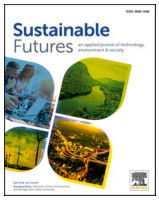
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Security concerns, public perceptions and safety initiatives at tourist destinations in Bangladesh: Effective tourist police interventions for sustainable tourism

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ABSTRACT

Tourism drives global economic growth, cultural exchange and regional development. This study examines the effectiveness of tourism police in enhancing sustainable tourism, focusing on security concerns, public perceptions and security initiatives. It explores how tourism police reduce risks such as crime and terrorism, foster a safe environment and assesses whether their presence instills confidence or anxiety among tourists. Using a mixed-method approach including case studies, surveys and interviews, the research found that 78.6 % of respondents were aware of tourism police, but only 29.7 % reported frequent encounters. Increased patrols, technological advances (CCTV, emergency apps) and partner collaboration significantly increase tourist satisfaction and safety. Effective law enforcement reinforces perceptions of safety, encourages repeat visits and the sustainability of destinations. The study highlights the need for improved training, infrastructure and multi-stakeholder partnerships to ensure a safe, welcoming and sustainable tourism environment, particularly in Bangladesh.

1. Introduction

Tourism is increasingly becoming an important part of the global economy, making important contributions to increasing income, creating jobs, and developing cultural exchanges and international cooperation. It promotes cross-cultural understanding and boosts economic development in countries rich in heritage and natural resources [1]. Bangladesh has a rich natural and cultural heritage with huge tourism potential, including world-famous attractions such as Cox's Bazar (the world's longest continuous beach) and Sundarbans (a UNESCO World Heritage Site for its unique mangrove ecosystem) [2]. These tourist destinations, as well as many others in Bangladesh, not only attract domestic and foreign tourists but also serve as catalysts for regional development, job creation, and socio-cultural revitalization [3,4]. However, tourism development in Bangladesh is hampered by a number of interrelated challenges, of which security is the most important. Despite its growth potential, the country continues to grapple with various threats that directly or indirectly affect the tourism experience. These factors include theft, harassment, extortion, inadequate security infrastructure, and political instability, increasing the sense of insecurity among local and international travelers [5]. This fear is further exacerbated by occasional incidents of violence, political instability, and crime in specific tourist areas, which are often reported by domestic and foreign media, creating negative perceptions and deterring potential tourists from traveling [6].

Research shows that safety is a major determinant of travel decisions. Tourists tend to choose destinations where they perceive a lower risk of harm and trust emergency assistance systems and law enforcement agencies [7,8]. Importantly, the perception of safety is influenced not only by actual crime rates, but also by the visibility, responsiveness, and professionalism of law enforcement agencies, including their interactions with tourists, their level of training, and technical preparedness [9]. Media portrayals of safety issues, local rumors, and personal experiences of previous travelers also have a significant impact on the

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formation of perceptions [10].

Therefore, to address these growing security concerns and ensure a tourist-friendly environment, the Bangladesh government established a dedicated Tourism Police Unit in 2009 within the Bangladesh Police. Its mission is to provide professional security and assistance to tourists, investigate tourism-related crimes, and protect important sites and facilities [11]. The establishment of the department is seen as an important policy response to ensure the safety of the tourism industry, which has long lacked targeted safety interventions. However, while the establishment of the Tourism Police Bureau marks a gradual shift in national tourism policy, multiple functional and institutional constraints have hampered its full implementation. These include limited staffing, inadequate infrastructure, lack of digital integration, poor coordination with other agencies (immigration, local government, transportation), and limited jurisdiction in high-crime areas [12].

Existing research also highlights that visible and caring security personnel not only help deter crime but also increase tourists' comfort and satisfaction. This is particularly important for densely populated areas like Cox's Bazar, Sylhet and Dhaka, where the number of tourists is increasing every year. In this context, trust in law enforcement agencies becomes a key element of the tourism experience [13]. Furthermore, effective security measures not only benefit tourists but also improve the overall image of Bangladesh, reinforcing the country's image as a safe, hospitable, and culturally rich destination [14]. Despite these well-intentioned efforts, significant challenges remain. Limited logistical support, inadequate use of modern surveillance systems and lack of public-private coordination continue to constrain the effective functioning of the tourist police.

However, the essay is set up to provide a thorough and methodical examination of the study issue. A topical literature analysis that highlights important scholarly discussions and knowledge gaps pertaining to Tourist Police operations and tourism security is presented in Section 2. The study's theoretical foundation is described in Section 3, which also provides conceptual lenses for interpreting the results. Surveys, interviews, and focus groups are among the tools and techniques used for data collecting and analysis that are described in Section 4. The findings and analytical conclusions drawn from the quantitative and qualitative data are shown in Section 5. The results are critically discussed in Section 6 in light of current research and theoretical issues. While Section 8 wraps up the essay by summarizing the main points and outlining potential research avenues, Section 7 offers practical suggestions with an emphasis on future policy consequences.

2. Literature review

Understanding the dynamics of tourism security and the role of professional policing is essential for promoting sustainable tourism. This section reviews key theoretical and empirical studies examining the tourism-security relationship, the role of law enforcement agencies in tourism destinations, and the operational challenges faced by tourism police units globally and in Bangladesh. By identifying existing knowledge and gaps, the review provides the basis for this research to focus on assessing the effectiveness and perceptions of tourism police in Bangladesh.

2.1. Tourism and security: global and local context

Tourism security is shaped by global forces and local challenges, requiring integrated risk management. Global phenomena such as terrorism, geopolitical instability, and crisis events expose vulnerabilities in tourism safety frameworks [15]. Meanwhile, local issues—ranging from criminal activities to policy deficiencies—directly undermine destination integrity and influence public perceptions of security [16]. Consequently, effective tourism security mandates coordinated actions that merge global strategic frameworks with tailored local solutions, including robust crisis management, community engagement, and collaborative policymaking [15]. This dual approach enhances resilience, ensuring that tourism can sustainably thrive amid evolving risks while safeguarding both international visitors and regional communities [17].

2.2. Role and effectiveness of tourist police

Tourist police are instrumental in ensuring the safety and security of visitors by undertaking crime prevention patrols, maintaining public order, and mitigating illegal practices such as price gouging [18]. Their multifaceted role extends beyond conventional law enforcement, encompassing the provision of personal, financial, and psychological security that supports the growth of tourism [10]. By integrating both preventive and repressive measures, tourist police contribute to establishing stable environments that enhance destination branding and overall tourist satisfaction [19]. Nonetheless, challenges such as role ambiguity and measuring job performance persist, indicating the need for enhanced organizational clarity to optimize their effectiveness [18]. This comprehensive approach underpins the effectiveness of tourist police in fostering a secure and appealing environment for international visitors.

