Slave market towns of Salaga in the Northern Region and Assin Manso in the Central Region. The Kwame Nkrumah Memorial Park is an eye-catching museum which holds the history of the first president of Ghana, Dr. Kwame Nkrumah. These historical heritages pull onlookers and travellers from all over the world to Ghana (Imbeah & Bujdoso, 2018).

2.13.4 Seashore Tourist Resources

Ghana's beaches stretch along the coastal towns. The popular beaches include the Labadi Beach, La Palm Royal Beach, Bojo Beach, Krokrobite Beach, Coconut Groove Beach Resort, Busua Beach, Coco Beach all in the Greater Accra Region. The Central

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Region has the Elmina Beach and the Western Region, Ankobra Beach. These beaches provide and promote sun-sea-sand recreations and relaxation holidays throughout the year (Imbeah & Bujdoso, 2018).

2.14 Empirical Review

In the article by Owusu (2008), the author explored local people's perceptions of ecotourism and biodiversity conservation in three traditional areas surrounding the Mt. Afadjato and Agumatsa Range in Ghana. Using qualitative research methods, the study investigated whether the costs of conservation could be balanced with the potential benefits of the area's biodiversity. The findings revealed that local communities viewed ecotourism as an opportunity for area development rather than primarily as a conservation tool. However, the author emphasized that for local people to benefit more from conservation and ecotourism, they would need to be willing to bear some associated costs. To achieve this, the author recommended the adoption of a holistic conservation strategy for the entire Mt. Afadjato and Agumatsa Range, rather than a fragmented approach promoted by different traditional areas. Additionally, the Owusu (2008) stressed the importance of targeting ecotourism benefits to address poverty-related threats to biodiversity conservation, ensuring that local communities understand and directly benefit from the preservation of natural resources in the Afadjato-Agumatsa Conservation Area.

Boakye (2010) investigated the relationship between tourists' level of institutionalisation and their vulnerability to becoming targets of crime in Ghana, using the suitable 'targetship' conditionality of the Routine Activities Theory. The study utilised three travel behaviour predictor variables - accommodation preference, reliance on travel intermediaries, and travel party size, to assess the degree of

institutionalisation. Employing the binary logistic model and the chi-square test of independence, the author obtained a statistically-significant relationship between certain travel options and tourists' exposure to various crimes. By considering specific travel behaviours, the author suggested that the Routine Activities Theory can serve as a valuable framework for authorities in understanding the dynamics of crime and victimisation in the context of tourism. According the Boakye (2010), this can enhance safety measures and mitigate crime-related risks for tourists in Ghana, leading to improved visitor experiences and positively impacting the country's tourism sector.

Another study by Boakye (2012) investigated tourists' perspectives on safety and security in Ghana, recognising the significance of providing security to attract tourists and remain competitive in the industry. The author employed accidental sampling and questionnaire to gather data from tourists at various destinations in Ghana. Boakye (2012) revealed that tourists felt most unsafe at attraction sites, and interestingly, they did not solely associate security with the presence of uniformed personnel, but consider it in terms of space, order and professionalism. The author also highlighted variations in the fear of crime and vulnerability based on important socio-demographic factors, particularly age. The research underscored the importance of understanding tourists' views to enhance the overall tourism experience, recommending tailored strategies to improve safety at attraction sites and incorporate tourists' perspectives in security policies and practices. According to the author, such efforts could lead to increased visitor satisfaction and positively impact Ghana's tourism industry.

Radović and Arabska (2016) investigated the significance of security in the global tourism industry and its impact on a country's competitiveness and development in the context of the Republic of Serbia's prioritisation of tourism. The study aimed to address the issue of security concerns that hindered the growth of the tourism industry and

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identify the need for a holistic approach to provide an adequate security for tourists. The authors addressed security concerns that hindered the industry's growth, citing factors such as terrorist threats, crime rate, and unknown diseases. They further emphasised the need for a holistic approach to tackle security issues in tourism, and also stressed the importance of proper regulation in the industry. The authors identified a significant number of organisations in the tourism infrastructure operating at a loss due to security-related challenges, as exemplified by the decline in tourist visits to Phuket and New Orleans, following natural disasters. Radović and Arabska (2016) recommended that close cooperation between the tourism sector and local and national security services was essential to ensure an adequate security for tourists, ultimately promoting the industry's competitiveness and sustainable growth.

Mawby, Tecau, Constantin, Chitu and Tescasiu (2016) focused on the complex relationship between tourism and crime in the context of sustainable development in Brasov, Romania. Mawby et al. (2016) examined how criminal justice agencies and the tourism sector collaborated to ensure the security of both local residents and visitors. Utilising a mixed-methods approach, the authors analysed primary data gathered from tourists through questionnaires and interviews, along with secondary data such as crime statistics and the existing Sustainable Development Strategy for the area. The authors revealed that tourists faced security issues such as robberies and situational factors leading to anxiety and insecurity. Thus, according to Mawby et al. (2016), tourists emphasised the importance of access to essential services and amenities such as healthcare and money-changing facilities. The study underscored the significance of multi-agency collaboration and local resident involvement in effectively addressing these security challenges. The authors recommended improvements to the local Sustainable Development Strategy of Brasov to tackle the identified security issues and

ensure a safe and pleasant tourist experience, emphasising the importance of a collaborative and comprehensive approach.

Senya (2017) assessed safety awareness in the Ghanaian hospitality industry, specifically focusing on ten hotels in the Accra Metropolitan Area and the Ghana Tourist Authority's head office. Using a mixed-methods approach, the research explored the knowledge of both hotel management and employees regarding health and safety practices, as well as the existing rules and regulations implemented by hotels to protect their employees. Senya found that while hotel management was aware of the required health and safety standards, this information was not effectively disseminated to the employees, leaving them unaware of modern standards and national policies on hotel safety. However, employees demonstrated a sense of obligation to ensure healthy and safe workplaces. The author also revealed the presence of emergency exits, fire extinguishers and first aid boxes as strategies to handle emergencies such as fire outbreaks. To address challenges in enforcing health and safety standards due to political interference, the author recommended educating high-ranking politicians on the need to adhere to formalities. In addition, the Ghana Tourist Authority was advised by the author to organize mandatory sensitisation workshops for hotel employees to enhance their awareness of modern safety standards in the industry.

Imbeah and Bujdoso (2018) explored the significance of tourist safety and security in response to the increasing interest in tourism activities worldwide. Focusing on Ghana, the authors reviewed the country's tourism plans to assess the presence of tourist safety policies and tourism offices in various Municipal and Metropolitan District Assemblies (MMDAs). Furthermore, the researchers examined three selected tourist facilities in the Central Region of Ghana and reviewed responses from 550 tourists. Their findings highlighted a lack of tourist safety policies and tourism offices in most MMDAs,

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leading to weak governmental administrative linkages and neglect of tourist safety and security. The authors raised the crucial question of how safe and secure tourists and visitors were in these locations. As a recommendation, the authors suggested that the Ghana Tourism Authority (GTA) should lead a campaign to produce digital tourist safety and security documentaries for each facility. Such efforts would aid potential tourists in assessing the safety of destinations before travelling and contribute to enhancing their confidence in choosing Ghana as a travel destination, thus promoting sustainable tourism growth.

Owiyo and Mulwa (2018) explored the moderating role of safety and security in the relationship between destination competitiveness determinants (destination attractors, support resources, destination management) and destination competitiveness in Kenya's western tourist circuit. The study aimed at examining how safety and security factors influenced the overall competitiveness of the destination in comparison with other tourist circuits in Kenya. Using an explanatory research design, the study gathered data from 102 tourists, through convenience sampling. The authors revealed that safety and security had a positive moderation effect on the relationship between destination attractors and destination management, suggesting that effective safety measures influenced the destination's attractiveness and management. However, according to the authors, safety and security did not significantly affect the relationship between support resources and destination competitiveness, implying that other factors might be more influential in the availability and utilisation of support resources.

Kyei-Mensah (2018) examined the likely impacts of climate change on the availability (flow) of Wli Waterfalls, an ecotourism attraction that provides livelihood opportunities to many people of the Wli community. The study aimed to determine the potential effects of climate change (variability) on the waterfall's flow, its socio-economic

benefits to the local community, and explore the possibility of Wli Waterfalls as an adaptation activity for sustainable development. The author used monthly data records for climatic variables, specifically temperature and rainfall, obtained from the Ghana Meteorological Agency to analyse changes in rainfall distribution and temperature between 1970 – 1980 and 2000 – 2010. The findings suggested that these climate variations could affect the waterfall's flow, year-round ecotourism and livelihoods. To promote sustainable development, the author recommended local management of resources, capacity building for stakeholders, and regulating human activities around the waterfall to mitigate adverse effects and enhance adaptation strategies.

Kumi, Kumah, Afetorgbor and Apeamenyo (2018) investigated the extent of local people's participation in ecotourism in the Wli Traditional area. The study assessed the empowerment of locals by relevant authorities to engage in ecotourism activities and identify factors that hindered effective participation by the local community in the ecotourism business. Kumi et al. (2018) employed qualitative research methods, using interviews and surveys, to gather data on local people's participation in ecotourism in the Wli Traditional area. The authors assessed the role of the Hohoe Municipal Assembly in empowering and supporting local participation in ecotourism. The findings indicated that while there was overall support for ecotourism and related activities, many interviewees, including the paramount chief, expressed dissatisfaction with the barriers preventing effective local participation. The authors further criticised the Hohoe Municipal Assembly for not adequately empowering and supporting the community to engage in ecotourism. As a recommendation, the authors suggested conducting an economic impact assessment to understand better the relationship between local people's perceptions of economic benefits and costs associated with ecotourism and its actual impact on their standard of living.

Another study by Kumi, Kumah and Afetorgbor (2018) investigated the extent of local people's participation and benefits in ecotourism in the Wli Traditional area of Ghana. The study examined the level of involvement of the Wli community, specifically as they are a host to the Agumatsa Waterfall and its side attractions, and assessed the benefits they received from ecotourism activities. The authors employed the mixed-method approach to gather data on the extent of local people's participation and awareness of ecotourism values in their natural surroundings. The authors further examined the barriers that hindered effective participation by the local residents. The findings indicated that while the locals possessed a reasonable knowledge of the Agumatsa (Wli) Waterfall and its potential economic activities in ecotourism, they faced significant barriers that hindered their active involvement. According to the authors, the local residents were not actively engaged in the ecotourism business, resulting in limited benefits for the community. Kumi et al. (2018) recommended the importance of involving them at all stages of ecotourism planning, implementation, and evaluation to maximise the benefits to the people of the Wli Traditional area.

Afenyo-Agbe (2020) explored the role of tourism entrepreneurship in rural development, specifically focusing on Wli, a rural tourism destination in Ghana. The author utilised a case study approach and qualitative data collected from 27 individuals who were either tourism enterprise owners or employees in the community. The findings revealed that tourism entrepreneurship in Wli mainly centred on accommodation, food and beverage, souvenir and guiding services, allowing for the transfer of existing skills and knowledge. According to Afenyo-Agbe, while tourism showed potential in boosting entrepreneurial activities in rural areas, there were concerns regarding access to credit, institutional support, competition, low incomes, pension security, and the seasonality of demand. To address these issues, the author

recommended institutional recognition and support for tourism entrepreneurship in rural areas, tailored credit facilities, skill enhancement programmes, and the establishment of trade-related networks for knowledge sharing among rural entrepreneurs.

The OECD (2020) highlighted the uncertainties faced by the tourism sector due to the Covid-19 pandemic and the significant decrease in international tourism in 2020. The article showcased the efforts made by governments and countries to revive and re-activate the tourism sector while protecting jobs and businesses, and to prepare for a more resilient post-Covid-19 tourism economy. According to the OECD (2020), international tourism was expected to decrease by about 80 percent in 2020 due to the Covid-19 pandemic. The paper also highlighted the importance of domestic tourism in partially offsetting the impact and the impressive immediate actions taken by governments to support the sector. The paper revealed that many countries are developing measures which include supporting the sustainable recovery of tourism, promoting the adoption of digital technologies, transitioning to a greener tourism system, and rethinking the approach to tourism for the future, in order to build a more resilient post-Covid-19 tourism economy.

