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Feelings of Insecurity in Hotels and Host Communities, Ibadan, Nigeria

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Abstract: The study examines factors influencing the feelings of insecurity in Hotels and Host Communities of Ibadan, Nigeria. The results showed that theft, fraud, robbery sexual abuse, and burglary were the most frequently worried crime in the hotel industry while robbery, theft, fraud, burglary, and sexual abuse were highly worried among the residents of host communities. Using factor analysis, Mechanical/personal (42.7%), human (19.5%), economic (11.53%), and environmental factors (8.49%) were the factors influencing the feelings of insecurity among hotel staff while human/personal (49.30%), economic (11.261%), mechanical (7.49%), and environmental factor (6.52%) were the factors among residents of host communities. The study concluded that irrespective of the geographical area, feelings of insecurity is associated with different determinants and criminal activities vary based on several factors.

Keywords: feeling, insecurity, hotel industry, host communities, determinants, fear of crime

1.0 Introduction

Hotel is an integral aspect of the hospitality industry which provides customers with services to meet their needs away from home (Okoli, 2012). It is an establishment that provides paid accommodation, generally for a short duration of stay**.** Hotel often provides a number of additional guest services, such as restaurants, bars, swimming pools, healthcare, retail shops, and business facilities like conference halls, banquet halls, boardrooms, and space for private parties like birthdays, marriages, welfare parties among others (Nwokorie & Igbojekwe, 2019). Despite the importance and functions of the hotel, it has been argued that security threat is one of the major factors affecting hotel operations and their development in host communities (Li, Wen & Ying, 2018). This in return has subjected hotels and their host communities to risks that make them vulnerable to different forms of crimes and security challenges.

Management of security within the host communities of hotels that provide paid accommodation services as well as additional services for guests at destinations is challenging, as it is often difficult to easily pick out among legitimate visitors, guests, tourists, and people who are potential threats. Moreover, hotel officials as well as the neighbouring residents also find it unhandy to ensure maximum security while preserving a safe atmosphere for hospitality (Nzei & Ekeke, 2021). Security does not only concern hotel staff and guests, but also more of concern to the host communities where most of these hotels are located (Enz, 2009; Li, Wen & Ying, 2018). This is because the occurrence of crime in the precincts of hotels might have a trickledown effect on the feelings of security among residents of the host communities. Although residents may not directly be victims of crime, fear of crime and precautions against victimization often have negative effects on guests and residents' overall psyches and experiences. Bauman (2001) observed a widespread belief that people are living in an era of increased insecurity, with the public feeling of crime and threat of violence becoming more prevalent. This could be linked to the general criminological perception that fear of crime

and feeling of insecurity is growing and negatively having a stronger effect on social cohesion, social relations, organization of the people, and human activities.

Issues of crime and feelings of insecurity have become a major concern for policy-makers, criminologists, victimologists, policing organizations, and the public in general. Its emergence in research and literature emanated as a result of the recent increase in the occurrence of urban crime in different parts of the world, especially in developing countries like Nigeria (Ayoyo, 2013; Farodoye et al., 2021). Newburn (2003) also corroborated this view that since the 1970s, crime and feelings of insecurity have taken on new prominence in daily life. This increase in crime occurrence is supported by Walklate (2007) and Reid et al. (2020) who observed a closer relationship between growth in crime occurrence and growth in the feeling of insecurity. Furthermore, some studies have linked the effects of fear of crime on individuals and emotions (Pain, 1997; Gray, Jackson & Farrall, 2011; Guedes, Domingos & Cardoso, 2018). Despite the centrality of debates on emotion in these studies, it has been observed that studies on the feelings which involved the expression of emotions about crime have not been properly documented. Other studies have also assessed crime with reference to socio-economic attributes, weather variability, and geographical location (Schuck, Rosenbaum, Hawkins, 2008; Pearson & Breetzke, 2014; Badiora, Afon & Dada, 2017; Ogundiran, 2019). While these variables are commonly used in literature, however, it has been argued that some other mediating factors that are influencing the feelings of insecurity were not taken into account. In order to have holistic understanding of insecurity, one must put into consideration different factors that could influence feelings of insecurity in the study area. In addition, studies on issues of security and its impact on guest patronage and hotel operation and development are numerous in the literature (Huang, Kwag, Streib, 1998; Cebekhulu, 2016; Leung, Yang, Dubin, 2018; Nwokorie & Igbojekwe, 2019), however, studies of feelings of insecurity among the hotel staff and residents of host communities are hard to come by. Consequently, this study aims to examine determinants of the

feeling of insecurity in hotels and host communities of Ibadan, Nigeria with the purpose of formulating policy that could enhance security and smooth operation of hotels and ensure the safety of the urban community in the study area. This will be actualized specifically by examining the forms of crimes that are experienced in the past, the frequency of worry of insecurity, and factors responsible for the feeling of insecurity of the staff of hotels and residents within the host communities.

1.1 Theoretical Lens of Crime in Hotel and Host Communities

Several theories have been used in literature to explain crimes in hotel and urban communities. One of the theories that have been adopted in investigating crime is routine activity. According to Cohen and Felson (1979), Routine activity theory has three elements; namely - a suitable target, close distance to potential groups of motivated offenders, and the absence of capable guardian. The theory assumes that there will always be a potential offender who is ready to exploit or victimize an exposed individual or object. Suitable targets could be anything that a potential offender thinks is worth robbing or victimizing and can be robbed especially when there is absence of capable guardians. The theory is based on the notion that offenders are often rational in the choices they make on whether to commit a crime or not. Another theory that explains crime especially within a residential area is defensible space theory which was put forward by Newman (1973). Newman's defensible space theory (1973) observed that crime can be minimized by reducing the physical weakness of properties. The author emphasized that the location and design of a structure could increase surveillance opportunities and create positive image of safeguarding the property or building, lowering the likelihood of it being unfairly targeted. The notion of the theory in the area of "natural surveillance" and "image and milieu" is applicable to crimes in hotels and host communities.

2.0 Methodology

2.1 The study area

Ibadan, which is the capital of Oyo State, is the most populous city in Oyo State, Nigeria and the third largest city by population in Nigeria after Lagos and Kano with an estimated population of 3,649,000 in 2021. It shares boundaries with Kwara State in the north, Osun and Ogun State in the east and south respectively and Benin Republic in the West. It is located between longitude $7^{0}20^{1}$E and $7^{0}40^{1}$E of the Greenwich Meridian and latitudes $3^{0}35^{1}$N and $4^{0}10^{1}$N of the Equator. Ibadan is drained by three major rivers, namely: Ogbere, Ogunpa, and Ona with a lot of tributaries. Ibadan was occupied by immigrants who moved into the city in search of security from inter-tribal wars. It is the largest indigenous city in tropical Africa. Since its foundation in the 1800s, Ibadan city has been experiencing rapid growth, in fact, it was regarded as one of the pre-colonial urban centers in Nigeria. The built-up area in Ibadan increased from 100 ha in 1830 to 12.5km^2 in 1931, and 38.85km^2 in 1935. Around 1955 and 1965, the land use land cover increased from 46.40km^2 and 77.70km^2 respectively. In 1973, the city had extended to 112km^2, 152.8km^2 in 1977, 323.3km^2 in 1990 and 463.33km^2 in 2011 (Hoekstra, 2012; Salami, 1997). Ibadan is made up of eleven local government areas (LGAs). Out of these eleven LGAs, five local government areas make up Ibadan municipality which includes, Ibadan North, Ibadan North East, Ibadan North West, Ibadan South East, and Ibadan South West (see Figure 1). The remaining six LGAs which encompass Akinyele, Egbeda, Ido, Lagelu, Oluyola, and Ona-Ara are regarded as less urban LGAs (Adeyeni et al., 2016). This research centres on the five LGAs which make up the Ibadan municipality. The five LGAs are known for diverse economic activities that have not only attracted people, and visitors from far and near to settle down, but have also brought about the establishment of allied activities, especially in the hotel industry, where people from far and near can stay, lodge, and have fun. The proliferation of crime and other social vices in the municipality has made most of the hotel industries and their host communities vulnerable to attack (Oguniran, 2019; Anichiti et al., 2021). This might have a trickledown effect on the feelings of security among the staff of hotel and residents of the host