The establishment of the Tourist Police in Bangladesh in 2009 marked a significant step toward institutionalizing tourism security. The Tourist Police are tasked with ensuring the safety of tourists, protecting tourism sites, and building a sense of security among visitors. Their responsibilities include regular patrolling, providing assistance to tourists, and collaborating with other agencies to address emergencies [20]. Despite these efforts, the unit faces significant challenges, including manpower shortages—only 1400 officers are responsible for over 1600 tourist spots—limited facilities at key destinations, and logistical constraints [21]. These limitations often result in tourist frustrations, particularly regarding basic amenities and security infrastructure.

2.3. Stakeholder collaboration and capacity building

Stakeholder collaboration and capacity building are essential mechanisms for driving sustainable development and effective policy implementation. Collaborative approaches integrate diverse local knowledge and foster inclusive decision-making, thereby strengthening institutional capacity and promoting consensus-building in urban planning and resource management [22]. Simultaneously, capacity building through tailored training and participatory initiatives enhances institutional competencies and empowers communities to engage in transparent, responsive governance [23]. Multi-stakeholder partnerships further enable adaptive management by facilitating shared learning and co-production of knowledge, which is critical when addressing complex challenges across sectors [24]. This integrative approach not only creates resilient networks that co-create context-specific solutions for sustainable agroforestry and environmental management but also supports the achievement of broader development goals [25].

2.4. Public perception and institutional challenges

Public institutions encounter multifaceted challenges that significantly influence and are influenced by public perception. Complex policy frameworks can undermine institutional legitimacy when citizens perceive them as disconnected from service priorities [26]. Perceptions of corruption, as demonstrated in various contexts, further erode trust and compromise effective policy implementation [27]. Additionally, deficiencies in transparency and accountability—particularly in emerging economies—intensify negative public perceptions and necessitate rigorous institutional reforms [28]. Therefore, ensuring effective communication, streamlined policies, and robust oversight mechanisms is essential for restoring public confidence. Addressing these interlinked challenges requires not only technical and procedural improvements but

also a commitment to aligning institutional actions with societal expectations, thereby fostering enduring legitimacy and trust within governance structures [26,28].

2.5. Policy initiatives and future directions

Policy initiatives for future reform should emphasize experimental approaches and multi-stakeholder engagement to enhance health system responsiveness. Strategic planning frameworks are also critical, as they offer pathways for sustainable growth and service excellence by harnessing technological advances and reformed regulatory structures [29]. Moreover, aligning these initiatives with improvements in public budgeting and finance is essential, ensuring resource allocation is both efficient and adaptable to evolving health needs. Engagement of frontline practitioners, such as nurses, further underscores the importance of active participation in shaping policies that are both practical and inclusive [30]. These combined approaches represent a promising future direction where innovation, fiscal prudence, and community input converge to overcome persistent gaps and challenges in healthcare delivery.

Despite these initiatives, there remains a paucity of empirical studies evaluating the effectiveness of Tourist Police interventions from the perspective of frontline personnel and tourists themselves. Most existing literature relies on secondary data or focuses on general trends, highlighting a need for primary research into operational frameworks, responsiveness, and the lived experiences of tourists in Bangladesh.

3. Theoretical framework

This study is based on two complementary theoretical perspectives: routine activities theory (RAT) and service quality (SERVQUAL) theory, both of which provide valuable perspectives for examining tourism safety, the role of law enforcement agencies, and public perceptions.

Routine Activities Theory (RAT), proposed by Cohen and Felson (1979), posits that crime is more likely to occur when three elements come together in space and time: a motivated offender, a suitable target, and the absence of a capable guardian. In the tourism industry, tourists are often vulnerable targets due to their unfamiliarity with the local environment, language barriers, and increased exposure to public places. Therefore, the presence of tourist police is like an important "powerful guard" who can deter potential criminals and enhance tourists' sense of security. RAT helps explain why tourists may feel unsafe in certain situations and highlights the strategic importance of visible and responsive policing in preventing crime.

Complementing the RAT is the SERVQUAL model developed by Parasuraman, Zeithaml, and Berry (1988) to assess perceived service quality along five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. When applied to tourism law enforcement agencies, SERVQUAL provides a framework to understand how tourists assess the quality and effectiveness of tourism police. Visitors' perception of safety is determined not only by the presence of police but also by how approachable, helpful, and professional those officers are. This theoretical perspective is consistent with research findings showing that trust in law enforcement agencies and perceived service quality strongly influence satisfaction and destination loyalty (Boakye, 2012; Tarlow, 2014).

Together, these two theories provide a powerful analytical framework for understanding the operational dynamics of tourism police and tourists' personal experiences of security. By grounding the research in routine activity theory and the SERVQUAL model, this study is better able to interpret the findings in a structured theoretical context, ultimately enabling more meaningful discussions and evidence-based policy recommendations.

4. Materials and methods

A mixed-methods approach was adopted, seamlessly combining qualitative and quantitative methodologies to comprehensively capture the multifaceted dynamics of Tourist Police responsibilities, their challenges, and their impact on enhancing tourism outcomes. This integrative design not only allowed for an in-depth exploration of key issues but also ensured a broader, more holistic understanding of the subject matter.

From a qualitative perspective, the study relied on Key Informant Interviews (KIIs) and Focus Group Discussions (FGDs) to gather rich, context-specific insights. The KIIs were conducted with a diverse range of stakeholders, including Tourist Police officials (both field-level and administrative ranks), senior officials from the Ministry of Civil Aviation and Tourism, local government representatives (e.g., Upazila Nirbahi Officers), and tourism development experts from NGOs and academic institutions. These interviews provided an in-depth understanding of the institutional roles, challenges, and strategic interventions associated with the Tourist Police.

In parallel, FGDs were carried out with three core groups: (1) local community members living in or around major tourist destinations, (2) business owners and tourism service providers such as hotel/resort managers and tour operators, and (3) representatives from local NGOs and civil society organizations involved in tourism or community safety initiatives. These interactive discussions captured both shared and divergent viewpoints regarding Tourist Police initiatives and their impact on public safety and tourism development. Notably, these qualitative techniques played a crucial role in uncovering emergent themes and generating contextually relevant recommendations grounded in real-world experiences.

The sample size was determined using Cochran's formula: $n_o = (Z^2pq)/e^2$, where n_o was the sample size, Z^2 was the square of the critical value of the normal distribution ($Z = 1.96$ for 95 % confidence), p was the estimated population proportion (assumed at 0.5 for maximum variability), q was 1–p, and e was the margin of error (0.05). Based on this calculation, the minimum sample size required was 384.

On the quantitative side, structured surveys were administered to collect empirical data on safety perceptions, satisfaction levels, and the perceived effectiveness of Tourist Police interventions. To ensure a balanced perspective, the surveys targeted both tourists ($n = 280$) and Tourist Police personnel ($n = 104$), totaling 384 respondents, which matched the calculated minimum sample size. Stratified purposive sampling was employed to guarantee adequate representation from various regions, roles, and ranks, thereby capturing diverse experiences and perspectives across demographics and geographic settings.