Preko (2021) explored the constructs of tourism-migration, safety, and security experience and their importance in building thriving tourism. The delved into the perspectives of migrant visitors regarding safety and security concerns at selected beaches. The research utilised the Theory of Optimism-Pessimism and surveyed 347 migrant visitors at selected beaches in Accra, Ghana. The author analysed the association between socio-demographic characteristics (marital status, age categories, education, nationality, and gender) and safety and security concerns among the migrant visitors. The findings revealed a significant correlation between socio-demographic

factors such as marital status, age, education, and nationality with safety and security concerns, while no significant association was found for gender. Preko demonstrated that migrant visitors held an optimistic view of the safety and security at Ghana's beach destinations.

2.15 Summary

From the literature review, it emerged that the tourism industry has suffered from security issues almost throughout history. However, the past decades registered the worst forms of security issues against tourists. Tourism security issues take forms such as crime- related incidents; petty theft, robbery, murder, rape, kidnapping, harassment, bodily harm, terrorism which takes the form of international and cross-border terrorism usually in the form of bombing and mass shooting, wars such as trans-border wars or cross-border wars, civil wars, civil wars or political unrest which mostly take the form of Coup d'état, violent demonstrations, protests and riots, and environmental security issues which include natural disasters such as earthquakes, landslides, flooding, fire outbreaks, spread of infectious diseases, among others. The literature also highlighted some measures that can be put in place to address the security issues. These included but not limited to availability of risk related information to tourists and potential tourists, public-private cooperation in security provisions, the presence of dedicated tourist police units, partnership between the leaders of the local community and governments, creating and maintaining safe roads and provision of proper lightening system, among others. The study utilized the Optimism-Pessimism and the Protection Motivation Theories to link safety and security to tourism and how the individual adapts mechanisms to mitigate a perceived danger at the Wli waterfalls were explained. The chapter brought to light the tourism attractions Ghana possesses and the security threat incidents that occurred at some tourist sites in Ghana. The efforts by the various

governments and institutions to develop tourism in Ghana were also highlighted. The
chapter ended with empirical review on studies done on tourism across Ghana.

CHAPTER THREE

METHODOLOGY

3.0 Introduction

This chapter presents the methodology that was employed for the study. It describes the research approach, the design, population, sample and sampling techniques as well as the methods that were used to collect data, the instrument of data collection and the analysis of the data that was collected. It also explains the sample size and sampling techniques, the instruments for the data collection, the data collection process and data analysis used in conducting the study.

3.1 Research Philosophy

The study adopted the social constructivist paradigm, which places considerable emphasis on the subjectivity of knowledge. Within this framework, it is assumed that individuals, in their quest to comprehend the world around them, develop subjective interpretations about objects and phenomena through their social interactions (Andrews, 2012; Burr, 2003). As Creswell (2008) expounds, these interpretations are diverse and multifaceted, prompting researchers to seek understanding of various perspectives rather than restricting meanings to limited categories or concepts. In line with this paradigm, the research prioritised the viewpoints of study participants concerning the phenomenon under investigation and the specific study context (Creswell, 2008). Qualitative research designs align with this philosophical approach, as they centre on exploring participants' perceptions, experiences, and sense-making processes in their lives (Fraenkel, Wallen & Hyun, 2010).

The social constructivist paradigm holds significant relevance to this study due to several key factors. Firstly, it acknowledges that knowledge about security issues is

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subjective and shaped by individuals' social interactions and experiences. This recognition is crucial in understanding the diverse perspectives of stakeholders, including tourists, local communities, and authorities, regarding safety and security concerns at the Wli waterfalls. Additionally, the social constructivist paradigm emphasises the importance of context, encouraging the study to explore the specific social, cultural, and political dynamics of the region that influence security perceptions.

By prioritising participant views and experiences, the researcher gained insights directly from those involved in the tourism environment, contributing to a more comprehensive understanding of the complexity and dynamism of the security issues. Ultimately, the philosophical underpinnings of the social constructivist paradigm served as a valuable framework, guiding the attainment of the study's objectives. In effect, it allowed for thorough and context-specific recommendations, enabling policymakers and stakeholders to implement targeted and effective interventions that enhance security and preserve the attractiveness of Wli Waterfalls as a tourist destination (Bury, 1986).

3.2 Research Approach

This study was explorative, and therefore employed qualitative approach. According to Creswell (2007), qualitative research is a means for exploring and understanding the meaning individuals and groups ascribe to social or human problem. Bruce (2001) explains that qualitative research appropriately seeks answers to questions by probing various social settings and the individual who inhabit these settings. Qualitative research, is then, concerned about how humans organise themselves and their settings and how residents of these settings make sense of their surroundings through symbols, rituals, social structures and social roles. Also, qualitative research approach allows the

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researcher to share in the understanding and insights of others and to discover how people assemble and give meaning to their daily lives. In addition, qualitative research approach is desirable when little research has been done on a particular phenomenon. Such an approach provides room for exploration and is useful when the topic has never been addressed with a certain sample or group of people (Creswell, 2009). Research approaches in the view of Creswell (2014), are plans and the procedures for research that span the steps from broad assumptions to detailed methods of data collection, analysis, and interpretation. These plans and procedures are the necessary tools needed to effectively help understand the problem being studied.

The decision involves carefully selected philosophical assumptions, approaches to use, designs suitable for the study and the specific research methods of data collection, analysis and interpretation (Creswell, 2014). Denzin and Lincoln (2005) argue that qualitative approach stress the socially constructed nature of reality, the intimate relationship between the researcher and what is studied, and the situational constraints that shape the inquiry.

The qualitative approach was adopted for the study because it allows the researcher to collect and analyse in-depth data within the context of the phenomenon being studied. Again, the approach allows the researcher to investigate the phenomenon and interpret events in terms of the meanings that people assign them.

Qualitative research is favourable when little is known about the concept or phenomenon that is under study. Qualitative research allows the researcher to explore to know more about the phenomenon (Creswell, 2007).

3.3 Research Design

The study adopted the case study design which reflects the perspective of the participants involved in the phenomenon. It aimed to understand the phenomenon in-depth, in its natural environment. The case study design was used because it was the aim of the study to understand in-depth the current state of security issues at the Wli waterfalls.

Research design, according to Creswell (2014), is the plan or proposal to conduct research. It involves the intersection of philosophy, strategies of inquiry and specific methods. Case studies are strategies of inquiry in which the researcher explores in depth a program, event, activity, process/ or one or more individuals. Cases are bounded by time and activity, and researchers collect detailed information using a variety of data collection procedures over a sustained period of time (Creswell, 2007). The value of case study approach is that it deals directly with the individual case in its actual context by getting as close to the subject as they possibly can (Yin, 2016). According to Bruce (2001), the case study method is defined and understood in various ways. Some sources define the case study design as an attempt to systematically investigate an event or a set of related events with the specific aim of describing and explaining this phenomenon.

To Bell (2008), a case study research design is appropriate for studies that require in-depth information about a phenomenon within a limited period where a large-scale survey may not produce the true results. As such the case study design was appropriate for this study. The case study design was appropriate for the study because it helped to explore the security issues at the Wli waterfalls and how security arrangements affect the patronage of Wli waterfalls

3.4 The Study Area

The research area was the Wli, waterfalls located in the Hohoe Municipality of the Volta Region, Ghana. This particular Municipality shares its bounderies with the Kpando Municipality to the southwest, Afadjato South District to the southeast, Biakoye District to the northeast, Jasikan District to the north, and the Republic of Togo to the east. The Wli community stands as one of the noteworthy communities situated along the Ghana-Togo border, with an immigration post. Its geographical proximity to Togo renders it a pivotal hub for cross-border trade and transitions. Consequently, the community serves as a crucial point for facilitating regional economic interactions. In terms of distance, Wli is approximately 213 kilometres away from Accra, the national capital, while its proximity to Ho, the regional capital, is approximately 78 kilometres. Geographically, it is situated between latitudes 6°94'N and 7°20'N and longitudes 0°20'E and 0°35'E, firmly establishing its precise location on the map.
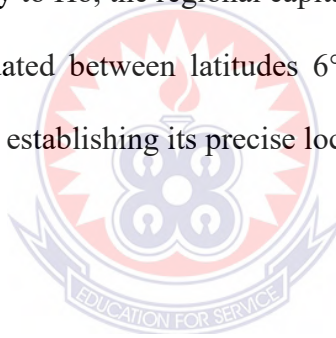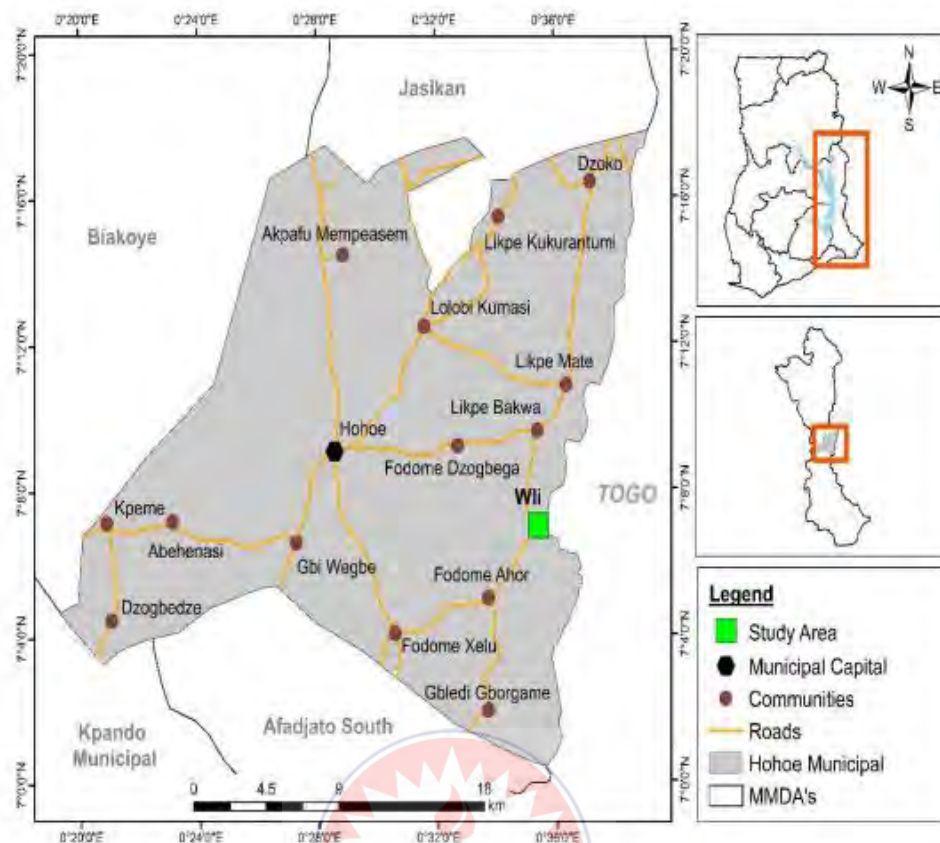
Figure 1: Map of Study Area

Source: Afenyo (2018)

The study area lies within the ecological transition between the forest and savannah landscapes, offering a rich array of natural resources conducive to tourism development. Towards the northeast of the study area stretches the Akwapim Togo range, which extends further to Western Nigeria. This mountainous range boasts the highest elevation in the nation and encompasses noteworthy landmarks such as Mt. Afadja, standing at an impressive height of 880.3 meters above sea level, as well as the magnificent Wli waterfalls, the tallest waterfall in West Africa with a height of approximately 80 meters. The terrain of the area is characterized by gentle undulations, contributing to the overall scenic beauty and potential for tourism activities (GSS, 2014).

3.5 Population

The target population for the study constituted tourists that visited the Wli waterfalls, tour officials and members of the Wli community. Population can be referred to as a group of people or individuals which possess the same characteristics in whom the researcher is interested (Kusi, 2012). Research population resembles a cluster of items within a specific inquiry, and researchers find it difficult to include the entire population in the study due to constraints such as time and resources.

3.6 Sample and Sampling Technique

A research sampling plan refers to the design that is used to specifically choose sources for a research data (Tracy, 2013). The idea of using sample is to make interpretations about some larger population from a smaller one which is the sample Bruce (2001). The sample of the population is chosen based on the fact that it is representative of the population. The size of a sample creates an important element in empirical research. This characteristic of a research draws the attention of readers because it is that which offers validation of the true representativeness or otherwise of the research results. Hence, the results of a study can only be considered substantial if the sample taken from the population is capable of revealing a true nature of the entire population. The most common challenge in the composition of research samples, however, is the decision on "what" should be considered as the true and valid representation with large populations. Thus, the researcher must ensure that the size so proposed or adopted is capable of generating a result that would fairly satisfy or represent the true nature of the population.