communities. The state of security in Ibadan, therefore, presents a good case for studies with implications for informing policy formulation in the developing countries of the world.

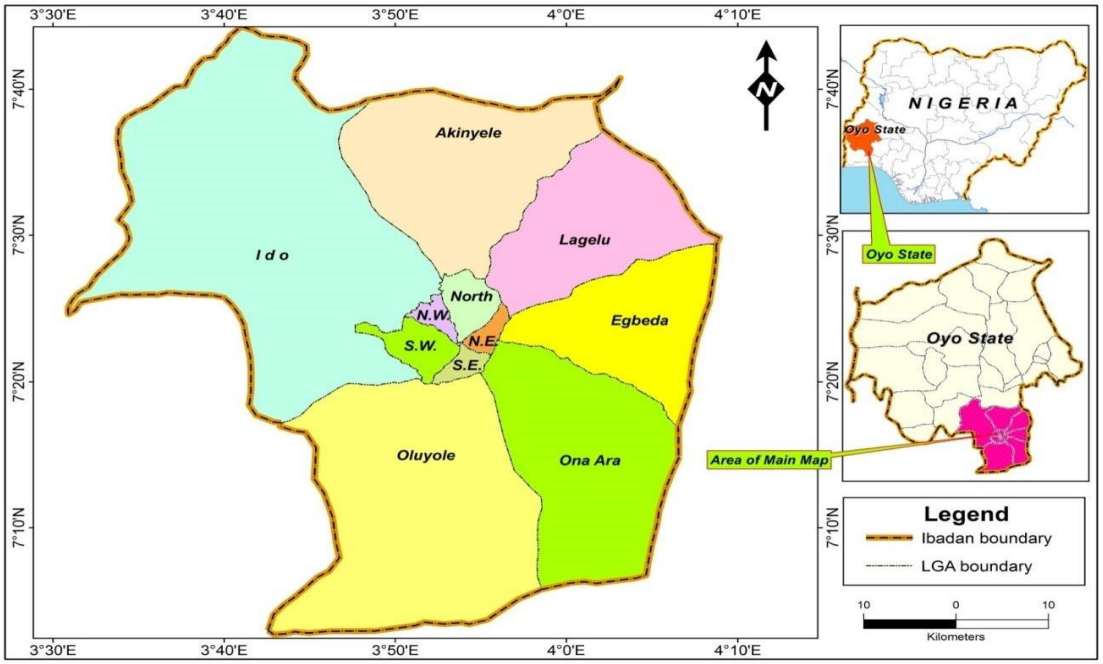

Figure 1: Map of Ibadan indicating the local government areas.

Source: Ministry of Lands, Physical Planning and Urban Development, 2021

2.2 Data Source, Collection, Procedure, and Analysis

This study made use of primary data sources. Questionnaire were used to collect primary data among hotel staff and residents of the host communities. The respondents were selected because of their divergent views on insecurity, which could be influenced by several factors. Information obtained through the administration of questionnaires includes types of crime, frequency of worry on crime, and factors influencing the feelings of security.

Multiple stage sampling was adopted for this study. The first stage involved the selection of the local government areas (LGAs) within Ibadan metropolis. Out of the eleven (11) local government areas in Ibadan, five (5) LGAs that fall within the core areas were

selected. The selected LGAs include; Ibadan North, Ibadan North West, Ibadan North East, Ibadan South West, and Ibadan South East. The second stage involves the selection of hotels within the selected local government areas. Studies have shown that there are more than four hundred hotels in each of these local government areas, therefore one hotel will be randomly selected in each without replacement. In this regard, the randomly selected hotels were Premier Hotel, Mokola; Bayse One Place Hotel, Jerico; Owu Crown Hotel, Monatan; Fawzy Hotel, Ringroad; and House Eleven Hotel and event, Challenge in (Ibadan North, Ibadan North West, Ibadan North East, Ibadan South West, and Ibadan South East respectively. The third stage involved the identification and selection of residential buildings within 500m radius in the host communities of the selected hotels. The selection was based on the fact that places closer to the hotels may likely have better information concerning the existing security situation around the hotel area. In other words, residential buildings within 500m were considered (see Figure 2). Using Google Earth and a reconnaissance survey, the number of residential buildings within 500m of Premier Hotel, Bayse One Place Hotel, Owu Crown Hotel, Fawzy Hotel, and House Eleven Hotel and Apartment were 421, 218, 512, 321, and 570 buildings, respectively.

Systematic random sampling was used in the selection of residential buildings that would be surveyed. The first building was selected randomly, while the subsequent selections were every tenth (10th) building within the 500m radius of each hotel. Based on this, 43, 22, 52, 33, and 57 residential buildings were selected for the administration of questionnaire in the study area. Altogether, two hundred and seven (207) buildings were surveyed in the five (5) local government areas of Ibadan municipality