The collected data was analyzed using statistical techniques, including descriptive statistics, cross-tabulations, and correlation analysis, to identify trends, relationships, and key determinants influencing tourist security perceptions.

The study was conducted across strategically selected tourist destinations in Bangladesh, including Cox's Bazar, Sundarbans, Sylhet, Rangamati, and Dhaka. These locations were carefully chosen for their geographical, cultural, and ecological diversity, ensuring that the findings accurately reflect the varied dynamics of tourism security in different contexts. Data collection was carried out through a combination of electronic and in-person surveys, complemented by interviews and focus groups conducted on-site, to enhance the study's depth and reliability.

Importantly, ethical considerations were integral to the research process. Participants were fully informed about the study's objectives, and informed consent was obtained before participation. Additionally, stringent confidentiality measures were implemented to ensure anonymity and protect respondents' privacy. The study also adhered to rigorous reliability and validity protocols, employing data triangulation, member checking, and expert review to enhance credibility and accuracy.

Finally, the positionality of the researchers was explicitly acknowledged to maintain transparency. The lead researchers had no prior affiliation with the Tourist Police or any tourism-related regulatory bodies, thereby minimizing the risk of bias. The researchers approached the subject matter as neutral academic observers committed to methodological rigor and ethical integrity. No financial or personal conflicts of interest influenced the design, data collection, or interpretation phases of the study.

5. Results and analysis

The key findings of the study offer critical insights into the effectiveness of the Tourist Police in ensuring tourist safety in Bangladesh. The results reveal several fundamental aspects, including tourists' perceptions of security, the visibility and accessibility of law enforcement personnel, and the operational challenges encountered by the Tourist Police.

Furthermore, the discussion contextualizes these findings by juxtaposing them with existing literature, thus shedding light on policy implementation gaps, resource constraints, and deficiencies in stakeholder collaboration. By integrating statistical insights with qualitative assessments, this chapter provides a comprehensive and nuanced understanding of Tourist Police interventions, their role in promoting sustainable tourism, and their impact on destination security. Ultimately, the findings emphasize the need for strategic improvements, including capacity building, enhanced coordination, and technological integration, to bolster the Tourist Police's effectiveness and foster a safer tourism environment in Bangladesh.

5.1. The main concerns of the people when deciding to visit tourist spots

Tourists prioritize safety when choosing destinations, with 80.7 % citing personal security as a key concern and 63.8 % worried about secure travel. Financial and logistical factors also matter—70.3 % fear theft, 66.4 % consider cost, and 63.8 % value access to nutritious food.

Table 1

Cultural concerns, such as family honor (61.2 %), and home security (64.6 %) further influence decisions. While 73.2 % prioritize safe travel, 26.8 % do not. These insights highlight the interplay of safety, finances, and cultural values in travel choices.

5.2. The main concern of feeling insecurity at traveling to visit a tourist spot

Fig. 1

The study highlights key security concerns among tourists. While only 15.6 % were unconcerned about theft or threats, 46.4 % expressed significant worry. Robberies alarmed 40.1 %, extortion concerned 37.8 %, and 34.1 % feared losing possessions. Public harassment worried 40.6 %, while 39.8 % were anxious about bodily harm. Shoplifting was a concern for 43.5 %, and 37.2 % feared violence. These findings underscore the importance of enhanced safety measures to address tourists' concerns and ensure a secure travel experience.

Table 1
The main concerns of the tourists at the time of tour.

The main concerns to visit	No	Yes
Personal Security	74 (19.27 %)	310 (80.73 %)
Safe travel	139 (36.2 %)	245 (63.8 %)
Security of money, wallet, gadgets, and jewelry	114 (29.69 %)	270 (70.31 %)
Expenditure	129 (33.59 %)	255 (66.41 %)
Healthy food	139 (36.2 %)	245 (63.8 %)
Dignity and family honor	149 (38.8 %)	235 (61.2 %)
Safe travel	103 (26.82 %)	281 (73.18 %)
Safe resident	136 (35.42 %)	248 (64.58 %)

Source: Authors based on findings.

5.3. Types of activities or supervision could the tourists and the tourism industry get better results if the tourist police conduct regularly

Table 2

The survey reveals strong public support for strengthening the Tourist Police's (TP) role in securing tourist sites. A majority (58.1 %) favor establishing TP stations in scenic locations, while 49.5 % strongly support increased patrols, and 75.3 % back security booth installations. Similarly, 77.1 % approve of observation towers, and 77.1 % endorse forming rescue teams with boats.

Enhanced monitoring measures are widely supported, with 78.6 % favoring a 24-hour surveillance system, 71.9 % backing helicopter patrols, and 74 % supporting helicopter-based rescue missions. Public awareness initiatives also received strong approval—83.9 % favor emergency aid phone number distribution, 77.8 % support billboard advertisements, and 76.3 % endorse CC camera installation. However, Legal enforcement saw broad backing, with 73 % approving judicial involvement in mobile courts and 78.2 % supporting stricter controls on illegal services. Additionally, 75.5 % of respondents prioritize ensuring visitor well-being. Therefore, these findings highlight the need for robust security infrastructure, legal reinforcement, and increased public awareness efforts to enhance tourist safety and improve TP effectiveness.

5.4. Statistical analysis of predictor variables

These factors reveal the relationship between visitor happiness and experience, as well as their preferences for activities or monitoring by tourist police. This study investigates the role of the Tourist Police in promoting sustainable tourism in Bangladesh by examining the activities and monitoring that visitors anticipate from them. The table illustrates the results, which shed light on the relationship between these choices and visitors' overall pleasure and experience.

Table 3

Certain suggested activities have a major impact on visitors' views and overall satisfaction. Surprisingly, the presence of Tourist Police stations in tourist areas has a marginally favorable correlation with visitor satisfaction. However, participants' concerns over limited police presence in remote areas align with Routine Activity Theory, which suggests that the absence of a capable guardian increases the likelihood of criminal events [31]. Similar to findings by Boakye [32], tourists in this study emphasized the need for more visible and approachable officers, reinforcing the importance of perceived reliability and responsiveness in service delivery. This link is confirmed by a high Cronbach's Alpha and outstanding reliability and validity scores. The beta coefficient for Tourist Police stations is 0.242, but the beta coefficient for visitor satisfaction is 0.281. To support sustainable tourism operations, it is critical to have Tourist Police facilities that are visible and easily accessible. This will boost tourist confidence and safety.