The sample size adopted for this study was 13. The data collection stopped when saturation point was reached and this justifies the adoption of the 13-sample size. The

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composition of this size included 4 foreign tourists, 5 local tourists, 2 officials from the local tourist department in the district and 2 community members of Wli community. These participants were selected purposively in order to provide important information that could not be obtained from other sources. The knowledge participants possessed on the topic necessitated their inclusion in the collection of the data (Bruce, 2001; Patton 2002; Yin, 2016). This sampling technique requires the researcher to deliberately select participants or sites that will suit the purpose of the research and aid the researcher to fully understand the research problem (Creswell, 2014). The purposive sampling method was used to select the tourists of varied backgrounds, including foreigners and locals to participate in the study at the Wli waterfalls.

The convenience sampling technique was to identify 13 participants who were readily available or accessible for the data collection. Using the convenient sampling technique provided the opportunity for different people to be included in the study. For instance, it allowed both foreign and local tourists to be included in the study. In as much as a greater number of participants are of interests, the convenience sampling technique emphasised the willingness and readiness of participants to present themselves for the study. Palinkas et al. (2015) also add that both techniques allow researchers to appreciate the significance of availability as well as readiness to partake in the study on the part of participants, as well as the ability to disseminate experiences and views in a systematic, expressive and insightful manner. Saunders (2012), assert that, convenience sampling makes use of data gathered from respondents of a population who are handily ready and willing to partake in the study at hand (Yin, 2009). These respondents are readily selected mainly due to the ease in reaching them especially at the time of the study. The motive was to acquire an in-depth knowledge about security issues and how they may be addressed. In as much as a greater number of partakers are of interest, the

convenient sampling technique emphasis on the willingness and readiness of partakers to present themselves for the study. Table 2 presents the characteristics and sample size of the participants involved in the data collection.

Table 2: Sample Size Determinant Table

Nationality	Male	Female	Sample Size
Foreign Tourists	2	2	4
Ghanaians Tourists	2	3	5
Tour Officials	1	1	2
Community Members	1	1	2
Total	**6**	**7**	**13**

Source: Field Data (2021)

Table 2 describes the sample size of the participants used for the study. The participants were tourists who had visited the site for recreation, education and other purposes, members of the Wli community and tour officials. One important consideration for the selection of participants was their exposure to the Wli the waterfalls. Exposure was measured in terms of several factors. For example, community members, the first criterion was the number of years the participants had lived in the community. In order to understand one's exposure or experience with the Wli community and the waterfalls, it was important to explore the years the participant lived within the Wli community. This was intended to know the level of the participants' acquaintance with the Wli waterfalls, and to help ascertain their knowledge of security concerns at the Wli waterfalls. The community members selected for the research had lived in the community for more than 10 years, while the tourist officials had lived in the community for, at least, 5 years. A second criterion mainly applied to tourists was the number of times they had visited the Wli waterfalls. Among the tourists involved in the research, the minimum number of times each had visited Wli waterfalls was 2 times.

This was to ensure that each had some substantial familiarity with the community and had adequate knowledge of the safety and security issues that persisted at the Wli waterfalls.

3.7 Instruments for Data Collection

 Methods of data collection should be carefully selected based on their ability to address the purpose of the research and to answer research questions. This has to be done in accordance with the philosophical view because not all methods of data collection will be apt for a particular philosophy (Leavy, 2017). With this point in mind, the researcher used interview guide and observation protocol to collect the data, but the main research instrument deployed for data collection for this study was interview guide.

Interviews involve an interaction between the interviewer and a participant also known as the interviewee. Tracy (2013) agrees that interviews may provide access to information that is left out of formal documents or omitted from histories which may reflect power holders' point of view. That is, interviews may access information on past events, rare occasions, disasters, celebrations, or buried emotions. Interviews are also very important for strengthening and complicating data. This is because interviews provide occasions for the researcher to confirm, reject, defend, verify or expand observations and hearsay. Interviews take forms such as structured, semi-structured and unstructured interviews, also identified by Yin (2016) as qualitative interviews. For the purpose of this study, the researcher adopted the qualitative interviews (unstructured). Qualitative interview guides are designed as in-depth questions with the aim of exploring into detail tourists' views on the state of security at the Wli waterfalls. With this type of interview, there is no scripted relationship between the researcher and the participants as opposed to the structured interviews. Again, there are no complete lists

of specific questions that will be verbalised to the participants, questions will be posed based on the context of the interview.

Also, the qualitative interviews provide the opportunity for the participant to also query the researcher about some topic (Yin, 2016). Interviewing no matter, the form can be categorised into two main types, either person -to- person or group or collective interviewing. Johnson and Turner (2003), describe some of the strengths of interviews, as a data collection instrument as an effective way of measuring attitudes and other contents of interest. They further point out that interviewing allows probing by the interviewer, provide in-depth information, and serves as a good revealing medium, guarantees a relatively high response rate and also a critical medium for enquiry and verification. Good interview questions should be neutral rather than leading or implying answers which made the researcher to choose open-ended questions over close-ended questions.

Open-ended questions which are suitable for this study will result in more detailed and useful data than close-ended questions that can be answered with a yes or no. Interviews can be structured with specific wording and order or conducted more like informal conversations, with room for flexibility or exploration. However, Lapan et al (2011), cautions that in either case the researcher's goal is to use the best approach to achieve the purpose of the case study. The order of the questions asked as well as the specific wording can also have an impact on the results. Notwithstanding the limitations, the enormous advantages provided by interviews as stated are appropriate for it to be chosen for this study. Hence, an interview guide was used for this study and was designed to allow for exploration of participants' experiences and the researcher adopted the person-to-person interviewing.

The researcher also used observation protocol as a supporting method of data collection. An observation guide helped the researcher to consider what exactly to observe, when and for how long. Observations are categorised into participatory and non-participatory observations. Participation observations require the researcher to engage in the activities of the participants in order to record observations while non-participatory observations do not require the researcher to engage in the activities of the participants. However, both methods require the research to be conducted in the natural setting of the participants (Creswell, 2014; Leavy, 2017). Hence, the observation for this study was done based on the non-participatory style. In using the observational guide, it is required of the researcher to observe critically and describe details about the environment and social setting. The researcher gathered field during the data collection. In doing so, the researcher made notes about the physical environment, behavioural patterns of participants in the setting, actions and gestures and what the researcher thought some gestures meant. Pictures were also taken to provide pictorial evidence. The use of multiple methods of data collections ensure validity and better understanding of the data collected. Better understanding can be achieved by triangulating a set of results with another set of results and hence enlightening the validity of interpretations (Azorin & Cameron, 2010). According to Jick (1979) determining the strengths of one method counterbalances the weakness of another. Niglas (2004), agrees to this claim and goes on to explain that the use of several distinct methods in analysing a phenomenon of interest tend to convey a joint validation of the situation and therefore elated confidence in the authentication of findings. To ensure validity of the information being collected, for example, the researcher corroborated what was said through interviews with observations. When the two sources agree, the evidence is said to be

valid. As far as the purpose of the study is concerned, using multiple methods of data collection ensured validity of the data.

3.8 Data Collection Procedure

In conducting a study, researchers are cautioned to seek permission from the appropriate authority at research sites before conducting their research. Some researches may not need special permission, especially at some public places before they are conducted, such as the ones along the street, however, the researcher may need to identify himself or herself. Unlike public, private settings require permission before a research is conducted. (Yin, 2016).

It is important to gain access to research sites by seeking approval of the recognised authority which some authors refer to as gatekeepers. Thus, individuals at the research site who provide access to the site and allow or permit the research to be done (Creswell, 2014). In line with this, an introductory letter was obtained from the Head, Department of Social Studies Education, University of Education, Winneba, and a copy of the letter was sent to the head of affairs of the Wli waterfalls. Approval was given afterwards and participants for the study were sorted out. After properly introducing myself and explaining the purpose of my research to the participants, the researcher went through all the appropriate procedures and methods of conducting the research. This is explained in the preceding chapters. Explanations and clarity were given where and when necessary, and the collection of the data was carried out. The participants were assured of confidentiality and anonymity. The data was collected from tourists that visited the Wli waterfalls. The data collection process commenced with the development of data collection instruments. the instruments comprise interviews, both open-ended and semi-structured questions as well as observation protocols.

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The interview began by first, briefing the participants about the purpose of the study and the interview. Participants were also made aware of the use of a sound recorder, and their consent was sought for their voice to be recorded. Probing questions were asked by the researcher as well for clarity on some answers provided and statements made by the participants. After exhausting the questions and getting much information, the researcher brought the interview session to a close. The researcher thanked the participants for their participation in the interview.

In addition to the interviews, a non-participant observation was also employed and this allowed the researcher to make observations of the conditions at the waterfalls. The researcher recorded her observations in a field note book, using the observation checklist, and pictures were taken where necessary to support some findings.

3.9 Data Analysis Methods

The data gathered from primary sources were analysed thematically. They were subjected to critical contextual analysis based on both the major and minor themes developed from the interview sessions. The recordings from the interviews were transcribed and presented according to the thematic areas that were generated from the data. Later, a thematic analysis was employed, and the major and minor themes developed from the data were discussed. The thematic analysis was drawn from the themes presented in the research questions. The findings from the interviews and the observations made were then presented. The data presentation and analysis were done manually. First of all, hand coding was used to assign codes to emerging themes from the data to be able to group them into major and minor themes.

The first phase of the data analysis was to organise and prepare the data. The researcher began by organising and transcribing the audio tape recordings from the interview data.

The transcription involved listening to the tape repeatedly to be acquainted with the audio and carefully writing down statements of the participants. The data was arranged and sorted into types, depending on the interview questions. In the second phase, there was repetition of reading of the data. This provided the researcher the opportunity to reflect on the meaning of the information. The aim of this activity was to determine themes using my analytical judgment. The themes were later developed based on the research questions. As mentioned earlier, the coding process began before the themes were identified. The coding process led to the identification of themes which were later turned into the major themes found in the study. These themes represented perspectives of the participants and quotations that were attached pseudonym were used to provide supportive evidence to the description (Creswell, 2014).

3.10 Ethics and Positionality

Ethics and positionality are key aspects of every research. An ethical consideration is a necessary tool that ensures that there is respect for participants, and the research is carried out with great sensitivity. Positionality on the other hand ensures clarity about one's values and attachments to the research issue. Thus, both ethics and positionality in research ensure that biases are avoided in a particular study. In view of this, serious steps were taken to ensure that ethical standards were observed throughout the research process. In terms of ethics, the purpose underlying the study was communicated to the participants, and they were offered the opportunity to ask questions in cases of doubt. Willingness to participate in the study was paramount, and hence respondents were not forced under any circumstance to participate in the study. The rights of the participants, in terms of their freedom to withdraw before or during their participation were clearly explained to them. At the interview stage, every single interview was solely carried out

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by the researcher and each respondent conveyed verbal consent on the issues at hand. This was done to ensure confidentiality and anonymity of each participant.

On the issue of positionality, the researcher has been a tourist at different domestic tourist destinations on many occasions. This experience guided her in selecting participants for the study since the researcher knew some of the issues the tourists might be exposed to. However, at the time of the research process, the researcher was not a tourist but an observer. Thus, her stance in the research process at the time was an outsider. The researcher was an outsider in the sense that, though the researcher was present at the Wli waterfalls, she did not engage in activities that the tourists partook in at the time of the research. One significant point to note is that, the researcher could assess the attitude of some tourists at the Wli waterfalls because she had been in their position before. However, after explaining the purpose of the research and providing an assurance of confidentiality and anonymity, participants' confidence was gained and the researcher was able to gather the data from the tourists. There was no biasness that affected the findings of the study since the participants were totally unknown and unrelated in every way to the researcher.

