

# **Különlenyomat**

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# The Innovation Impact of Migration on Tourism Security after 2015

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## Abstract

Since 2015 Hungary has been under the pressure of international migration. This places administrative and law enforcement organizations in a dual role. On the one hand, illegal migration and border management. On the other hand, creating security in tourism. Partners in this activity include civil liberties, municipal law enforcement and private security experts. Innovation can provide a solution for the tension brought about by this dual task. In my lecture and in my study, the conceptual system of innovation covers both potential solutions and directions for

## 1. Introduction

Since 2015 Hungary has been under the pressure of international migration. This places administrative and law enforcement organizations in a dual role. On the one hand, illegal migration and border management. On the other hand, creating security in tourism. Partners in this activity include civil liberties, municipal law enforcement and private security experts. Innovation can provide a solution for the tension brought about by this dual task. In my lecture and in my study, the conceptual system of innovation covers both potential solutions and directions for development. Then I quantify and compare the tourist quantitative data with the data of the security organizations. Then I put it in context with security..

## 2. The Method and the Literature

The data of the study are secondary data derived from the empirical data collection of the Hungarian Central Statistical Office (HCSO). I highlight and analyse the parts of the concept of innovation for creating security.

### *The concept of innovation*

The word “innovation” originates from the Latin term “innovare”; it means renewal and regeneration. Schumpeter interpreted the concept as follows:

- (1) sale of new goods or novel production of old goods;
- (2) introducing new delivery methods;
- (3) exploring new markets;
- (4) the use of new production materials (raw materials or semi-finished goods);
- (5) developing a new market situation (Schumpeter, 1930).

This concept of interpretation and enumeration is linked to the age of modernity, when the industrial revolution was regarded as the solution to every social problem. Unfortunately, time did not prove this. Thus, there was a need for rethinking and redefining the concept of innovation.

### ***The Reinterpretation of Innovation***

"Innovation is - a new or significantly improved product (goods or service) or process, - a new marketing method, or - the introduction of a new organizational and organizational method - in business practice, workplace organization or external relationships." (Oslo Handbook, 2005)

The concept is still too broad. Today's transformation based on robotization and the digital society provides the basis for a re-thinking. This is the narrow interpretation of innovation.

### ***The narrow concept of innovation***

Innovation - a new or significantly improved product (product or service) or process, - a new marketing method, or - introduction of a new organizational / organizational method - in business practice, workplace organization, or external relations. (Oslo Handbook 2005) This concept is much closer to today's innovation concept. The next step was to change the concept of innovation, to narrow it down. The following two innovation processes can provide the solution to design and maintain security regardless of the nature of the activity.

### ***Security is a decisive innovation***

#### ***An innovation process***

"Process innovation is the implementation of a new or significantly renewed production or delivery method. It involves significant changes in technology, equipment and / or software." By developing the procedures, i.e. formalizing them, the organization can work according to pre-defined and practiced "scenarios" or professional language protocols. Of course, no unforeseen events can be ruled out when designing security. Only well-trained and highly trained management can handle this response together with properly trained staff. (Oslo Handbook 2005)

#### ***Organizational-organizational innovation***

"Organizational and organizational innovation means implementing new organizational and organizational methods in the company's business practices, organization of work or external relationships" (Oslo Handbook, 2005).

Organizational development must always adapt to the requirements of the season. Thus, on the one hand, the nature of the facility determines the tasks to be performed. On the other hand, the dynamics of the change of tourism in the given year, which determines the developmental streams. It is advisable to change the organization in line with this approach, including the involvement of external experts and associates. An important element of tourism security is a security risk analysis to ensure that future operations work smoothly. Developing procedures and modernizing infrastructure, helping and replacing each other provides the minimum level of security that tourism can expect. This level should always be set for the current season when people travel, the nature of the objects (hotels, wellness hotels, museums, concerts etc.), and the number of tourists expected.

## **3. Results and Evaluation**

In this part of the study I confront and interpret data on the number and activity of tourism and security (law enforcement) structures. In Hungary tourism has become a leading industry. This is also demonstrated by the following numbers and record amounts of revenue. Growth is continuous from one year to the next. This is true for both foreign and domestic tourism.

### ***Tourism Numbers***

2017 was the best year ever for tourism. In this year, the number of guests using commercial accommodation came to 11.9 million and the number of guest nights they spent came to 29.8 million nights. The number of guest nights registered in 2017 increased by 52.2% in comparison to the data measured in 2010, due to

domestic growth of 49.2% and foreign growth of 55.4%. In 2017, the gross income of the commercial accommodation units amounted to HUF 277.9 billion (KSH, 2018).