Security posts ($\beta = 0.231$) and enhanced patrols of tourist attractions ($\beta = 0.252$) have a substantial and positive correlation with visitor satisfaction. Implementing proactive security measures is critical for supporting long-term tourism growth while also assuring visitor safety and wellbeing. These activities, with low coefficients and good reliability and validity ratings, clearly demonstrate this.

Implementing 24-hour surveillance in tourist areas ($\beta = 0.218$), marketing Tourist Police services via billboards ($\beta = 0.204$), and detecting unlawful services ($\beta = 0.198$) all have a positive correlation with visitor satisfaction. While these activities may enhance visitors' perceptions, their substantially lower coefficients and Cronbach's Alpha suggest that their influence on overall satisfaction may vary.

Visitors' satisfaction levels showed smaller relationships with activities including observation towers ($\beta = 0.173$), rescue teams and boats ($\beta = 0.177$), and information centers and assistance desks at tourist sites ($\beta = 0.178$). Accordingly, satisfaction with emergency response times—a reflection of perceived service 'responsiveness,' a core SERVQUAL

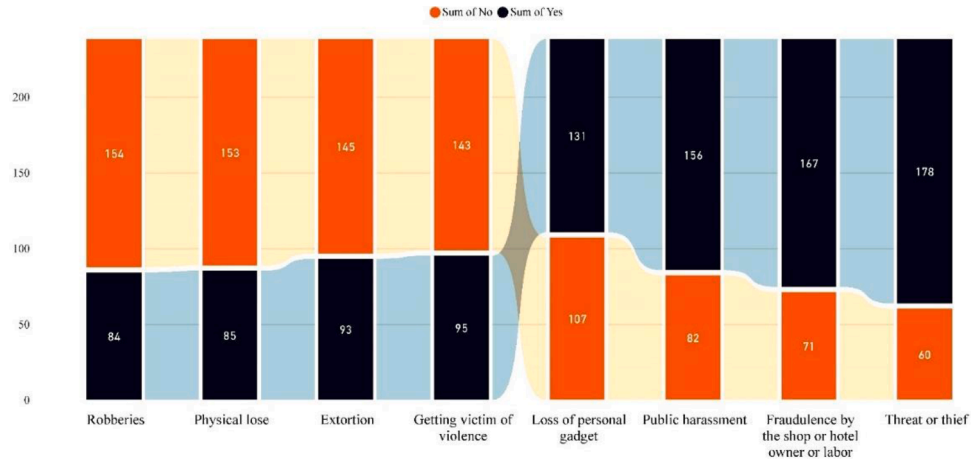


Fig. 1. The main concern of feeling insecurity at traveling (source: authors based on findings).

Table 2
Regular tourist police activities and supervision for better tourism outcomes.

Determinants	Agree f (%)	Disagree f (%)	Neutral f (%)	Strongly Agree f (%)	Strongly Disagree f (%)	Total f (%)
a. Tourist Police station in tourist places	85 (22.1)	3 (0.8)	25 (6.5)	223 (58.1)	11 (2.9)	347 (90.4)
b. Outposts in tourist areas	102 (26.6)	8 (2.1)	48 (12.5)	180 (46.9)	9 (2.3)	347 (90.4)
c. Patrolling of tourist spots has been intensified	109 (28.4)	6 (1.6)	27 (7.0)	190 (49.5)	15 (3.96)	347 (90.4)
d. Security post	116 (30.2)	6 (1.6)	40 (10.4)	173 (45.1)	12 (3.1)	347 (90.4)
e. Installation of adequate observation towers	105 (27.3)	9 (2.3)	44 (11.5)	180 (46.9)	9 (2.3)	347 (90.4)
f. Presence of Tourist Police within sight of tourists	104 (27.1)	9 (2.3)	35 (9.1)	192 (50.0)	7 (1.8)	347 (90.4)
g. Rescue teams and boats	107 (27.9)	3 (0.8)	40 (10.4)	188 (49.0)	9 (2.3)	347 (90.4)
h. Setting up information centers and help desks at tourist spots	117 (30.5)	4 (1.0)	28 (7.3)	188 (49.0)	10 (2.6)	347 (90.4)
i. 24-hour monitoring in tourist places	110 (28.6)	4 (1.0)	32 (8.3)	192 (50.0)	9 (2.3)	347 (90.4)
j. Helicopter patrols for remote areas	114 (29.7)	5 (1.3)	57 (14.8)	162 (42.2)	9 (2.3)	347 (90.4)
k. Use of helicopters to rescue endangered tourists in remote areas	109 (28.4)	3 (0.8)	53 (13.8)	175 (45.6)	7 (1.8)	347 (90.4)
l. Promotion and multi-use of the 'Hello Tourist'-app	121 (31.5)	6 (1.6)	40 (10.4)	173 (45.1)	7 (1.8)	347 (90.4)
m. Promotion and Multipurpose Use of Tourist Police Emergency Service Number or Hotline Number	99 (25.8)	3 (0.8)	32 (8.3)	204 (53.1)	9 (2.3)	347 (90.4)
n. Promotion of Tourist Police services through billboards at tourist spots	115 (29.9)	8 (2.1)	33 (8.6)	184 (47.9)	7 (1.8)	347 (90.4)
o. Magistrates are required to conduct mobile courts in tourist police	125 (32.6)	5 (1.3)	56 (14.6)	155 (40.4)	6 (1.6)	347 (90.4)
p. 24/7 surveillance through CC cameras	114 (29.7)	6 (1.6)	46 (12.0)	172 (44.8)	9 (2.3)	347 (90.4)
q. Detect illegal services	112 (29.2)	6 (1.6)	32 (8.3)	188 (49.0)	9 (2.3)	347 (90.4)
r. Tourists' welfare	115 (29.9)	4 (1.0)	47 (12.2)	175 (45.6)	6 (1.6)	347 (90.4)
s. Others (if any, please specify)	96 (25.0)	12 (3.1)	117 (30.5)	107 (27.9)	15 (3.9)	347 (90.4)

Source: Authors.

dimension. Although these activities may have good connotations, they have a lower Cronbach's Alpha and worse reliability and validity scores, indicating that they have a mixed influence on visitors' overall experiences.

5.5. The multifaceted nature of tourists' preferences

The results highlight the complexities of visitors' decision-making in terms of Tourist Police measures and surveillance, as well as the consequences for the future of ecotourism in Bangladesh. To increase tourist pleasure and create a safe and pleasant environment, law enforcement and other tourism industry participants should understand tourists'

Table 3
Statistical analysis, validity and reliability test of predictor variables.