3.11 Summary

This chapter described the methodology that was followed to conduct the research. This included a brief description of the philosophy underpinning the study, the study approach and the profile of the study area. It further defined the research design, population, sample size and sampling techniques, instruments as well as the procedure used to collect the data, and the data analysis procedure. It finally concluded with ethical issues and the position of the researcher regarding the study.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.0 Introduction

This chapter focuses on the presentation and discussion of the results from the data analysis. The purpose of the study was to analyse the security issues at the Wli waterfalls. A total of 13 participants, including tour officials, members of the community and tourists were involved in the study. The results discussed were from the analysis of interview data and observation obtained from the fieldwork at the Wli waterfalls. As indicated earlier, the participants for the interview in this research were identified using pseudonyms, T1 to T13. The presentation and analysis of the data were done under themes derived from the data from the field. The major themes included; safety and security arrangements at the Wli waterfalls, safety and security issues at the Wli waterfalls and ways of addressing the safety and security issues.
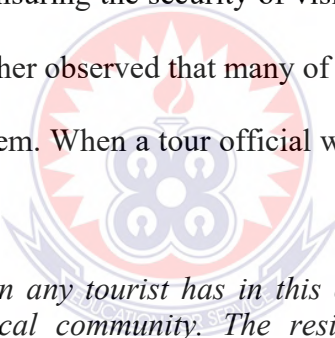
4.1 Safety and Security Arrangements at the Wli Waterfalls

Research question one sought responses from the participants on the state of the safety and security arrangements at the Wli waterfalls. The discussion is organised under various sub-themes that emerged out of the data. The themes were the social security, visitor information centre, Covid-29 protocols, guide book and tour guides.

4.1.1 Social Security

Social security is an important aspect of safety and security. Social security is any arrangement by communities or authorities designed to ensure a degree of societal solidarity and provide safety and security as well as promote the welfare and well-being of visitors and citizens within a given locality. Writers have highlighted the importance

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of social security in noting that, it is a security system based on reciprocity and solidarity or collective arrangements where individuals and groups protect each other from harm of all sorts. The social security system observed and discussed in this section is a communal system which provided a sense of protection for tourists. The first thing that struck any visitor in the Wli community was the friendly look on the faces of the community members. From observation and interviews during the research process, the soothing looks on the faces of community members that welcomed visitors offered pleasant security guarantees to tourists. Through observation, it was identified that the waterfalls created an opportunity for both the indigenes of Wli community and tourists to interact and engage in other trading activities. This meant that the community members had interest in ensuring the security of visitors to the Wli waterfalls. During the interviews, the researcher observed that many of the participants variously referred to this social security system. When a tour official was interviewed at the information centre, she noted that:

> *The first protection any tourist has in this community is the security offered by the local community. The residents don't tolerate any criminal activity here. They also ensure that they help us to keep people safe. They are always ready to assists in any way…. I am not sure anyone will dare attack a tourist in this Wli area. You will meet the anger of the people. We work hand-in-hand with them. We trust them and they see our customers as their customers…. The community has life because of the tourists visit here. … They would do everything to keep the place safe and to ensure people feel safe to visit the Wli waterfalls. When you are here, the interactions with the people make you feel that you are secure.* (T1)

The comment epitomises what tour officials at the Wli community think about the social security offered by the community. This sentiment is shared among the other categories of participants in the research. Three typical comments from three different foreign tourists emphasise the point about social security offered by the people within the community. The comments were:

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This is my third time visiting here [Wli waterfalls]. *Anytime I visit, I feel at home. The people are friendly and calm. They give me an assurance of peace. They welcome me with smiles. Some actually tell me: 'Don't worry, everything is fine here'. It's as though they want to tell me that they are protecting me from any harm.* (T5)

This is my third time at Wli. The first time I came here, I was wondering what kind of place I was. Then a man walked to me to say hi. I later found out that he was a community volunteer that protects tourists at no costs. He was like: "You appeared worried. Do not fear. You are safe. This is Wli. We shall protect you." That statement changed my outlook and my swept my anxiety away. I became more and more curious to know more about this community and the waterfalls. (T7)

Wli is a safe place. I never heard of any threat to tourists here. The people are the main security you have, they are friendly. They make you feel welcome. They tell you to the face that you must not fear. That's the best protection you can get anywhere. They give you security guarantees. One said to me on my first visit: Don't worry, we are here and all is well. I was like, "These guys want me to feel protected from all sides". (T9)

The comments highlight the significance of the social protection offered by the people. The participants appear to have faith in the assurances given by the community as the tourism officials assured. This social protection seemed to be a defining factor of people visiting the Wli community and the waterfalls. Thus, it appears that social security arrangement is a major aspect of security at the Wli water falls. Similar comments were made by the local tourists. Two profound statements made have been captured below:

These people are amazing. You can see the way they welcome visitors and protect them. You can see that they have a system to protect their community. I was told people hardly steal or attack anyone here. I am Ewe and they tell me that they depend on tourists to some extent so they do everything to secure the place. I feel safe and protected whenever I come around this community. (T6)

The social life here gives you a sense of security. The way the people welcome you. The way they are ready to get you out of trouble. The way they sympathise and supports. I admire the way they approach you. Sometimes someone just walks up to you to literally say "Don't worry. We are here and you are safe." That's always refreshing. (T5)

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The community members and tour officials made similar statements. Two community members made the following comments:

> *We ensure that people who come here know the place is safe. I am not sure anyone will try to abduct or attack any tourist in this area. It will not happen. The enemy will regret ever coming to this area. We protect our area. Tourists are safe. Everyone coming here should know that.* (T3)

> *We know that people attack tourist sites for various reasons. We also know that our waterfalls area is not developed. We know security personnel are not many here. The tourism industry has not invested much in protecting our tourist sites. What do we do? We protect our area because we get incomes from the tourists. Our area is known for this waterfall. We sell to visitors and we get money in return. It is in our interest to protect the place and our guests. It is the local community leaders that provide us with the list of dos and don'ts that we give out to tourists.* (T4)

> *The local community is the main source of security for tourists. We trust them. They keep the area safe. This area is known as a crime free zone. From their traditional practices to their present-day posture, people know that you cannot take their security for granted. They also patrol the area to overcome harmful reptiles, and watch out for any intruders.* (T1)

> *The local community is aware that the waterfalls offers useful economic opportunity for them. Being a rural area, people find comfort in escaping from the city to find some rest with nature. The local community benefits in different ways. They support us by giving protection to the tourists. They are fine people. They make the tourist know that the place is safe. Sometimes, they clear the path to the site and check for any dangers along the route.* (T2)

The above comments highlight the social security that members of the Wli community offer to tourists. They are the main source of security for the tourists who visit the waterfalls. They provide support, in terms of encouragement for tourists to feel protected and safe while in the area. They have made the area a 'no-go' area for criminals and terror activities such as abductions that usually threaten the tourism potential of society. This reduces a major threat; crime-related incidents such as petty theft, robbery, murder, rape, kidnapping, harassment and bodily harm. (Pizam &

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Mansfeld, 2006) that traduce tourism security. However, what it bespeaks most is the value of community collaboration that has been noted as a major element of successful security planning and operations. Eyisi, Lee and Trees (2020) identify community participation as crucial for securing sustainable tourism and highlight the need to listen and respond to the broad range of stakeholders' voices, opinions and concerns within the communities, where tourists' attractions are located. Social security in the case of the data in this research has three dimensions: (1) using traditional (communal) security measures to protect tourists; (2) protecting routes and the waterfalls site from any attack; and (3) creating awareness among tourists about the dos and don'ts that are needed for personal protection. These add much to the literature on how local community offers social security to the tourism industry. Therefore, this work offers the potential to focus on social security in the rise of collaboration theory as well as various types of community participation discussions in the arena of tourism security. The level of collaboration remains to be determined.

 As collaboration theorists suggest, there is a three-point continuum of interaction for strategic alliances that begins with: (1) cooperation, whereby fully independent groups share information that supports each other's organisational outcomes; to (2) coordination, whereby independent parties align activities or co-sponsor events or services that support mutually beneficial goals; and to (3) collaboration, where individual entities give up some degree of independence in an effort to realise a shared goal (Gajda, 2004). If the linkage approach is taken, then it appears that the current relationship is at the first of the five levels of networking; namely cooperation/alliance, coordination/partnership, coalition, and collaboration (Hogue, 1993).

4.1.2 The Visitor Information Centre/Tourist Reception Centre

The first security measure identified at the Wli water falls was the presence of tourist reception office also known as visitors' information centre. From observation, information was given to visitors about the waterfalls and its environment. They were given information about safety and security measures, and were told about the risk factors in the area, and how they should avoid them. From the researcher's experiences as a visitor to the waterfalls, upon further questioning at the reception, the information given included the history of the Wli waterfalls, the precautions to take when going to the waterfalls and the presence of insects and reptiles. Also included in the briefing was the warning to be careful when swimming, especially at where the water is deep though there was no sign indicating the danger zone. In the interviews, the researcher sought the views of tourists about the quality of the security information they received. The principal comments included the following:

> *Well, security risks in the area are known by the people living within the area. I take everything they say as what is important. I am sure that's the information we need to keep away from trouble. I don't know what else they may need to add. I appreciate the information they give. For me that's what may be important. I think all the basics are in there. I don't think the place will have lots of people visiting if bad things happen here every day.* (T8)

> *For me, the information was okay. Not that I have heard anything bad about the waterfalls. I wouldn't be here in the first place. concerning security, you will not know everything. They talk about all the basic security risks that we need to be aware of and how to keep away from trouble. I am not planning on getting into trouble though. Just to go and have fun at the waterfalls, which is the most important thing right now.* (T6)

> *Once you are told the dos and the don'ts, you have all the information you need to secure yourself. You are told where to go and where not to go. You are given all the necessary precautions. I have to put pressure on them to tell me everything before something bad happen to me because I don't know the place. I think the information was really necessary because the way to the waterfalls is not really a place that you can do anything you want.* (T7)

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I think the information is not bad. One is educated on the trip to the place, the nature of the track to the place, what you should be wearing and how one should behave at the site as well as what to keep away from. That's good security tip. I appreciate it. (T9)

The data showed that the tourists who visited the Wli waterfalls at the time the research was conducted were satisfied with the information they received before embarking on the walk to the waterfalls. Thus, the visitor information centre seems to provide vital security tips to tourists about the dangers to watch out for, on their journey to and from the waterfalls site. Peng and Wu (2017) describe visitor information as conveying the rules that govern, the site to tourists and further assert that it is a key measure of ensuring tourists security. As the participants noted, the centre provides adequate information to tourists. Its role in tourism security in educating tourists on the dos and don'ts is vital to the security of tourists.

Faulkner (2001) emphasises communication as a crucial aspect of providing security to tourists. According to him, once information on ensuring security is clearly specified in the form of warning advice; it reduces the tendency of tourists getting into trouble at the tourist site. This is because information is a major aspect of security awareness. Therefore, information centres can be thought of as security measures than places where tourists are merely educated about the attractiveness of the place.

4.1.3 Covid-19 Protocols

With the emergence of the covide-19, one's health security and safety, especially outside the home was the desire of most tourists. Observations and responses from the participants show that the Wli waterfalls staffs take the outbreak of the covid-19 seriously. This is evident in the provision of veronica buckets and toiletries at the visitor information centre. They make sure visitors wash their hands before entering the

waterfalls. The also ensure the wearing of nose masks around the premises. The tourists shared the following views:

> *I was satisfied with the covid-19 protocols at the Wli waterfalls. The authorities had provided "veronica" buckets and hand sanitsers at the entrance so that before one could enter the site and do every other thing, one had washed his or her hands already. And yes, there was a man standing at the entrance seeing to it that everyone followed the protocol, then he would take one's temperature as well. I would not say that I was expecting less, but I was glad the workers took the protocol seriously.* (T10)

> *Despite the fact that we take our masks off as soon as we start the walk to the waterfalls did not prevent the workers from insisting that we had our nose masks on before we entered the premises. As for the centre madam, they were keen on ensuring that one wash his or her hands before entering. I left my sanitiser at home, but getting to the information centre and seeing the set up for hand washing made me happy. After boarding a car and touching money, I can finally wash and sanitise my hands.* (T9)

> *It was a good practice that they insisted on the wearing of nose masks and washing of hands. People travel from all over the world to come and visit Wli waterfalls as you can see.* (T11)

From the comments above, it was clear that observing the covid-19 protocols was not left out during the pandemic when it was safe for people to travel. The staff at the Wli waterfalls provided hand washing basins and hand sanitisers at the site to make sure that tourists washed their hands and sanitised them before going to visit the waterfalls. The operators also insisted on the wearing of nose masks before one was permitted to enter the waterfalls. The study found out that the tourists were pleased with the covid-19 protocols at the Wli waterfalls. The comments showed that the enforcement of Covid-19 protocols was regarded by the participants as an important aspect of safety and security. This suggests that health security should be considered as an important aspect of tourism safety and security. This is an important observation that did not emerge from the literature on tourism security. It should be noted that health security issues can have serious consequences on the health of people. Important evidence of

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this exists in the ways in which the Covid-19 pandemic shut down places of tourism. Importantly though, the essence of the Covid-19 protocol in my analyses resides in the arguments that researchers made about the borderless nature of tourism that makes it possible to spread disease (Kurez & Prevolsek, 2015; Nuemayer, 2011; Rittichainuwat & Chakraborty, 2009). Therefore, the observation of Covid-19 protocols was considered an important measure to combat health security issues.