Tourism is a legal form of migration. Both domestic and foreign tourism are important. The following figures do not only show growth, but also support the situation outlined above.

*Domestic tourism:*

In 2017, the number of domestic guests was 6.2 million and the number of guest nights they spent was 14.8 million nights (KSH, 2018).

*Foreign tourism:*

In 2017, the number of foreign guests in commercial accommodation was 5.7 million and the number of guest nights they spent was 14.9 million. The growth of foreign guest turnover has continued since 2010 (KSH, 2018).

According to the data of the National Bank of Hungary, in 2017, foreign exchange revenues amounted to EUR 5.5 billion, 7% more than in 2016. As the amount spent by Hungarians abroad is less than this, tourism improved the balance of payments by EUR 3.3 billion in 2017.

Tourism is the right to rest and relaxation, and access is the fundamental right of every person who wants to relax. Public and private sectors have an interest in creating a safe environment to facilitate this. It has been said for a long time, that many people generate many problems.

It is the duty of the tourism industry to invest in the development of security as well as the responsibility of its personal and infrastructural side and its own well-understood. This study focuses on the organizations that create security in tourism. I will then introduce innovation opportunities. All of this is based on the police response and the workload of the law enforcement organizations resulting from border surveillance following the mass migration crisis in Hungary in 2015.

***Research Focus***

The common tasks of Hungarian law enforcement organizations and the tourism industry is the creation of security in the tourism industry.

***Innovation Partnership.***

The impact of migration is mostly on law enforcement organizations. This can be cost, release, personnel management. The Hungarian Defence Forces also play a major role in border protection and participate in joint international missions. What distinguishes the Defence Forces from the following organisations analysed is that they are not part of the establishment of municipal public security and do not carry out such patrols. This is the reason why the armed security guard is not included in my analysis. These law enforcement agencies are most exposed to migratory pressures in Hungary. In addition, their main task is to protect public security, which is displayed at state and individual level. This is especially true for the Hungarian Police.

***Organizations involved in security development***

Organizations involved in the development of security are the Hungarian Police, the Municipal Police / Public Space Supervision, the Militia and Private Security. These organizations have not been set up to handle mass migration either in numbers or in infrastructure

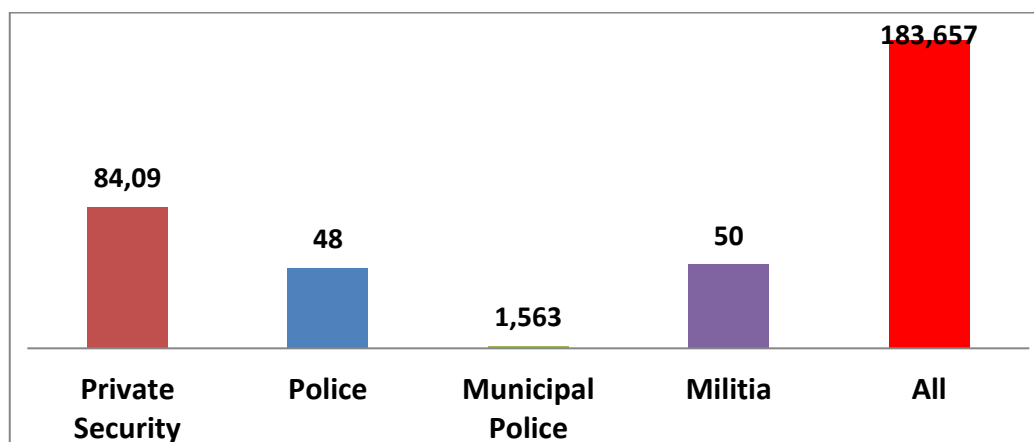


Figure 1: Number of staff of law enforcement agencies (1,000 persons) (12.31.2016.)  
Source: (author's research data)

There is a hierarchy among law enforcement organizations. In order to enforce the state monopoly of state violence and the state's criminal law needs, the police must have the greatest and widest rights. Thus, the police officer qualifies as an official, and in addition to the Municipal Police Department, the Militia is also a public servant. The Security Guard receives only as many privileges as a natural person. Let's look at the organizations that can be partners of the police in managing mass migration. Other So the additional police.