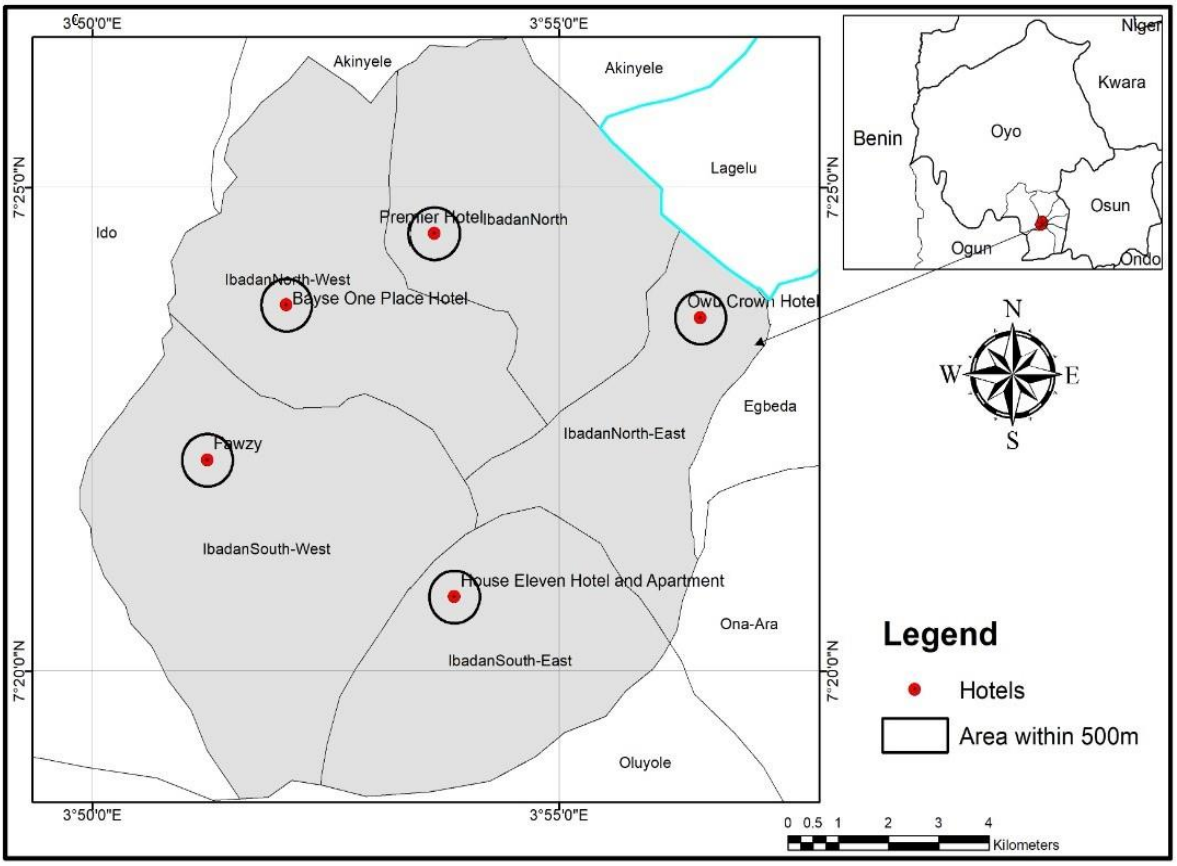

Figure 2: Ibadan Map indicating selected hotels in each local government within the municipality

Source: Ministry of Lands, Physical Planning and Urban Development, 2022

One respondent was selected per building for the administration of questionnaire (See Table 1). It is important to note that churches, mosques, shopping complexes, and offices were exempted from the survey.

Table 1: Local government areas in Ibadan Municipality.

Selected local government	Hotel	No of buildings identified with 500m radius	Sample size (10%)
Ibadan North	Premier Hotel, Mokola	421	43
Ibadan North West	Bayse One Place Hotel, Jerico	218	22
Ibadan North East	Owu Crown Hotel, Monatan	512	52
Ibadan South West	Fawzy Hotel, Akinyemi Ringroad	321	33
Ibadan South East	House Eleven Hotel and Apartment, Challenge	570	57
	Total	2,042	207

Source: Google Earth and Authors' Review (2022)

The survey also investigated the staff of the selected hotels. The staff was selected because of their understanding of the dynamics of security situations in the precincts of their hotels. They were equally selected because they are directly or indirectly in charge of security management in their hotel and environs. Guest, visitors, and tourists were not selected due to the fact that their stay is temporal, and may not have broad knowledge of the state of security in the selected hotels. Six (6) questionnaires each were administered to the manager, supervisor, and four other staff members of each establishment. This makes it a total of thirty (30) questionnaires administered to the staff.

Data obtained were analysed through the use of descriptive and inferential statistical methods. Descriptive statistical tools used include frequency, percentage, and chart, while Relative Frequency Index (RFI), Relative Importance Index (RII), and factor analysis were used under inferential statistical method. Data analysis was categorised into two sections. The first section used frequency tables, percentages, and charts to assess

the forms of crime that have been experienced by the respondents. In the second section, the Relative Frequency Index was used to analyse the frequency of worry about crime forms and types; the Relative Importance Index and Factor Analysis were used to examine the factors influencing feelings of insecurity in the study area. The determinants of the feeling of insecurity among the respondents were measured using 24 variables that were established in the literature (Hilliard & Baloglu, 2008; Pain, 2000; Badiora and Afon, 2013; Almanza-Avendano, 2018; Azaola, 2012; Reid et al., 2020; Ojo & Ojewole, 2018). Factor analysis was used to group the rated twenty- four (24) variables into a few numbers of factors (Popoola et al., 2021; Reid et al., 2020). Relative importance index was first used to rank the 24 variables based on their level of importance as they influence the perception of insecurity (Oladehinde et al., 2022). After establishing their order of importance, Factor analysis was later used to group the rated twenty- four (24) variables into a few numbers of factors (Popoola et al., 2021; Reid et al., 2020). Factor analysis was equally used to identify the underlining factors that explain the pattern of relationship between the set of observable variables. It is very useful in eliminating the collinearity among variables as well as uncovering latent variables (Oladehinde, 2019).

3.0 Result

The findings of this research were discussed under the subheadings below. Unless otherwise stated, the tables and charts through which the information was presented and summarized are the products of the survey carried out by the author(s) in 2022.

Forms of insecurity experienced by the respondents (hotel staff and residents)

Information on the forms of insecurity that is prevalent in the study area is presented in Figures 3 and 4. As shown in Figure 3, 85.7% of the hotel staff have experienced robbery. Also, 78.6%, 75%, 57.1%, and 53.6% of the hotel staff have experienced sexual abuse, burglary, theft, and internet scams respectively. About 46.4%, 39.3%, 35.7%, and 25.0% of the staff of hotels respectively have witnessed vandalization, kidnapping, fraud, and

pickpocketing. The case of assassination was not reported or had not been witnessed by the hotel staff.

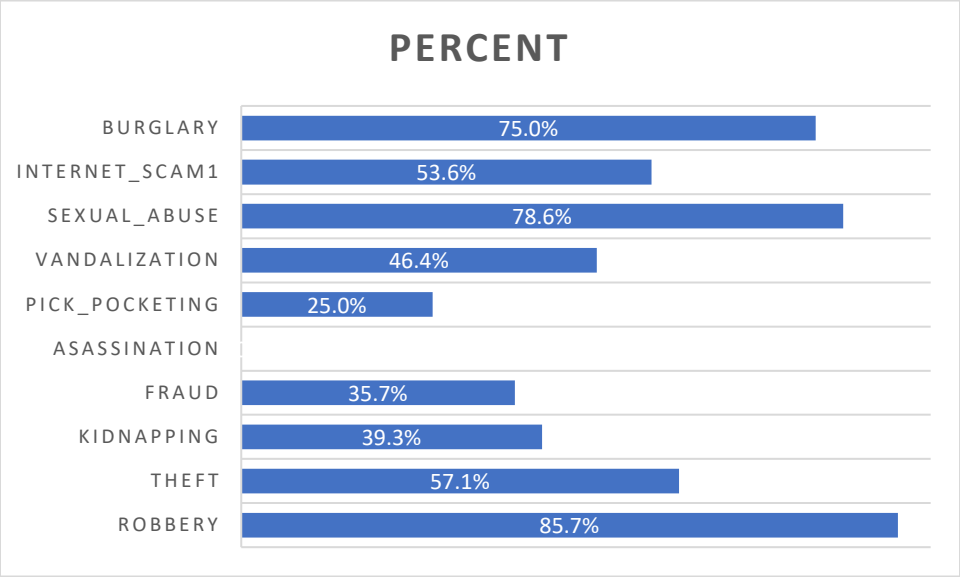

Figure 3: Forms of Insecurity experienced by the hotel staff.