4.1.4 Guide Book

Another important safety and security measure identified by the tourists was the provision of guide book that contained vital information about the Wli waterfalls. Some of the tourist agreed they were not so afraid about the waterfalls because of the guide book. The following comments detail the tourists' concerns about the guide book as a security measure.

T5 had this to say:

> *Well, just like most tourist sites, Wli waterfalls offered us a guide book which had some useful information in it. At least, I had some heads up. Providing tourists with guide books is not so at some tourist sites, but I have been given one. I don't know if they give it out to everyone at all times.*

T6 also said this:

> *Before we started the journey to the waterfalls, we were provided with a guide book which had information about the facility, and the tour guides. The guide book, generally describes the usefulness of the place, the dos and don'ts, including some brief history about the site. It even contained photos so that in case someone cannot read, the photos provide some pictorial descriptions about the place.*

T7 also confirmed that guide books were provided. She said this:

> *We went to the tourist information office and paid for our entrance fees, after which we were given a book that contains information about the place, the tour guides and some lodges there. We even had the name of our tour guide in it. It was really helpful. It also serves as evidence of our visit.*

The guide book provided at the Wli waterfalls was a necessary tool for some of the tourists, especially those that are not familiar with the terrain of the site. Though some of the tourists said that they were not given a guide book, those that had access to it were contended with it. Some felt secure for being given the guide book to help them to become aware of some important information. From the comments, guide books have been identified as a useful security measure. This is on the basis that they contained information that is useful to secure the safety of tourists.

In line with this, Breda and Costa (2018) elaborate the significance of guide books in conveying the image of a tourist destinations to tourists. The authors see guide books as a vital tool that describes the anatomy of the site in relation to the security measures, and this provides the tourists with a vivid idea of the security situation of the destination. Thus, tourism security can be promoted if basic security information is documented and made available to tourists. The argument is that guide books can be used as source of information to offer education on security issues at the tourist site. From the comments, the guide books can be very useful, particularly to tourists who are unfamiliar with the environment.

4.1.7 Tour Guides

The availability of tour guides was highlighted as a safety and security measure. Responses from the participants showed that they considered the availability of tour guides as a security measure for various reasons. One foreign tourist, T5 stated:

> *I think we were so fortunate to be assigned one of the best tour guides the at Wli waterfalls. You could tell that he knew the inside out of the place where to pass and where not to, where to go and who to talk to, in case we need any other assistance, even where to step our foot at some places. The whole tour with him was safe I must say. He tried to tell us stories about the trees there, and this made it even more enjoyable. When we were trying not to do the loop, he encouraged us to do it. He was so encouraging. We wouldn't have asked for more.*

T7 also had this to say:

> *Our tour guide was clearly a local guy that knows so much about the place. He was with us every step of the way. He was such a cool guy. I don't know if it is because we are foreigners and fees are mostly high with us. I must confess that we felt safe around hm.*

> *I had one of the best tour guides at the Wli waterfalls. He tried not to make us feel frightened or bored on the way to the waterfalls, though he did not talk much. He tried to get us some fruits along the way. He seemed happy helping us to take photos as well. He is a cool guy because we were not worried around him.* (T8)

T5 emphatically stated:

> *My tour guide was so patient with me when we went hiking. Patience, they say is a virtue, right? Oh, it is one of the best qualities a tour guide can have. I don't know if it's possible, but I wish I could tour Ghana with him. I have other places that I will be visiting, but the Wli waterfalls was the first on my bucket list. I'm enjoying the experience so far.*

> *Since there was no easy to find paths or no signs or directions, being assigned to a tour guide was definitely the best thing that can happen to you at the Wli waterfalls, especially when going to the upper falls. It provides some sense of security when touring the place with a tour guide than being left alone there. I must confess that I would have been lost in the forest because I like going to every place and enjoy everything there is. I'm secure with this tour guide around. Assigning tour guides, thus provides a sense of security when touring.* (T9)

The assigning of tour guides to tourists at the Wli waterfalls was seen by the participants as a good security move so far as the security and safe of tourists are concerned. Nearly all the tourists interviewed identified that the availability of tour guides offers much security and constituted an important security measure, some tourists said. Some of the tour guides provided relevant information that was not provided by neither the guide book nor the guide at the entrance of the waterfalls. Some participants described the tour guides as providing "some sense of security when touring" (T9). Within the literature, tour guides are not traditionally discussed as part of the security arrangements (see Adu-Ampong, 2018; Dorkenoo, 2013; Rabotic, 2010).

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However, the discussions in this section and section 4.2.1 suggest that, the position of tour guides in touring needs to be reconsidered. Tour guiding has been identified as an important and multi-faceted role in contemporary tourism. Rabotic (2010) argues that the role of guides in the tourism industry distinguishes itself by its potential to manage and orchestrate tourist experiences, enhance destination image and implement the goals of responsible tourism. The suggestion was that, a safe and quality experience offered by a guided tour involves the guide, tourists and the environment, and is fulfilled when all the three components interact at the same point in space and time. What guides present and interpret takes effect on the way in which their customers experience a place or attraction, understand local culture, and engage in local activities and how they behave on the spot.

Rabotic (2010) discusses tour guides variously as front-line professionals, information-givers and interpreters, the destination's representatives and ambassadors in the eyes of tourists. Thus, it can be argued that tour guides are important determinants in successful presentation of destinations in contemporary tourism, affecting the resulting economic and social benefits. What is missing is a discussion of tour guides as part of the security arrangements at the tourist sites. Poku (2016) asserts that tour guides are effective in building a positive image of a tourist destination by managing the safety and security needs of tourists. This is done by means of providing free verbal safety and security information and guided walks, among others. They seem to be part of the inner core of the security arrangements at a tourist site. In the case of the Wli waterfalls, it can be argued that the tour guides serve an invaluable security purpose, and must be considered as an indelible part of the inner core of the security arrangements.

Overall, this provides an important knowledge that the main security measures at the Wli waterfalls included the social security offered by the community's security structures and its welcoming people, the visitor information centre, the Covid-19 protocols being observed, the tourist guide book and the tour guides. Aside from the visitor information centre which has been identified in the literature (see Goodwin & Santilli, 2009) as an important aspect of tourism security, other security measures such as safe roads (see Dorkenoo, 2013), the presence of a police post (Christie et al., 2013) and risk management protocols (Henderson, 2007; Korstanje 2009) were not available to support the security arrangements at the Wli waterfalls. However, the absence of these measures appears to have been mitigated by the social security offered by the community's voluntary protection programme where every citizen takes tourist safety as his or her prime concern.

4.2 Security Issues at the Wli Waterfalls

Research question two sought responses from participants on the security issues that were prevalent at the Wli waterfalls. The following sub-themes emerged as the interview data was categorised and themed: Unprofessional conducts among some tour guides; lack of first aid and health facilities; inadequate security personnel; the nature of the route to the Wli waterfalls; environmental security issues; and poor sanitation at the waterfalls. These themes are discussed in sections 4.2.1 to sections 4.2.6.

4.2.1 Unprofessional Conducts Among Some Tour Guides

The attitude of some tour guides towards the tourists at the Wli waterfalls was a challenge that most tourists faced. Some responses from the tourists indicated that as some of the tour guides were rude and some tried to extort money from them. Those that seemed not to come from around the Hohoe Municipality were the most victims.

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In as much as tourists were provided a tour guide, the responses gathered indicates that the tour guides at the site should be assessed in order to know the best ones to keep. The following comments were raised concerning the conducts of some of the tour guides;

T8 said:

> *When we were assigned a tour guide, we did not know that we had to pay him because we had already paid an entrance fee at the gate. But before we got to the waterfalls, the tour guide started asking us about his payment. We told him we did not know we have to pay him. Then he said that we had to pay him because that was the norm. He charged us 30 cedis each, and we pleaded with him for a reduction but he said no. We ended up not having enough money on us after that.*

T9 added:

> *They should have a fixed payment here at the Wli falls. We cannot pay entrance fee and then pay additional money to the tour guides. This amounts to total extortion.*

T5 noted:

> *This is my second time of coming here though. But I remember coming here last year and was assigned a tour guide who quit after walking for some few minutes because I told him I was incapable of paying the amount he is asking for. I had to walk to the waterfalls alone. Luckily, I met some people on the way to the falls so I followed them.*

> *This is my third of time coming here. I had to decline the offer of a tour guide because of my past experience. The guide that was assigned to me previously tried to take more money from me. I did not want to go through that experience again. (T6)*

T13 had this to say:

> *Our tour guide was rude and impatient. I guess he was in a hurry to go and get other tourists to bring to the waterfalls. We realised that the more tourists they assisted, the more money they earned so they were not actually concerned about helping tourists, and rather, making money out of us was their main motive.*

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T7 noted:

> *I don't think some of the tour guides are professionals at all. Our tour guide tried to extort money from us. Can you imagine? We tried to reason with him, but to no avail. The mistake we made was that we did not talk about the money he was supposed to take before the journey. He wasn't also good at the English language so we did not really understand everything that he said and didn't also enjoy walking with him to the waterfalls.*

The comments above indicate that, though the tourists at the Wli waterfalls were assigned tour guides, some tourists did not find them very useful, considering the fact that some of the tour guides acted unprofessionally, which some tourists considered as unsafe and might jeopardise their security at the waterfalls. For instance, some tourists accused some of the tour guides that they tried to take advantage of them mainly through extortion. This resulted in misunderstanding of some sort. Though some tourists found the tour guides useful, it appeared greater number of the former were not satisfied with the latter at the Wli waterfalls.

4.2.2 Lack of First Aid and Health Facilities

The absence of first aid and emergency health facility at the waterfalls was a concern that the tourists raised. The researcher observed that the only first aid box available is at the reception centre, about a forty-five-minute walk from the waterfalls where accidents were likely to occur. The following support the above assertion:

> *I was feeling some slight headache, probably as a result of the swimming so I decided to ask a tour guide who was at the waterfalls if there was a first aid attendant present only to be told that I had to walk all the way back to the reception to get treatment for my headaches. See madam, I normally have some paracetamol tablet on me anytime I decide to swim. My friends were rushing me today to finish dressing up so we can come here early and leave before it gets dark. Now that I'm here without my any medicine the people too are not having any around. Ah don't they know that this can happen or what?* (T7)

> *I was expecting to see first aid attendants at the waterfalls. Looking at the location of the waterfalls and the fact that kids also patronise the*

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place, anyone can be injured at any time ...it really needs medical attendants. (T10)

I was shocked to see no first aid at the waterfalls, at least. When I went on hiking at the upper falls, I had to use my own first aid kit when I got scratched by a thorn. I mostly carry it when I travel. I could have been in pain for long or depend on the knowledge of my tour guide to use local medicine. But, the absence of first aid should not be so. (T5)

How can a place that receives a lot of people and is located far from town does not have at least a first aid team at the waterfalls? It does not speak well about the place. It is okay for accidents not to occur, but one cannot be too sure. (T12)

From the responses outlined above, it can be inferred that although some tourists did not realise the absence of any medical team or fist aid attendants, majority of them that were concerned about their health, especially looking at the conditions at the waterfalls were of the view that there should be a first aid or medical attendants present at the waterfalls. Health security should be considered a priority at tourist destinations/sites because tourists are vulnerable to health risks, mostly in an unknown or unfamiliar environment. The availability of first aid and health facilities at the waterfalls would help provide early and easy access to appropriate treatments to tourists who may be injured (Henderson, 2007). Wilks (2013) asserts that most destinations; hotels and resorts are required to provide first aid and emergency services since they are recognised as workplaces.