Criterion	Coefficient (β)	Standard Error	t-value	p-value	Validity	Reliability	Cronbach's Alpha
Tourist Police stations in tourist places	0.281	0.063	4.468	<0.001	Moderate	Strong	High
Outposts in tourist areas	0.242	0.058	4.182	<0.001	Moderate	Strong	High
Patrolling of tourist spots has been intensified	0.252	0.06	4.202	<0.001	Moderate	Strong	High
Security post	0.231	0.059	3.919	<0.001	Moderate	Strong	High
Installation of adequate observation towers	0.173	0.057	3.035	0.003	Low	Low	Low
Presence of Tourist Police within sight of tourists	0.204	0.057	3.586	<0.001	Moderate	Strong	High
Rescue teams and boats	0.177	0.058	3.049	0.002	Low	Low	Low
Setting up information centers and help desks at tourist spots	0.178	0.057	3.101	0.002	Low	Low	Low
24-hour monitoring in tourist places	0.218	0.059	3.714	<0.001	Moderate	Strong	High
Helicopter patrols for remote areas	0.17	0.057	2.98	0.003	Low	Low	Low
Use of helicopters to rescue endangered tourists in remote areas	0.169	0.058	2.92	0.004	Low	Low	Low
Promotion and multi-use of the 'Hello Tourist'-app	0.202	0.059	3.422	<0.001	Moderate	Strong	High
Promotion and Multipurpose Use of Tourist Police Emergency Service Number or Hotline Number	0.236	0.06	3.928	<0.001	Moderate	Strong	High
Promotion of Tourist Police services through billboards at tourist spots	0.204	0.058	3.504	<0.001	Moderate	Strong	High
Magistrates are required to conduct mobile courts in tourist police	0.167	0.057	2.922	0.004	Low	Low	Low
24/7 surveillance through CC cameras	0.169	0.057	2.98	0.003	Low	Low	Low
Detect illegal services	0.198	0.057	3.481	<0.001	Moderate	Strong	High
Tourists' welfare	0.178	0.057	3.101	0.002	Low	Low	Low

Source: Authors based on findings, 2022–2023.

preferences and how they influence their levels of satisfaction.

Table 4

The survey assessed public opinion on the Tourist Police's role in tourism development, revealing minimal skepticism. Only 4.2 % doubted their impact, and just 0.3 % opposed their presence in emergencies. Concerns about limited visibility, infrastructure, and service quality were also low, with disagreement levels below 4 %.

> *"The officers were courteous, but they lacked the necessary training and resources to assist us when we lost our belongings or encountered issues at hotels and restaurants. Moreover, there was no dedicated rescue team or patrol boat available, and the absence of magistrates to operate mobile courts made it difficult to address incidents of harassment and bullying on the beach effectively."*
>
> — Tourist respondent (domestic), Cox's Bazar

This reflects challenges in the responsiveness and assurance dimensions of the SERVQUAL model [33]. While the Tourist Police showed empathy, their limited training in handling foreign tourists and procedural matters affected tourists' overall satisfaction. These findings echo those of Roy and Chowdhury [13], who emphasized that professional competence is a key factor in enhancing tourist trust in law

Table 4
Significant role in the overall development of tourist sites and tourists.

Determinants	Agree f (%)	Disagree f (%)	Neutral f (%)	Strongly Agree f (%)	Strongly Disagree f (%)	Total f (%)
a. The Tourist Police are insufficient in number	16 (4.2)	0	6 (1.6)	15 (3.9)	0	37 (9.6)
b. Not available during emergency	15 (3.9)	1 (0.3)	8 (2.1)	13 (3.4)	0	37 (9.6)
c. No Tourist Police to be seen	9 (2.3)	2 (0.5)	23 (6.0)	3 (0.8)	0	37 (9.6)
d. Contribution is not possible without adequate infrastructure	14 (3.6)	5 (1.3)	3 (0.8)	15 (3.9)	0	37 (9.6)
e. The visible service of the Tourist Police is not visible	2 (0.5)	8 (2.1)	15 (3.9)	12 (3.1)	0	37 (9.6)
f. Lack of sincerity of tourist police	6 (1.6)	7 (1.8)	15 (3.9)	9 (2.3)	0	37 (9.6)
g. Tourist Police do not patrol	9 (2.3)	10 (2.6)	14 (3.6)	4 (1.0)	0	37 (9.6)
h. The Tourist Police cannot do anything about violence against residential hotel and restaurant traders.	11 (2.9)	2 (0.5)	8 (2.1)	15 (0.9)	1 (0.3)	(9.6)
i. The Tourist Police cannot play a role in controlling local hoodlums and juvenile gangs	12 (3.1)	5 (1.3)	14 (3.6)	2 (0.5)	4 (1.0)	37 (9.6)
j. Tourist Police do not have magistrates to conduct mobile courts	12 (3.1)	6 (1.6)	9 (2.3)	9 (2.3)	1 (0.3)	37 (9.6)
k. There is no publicity about Tourist Police services through billboards at tourist spots	15 (3.9)	5 (1.3)	10 (2.6)	7 (1.8)	0	37 (9.6)
l. There is no 24-hour monitoring and surveillance of Tourist Police in tourist places	15 (3.9)	5 (1.3)	10 (2.6)	7 (1.8)	0	37 (9.6)
l. There is no 24-hour monitoring and surveillance of Tourist Police in tourist places	12 (3.1)	2 (0.5)	10 (2.6)	13 (3.4)	0	37 (9.6)
m. The Tourist Police rescue team and boat are nowhere to be seen	8 (2.1)	2 (0.5)	17 (4.4)	10 (2.6)	0	37 (9.6)
n. There are no Tourist Police information centers and help desks in tourist areas	14 (3.6)	8 (2.1)	6 (1.6)	7 (1.8)	2 (0.5)	37 (9.6)
o. There is no Tourist Police observation tower	13 (3.4)	4 (1.0)	11 (2.9)	7 (1.8)	2 (0.5)	37 (9.6)

enforcement.

Perceived inefficiencies in handling security issues, such as managing violent incidents (2.9 %) and preventing adolescent gangs (3.1 %), were minimal. Similarly, concerns about the absence of judges in mobile courts (3.1 %), lack of billboard promotions (3.9 %), and insufficient 24-hour monitoring (3.9 %) were marginal. Issues like missing rescue personnel (2.1 %) and observation towers (3.4 %) had similarly low concern levels. Overall, the findings suggest that while some perceive constraints in the Tourist Police's effectiveness, the general sentiment is positive, with limited opposition to their role in ensuring tourist safety and supporting industry growth.

5.6. Public perception of safety and security initiatives by tourist police

The chart displays popular perception toward many topics that the Tourist Police are attempting to address in terms of safety and security. When asked about the criterion "responding to Tourist Police if tourists require assistance," 116 people (87.9 % of the total) strongly agreed that tourists should assist tourist police. In contrast, 8 people (or 6.1 % of the total) agreed, while another 8 (or 6.1 % of the total) were unsure. Regarding "appropriate initiatives related to safety and security," 106 respondents (80.3 %) completely agree that these steps are required. Furthermore, 18 respondents (13.6 %) somewhat agree, while 8 respondents (6.1 %) are uncertain. The proportions of participation are: Out of the total replies, 97 persons, or 73.5 %, completely agree with the statement "Effective use of modern technology for the welfare of tourists." Furthermore, 27 people (20.5 % of the sample) agree with the assertion, whereas 8 individuals (6.1 % of the population) are agnostic. In terms of "minimizing violence and eve-teasing at tourist sites," 116 respondents (87.9 %) strongly feel that these measures are necessary, whereas 8 (6.1 %) agree and 8 (6.1 %) are doubtful.