On the other hand, 84.5% of the residents indicated that robbery was a common occurrence in the precincts of the host communities while 79.6%, 58.3%, and 50.0% reported cases of theft, burglary, and pickpocketing respectively (see Figure 4). Other types of insecurity reported or witnessed by residents were vandalism (48.1%), sexual abuse (39.8%), internet scam (28.2%), kidnapping (22.8%), and fraud (21.4%). None of the residents reported cases of assassination. Based on the above, one can conclude that the majority of the respondents have experienced robbery in one form or another in the past, while cases of assassination were absent. By extension, the result shows that the occurrence of robbery in the hotel and host communities was high, while other forms of insecurity were experienced at varying degrees by the hotel staff and residents. This variation could probably be attributed to different factors that have been established by previous studies (Afon, 2001; Ingrid and O'Regan 2009). It also agrees with the study of

Badiora and Afon (2013), who reported housebreaking, store breaking, and stealing as the three most occurring crime types in the municipality.

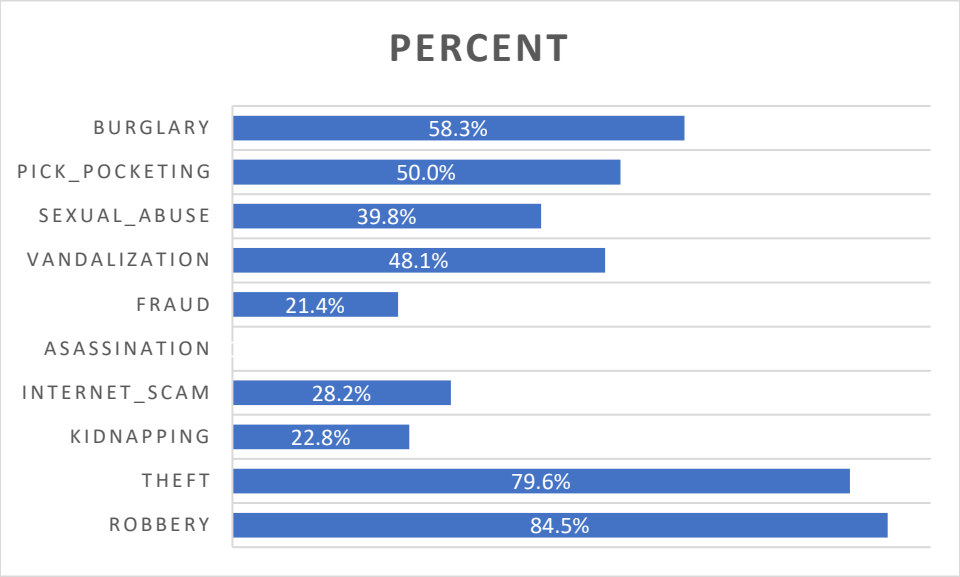

Figure 4: Forms of Insecurity experienced by the Residents of host communities

Frequency of worry on varieties of crime

'Frequency measures' has been established in the literature as the better way of exploring how often people experienced event of feelings or worries about varieties of crime (Gray et al., 2008b). Thus, 'frequency measures' were adopted to find out the level of worry about crime varieties such as robbery, burglary, pickpocketing, sexual abuse, vandalization, fraud, assassination, internet scams, kidnapping, and theft. The frequency of worry is rated on a perceived index level called Relative Frequency Index (RFI) on the 5-point Likert scale. This statistical method is similar to what Oladehinde et al., (2022) used in measuring the level of agreement with land accessibility indicators. It is also similar to what Adeniyi et al., (2022) used in rating environmental problems. This was carried out with the calculation of the Relative Frequent Index (RFI) for the identified variables of crime varieties. The results of these weighted values were assigned to the frequency level of worry on insecurity among the respondents in hotel and host

communities. Since a Five-point Likert Scale was used, 'Never' was assigned a weight value of 1, 'Rarely' was assigned a weight value of 2; weight values of 3 and 4 were assigned to 'Often' and 'Very Often' respectively while 'Always' was assigned to a weight value of 5.

The Total Weight Value (TWV) of each of the variables of crime made by the respondents is calculated and presented in Tables 2. The index for each variable was arrived at by dividing the TWV by the total number of responses. The TWV for each of the variables on crime was obtained through the addition of the product of the number of responses to each variable on crime with the assigned weight value. Mathematically, this is expressed as:

TWV $=\sum_{i=1}^{5} X_i Y_i$

Where: TWV= Total Weight value;

x_i= number of respondents to rating i;

y_i=the weight assigned to a value (i=1, 2, 3, 4, 5).

The RFI for each of the variables on crime was calculated as follows

$$\text{RFI}=\frac{TWV}{\sum_{i=1}^{5} X_i}$$

Where RFI can take the value between 1 and 5. The higher the RFI of each variable on crime, the higher the level of worry made by the respondents which are the hotel staff and residents in Ibadan

Summarized in Tables 3 and 4 are the findings on the frequency of worry on crime varieties in the past among staff of hotels and residents of host communities. Also revealed in the tables is the average RFI which is denoted by RFI. This is obtained by the summation of the RFI of all the types of crime and dividing by the number of the identified variables (n = 10). Thus, the mean relative frequency index (RFI) among the staff of hotels denoted by RFI is 2.54, while it was 2.44 for the residents of host communities. From the findings, it could be established that the mean RFI among hostel

staff and residents of host communities is significantly different. The frequency of worry among the hotel staff was higher than the frequency of worry among the residents of host communities. This indicates that the staff of the hotel worries often about the variety of crimes. In order words, hotel staff usually worry more about crime occurrence than residents of the host communities. The reasons for this could be attributed to the peculiar characteristics of the hotel industry which is different from host communities. These characteristics make the hotel industry to be more accessible and serve as a suitable target for crime occurrence as a result of the absence of capable guards. Potential offenders often find it easy to have access to the property without stress, especially in hotels with a high level of proximity where there is an absence of capable guardians. This study corroborates the findings of Khadka (2014) and Nwokorie et al. (2014) who listed different crimes that are associated with the hotel industry.

Further analysis in Table 2 reveals that five of the ten identified forms of crimes among the hotel staff had an RFI that was above the mean RFI with positive deviations. These crimes include Theft (RFI = 3.03, MD = 0.49), Fraud (RFI = 2.83, MD = 0.29), Robbery (RFI = 2.77, MD = 0.23), Sexual abuse (RFI = 2.67, MD = 0.13), and Burglary (RFI = 2.57, MD = 0.03). The implication of this is that the staff of hotels often worry about the crimes with positive mean deviation. Crimes rated below the mean RFI with negative deviations were pickpocketing (RFI = 2.53, MD = -0.01), vandalism (RFI = 2.50, MD = -0.04), Internet scam (RFI = 2.33, MD = -0.21), Kidnapping (RFI = 2.17, MD = -0.37), and assassination (RFI = 2.00, MD = -0.54). This implies that staff of the hotels have lesser frequency of worry about crime with negative mean deviation in the study area.