Unlike traditional conceptualisations of the relationship between tourism and health in terms of medical tourists' motivations to travel (Adams et al., 2015; Lunt et al., 2015) and health benefits of tourism (Coghlan, 2015), the statements by the participants draw attention to how destinations should cater for the health needs of tourists. This calls for the relationship between tourism and health needs to be re-analysed and understood differently. Due the Wli waterfalls is located in the middle of a forest surrounded with

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flying and crawling insecs and reptiles, wooden foot bridges, and stones, definitely needs first aid attendants, there should be emergency health services to attend to any individual in need of health assistance. First aid attendants should be located mainly at the waterfalls where tourists mostly gather. From my observation at the site, there was no medical team at the waterfalls. However, a place where many people visit should not lack a first aid team on site

4.2.3 Inadequate Security Personnel

Security at tourist sites has not been a major issue in the literature. However, it appears that being secure at a site is one of the factors that increase the patronage of a particular tourist destination. Based on the responses from the participants, though tour guides are assigned to tourists which serve as protection as far as security is concerned, however, some tourists felt it was not enough. Some noted that the presence of security personnel might not only prevent people from engaging in social vices, but also control the rate at which they occur. Security personnel could also serve as persons one can report incidents to in case one felt unsafe in some situations. When asked about security personnel present at the waterfalls, the tourists made these important comments:

> *I could have felt a bit safer when I see some security men at the falls, be it the police or the normal security guard. The place was choked with people and I knew if care was not taken, there could be fights yet there was no security personnel present at the waterfalls.* (T8)

> *I did not even notice whether or not there was security personnel there. We just went to the tourist department to pay for our tickets and went to the waterfalls with our tour guide. I now realised that there should be some security around for our protection.* (T9)

> *There was a fight earlier and no one knew who was responsible for stopping the fight for fear of being injured. Then, I felt there could have been some police or security official there. It was obvious anything could happen due to the number of tourists there with different backgrounds, but I heard the fight was between the locals.* (T5)

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From the interviews and observations, security personnel such as police officials are deployed from Hohoe to the waterfalls mainly on holidays, when the site officials expect greater inflow of tourists. The assertion is that a tourist is expected to encounter no security personnel on a normal visit, except on special occasions. Another security concern raised was the absence of life guards at the waterfall. The presence of life guards at the waterfalls as gathered from interviews would help check the way tourists swim in the pool and help prevent drowning.

These concerns agree with the presence of life guards in swimming competitions such as the Olympic and Commonwealth games where professional athletes swim and there is still the presence of life guards. The importance of life guards was seen in the accident which occurred at the Wli waterfalls in 2007 when a young man died while swimming in the pool, and at the Boti falls waterfalls where a man died in an attempt to rescue a friend who was drowning (starrfmonline, 2017; Ghanaweb.com, 2007). Trained and effective life guard system prevents accidents such as the above and, thus help protect the lives of tourists who visit these waterfalls to swim.

4.2.4 Poor Nature of the Route to the Wli Waterfalls

The poor nature of the route is identified as a major security threat. The participants expressed their concern about the bad state of the route leading to the waterfalls. This is discussed under three sub-themes: The narrow and lonely winding route through the woods; declining state of the foot bridges; and the absence of lighting system.

4.2.4.1 The Narrow and Lonely Winding Route

The route to the waterfalls ewas mainly a footpath. It was long and winding through the woods. The path appeared to be poorly maintained and had been less developed. The path was too narrow such that only a maximum of two people could walk side by side.

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This made the flow of the tourists too slow, particularly for those who came in groups. Also, the paths were similarly bushy, exposing tourists to several dangers, including attacks by some reptiles, especially snakes.

One participant (T5) complained that she saw a snake on their way to the falls

> *The route is dangerous, and it is main issues here. It is bushy and unkept. I saw a snake on our way. The way the path is, it exposes tourists to attacks by reptiles. There need to be regular weeding. We were all afraid. Everyone now thinks that you can be bitten by a snake on your way to or from the waterfalls. That's a serious threat.*

T7 who is a regular tourist said this:

> *When one visits the Wli falls at times, one wonder what they use the money they collect from the tourists for. The place is mostly bushy in the rainy season, maybe because of the rain. That is why the authorities too should see to it that the place is regularly cleared and cleaned.*

Other tourists shared similar concerns in the following comments:

> *The path to the waterfalls is really narrow. So, when there are a lot of people going to the waterfalls, it slows the movement, especially, for those who are in a hurry to get to the waterfalls. This is because the road is too small, and sometimes bushy making movement to the place difficult and unsafe, particularly for those walking in groups* (T12).

> *Looking at the way the waterfall is, if one is not assigned a tour guide and on less busy days, it means one can be the only person walking through these lonely woods all the way to the waterfalls. That's bas* (T6)

> *The path that leads to the waterfalls looks like a footpath to a farm. It is narrow and bushy at some point which makes one feels that there are snakes or some dangerous reptiles hiding around. one even stumbles on tree roots and stones, at times. The way it is, if one comes here alone, the distress might deprive one of the excitements, one might even get lost. Maybe we need to expand the path in the near future* (T11).

From the comments, the nature of the route (the path) provided several security issues such as risks of reptile attacks, robberies, kidnappings or abductions, and other forms of attack.

4.2.4.2 The Declining State of the Foot Bridges

A second strand of views about the poor nature of the route is the declining state and narrowness of the foot bridges. Some participants expressed their concern on the nature of the foot bridges leading to the waterfalls. The following are some views from the participants:

> *There are narrow and shaky bridges on the route. This is not helping people who are afraid of using bridges. Even the few that are not afraid to cross it find it difficult to do so without a good balance. I will not bring any older person in my family here. I would be raising their blood pressure when they walk on these shaky bridges.* (T6)

> *The bridges are difficult to cross especially in the rainy season. They are, sometimes slippery and unstable. One could hear creaky sounds coming from beneath the bridge whenever one takes a step, and in fact, it's a bit scary. We plead with the authorities to do something about the foot bridges for us. (T4)*

> *The foot bridges are small at some places and sort of broken too. This makes it difficult to walk on some tines. One is always careful when walking on them to prevent one from falling.* (T10)

> *Since the bridges are in the forest and are on rivers or streams, I suggest they replace all of them with concrete or metal bridges. I know it might be very expensive but when plans are made towards it, achievable. In fact, the experience some of us had on those bridges were a bit scary. (T1)*

Other participants shared similar concerns on this, depicting that, the state of the bridges at the Wli falls was not in a good shape, hence posing as a security threat. As some of them saw it as an adventure, others were worried about the conditions of most of the foot bridges. The tourists expressed their worries, specifically for the aged who had to be helped to cross them. They further stated that, despite the fact that it was not all the foot bridges that were in bad condition, the few that were at the verge of collapse caused fear, panic and displeasure. The tourists again, complained about the narrowness and

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shakiness of the foot bridges which posed as a danger to most of them especially those who could not maintain their balance. Finally, putting warnings posts at the foot bridges and some other places would help the tourist prepare themselves for crossing and walking carefully, specifically during the rainy season when the place is wet and slippery.

4.2.4.3 The Absence of Lighting System

The third strand of views concern the absence of lighting system along the path. From the observation at the waterfalls, the lighting system was a major challenge to most of the tourists. For instance, most people wanted to stay a bit longer at the waterfalls. However, the lack of lighting system and the fear of snakes and other reptiles made most of the tourists leave early. Those that got to the waterfalls late did not have enough time to spend at the waterfalls. Others had to improvise and spend the night at a guest house in town so that they could come back the next day to be able to fully enjoy the experience at the waterfalls. The following are some of the responses from the participants:

> *Not having lights here at the falls has been one of the major challenges that we faced as tourists. We are pleading with the people in charge to help bring lights to the site for us.* (T2)

> *I was really hoping to stay longer and had some good time. But when it was getting late, I just had to leave. This is not how I saw the place and planned to spend my holidays there. I think the government or the Hohoe Municipal Assembly or anyone that is in charge should do something about the lighting at the place.* (T2)

> *I just took the waterfalls as a normal beach where one can stay as long as one wants. However, after 5:00 pm I saw people leave, I thought they just wanted to leave but I later learnt that there were no lights at the place so I had to also leave- I could not afford to stay in the dark.* (T1)

> *There is no light on the way to the waterfalls and when it is dark, one had to depend on the torch lights on one's phone or any other source of light to get back. This is worrying.* (T11)

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> *It would have been fun for some of us to stay a bit longer to enjoy the view of the moon, the quietness of the place, the sound of birds and more. However, this cannot be done in the dark.* (T3)

Observation indicated that there was no connection of lights from the Wli community to the Wli waterfalls itself. Tourists who stayed at the waterfalls after dusk had to depend on their phone's torchlight to be able to see their way out of the waterfalls. Again, they were unable to spend night time at the waterfalls due to the absence of lights at the waterfalls. They were also unable to get a night or a late afternoon view of the waterfalls because of the combination of problems, including long distance, poor route and as well as the absence of lighting system.

The comments above indicate that one of the security issues at the Wli waterfalls is the poor nature of the route. The long distance, coupled with the narrowness and underdeveloped path through the woods appeared as posing veritable security issues. This is a major issue that requires attention to address if the full tourism potential of the Wli waterfalls can be harnessed. When combined with the inadequacy of security personnel discussed earlier in 4.2.3, the tourism potential of the Wli waterfalls may be affected.

4.2.5 Environmental Security Issues

Personal observations and interviews showed that there were several environmental security issues around the Wli waterfalls. From my observations, the waterfalls is located in a well-watered forested area. This meant that several reptiles and carnivorous animals that can attack humans were likely to be present in the area. However, the waterfalls area had no fencing and shelter as a place of safety for tourists in case of any attack. Also, there were no forestry guards there to protect tourists in case of any attack by a wild animal. This is compounded by the fact that the Waterfalls is located in part

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of the contested border area between Ghana and Togo. Again, there are no national military officials located in the area. What can be argued is that Ghana's national security officials may have surveillance over the place. However, this does not eliminate the immediate risks to tourists depending on the response time of a surveillance team. The study revealed that these security concerns were exacerbated by the lack of clear directional and warning signs which added to the risks of tourists straying and getting lost in the forest.

The following comments support this assertion:

> *The waterfalls lacks clear sign posts. Just look at the sign boards at the junction there, the writings are not clear and you don't even know what they mean. I think they need to make new ones.* (T6)

> *A place such as the Wli waterfalls clearly needs sign posts, indicating the directions to various locations. For example, an arrow pointing the way to the upper and lower falls would be of great help at the junction.* (T5)

> *The Wli waterfalls lacks signposts and it is worrying. I bet people do not even know about the upper falls, only the lower falls which we all know to be the Wli waterfalls. Yet, I didn't see any signposts, indicating that there is a way to the upper fall and another to the lower fall.* (T9)

> *There is the need for clear directions so that one can use the place without the help of a tour guide. One can stray and this poses a dangerous personal security risk to any tourist*. (T8)

The comments raise the issue of clear directional signs. According to Peng and Wu (2017), the unavailability of clear warning signs at tourist destinations distorts the correct judgement of tourists, and renders them vulnerable to security issues. The participants were concerned that the officials at the Wli waterfalls needed to put directional signposts and warnings at various places in the forest to prevent confusion when one is confronted with two or more paths. From their comments, directional signs will reduce the risk of tourists getting lost, especially without the assistance of a tour guide.

One can easily get lost. That's easy here. There are different foot paths here. Sometimes, one may be confused as to which path to take leading to the falls. This was mostly so without the assistance of a tour guide. It is dangerous to our security. (T6)

There is need for serious security measures. We are exposed to the possibility of attack by wild animals. The forest is good because it offers natural vegetation that reduces the temperature. However, you can easily be attacked. (T7)

I think, aside from directional signs, the waterfalls site needs to be protected. This will help protect tourists from animal attacks. This is important. (T9)

Additionally, warning signs will communicate to tourists where and where not to go so as to avoid the breach of safety protocols. It appears that, although vegetation is one of the attractions of interest to tourists as documented (Aniapam, 2016), it also poses risk to tourist if not properly managed. As such, there is the need for inter-agency collaborations to ensure that a balanced ecosystem is maintained in which tourists' safety and environmental integrity are both taken into consideration. Otherwise, when tourist security concerns are addressed in isolation, there is the likelihood that tourism will pose a risk to the environment (Neumayer, 2011).