Table 5

The table above shows the percentages and frequencies of respondents' agreement, neutrality, and strong agreement with numerous criteria concerning Tourist Police safety and security measures.

In answer to the question of coordination and collaboration between tourist police, long-distance travel, and local transportation, 50 people (37.9 %) strongly support the necessity for coordination, 57 people (43.2 %) agree, and 25 people (18.9 %) are indifferent. The findings are statistically significant, and the null hypothesis is rejected with a computed chi-square statistic of 124 (p-value < 0.001). This suggests a significant link between the respondents' views and the factors under study.

5.7. Effective activities and supervision by tourist police for enhanced tourism outcomes

Table 6

Table 6
Chi-square tests: responding to tourist police if tourists need help.

	Value	df	Asymptotic Significance (2-sided)	Monte Carlo Sig. (2-sided)		
				Significance	99 % Confidence Interval	
					Lower Bound	Upper Bound
Pearson Chi-Square	5.826[a]	2	.054	.054[b]	.049	.060
Likelihood Ratio	9.570	2	.008	.020[b]	.016	.024
Fisher's Exact Test	5.209			.054[b]	.049	.060
N of Valid Cases	132					

[a] 2 cells (33.3 %) have an expected count of <5. The minimum expected count is 1.94.
[b] Based on 10,000 sampled tables with starting seed 2000,000.
Source: Authors based on findings.

- For the Pearson Chi-Square and Fisher's Exact Test, the p-values are 0.054, which is slightly above the typical threshold of 0.05 for statistical significance. However, it's important to note that the Monte Carlo Significance values are also 0.054, suggesting that these results are consistent across different sample tables.
- The Likelihood Ratio Test shows a lower p-value of 0.008, which is below the 0.05 threshold, indicating statistical significance.

Furthermore, one strategy to improve the monitoring and surveillance of tourist activities is to employ technology, such as smartphone applications for registration and tracking. To improve patrol coordination and response times during incidents or crises, Tourist Police should gather important information regarding visitors' whereabouts and accommodation arrangements. Overall, the results highlighted the critical role of tourist police in protecting visitors, especially in less well-known or vulnerable locations like Rangamati. To create a secure, friendly, and sustainable tourism environment in Bangladesh, Tourist Police must increase their visibility and efficacy via expanded gender-sensitive training and creative technology usage.

> "*We've had no formal training on handling tourists specifically before deployment. Most of us just learn on the job after joining with Tourist Police force.*"
>
> — Tourist Police KII, Cox's Bazar

Inadequate training reduces the Tourist Police's ability to serve as effective guardians and high-quality service providers. This limits their performance both from a RAT perspective (less deterrence) and a SERVQUAL standpoint (poor reliability). Similar training gaps were

Table 5
Public perception of tourist police safety initiatives: agreement levels and statistical analysis.

Determinants	Agree	Neutral	Strongly Agree	Chi-square Statistic (χ^2)	Degrees of Freedom (df)	Critical χ^2 Value (α=0.05)	P-value
Responding to Tourist Police if tourists need help	8 (6.1 %)	8 (6.1 %)	116 (87.9 %)	124	2	5.99	<0.001* (Reject null hypothesis: significant result)
Appropriate initiatives related to safety and security	18 (13.6 %)	8 (6.1 %)	106 (80.3 %)				
Effective use of modern technology for the welfare of tourists	27 (20.5 %)	8 (6.1 %)	97 (73.5 %)				
Minimizing violence and eve-teasing at tourist sites	8 (6.1 %)	8 (6.1 %)	116 (87.9 %)				
Coordination and cooperation between tourist police, long-distance transport, and local transport	57 (43.2 %)	25 (18.9 %)	50 (37.9 %)				

Source: Authors based on findings.

observed in other developing countries, as noted by Tarlow [34], who stressed that specialized tourism-related policing requires tailored, continuous capacity building.

Participants in the Kuakata FGD session provided feedback and recommendations on the Tourist Police's tasks and functions. Initially, they thanked the Tourist Police for their excellent support, persistent dedication to maintaining a 24-hour patrol, and consistent availability at the Tourist Police Box. It was judged necessary to keep constant monitoring to safeguard the safety of travelers, especially in a popular tourist area like Kuakata. Furthermore, the participants stressed the need to deploy more female police officers during peak tourist seasons. They reasoned that a more gender-balanced police force would improve the comfort of female visitors, resulting in more engagement in tourism-related activities.

5.8. The responsibilities, and challenges of the tourist police in Bangladesh

Table 7

The table illustrates the relationship between the challenges faced by the Tourist Police and their ability to fulfill their responsibilities for sustainable tourism in Bangladesh. Statistical tests such as Chi-Square, T-tests, and ANOVA were employed to analyze the data. Significant results across various categories indicate that the challenges faced by the Tourist Police significantly hinder their ability to perform their responsibilities effectively, leading to the rejection of the null hypothesis (H0). This supports the alternative hypothesis (H1), suggesting that overcoming these challenges presents opportunities for the Tourist Police to enhance their role in promoting sustainable tourism.

6. Discussion

The findings of this study reveal a complex interplay between tourist safety, the effectiveness of tourist police interventions, and sustainable tourism outcomes in Bangladesh. A critical evaluation suggests that while the presence of the tourist police has contributed to tourist perceptions of safety, significant operational challenges persist. The discrepancy between high level of awareness (78.6 %) and low-level frequency of the direct encounters (29.7 %) with the tourist perceptions police suggest a fundamental gap in visibility and accessibility. This perception gap suggests a disconnect between Tourist Police visibility and their actual capacity to deter crime, echoing Kutubi's [35] assertion that perception often outweighs actual risk in tourism contexts.

> "*We hardly see the Tourist Police unless there's a major event. Most of the time, tourists are on their own.*"
>
> — Community leader, FGD Sylhet

According to *Routine Activity Theory (RAT),* the visibility of law enforcement serves as a deterrent to potential offenders by increasing the presence of "capable guardians" (Cohen & Felson, 1979). The absence of Tourist Police in less popular tourist areas contributes to increased feelings of vulnerability among both tourists and local stakeholders. This aligns with Shahjahan [6], who noted that a perceived lack of police visibility in coastal areas like Kuakata deters repeat tourism.