Table 2: Frequency of worry on the forms of crime using Relative Frequency Index (RFI)

Hotel Staff' Rating					Residents' Rating				
Forms of Crime	**TWV**	**RFI**	**MD**	**Rank**	**Forms of crime**	**TWV**	**RFI**	**MD**	**Rank**
Theft	91	3.03	0.49	1st	Robbery	741	3.58	1.14	1st
Fraud	85	2.83	0.29	2nd	Theft	737	3.56	1.12	2nd
Robbery	83	2.77	0.23	3rd	Fraud	675	3.17	0.73	3rd
Sexual abuse	80	2.67	0.13	4th	Burglary	520	2.51	0.07	4th
Burglary	77	2.57	0.03	5th	Sexual abuse	511	2.47	0.03	5th
Pick-pocketing	76	2.53	-0.01	6th	Vandalisation	479	2.31	-0.13	6th
Vandalisation	75	2.50	-0.04	7th	Pickpocketing	380	1.84	-0.6	7th
Internet scam	70	2.33	-0.21	8th	Assassination	368	1.78	-0.66	8th
Kidnapping	65	2.17	-0.37	9th	Kidnapping	361	1.74	-0.7	9th
Assassination	60	2.00	-0.54	10th	Internet Scam	304	1.47	-0.97	10th
Total	**762**	**25.4**			**Total**	**5076**	**24.43**		
Average Mean RFI		2.54			Average Mean RFI		2.44		

Note: RFI – Relative Frequency Index; TWV – Total Weighted Value; MD – Mean about Deviation

Moreover, results in Table 2 show that five of the ten identified forms of crime among the residents of the host communities were rated above the mean, with positive deviations. These crimes were Robbery (RFI = 3.58, MD = 1.14), Theft (RFI = 3.56, MD = 1.12), Fraud (RFI = 3.17, MD = 0.73), Burglary (RFI = 2.51, MD = 0.07), and Sexual abuse (RFI = 2.47, MD = 0.03). The implication of this is that residents of the host communities often have high frequency of worry about crimes with positive mean deviation. Crimes rated below the mean RFI with negative deviations were vandalization (RFI = 2.31, MD = -0.13), pickpocketing (RFI = 1.84, MD = -0.60), Assassination (RFI = 1.78, MD = -0.66), Kidnapping (RFI = 1.74, MD = -0.70), and Internet scam (RFI = 1.47, MD = -0.97). This implies that most of the residents have a lesser frequency of worry about crimes with negative mean deviation in the study area.

It can generally be inferred that the most commonly worried crime among the staff of hotel is Theft while robbery was the most worried crime among the residents of host communities. This finding agrees with the submission of Cohen and Felson (1979) on the routine activity theory which stated that before crime could occur there must be a suitable target. The suitable target must be attractive and accessible enough to potential offenders for criminal activities to occur. It could also be inferred that risk of individual victimization significantly varies within the host communities and the hotel environment.

From the survey, analysis of the frequency of worry about the forms of crime among the respondents is a good representation of the study area and could have implications on the factors influencing the feeling of insecurity.

Determinants associated with the feeling of insecurity in the study area

Grouping of associated determinants influencing the feeling of insecurity using factors analysis

Having considered the frequency of worry on the varieties of insecurity among the hotel staff and residents of host communities. There is a need to explore the factors influencing the feelings of insecurity in the study area. Factors analysis with varimax rotation was used to reduce and regroup the 24 variables into fewer classes. This statistical method is similar to what Hilliard and Baloglu (2008), Reid et al. (2020) used in their studies. While Hilliard and Baloglu (2008) used the analysis to reduce 20 hotel safety and security attributes into fewer groups, Reid et al. (2020) used it to reduce 35 variables of perception of security and insecurity into smaller categories. Factor analysis in most cases is used to show the calculated underlying components. The results of factor analysis are presented in four tables: the Kaiser-Meyer-Olkin (KMO-Bartlett) test, the communalities table, the common variance table, and the component rotated matrix. In factor analysis, the suitability of the data for factor analysis was first checked on Kaiser-Meyer-Olkin (KMO) value of sampling adequacy and Bartlett's test of significance. The rule is that the smaller the value of the index, the less appropriate the model. A score of 0.50 is considered poor,

above 0.60 is acceptable, above 0.70 is good, above 0.80 is commendable, and above 0.90 are exceptional (Ahadzie et al., 2008; Popoola et al., 2021). The results in Table 3 showed that the staff of the hotel had a Kaiser-Meyer-Olkin value of 0.613, while the residents of the host communities had 0.736. These values individually are greater than the minimum of 0.5, and the significant level of Bartlett's test of sphericity was 0.000 ($p < 0.05$). The Bartlett's test of sphericity chi-square value was 9995.873 and 3736.261 for hotel staff and residents of host communities respectively. This implies that the factor analysis considers the values of these variables adequate and suitable. They are also within the acceptable range for the well-specified model.

Table 3: KMO and Bartlett's Test

		Staff of Hotels	Residents
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.616	0.768
Bartlett's Test of Sphericity	Approx. Chi-Square	995.873	3736.261
	Df	276	276
	Sig.	0.000	0.000

The strength of the linear association among variables and components is represented by the size of communalities. Henry et al. (2003) asserted that communalities indicate how the variables combine to identify different components. The value of communalities ranges between 0 and 1. The higher values observed represent a greater share of common variance which could be explained by the extracted components. Table 6 showed the communalities range in value from 0.535 to 0.977 for hotel staff, and 0.580 to 0.862 for residents of the host communities fall within an acceptable range (0 and 1). While 0.535 and 0.580 were the least values of communalities in table 8, 0.977 and 0.862 were the highest value. This represents a greater share of common variance. Variables with relatively high values were well represented in the common determinant space while

variables with low values were not well represented. Most of the variables proved highly explanatory of the perceived insecurity component which is shown in Table 4.

Table 4: Communalities

	Staff of Hotel		Residents	
	Initial	Extraction	Initial	Extraction
Rate of occurrence of physical violence	1.000	.734	1.000	.741
Rate of criminal activities	1.000	.853	1.000	.784
Rate of assassination	1.000	.773	1.000	.712
Poor accessibility	1.000	.669	1.000	.792
Lack of access to basic healthcare	1.000	.804	1.000	.822
Housing type	1.000	.977	1.000	.807
Length of residency	1.000	.947	1.000	.815
Presence of economic activities	1.000	.860	1.000	.614
Locality/Location of the establishment	1.000	.866	1.000	.862
Poor maintenance cultures	1.000	.756	1.000	.580
Gender	1.000	.908	1.000	.771
Rate of kidnapping	1.000	.730	1.000	.761
Poverty	1.000	.816	1.000	.822
Unemployment	1.000	.797	1.000	.795
Poor control system	1.000	.933	1.000	.782
Absence of Surveillance system	1.000	.839	1.000	.712
Ethnicity	1.000	.835	1.000	.682
Low standard of living	1.000	.535	1.000	.681
Age	1.000	.825	1.000	.762
Poor road condition	1.000	.810	1.000	.663
Level of education	1.000	.865	1.000	.786
Engagement of unqualified professionals as security	1.000	.733	1.000	.693
Absence of Street light/ security light	1.000	.943	1.000	.744
Income	1.000	.940	1.000	.690

Extraction Method: Principal Component Analysis.