4.2.6 Poor Sanitation

The issue of sanitation was linked to the health security of the tourists. The sanitation condition at the Wli waterfalls was one of the issues raised by the tourists, and this was evident in the absence of place of convenience and dustbins. The researcher observed that there was no place of convenience at the waterfalls site. There were no dustbins positioned on the way to the waterfalls, and there was only one dustbin at the waterfalls when the research was being conducted. This made careless tourists to litter around. Korstanje, Raj and Griffin (2018) are of the view that it is important that the well-being

of attendees (visitors or tourists) is considered, by making sure that the venues (tourist destinations or sites) are clean and tidy at all times.

The absence of places of convenience at the waterfalls made the environment unhygienic. This is because tourists were forced to use the bush nearby to ease themselves. This meant that various tourists needed to use the forest as a place of convenience. While this was likely to enrich the soil, the risks were enormous. First, it exposed the tourists to attacks; humans and animals. Secondly, it could result in environmental pollution which could lead to air pollution, infections and diseases among others, and may affect the tourism potential of the place. This is supported with a comment by one participant, "The *Wli waterfalls is not in a hygienic condition at all"*. However, lack of a place of convenience was compounded by inadequate changing rooms. A female tourist had this to say in connection with the changing room:

> *My sister, we were so excited to go and swim, but you know as ladies we first had to hide and change. We took our swimming costumes to go and change only to meet a long queue at the gate of the changing room, everyone was waiting to go and change so the place was crowded. We just entered the bush and changed regardless of the risk involved; we could have been attacked or some guys might have even seen our nakedness, you know.* (T1)

Security issues were compounded by the inadequate seats for relaxation in the area. Some tourists who wanted to sit and chat or had a drink had to find big stones or logs to sit on. Some of them, after swimming for some time, wanted to sit and relax their muscles, but they indicated that there were not enough benches for them to do so. They had to either lean against the trees around or sit on the ground. One respondent had this to share on the issue:

> *I came here with my children. After spending some time in the water, we wanted to eat. We have nowhere to sit. It is dangerous going into the bush to look for something to sit on. Snakes may be around. We had to stand until some people left their seats.* (T6)

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4.2.7 Absence of Canteen at the Waterfalls.

A lot of the participants indicated that they had to walk all the way back to the entrance to buy some drinks for themselves due to the absence of an eatery at the waterfalls. A lot of people could not carry drinks or even water along to the waterfalls, apparently expected to see a small canteen there, but they were disappointed. To avoid dehydration of attendees (visitors or tourists), Korstanje et al. (2018) stress the importance of the availability of drinking water at tourists' gatherings by saying that, clean water should be made available at venues. Tourists were of the view that because of how extensive one had to walk to get to the waterfalls, it was tedious for most of them to also carry drinks and water along and so putting up a canteen at the waterfalls would be of great help.

Two respondents shared their views on this:

> *This is my first time of coming down here and unfortunately, I forgot to carry water along. I got here only to find no one selling liquids here. I was so thirsty and all I needed was a small canteen to go and buy water. Later, I overheard some ladies also complain that they wanted to buy coke or something, but then there was no canteen there to serve their need. Clearly, I was not the only one in need of a canteen.* (T8)

> *I wanted to eat then I realised the few benches here were occupied. I wouldn't let them eat on the ground, obviously this is not hygienic, so I pleaded with some people to allow us to use the bench. However, I could see a lot of people seated either on some wood or on the bare ground, having some drinks or just chatting.* (T2)

From the perspective of the travel and tourism industry, both a safety and a security mishap can destroy not only a vacation, but also the image of the destination or sites (Tarlow, 2014).

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4.3 Participants' Perspectives on Ways to Address the Security Issues at the Wli Waterfalls

Research question three sought responses from the participants on the ways that the security issues can be addressed at the Wli waterfalls. The study found that, tourists that patronise the Wli waterfalls had to cope with some security issues at the Wli waterfalls for some time now. During the interview, they recommended some remedies of which the following sub-themes emerged: provision of adequate security personnel, provision of signposts, directions and warnings, expansion and regular maintenance of the paths, expansion and regular maintenance of the foot bridges, extension of lighting system to the waterfalls, regular training for the tour guides, provision of first aid or medic station, employment and training of female tour guides, improving sanitation and provision of a place of convenience around the waterfalls, extension, expansion and regular cleaning of the washrooms and changing rooms.

4.3.1 Provision of security personnel

Most of the female tourists at the Wli waterfalls when interviewed revealed that, they sometimes felt uncomfortable with the tour guides they were assigned to. One of the female tourists who thought she was nearly sexually harassed stated that she wished there were security personnel all over the place. This will serve as a deterrent to the tour guides who singled out females to take advantage of. Other tourists complained about some sort of extortion at the site, where some guides sometimes requested additional payment from them. They suggested that security personnel should be provided to protect the tourists and also create a safe atmosphere where everything will be done orderly and issues easily dealt with. It will also regulate certain improper behaviour either by tourists or officials at the waterfalls. In view of this, some participants shared the following:

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I don't understand why there are no security personnel patrolling the whole place. The authorities should try and assign security personnel at the site. There should be at least, one at the entrance, or on the way to the waterfalls and at the waterfalls for regulation and protection. (T6)

*Why is there no security at a crowdy place such as this? We should see security officials moving around this whole place. Just look at how people were misbehaving. Holidays such as this when a lot of people will be trooping in, requires the presence the policemen. This would compel the visitors to comport themselves well. (*T2)

We need security men around here for our protection and safety. To also deal with those who come here to purposely misbehave and take advantage of us. (T4)

We want to see some men in uniform especially on occasions such as this. Some few people could have been arrested based on the incident that occurred earlier. Wli waterfalls is just so beautiful and needed to be secured. (T9)

I was not happy to see that there are no security men around the waterfalls. Anything can happen for which their services will be needed, considering the nature of this place. Just look at how people can misbehave and to think that there is nobody to deal with them is worrying. We need security for our safety. (T1)

4.3.2 Provision of Clear Directions and Warning Posts

Most of the participants revealed the importance of having indications showing the various directions to the Wli waterfalls, so that where there are no tour guides around, one can still find one's way to the waterfalls. They also proposed that sign posts warning them of circumstances that could lead to danger should be provided to help prevent panic, injury and maybe death. Sign posts indicating directions will also prevent the tourists from getting lost in the forest. Korstanje et al. (2018) elaborate on the importance of clear directions by asserting that, the accuracy of signage is essential so that pilgrims (visitors or tourists) do not get lost or wander into unsafe areas. It is clear, therefore, that it is possible for tourists to stray or get lost or even wander into an unsafe

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area if directions and warnings are not clearly stated. The tourists expressed their views

as follows:

> *Having no idea about what lies ahead of one makes one nervous. This nervousness could be less or prevented if sign posts are available. However, with what is happening here at the Wli waterfalls. one is not prepared to meet dangers, one just come across them or you depend on the knowledge of the tour guides. I think it will be safer to provide sign posts at the place.* (T13)

> *We need sign posts indicating what lies ahead such as the one we have along the roads. This can let us prepare ourselves or just to inform us. I think it would have made walking to the sites more comfortable.* (T10)

> *I think directions and warnings are helpful in preventing tourists from going to places that are not safe or prohibited. The provision of directions and warnings can also protect tourists from being trapped at a place, specifically, those that hike will find them useful.* (T9)

4.3.3 Expansion and Regular Maintenance of Paths

Most of the tourists at the Wli waterfalls interviewed during the fieldwork revealed that,

the paths leading to the Wli waterfalls were not safe. They advised that the paths should

be expanded make room for more than two people to walk side by side at the same time.

They also recommended that the paths should be cleared and cleaned at all times to

make the tourists comfortable when going to the falls. This is what some of the tourists

had to say:

> *The paths need proper maintenance and expansion in order to make if safe for use at all times. The current state of the path is worrying and needs to be attended to.* (T3)

> *The paths need to be regularly cleaned to take out the trash left by tourists who do not care about the environment. Some labourers should be hired, occasionally to weed the bushes around the path that leads to the waterfalls. The more frequent the bushes are cleared, the clearer and neater the path will be. There is also the need for the expansion of the paths to create more room for people to trek on.* (T4)

> *I think that we would be more comfortable going to the waterfalls without seeing rubbish all over the place, and also being welcomed by*

houseflies and bees at some places. I think the authorities need to deploy people to check the littering of the environment. (T7)

A nice place such as the Wli waterfalls should have a comforting and a clean environment at all times since it welcomes tourists all the time. However, being greeted by trash on the way to the waterfalls is not safe at all. Dustbins should also be provided all around the place and the should regularly dispose of the rubbish. The paths do need expansion. (T12)

4.3.4 Expansion and Regular Maintenance of the Foot Bridges

Most of the tourists were concerned about the state and the size of the foot bridges at the Wli waterfalls. They suggested that the foot bridges should be expanded and should be regularly checked to correct any faults they might develop. If possible, all the bridges should be made of concrete or metals to extend their lifespan. They shared the following views:

The state of the bridges is not safe. I suggest they do something about them, maybe replace the broken logs or change them into metal bridges. I think it will even be better if the foot bridges are widened a bit. They should also be checked regularly to prevent any mishaps. (T3)

I think they should beef up their maintenance culture and make the necessary changes so that they work on these bridges frequently. As a result of the numbers that ply these bridges, especially during public holidays, its state will be depleting quite faster, so at least, once every six months, they should regularly inspect the bridges and repair them where necessary. (T5)

The bridges too are part of the experience we enjoy when we come to the Wli waterfalls and therefore, they should be made stable to make the experience more worthwhile. More work needs to be done on the bridges. They can make them concrete just like the concrete bridges we have on our roads. We all agree that concrete bridges will last longer than these wooden ones, and of course it will reduce the frequency with which they have to check and maintain it as well. (T9)

I think it will be better if the wooden bridges are changed into metal ones. It will make them last longer and lessen all the complains and the money used to regularly maintain them. They are also too narrow, it should be expanded so that more people can be on it at a time. (T1)

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4.3.5 Extension of Lighting System to the Waterfalls

On the issue of lights at the waterfalls, majority of the participants emphasised that it could have been better if the lighting system was extended to the waterfalls. This is as a result of the early departure of majority of the tourists who are afraid of the dark, insects and snakes. Observation at the waterfalls revealed that there was no connection of lights from the entrance to the waterfalls, and this made most tourists leave the waterfalls as soon as it starts to get dark. Some tourists wish to stay longer to feel the breeze at night, but the darkness of the place deters them from doing that. Those who could not leave early had to walk through the dark despite the fear.

To support the above assertion, these were the comments from the participants:

> *Why should there not be lights at such a beautiful place? Well, I wished the authorities had provided lights all the way from the entrance to the waterfalls. We need lights at the place. We have children here with us and we need lights to make them comfortable even when it is dark.* (T4)

> *I believe that extending lights to the waterfalls should be a top priority to the managers of the site. They should just put up these normal streetlights we see on our streets on the walkway down to the waterfalls. Perhaps, they can consider solar ones too if they think mounting poles with wires will be too much of a work.* (T8)

> *I know lighting the place would be superb. In the meantime, they can provide some torchlights or maybe hang some of these rechargeable lamps on the way just to brighten up the way a little bit so that they later bring proper electricity there.* (T6)

The above comments show that lighting was a major issue that can improve security at the Wli water falls. Some participants wondered why the place had no light and argued that it was a major defect. The arguments suggest that once security is improved, the attraction will improve and the number of visits is most likely to improve, as well, especially return visits. In terms of the quality of lighting, the comments indicated that the participants were particularly interested in lighting. They suggested that lighting should be a priority to the management of the Wli waterfalls.

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4.3.6 Regular Training for the Tour Guides

It was evident that the experience most tourists have had with their tour guides is not a good one. Most of them indicated how the tour guides were unprofessional in a lot of ways, including their choice of words and language and even in appearance. In view of this, the tourists recommended that the authorities at the site engage well trained and educated tour guides at the place. Others also talked about the number of tour guides present at the site, generally indicating that their number is inadequate considering the number of tourists that patronise the Wli waterfalls. Their comments are as follows:

> *As for the tour guides, they need intense training. Those in charge of the place should try and avoid employing some of the indigenes as tour guides. Things will be better if they rather employ or better still train people who can assist tourists the right way. Even if the services of the town boys would be needed at all costs, the authorities should choose those that have had education to some extent. Additionally, sanctions should be given to the tour guides who act contrary to the regulations of the site.* (T5)

> *The tour guides at the place should be increased, so that at every point in time, there are available to assist tourists. The authorities should employ more people, especially women to also assist the tour guiding activity at the site. The employment of female tour guides can also minimise sexual harassment against female tourists. Even if they have about 20 tour guides, tourists would not be stranded at some point as I was.* (T3).