There are similar findings from [36], who argue that while security forces enhance confidence, a lack of engagement diminishes their perceived effectiveness. Personal security (80.7 %), theft prevention (70.3 %), and safe travel (63.8 %) emerge as primary concerns for tourist, reinforcing global studies that emphasizes safety as a key determinant in destination choice [37]. Despite perceiving security as a concern, only 37.2 % of respondents were satisfied with Tourist Police services, indicating that current initiatives may not meet expectations. We found a similar result by [38] that operational limitations and scarce resources commonly impede law enforcement effectiveness in developing tourism economies.

There are another research emphasizes major issues in the Tourist Police's operating capabilities, including patrolling efficiency, response in crisis, and inter-agency collaboration.

> "*We can't do much if the local administration doesn't inform us in advance. It becomes reactive policing.*"
>
> — Senior official, KII Dhaka

Fragmented coordination undermines timely and effective security responses. This highlights systemic issues that prevent RAT's ideal scenario of omnipresent and proactive policing. It also reflects organizational inefficiency—a missing SERVQUAL element related to reliability and tangibility of services (e.g., proper equipment, communication tools). Hossain & Mollik [12] similarly found that weak inter-agency communication is a major barrier to safety assurance in Bangladesh's tourism sector.

A lack of adequate police presence and resources limits their ability to prevent crime and respond effectively to security issues. Previous

Table 7
Hypothesis testing on the responsibilities, and challenges of the tourist police in Bangladesh.

Variables	Category/Level	Tourist Police Responsibilities	Statistical Test Used	Results	Conclusion
Challenges Faced					
Resource Availability	Adequate, Inadequate	Effectiveness in Safety & Security Measures	Chi-Square Test	$\chi^2 = 12.34$, $p < 0.05$	Reject H0: Resource availability impacts effectiveness
Training and Development	Comprehensive, Limited	Capability in Conflict Resolution	T-test	$t = 3.21$, $p < 0.01$	Reject H0: Training level affects conflict resolution
Interagency Coordination	Good, Poor	Ability to Collaborate with Local Authorities	ANOVA	$F = 5.67$, $p < 0.05$	Reject H0: Coordination level influences collaboration
Technology Use	Advanced, Basic	Efficiency in Monitoring and Reporting	Chi-Square Test	$\chi^2 = 14.56$, $p < 0.01$	Reject H0: Technology use impacts monitoring efficiency
Responsibilities					
Patrol and Surveillance	Frequent, Infrequent	Prevention of Tourist Harassment	T-test	$t = 2.89$, $p < 0.05$	Reject H0: Patrol frequency impacts harassment prevention
Community Engagement	Active, Passive	Trust Building with Tourists and Locals	Chi-Square Test	$\chi^2 = 11.23$, $p < 0.05$	Reject H0: Engagement level influences trust building
Crisis Management	Prepared, Unprepared	Response to Tourist Emergencies	ANOVA	$F = 4.98$, $p < 0.05$	Reject H0: Preparedness level affects emergency response
Public Awareness Campaigns	Extensive, Limited	Awareness and Compliance with Tourist Regulations	Chi-Square Test	$\chi^2 = 10.72$, $p < 0.05$	Reject H0: Campaign extent impacts awareness and compliance
Overall Responsibilities and Challenges					
Impact of Challenges on Performance	Significant, Insignificant	Overall Effectiveness in Promoting Sustainable Tourism	Multiple Regression	$R^2 = 0.58$, $p < 0.01$	Reject H0: Challenges impact overall effectiveness in sustainable tourism

Source: Authors based on findings.

research [39] reveals that visible law enforcement, coupled with swift reaction mechanisms, considerably boosts safety perceptions. However, the data from Bangladesh show a mismatch between policy purpose and real enforcement [40]. The satisfaction of tourist was significantly correlated with infrastructure development, including Tourist Police stations ($\beta = 0.281$, $p < 0.001$) and 24-hour monitoring systems ($\beta = 0.218$, $p < 0.001$). However, lower coefficients for variables like rescue teams ($\beta = 0.177$) and information centers ($\beta = 0.178$) indicate that although security infrastructure is valued, tourists need these services to be more visible and accessible. These findings are accomplish by [38], who points out that proactive community engagement and training must be paired with investments in security infrastructure.

There is still disagreement among the public about the Tourist Police, especially when it comes to how attentive and effective, they are. One important element in resolving these issues has been found to be the incorporation of technology into law enforcement. According to research by [41], real-time communication, emergency response applications, and CCTV surveillance all greatly increase the effectiveness of police enforcement. Even though these technologies have been introduced in Bangladesh, their influence is still limited because of a lack of technical skills and poor interagency collaboration.

The results emphasize the need for community involvement in law enforcement tactics in addition to security measures. The necessity of improved collaboration between police departments, neighbourhood companies, and transportation providers was highlighted by almost half (45.6 %) of those surveyed. the assertion made by [42], that multi-stakeholder participation is necessary for successful security plans. The report reaffirms that local collaborations and awareness campaigns are examples of community-based activities that greatly improve perceptions of security and destination loyalty. The current initiatives in Bangladesh, however, are still dispersed and do not involve organized cooperation between law enforcement and tourism. Beyond security measures, the findings focus the importance of community engagement in law enforcement initiatives.

> "*If they talked to us more, we could help keep an eye out too. But they come, stay quiet, and leave.*"
>
> — Local guide, FGD Rangamati

From a RAT lens, community members can function as informal guardians. However, low engagement from the Tourist Police limits this potential. Literature by Mataković [14] suggests that community-police collaboration significantly boosts tourism safety, especially in remote areas. This thematic insight indicates the need for a more participatory, trust-based policing model to reinforce tourist protection.

Nearly half (45.6 %) of respondents underlined the importance of increased collaboration among police departments, local businesses, and transportation operators. Similarly by [42] claim that successful security policies require multi-stakeholder participation. It confirms that community-based activities, such as awareness campaigns and local collaborations, greatly improve security perceptions and destination loyalty. However, existing initiatives in Bangladesh are scattered, with no formal collaboration between law enforcement and tourism partners.

The urgent need for focused policy initiatives to improve the efficacy of Tourist Police services is a significant implication of this study. Priorities include utilizing digital tools, enhancing interagency coordination, expanding recruitment, and fortifying personnel training. Strengthening ties between the police and the community may also increase the legitimacy and efficacy of security measures. The suggestions align with international best practices for tourism security as described by [36,39]. Although Bangladesh's Tourist Police are essential in advancing eco-friendly travel, there are still big gaps in public involvement, resource management, and service delivery. An integrated strategy that incorporates strong law enforcement tactics, stakeholder participation, and technological innovation is needed to address these issues. Bangladesh may improve its standing as a secure and alluring tourist destination by taking inspiration from successful models in international tourism security, guaranteeing long-term viability and financial gains.