Interpretation of loaded factors is very important in factor analysis. However, before the interpretation is done, decision on the number of factors that could be extracted must be reached. For this decision to be made, Tabachinck and Fidell (1996) observed that variables with factor loadings of 0.32 and above are interpretable. In addition to this, Comrey and Lee (1992) considered loadings above 0.71 to be excellent, 0.63 very good, 0.55 good, 0.45 fair, and 0.32 poor. Previous studies that used factor analysis, for example, 0.55 was used in previous studies. This study, therefore, adopted 0.55, which is considered to be good with an average communality value of 0.822 for hotel staff and 0.745 for residents of host communities after extraction. Findings in Table 5 revealed the list of Eigenvalues associated with the linear component (factor) before extraction and after extraction. For instance, before extraction, there were 24 linear components. Each factor's eigenvalue represented the variance explained by that particular linear component as well as the percentage of the variance explained. The table was used in the reduction of the variables into six factors which were loaded highly above 0.50 and were named and discussed (see Tables 5). The six components with initial eigenvalues ranging from 1.758 to 6.536 for hotel staff were extracted for 82.28%, while the eigenvalues ranging from 1.046 to 7.796 for residents were extracted for 74.58%. It could be inferred that six determinants contributed to the feelings of insecurity in the study area, but there was still room for a lot of other unexplained variations. However, the extracted six factors in components 1,2,3,4,5, and 6 were named and discussed.

Table 5: Total Variance Explained for Hotel Staff and Residents of Host Communities

Hotel Staff							Residents of Host Communities						
Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %		Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	6.536	27.233	27.233	6.536	27.233	27.233	1	7.796	32.485	32.485	7.796	32.485	32.485
2	4.689	19.536	46.769	4.689	19.536	46.769	2	2.990	12.459	44.944	2.990	12.459	44.944
3	2.766	11.525	58.293	2.766	11.525	58.293	3	2.703	11.261	56.205	2.703	11.261	56.205
4	2.038	8.493	66.787	2.038	8.493	66.787	4	1.798	7.493	63.698	1.798	7.493	63.698
5	1.961	8.171	74.958	1.961	8.171	74.958	5	1.566	6.523	70.221	1.566	6.523	70.221
6	1.758	7.325	82.283	1.758	7.325	82.283	6	1.046	4.359	74.580	1.046	4.359	74.580
7	1.167	4.863	87.145				7	.874	3.642	78.222			
8	.691	2.881	90.026				8	.818	3.410	81.632			
9	.565	2.354	92.380				9	.679	2.830	84.462			
10	.496	2.069	94.449				10	.526	2.192	86.654			
11	.358	1.492	95.941				11	.495	2.062	88.716			
12	.250	1.040	96.981				12	.402	1.677	90.393			
13	.183	.763	97.744				13	.327	1.364	91.757			
14	.159	.665	98.408				14	.321	1.336	93.093			
15	.137	.569	98.977				15	.311	1.295	94.388			
16	.100	.417	99.394				16	.245	1.023	95.410			
17	.064	.266	99.660				17	.217	.905	96.315			
18	.042	.173	99.833				18	.193	.804	97.119			
19	.018	.077	99.910				19	.161	.671	97.790			
20	.010	.041	99.951				20	.142	.592	98.382			
21	.007	.029	99.980				21	.118	.491	98.873			
22	.004	.016	99.996				22	.116	.484	99.358			
23	.001	.004	100.000				23	.081	.336	99.693			
24	5.533E-006	2.306E-005	100.000				24	.074	.307	100.000			

Analysis in Tables 6 and 7 is the grouping and categorization of factors with loading items and value of each of the variables from the rotated component matrix. The forms of variables that were loaded highly on each factor are revealed in the Tables. Six factors that were extracted by factor analysis were named and explained. The first factor for hotel staff in Table 6 was observed from components 1, 5, and 6. The highly loaded variables were poor control system (0.924), housing type (0.907), length of residency (0.861), absence of street light/security light (0.762), gender (0.727), age (0.684), Poor maintenance cultures (0.680), poor road condition (0.622), absence of surveillance system (0.564), level of education (0.877), ethnicity (0.742) and income (0.945). These components accounted for 42.73% and could be termed *mechanical/ personal factors.* On the other hand, for the residents of host communities in Table 12, thirteen (13) variables were highly loaded on components 1,2, and 6 with 49.30% of the variation. The variables that were highly loaded on it include rate of physical violence occurrence (0.766), rate of criminal activities (0.735), engagement of unqualified professional as security (0.713), rate of kidnapping (0.638), rate of assassination (0.628), level of education (0.627), length of residence (0.877), housing type (0.875), age (0.746), gender (0.680), absence of surveillance (0.789), ethnicity (0.771), and income (0.736). These variables could be referred to *as Human and personal factors.*

The second factor for staff of hotel in component 2 which has 19.54% of the variance could be named *human factor* (see Table 11). The highly loaded variables were rate of assassination (0.866), rate of kidnapping (0.711), rate of occurrence of physical violence (0.623), rate of criminal activities (0.558), and engagement of unqualified personnel as security (0.542), while the second factor among residents of host communities has four variables that were highly loaded with 11.26% of the variation. The variables include unemployment (0.853), poverty (0.824), low standard of living (0.676), and absence of economic activities (0.529). These variables connote *economic factor.*

Factor three has four variables for hotel staff namely: presence of economic activities (0.791), poverty (0.776), unemployment (0.750), and standard of living (-0.566). These

variables represented 11.53% of the variation and it could be attributed to *economic factors*. On the other hand, four variables such as absence of street light/ security light (0.847), poor control system (0.846), poor maintenance culture (0.674), and poor road condition (0.652) were highly loaded for residents of the host communities on the third factor. These variables, which can be referred to as *mechanical factors,* had 7.49% of the variation.

The fourth factor contains three variables each for hotel staff and residents of host communities. The variables for hotel staff include lack of access to basic healthcare (0.854), locality/location of the establishment (-0.709), and poor accessibility (0.503) while that of the residents were lack of access to basic healthcare (0.782), locality/location of the establishment (0.769), and poor accessibility (0.650). This accounted for 8.49% for hotel staff and 6.52% for residents of the host communities of the total variance explained. The associated variables could be named *environmental factors.*

Table 6: Rotated Component Matrix[a] for hotel staff

	Component					
	1	2	3	4	5	6
Poor control system	**.924**	-.011	.173	.056	-.104	.187
Housing type	**.907**	.169	.119	-.149	.206	-.217
Length of residency	**.861**	-.033	.149	-.297	-.115	-.285
Absence of Street light/ security light	**.762**	-.530	.020	-.076	-.244	.125
Genders	**.727**	.149	.016	.101	.138	.573
Age	**.684**	-.133	-.467	.126	.273	.174
Poor maintenance cultures	**.680**	-.067	.241	.373	.032	.303
Poor road condition	**.622**	-.072	-.055	.464	-.205	.397
Absence of Surveillance system	**.564**	.052	.050	.449	.451	.333
Rate of assassination	-.005	**.866**	.148	-.011	.024	-.018
Rate of kidnapping	.050	**.711**	-.040	.144	.445	.034
Rate of occurrence of physical violence	.232	**-.623**	-.319	.003	-.016	.437
Rate of criminal activities	-.167	**.558**	-.045	.461	-.387	-.386