***The public security system consists of the following system types:***

- Law Enforcement System (Police, Municipal Police / Public Area Supervision),
- Private Security System and (Private Security),
- Civil protection system. (Civic Guard) (Finszter, 2013).

This is complemented by the activity levels and relationships of organizations: The activity levels and relationships of organizations complement each other. These police centralized police units are complemented at national level, complemented by local government police / state supervision. The Civil Guard is also active at local level with the involvement of the community. Finally, the private security.

Table 1: The rights of Security Guard ,the Hungarian Police, the Municipal Police / Public Space Supervision and the Militia

<b>Rights</b>	<b>Security Guard</b>	<b>Police</b>	<b>Municipal Police / Public Space Supervision</b>	<b>Militia</b>
Official Person	-	X	X	-
Public Service Person	-	-	-	X
Authority Powers	-	X	X	-
Identity Check	-	X	-	-
Clothing Inspection	-	X	X	-
Package Review	X	X	X	-
Vehicle Stop	X	X	X	-
Vehicle Inspection	X	X	X	-
Spot Fine	-	X	X	-
Arrest	-	X	-	-
Preparation	-	X	X	-
Clamp Set	-	X	X	-
Carrying of Weapons	-	X	-	-
Gas Spray	X	X	-	X
Truncheon	X	X	X	-
Location Insurance	X	X	X	X
Record Sound and Video	X	X	X	X
Service Dog	X	X	-	-
X The organisation has this authority - The organisation is not authorized				

Source: (author's research data, 2016)

The comparison also shows that police officers have the greatest authority: the use of legal violence. The other organizations have a so-called complementary character. Community organization as militia is founded by local governments as a municipal security and market service provider, as private security organization. Each has its own place and role in constructing security.

### ***Security vs Tourist***

If we look at the number of Hungarian security experts and the number of tourists, we get the following result: There are 183,657 security professionals in Hungary. Tourists arrive at 6.2 million domestic and 5.7 million foreigners each year. Approximately 64.8 tourists belong to a security professional. The number of tourists is increasing year by year, with the number of security people stagnating.

### ***“Over-tourism”***

The number of people who are burdened by border protection after mass migration in 2015 is even more challenging for tourism. This is a phenomenon that has recently become a feature of “over-tourism” Over-tourism describes: destinations where hosts or guests, locals or visitors, feel that there are too many visitors



and that the quality of life in the area or the quality of the experience has deteriorated to an unacceptable level. (Taking responsibility for making tourism more sustainable, 2017)

We cannot provide a police officer for every tourist and for every citizen. Citizens are expected to be aware of their living conditions, and to maintain a security conscious attitude. Unfortunately, it is not only the tourists that enjoy freedom, but also their security conscious behaviour. Therefore, they need to be closely monitored in a non-inhibitory way. Possible developments include: process and organizational development.

#### ***Possible ways of innovation***

*External Partners* with Local Administrative Authorities with Police For Local Government Organizations, Local Militia. *Internal Partners* Can Order Proper Security Services Create your own property protection company, the use or involvement of professionals, the development of safety technology to support the activity

In terms of optimal design and operation, external partners and internal developments should be consistent. They should help each other, communicate in case of a potential event that endangers normal operation; work together to resolve the situation the best in order to alleviate possible personal and material damage.

#### **4. Conclusion and Suggestions**

Tourism will become the leading industry in the future. In tourism, tourism safety should be a core value. The state cannot be everywhere. As we have seen, the number of organizations involved in security design is finite. Since 2015, border police tasks have been exacerbated by the police. Additionally, about thirty percent of Hungary's law enforcement organizations carry out border surveillance ,about thirty percent guarantee Budapest security, and about thirty percent protect the country's public security. Hungary hosts many events. Sports events, festivals, urban outdoor events and of course thermal springs, water culture also attract domestic and foreign visitors. So, security staff bear a heavy workload as a result of steadily growing tourism. For this reason, private security and tourism must be based on common innovation in developing a specific activity. Such can be the development of security technology and the development of fewer but highly trained staff. On the other hand, this also applies to the proper selection of safety guidelines, so that high quality work can be carried out regardless of the number of employees. An additional development may be the use of drones. Creating your own organization can be the next solution because every tourism institution is intrinsically different. This is also the case architecturally, due to the nature of the settlement, and the nature of the services. Our own staff can work with management to develop and service high-quality recommendations on a continuous basis. A possible development solution for the protection of tourists is the bill that is currently being adopted in regard to nationwide networked surveillance cameras. Prevention is easier and camera systems can be good tools for facilitating this.

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