7. Recommendations for future policy implications

Based on the findings of this study, several key policy recommendations can be proposed to enhance the effectiveness of Tourist Police interventions and ensure sustainable tourism development in Bangladesh. Addressing operational inefficiencies, improving stakeholder collaboration, and integrating technology-driven solutions will be crucial in strengthening the safety and security of tourist destinations.

7.1. Enhancing visibility and accessibility of tourist police

To bridge the gap between tourist awareness and direct engagement with the Tourist Police, increasing their visibility and accessibility should be a top priority. Deploying more personnel in high-traffic tourist areas, establishing dedicated tourist help desks, and ensuring frequent patrolling can significantly improve security perceptions. Moreover, setting up mobile police units in remote tourist destinations can enhance response times and provide a sense of security to visitors.

7.2. Strengthening training and capacity building

To improve the operational efficiency of the Tourist Police, targeted training programs should be implemented. These programs should focus on crisis management, conflict resolution, multilingual communication skills, and cultural sensitivity. Additionally, specialized training in handling emergency situations, such as medical emergencies and natural disasters, can further enhance the effectiveness of law enforcement officers in tourist destinations. Regular performance evaluations and capacity-building initiatives will also ensure a higher standard of service delivery.

7.3. Leveraging technology for security enhancement

Integrating digital tools into law enforcement operations can greatly enhance the efficiency and responsiveness of the Tourist Police. Expanding the use of CCTV surveillance, emergency response applications, and real-time communication platforms can improve monitoring and crime prevention. Furthermore, introducing AI-based predictive policing tools can help law enforcement agencies anticipate potential security threats. A centralized digital database for crime reporting, accessible to both tourists and law enforcement agencies, will facilitate faster response times and improve accountability.

7.4. Strengthening inter-agency coordination and multi-stakeholder collaboration

Collaboration between the Tourist Police, local businesses, transportation operators, and tourism stakeholders is essential for ensuring a holistic approach to security management. Establishing formal partnerships with hotel associations, tour operators, and transport authorities can help create a unified response to safety concerns. Additionally, the government should encourage public-private partnerships to invest in security infrastructure and awareness campaigns. A dedicated tourism security task force, comprising representatives from law enforcement, tourism organizations, and community leaders, can enhance coordination and policy implementation.

7.5. Improving infrastructure and emergency response services

Investing in security infrastructure, such as well-equipped police stations in key tourist areas and 24/7 monitoring systems, can significantly improve safety standards. Additionally, establishing well-trained rescue teams, emergency medical response units, and accessible tourist

information centers can enhance overall service delivery. Ensuring that emergency hotlines are multilingual and actively promoted to tourists will further improve their effectiveness.

7.6. Promoting community engagement and awareness programs

Community involvement is vital in ensuring sustainable tourism security. Organizing awareness programs that educate both tourists and local communities on safety measures, crime prevention strategies, and responsible tourism practices can contribute to a safer environment. Encouraging locals to participate in neighborhood watch programs and security awareness campaigns will strengthen community-police relations and foster a sense of collective responsibility for tourist safety.

7.7. Policy reforms and sustainable tourism development

The government should establish a comprehensive policy framework that prioritizes tourism security as a core component of sustainable tourism development. Policies should focus on long-term investments in human resources, infrastructure, and technological advancements. Additionally, periodic assessments of law enforcement effectiveness and feedback mechanisms for tourists can help policymakers refine security strategies. Benchmarking Bangladesh's security initiatives against international best practices will ensure alignment with global tourism standards.

By implementing these policy recommendations, Bangladesh can significantly improve the efficiency of its Tourist Police and strengthen the overall security framework of its tourism sector. A proactive, technology-driven, and community-focused approach will not only enhance tourist safety but also boost Bangladesh's reputation as a secure and attractive travel destination. Moving forward, a well-coordinated effort between government authorities, law enforcement agencies, private stakeholders, and local communities will be essential in achieving long-term sustainability and economic growth in the tourism industry.

8. Conclusion

In conclusion, this study reveals the complex linkages between tourism security, police interventions, and sustainable tourism development in Bangladesh. The findings indicate that while the presence of tourism police has a positive impact on tourists' sense of security, some operational challenges remain. It is noteworthy that the difference between high awareness and low direct contact with tourism police highlights the need for increased visibility and accessibility. From a Routine Activities Theory (RAT) perspective, the lack of visible active policing reduces the deterrent effect of effective surveillance in high tourism areas. Furthermore, despite personal safety, theft prevention, and safe travel being major concerns for tourists, satisfaction with tourism police services remains relatively low – reflecting the responsiveness and assurance gap highlighted by the SERVQUAL framework.

These insights are consistent with global research, which highlights the importance of visible and active enforcement in increasing tourist trust and enhancing the attractiveness of a destination. Furthermore, operational inefficiencies such as inadequate patrols, delayed crisis response and poor inter-agency cooperation continue to hamper the effectiveness of tourism police. In the case of RAT, these inefficiencies undermine the structural presence needed to reduce the scope for crime. Inadequate infrastructure and human resources also affect dimensions of SERVQUAL such as reliability and clarity.

Finally, this study highlights the need for targeted policy measures to improve the effectiveness of tourism police. Priority should be given to improving inter-agency coordination, integrating digital tools, expanding staffing and strengthening training programs. In addition, strengthening police-community relations will further enhance the credibility and impact of the security system. Learning from international best practices, Bangladesh can refine its security strategy through a combination of technological advancements, stakeholder engagement, and strong enforcement mechanisms. If these measures can be successfully implemented within a coherent theoretical framework based on the RAT's crime prevention principles and the SERVQUAL quality service standards, Bangladesh can strengthen its global reputation as a safe tourism destination and ensure the long-term sustainability and economic benefits of its tourism industry.

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Declaration of generative AI and AI-assisted technologies

During the preparation of this work, we used OpenAI's ChatGPT were employed exclusively for academic and research purposes in order to enhance language clarity, synthesize thematic findings, methodological integrity, ethical compliance, and analytical accuracy. After using this AI-assisted tool, we thoroughly reviewed and edited all content to ensure accuracy, coherence, and originality. We affirm that we take full responsibility for the final content of this publication.

CRediT authorship contribution statement

Mohammad Anisur Rahaman: Writing – review & editing, Resources, Methodology, Funding acquisition, Conceptualization, Writing – original draft, Project administration, Investigation, Formal analysis, Data curation. **Sarder Nurul Amin:** Supervision, Writing – review & editing, Project administration. **Md. Ashrafur Rahman:** Supervision, Conceptualization, Writing – review & editing, Project administration. **Md. Noman Amin:** Writing – review & editing, Methodology, Conceptualization, Resources, Investigation.

Declaration of competing interest

The authors declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

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No data was used for the research described in the article.

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