Engagement of unqualified professionals as security	-.239	**-.542**	-.433	.284	-.256	-.218
Presence of economic activities	.287	-.197	**.791**	.268	.090	-.183
Poverty	.224	.285	**.776**	.003	.058	.280
Unemployment	-.164	.117	**.750**	-.229	.362	-.099
Low standard of living	-.028	-.426	**-.566**	.158	.073	.039
Lack of access to basic healthcare	.084	.189	-.075	**.854**	.036	.159
Locality/Location of the establishment	.448	.155	-.032	**-.709**	-.339	.149
Poor accessibility	.419	-.328	-.090	**.503**	-.311	-.169
Level of education	-.112	.246	.034	-.069	**.877**	-.132
Ethnicity	-.128	.015	-.461	-.217	**-.742**	.090
Income	-.030	.117	.019	-.029	.176	**-.945**
Eigenvalue	6.536	4.689	2.766	2.038	1.961	1.758
Variance Explained (%)	27.233	19.536	11.525	8.493	8.171	7.325
Cumulative Variance Explained (%)	27.233	46.769	58.294	66.787	74.958	82.283

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 25 iterations.

It could be observed that the combination of all the factors itemized and discussed above accounted for 82.28% and 74.58% of the total variance explained for hotel staff and residents of the host communities respectively. This represents the combinations of determinants that gave the most appropriate explanation for the underlying variation between the respondents from hotels and host communities.

Table 7: Rotated Component Matrix[a] for Residents of the host communities

	Component					
	1	2	3	4	5	6
Rate of physical violence occurrence	**.766**	-.164	.245	.027	.219	.136
Rate of criminal activity	**.735**	-.183	.412	.095	.175	-.017
Engagement of unqualified professionals as security	**.713**	.198	-.108	.119	.343	.044
Rate of kidnapping	**.638**	.011	.492	.329	.045	-.050
Rate of assassination	**.628**	.459	.021	-.171	.079	.266
Level of education	**.627**	.376	-.083	.055	.423	.250
Length of residence	.053	**.877**	.051	.088	.129	.125
Housing type	.046	**.875**	-.015	.144	.010	-.131
Age	-.219	**.746**	.374	.041	.071	.104
Gender	.546	**.680**	.010	.071	-.078	.010
Unemployment	.122	-.029	**.853**	.108	.146	.133
Poverty	.142	.159	**.824**	.107	.231	.183
Low Standard of living	.207	.147	**.676**	.168	.233	.276
Presence of economic activities	-.033	.273	**.529**	.484	-.107	.199
Absence of Street light/ security light	.010	.111	.019	**.847**	.070	.089
Poor control system	.031	.130	.198	**.846**	-.012	.092
Poor maintenance culture	.065	-.026	.157	**.674**	.267	.156
Poor road condition	.298	.016	.080	**.652**	.340	.164
Lack of access to basic healthcare	.190	.327	.166	.184	**.782**	.082
Locality/ Location of the establishment	.341	-.131	.326	.172	**.769**	-.043
Poor accessibility	.482	-.024	.299	.216	**.650**	.000
Absence of surveillance	.191	-.109	.016	.205	.008	**.789**
Ethnicity	.085	.016	.278	.059	.001	**.771**
Income	-.045	.228	.217	.204	.078	**.736**
Eigenvalue	7.796	2.99	2.703	1.798	1.566	1.046
Variance Explained (%)	32.485	12.459	11.261	7.493	6.523	4.359
Cumulative Variance Explained (%)	32.485	44.944	56.205	63.698	70.221	74.58

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 11 iterations.

From the extracted factors determining the feelings of insecurity in the study area, mechanical/personal factors, with 42.73% of the total variables, was the major factor stimulating the feeling of insecurity among the hotel staff (see Figure 5). This is followed by human factor (19.54%), economic factor (11.53%), and environmental factor (8.49%). For the residents of the host communities, human/personal factors (49.3%) were the major determinants of feelings of insecurity, followed by economic factors (11.261%), mechanical factors (7.49%), and environmental factors (6.52%) (see Figure 6). This implies that the associated factors influencing the feelings of insecurity varied significantly in the study area.

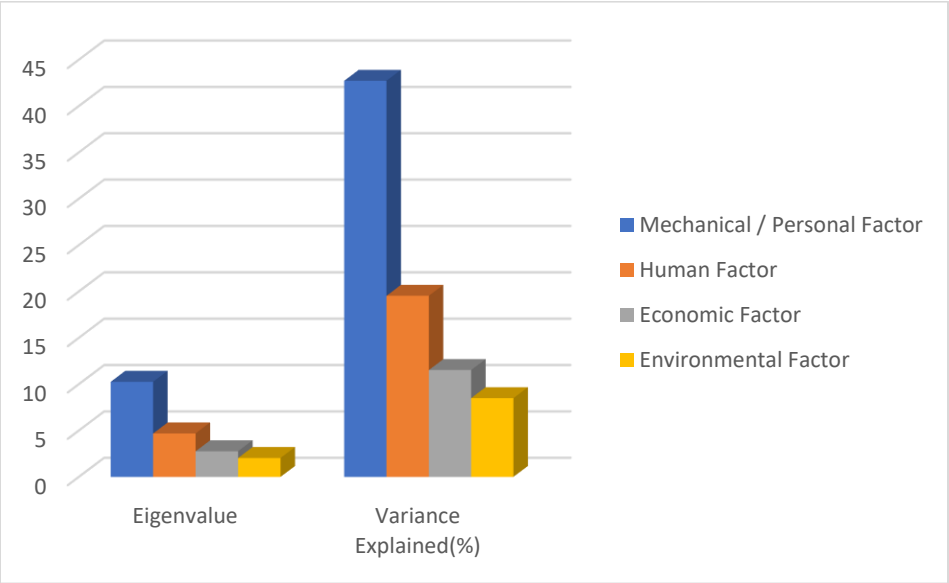

Figure 5: Associated determinants with the feeling of insecurity for hotel staff

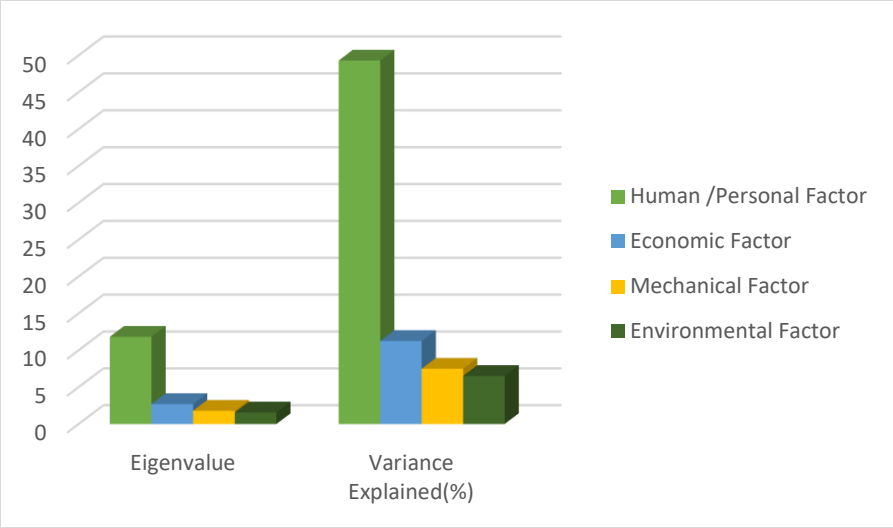

Figure 6: Associated determinants with the feeling of insecurity for Residents of host communities