4.3.7 Provision of First Aid or Medic Station

According to most of the tourists, first aid assistance was not available at the site. They believe that the site, especially the walkway to the waterfalls is somewhat dangerous and so anyone at all could easily get hurt, especially those who go on hiking. In view of this, providing some first aid assistance would provide an immediate response to injuries. Maybe a health worker or a first aid department would serve a greater purpose of providing first hand medical attention to the people who may be injured or

experience food poisoning or even chills due to the extreme cold atmosphere at the

waterfalls. Some comments made about the provision of first aid include the following:

We took palm wine, madam, and we had stomach upset. Unfortunately for us, we could not get any medical attention from the workers here. At least, they should have a nurse around to take care of issues like that. A lady also fell on the bridge down there, I'm sure she got hurt. Even if they cannot afford the services of nurses at the moment, they should have in stock drugs such as paracetamol, amoxicillin, trisilicate, spirit, plaster and the rest. These are common drugs that should be available at a place like this. (T7)

My worry was about those that were swimming, anyone could get hurt or they may be an emergency that would require the assistance of health officials. There should be an ambulance for emergency or they should open some first aid department where people who fall sick can receive treatment. (T5)

4.4 Summary

This chapter presented the findings of the study. The responses from participants were

presented under three main parts. The first part examined the state of safety and security

arrangements at the Wli waterfalls. From the data, visitor information centre, social

security, Covid-29 protocols, guide book, tour guides, security personnel were

presented as the security arrangements at the Wli waterfalls. The second part discussed

the security issues prevalent at the Wli waterfalls. The security issues as revealed by

the study included lack of first aid or medical team, unprofessional conducts among

some tour guides, extortion at the site, narrow and irregular maintenance of paths,

declining state of the foot bridges, lack of sign posts, warnings and directions, lack of

a places of convenience at the waterfalls. The final part elaborated on the

recommendations that would help address the security issues at the Wli waterfalls. The

following suggestions were provided: the provision of adequate security personnel,

provision of signposts, directions and warnings, expansion and regular maintenance of

the paths, expansion and regular maintenance of the foot bridges, extension of lighting

system to the waterfalls, regular training for the tour guides, provision of first aid or medic station, employment and training of female tour guides, improving sanitation and provision of a place of convenience around the waterfalls, extension, expansion and regular cleaning of the washrooms and changing rooms.

# CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

The tourism industry is now considered as one of the highest income earning activities for Ghana, and has also been associated with various issues that endanger tourists' lives and the survival of the industry. This chapter presents the summary, conclusions and recommendations of the study. It also presents the suggestions for future studies

5.1 Research Objectives

The objectives of the study were to:

(1)   examine the security arrangements at the Wli waterfalls.

(2)   analyse the security issues at the Wli waterfalls.

(3)   explore the tourists' perspectives on the ways to address the security issues at the Wli waterfalls.
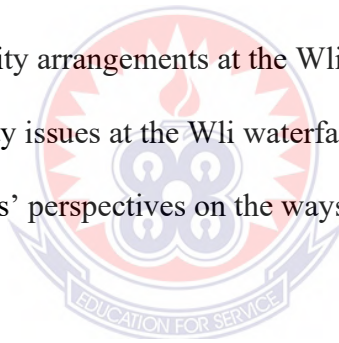
5.2 Research Procedure

The study was conducted to assess the safety and security of tourists at the Wli waterfalls in the Volta Region, Ghana. Specifically, the study was designed to examine the safety and security arrangements at the Wli waterfalls, analyse the safety and security issues at the Wli waterfalls and explore the tourists' perspectives on ways to address the safety and security issues at the Wli waterfalls. The study adopted an in-depth qualitative enquiry in its data collection and analysis. The study used one-on-one interview guide and observation protocols to collect primary data. A total of 13 participants, including two tour officials, two community members and nine tourists were involved in the study. The data collected was analysed thematically.

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5.3 Main Findings

The main findings of the study are as follows:

(i)   The study revealed that there were safety and security arrangements at the Wli waterfalls which ensured the safety of tourists such as the social security where members of the Wli community protected the tourists against harm. There was also the presence of the visitor information centre (tourist reception office), the observance of covid-29 protocols, the provision of guide book and presence of tour guides.

(ii)   Despite the existence of security arrangements at the waterfalls, the security issues outweigh them. The results showed that the unprofessionalism of some tour guides, coupled with lack of first aid or medical team, inadequate security personnel, the narrow and lonely winding route through the woods; the declining state of the foot bridges and the absence of lighting system were some of the safety and security issues present at the Wli waterfalls.

(iii)   It was revealed that, the provision of adequate security personnel, signposts, directions and warnings, provision of first aid or medic station, extension of lighting system to the waterfalls as well as the regular maintenance of the paths and foot bridges will ensure the safety and security of tourists at the Wli waterfalls by reducing the occurrence of accidents and providing timely interventions in case of any accidents.

5.4 Conclusions

The following conclusions are drawn based on the objectives and major findings of this study.

(i) A tourist destination is foregrounded by how safe the tourists feel at the site. It is my argument that any potential tourist can form an image of a tourist destination without visiting the place. It is therefore important for tourist destinations to set security as their top most priority to sell their image globally as a safe destination to tourists. The availability of security arrangements such as social security, the presence of tourist reception office, the adherence to covid-19 protocols, the presence of tour guides, the provision of guide book assured tourists of their safety and wellbeing at the Wli waterfalls.

(ii) Despite the existence of security measures, there are tourism security issues that need attention at the Wli waterfalls. The existence of security issues such as lack of first aid or medical team at the waterfalls, the unprofessional conduct among some of the tour guides the site, the poor nature of the routes to the site; declining state of the foot bridges, lack of sign posts, warnings and directions and the absence of lighting system tend to increase the vulnerability of tourists to dangers at the waterfalls. Inattention to security issues can lead to injuries, loss of lives and properties and may affect the patronage of the site

(iii) It is important that the concerns of tourists regarding safety and security should be incorporated into the planning policies of the Wli waterfalls and at other tourist destinations in the country. Remedies such as the provision of adequate security personnel, provision of first dangers.id or medic station, provision of signposts, directions and warnings, expansion and regular maintenance of the paths, expansion and regular maintenance of the foot bridges and extension of

lighting system to the waterfalls will provide safe and secure environment, and long-lasting pleasurable memories for the tourists. Security is a major consideration for tourists visiting the Wli waterfalls. It is imperative that the management at the Wli waterfalls as well as the local authorities in the Hohoe municipality take actions in providing security and safety as well as developing the site to brand it as one of the safest tourist destinations in Ghana

5.5 Recommendations

Based on the findings and conclusions of the study, the following recommendations are made:

(i)   The Ministry of Tourism, Arts and Culture (MoTAC), the Ghana Tourism Authority (GTA), the Ghana Police Service and relevant agencies should provide comprehensive security guarantees to tourists visiting destinations in Ghana. Regulations covering safety and security, such as health, environment, food and beverages, should be provided.

(ii)   The Wli waterfalls must be partnered with private institutions and agencies to invest in the Wli waterfalls to help intensify security at the site.

(iii)   Authorities at the Wli waterfalls should ensure strong relationship with members of the local community. Community members in the Wli area should be encouraged to collaborate with the management of the Wli waterfalls in promoting the site and providing secured and safe tourist experience and help to develop the site to attract more tourists.

(iv)   There should be provision of security guards in addition to the tour guides at tourist sites. Again, regular training of tour guards and guides should be with done with recognised state security agencies.

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(v)   There should be inter-ministerial collaboration between Ministry of Tourism and Ministry of Interior to ensure tourist safety especially regarding provision of security personnel.

5.6 Suggestions for Further Studies

In drawing conclusions of the study, the following are the suggestions for further study:

(i)   Research should be conducted to cover other aspects of security such as community perspective on tourism security.

(ii)   A larger number of participants should be included in similar studies at the Wli waterfalls.

(iii)   Similar research is needed to be carried out at other waterfalls to compare the security of the various waterfalls in Ghana. This will help in providing a holistic perspective on understanding tourism security on waterfalls in Ghana.
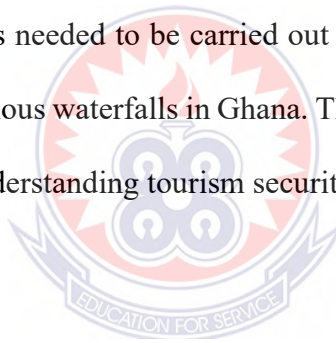
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APPENDICES

APPENDIX A

Interview Guide

University of Education, Winneba

Department of Social Studies

Introduction

My name is Patience Adesi, an Mphil student at the University of Education, Winneba. I am conducting a research study on the topic; Tourism Security Issues at the Wli Waterfalls in the Wli Community of the Hohoe Municipality, Volta Region, Ghana. I am collecting data on the above research topic. I would be grateful for your input and assistance in gathering the data. The study is purely for academic purposes and ensures your anonymity and confidentiality. Thank you for your assistance.

Interview Guide on Research Questions

1. What was your expectation of security arrangement at the Wli waterfalls?

2. What security arrangement did you see at the Wli waterfalls?

3. Were your expectations on security arrangement met at the Wli waterfalls?

4. Do you in any way felt that you were in danger at the Wli waterfalls?

5. What are the security issues you encountered at the Wli waterfalls?

6. What measures do you suggest to help solve the security issues at the Wli waterfalls?

APPENDIX B

Observation Checklist

Description of site

1. Name of site:

2. Location:

3. Town: _____ Region: _____

4. Availability of the following security arrangements

| Measures	Present	Absent
First Aid Unit/ Presence of staff with first aid training at the waterfalls		
Extension Lighting to the waterfalls		
Well-equipped tour guides		
Ambulance		
Visitors' benches/shed		
Regular maintenance of bridges		
Designated emergency evacuation point		
Security orientation at the waterfalls		
Security guards at the waterfalls		
Clear Warning signs and directions		
Sanitary facilities at the waterfalls		
Regular maintenance of paths		
Tourists' compliance to precautionary measures		
Detectors of metallic objects		

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APPENDIX D

Pictures from the Field

Visitor Information Centre

The Wli Waterfalls Pool
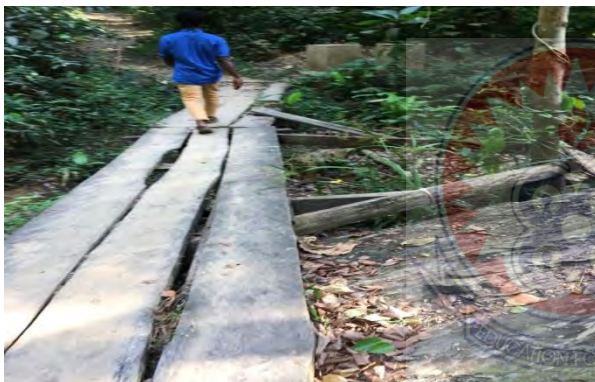
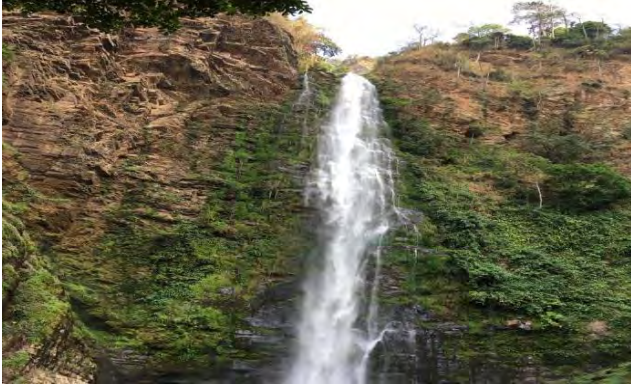**Foot Bridge**

End of Extension of Lighting System

Visitor Benches

Visitors Centre

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View of the Wli Waterfalls

Instructional Post

Collapsed Bridge

Foot Bridge