Discussion and Conclusion

Insecurity has become a major issue of concern in the world today. Life and property are no longer safe in the country. Insecurity is not restricted to geographical location, socio-economic and cultural group. Both the rich and the poor now share the same fate and the whole society seems to be helpless in the face of insecurity. Daily news on criminal activities now contributes greatly to how insecurity is perceived, be it in the hotel industry and urban communities. Arising from the above, this study examines factors influencing the feelings of insecurity in Ibadan, especially among hotel staff and residents. From the investigation, out of all the types of crimes that were identified, robbery was the most prevalent in the hotel and host communities. This implies that robbery is commonly experienced among the respondents. This is consistent with the standpoint of Afon and Badiora (2013) that the most frequently occurring crime is crime against property through robbery. Further investigation revealed that frequency of worry among the hotel staff and residents of host communities significantly varies. This variation is in tandem with the submission of Eke (2004) who noted that crime or

insecurity often finds explanation in the interaction between environmental (location or locality), economic and social factors. The study noted that the mean relative frequency index (RFI) in the hotel is higher when compared to that of residents. The hotel industry, which is economic in nature, provides employment and renders paid accommodation services to customers such as tourists, businessmen, and visitors. They also provide additional guest services, such as restaurants, bars, swimming pools, healthcare, retail shops, and business facilities like conference halls, banquet halls, boardrooms, and space for private parties like marriages, and birthdays among others. All the services provided often make hotels attractive to offender or suitable targets to commit crime. This affirms the theory of routine activities, which states that before crime occurs, there must be a suitable target (Cohen & Felson, 1979). The presence of a suitable target (Hotel) that is attractive and accessible to different customers increases the frequency of worry among the hotel staff on the crime types. Furthermore, it is believed that many of the guests who patronize these hotels are wealthy individuals who own valuables. Security of the lives of customers and their property, therefore, becomes issue of concern for hotel staff. On the other hand, the reason why mean frequency of worry index (RFI) is relatively low among the residents of host communities might be attributed to the fact that the host community is less attractive to potential offenders. This lends credence to why average frequency of worry index (RFI) among the staff of hotel is high compared with that of residents of host communities. This study corroborates the findings of LeBruto (1996) who opined that hotels often entertain different people who might commit crimes on the property. It also supports the submission of Chon and Sparrowe (1995); Yang and Hua (2020) on the increase in the reported cases of how most guests were victimized through robbery, theft, and rape, among others. Furthermore, theft and fraud were discovered as the most commonly worried type of crime among the hotel staff, while assassination was the least worried crime. Among the residents, robbery and theft were noted as the most worried crime while internet scam was the least worried crime. The finding is in

consonance with the study of Afon (2001); Khadka (2014); Nwokorie et al. (2014); Badiora et al. (2016), who identified different crimes such as robbery, theft, rape, and fraud that are associated with hotel industry and urban communities.

The study established that mechanical/ personal factor was the major determinant associated with the feeling of insecurity in the hotel industry. This conforms to the assertion of Cebekhulu (2016); Nwokorie and Igbojewe (2019), and Mukoko (1994). As observed by Mukoko (1994), feelings of insecurity to increase as the socioeconomic status increases irrespective of the geographical location. Hotels provide different services which attract guests, visitors, and tourists of different socioeconomic status. Feelings of insecurity often increase in the absence of mechanical elements such as standard control systems, surveillance system, and street light/ security lighting. This is in congruence with the study of Cebekhulu (2016) and Nwokorie et al. (2014) that mechanical systems such as security lights, street lights, good surveillance, and control system could be used to influence hotel security, especially in monitoring movements within the hotel premises. Other determinants were human, economic, and environmental factors. This study substantiated the findings of Ojo and Ojewale (2018), Alemika and Chukuma (2005), and Ogundiran (2019) that feelings of insecurity depend on various factors. On the other hand, human/ personal factor was the major associated determinant among the residents of the host communities. This implies that feeling of insecurity is attributed to human-induced activities and personal factors. Human-induced activities as observed in the study include different forms of crime such as robbery, theft, burglary, fraud, and kidnapping among others that causes insecurity. The personal attribute indicates the socio-economic status of the residents which makes the person feel insecure. For example, women tend to feel more insecure about crime occurrences than men. This study is in harmony with the submission of Allens (2006) who discovered that 4% more women than men have a high level of worry about burglary. It is also in accordance with the observation of Crowell and Burgess (1996) that women are ten times more likely to be

sexually assaulted than men. Another personal attribute is income. Individuals with higher income are often more security conscious than individuals with lower income. This study is in agreement with Raval (2021), Sugiharti et al. (2022) that higher income can reduce crime rate and feelings of insecurity. Other factors were economic, mechanical, and environmental factors. This study consistently supports the views of Badiora et al. (2016), Almanza-Avendano (2018) Ojo and Ojewale (2018), Azaola (2012), and Jusidman (2012) that feelings of insecurity could be attributed to economic, mechanical, and environmental factors. From the foregoing, it could be deduced that even within the same geographical area, perception of insecurity is associated with different determinants and criminal activities vary based on several factors.

4.0 Conclusion and Recommendation

This study has investigated the determinants that are associated with the feelings of insecurity in Ibadan, especially among hotel staff and residents of host communities. The study discovered that mechanical/personal factors were the major determinant associated with the feeling of insecurity in the hotel industry. These factors accounted for more than one-third of the total variance explained. The remaining factors were human, economic, and environmental. On the contrary, among the residents of host communities, human/personal factors were observed as the major associated determinants of feelings of insecurity with more than one-third of the total variance explained. Other factors that were discovered in the study were economic, mechanical, and environmental.

Having examined the associated determinants of feelings of insecurity in the study area. The following recommendations were suggested. There is a need for the evolution and implementation of different strategies backed by legislation to curb the menace of insecurity in the study area. This will go a long way to reduce the level of worry as well as the feeling of insecurity among the respondents. Hotels should also review guest vehicle parking policies so as to tolerate the interest of both parties. Security of guests and their property could be improved upon by enhancing the security of the parking lot

and providing tags for vehicle parked. Hotel managers and landlord associations should provide artificial surveillance and control systems as well as street and security lighting that could be used in monitoring the movement of people. Capable guards and personnel should be recruited to ensure visual control of hotels and neighbourhood of host communities. In addition to this is the provision of security devices such as security cameras, electric monitoring equipment, and security alarm system, among others that could make the security personnel more efficient and effective in securing lives and properties. Hotel managers and landlords' associations should be encouraged to organize vigilante groups with proper policy frameworks that could help in the delivery system of security. Also, neighborhood security watch by natives, security experts, and the use of detective animals should be encouraged. Efforts should be made to revise the community layout design so as to ensure that the streets are well connected in order to improve intervisibility between houses on both sides. Efficient and effective adoption of the above will help greatly in strengthening security in hotels and host communities.

Data Availability

There are no data attached to this manuscript.

Conflicting Interests

The author has declared that there is no conflict of interest regarding the research, authorship and publication of this article.

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