Smart Tourist Destinations (STD) Management and Security From A Systematic And Bibliometric Review

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Abstract

Safety is a critical factor influencing travel decisions, making it a key focus for the academic community in tourism studies. Despite growing interest, there remains a lack of a unified global perspective on tourism safety within the context of smart tourism destinations (STDs). This study addresses this gap by conducting a systematic literature review and bibliometric analysis to examine the scientific work associated with safety, the management of STDs, and their role in enhancing competitiveness. The research aims to identify and analyze key concepts, their interrelationships, and how they have evolved. Furthermore, the study will highlight influential authors, publications, and patterns within the field. The findings will shed light on integrating safety within smart tourism management, offering insights into best practices, emerging trends, and challenges. By doing so, this research contributes to the academic discourse on the interplay between safety and innovation in tourism while providing actionable knowledge for researchers and industry practitioners. Ultimately, the results emphasize the significance of safety as a core component in smart tourism destinations' sustainable and competitive development, reinforcing its role in shaping traveler confidence and destination appeal.

Keywords: security management; smart tourism destination (STD); tourism management; safe tourist destination; environmental sustainability

INTRODUCTION

In an increasingly globalized and connected world, tourism has become one of the most important and fastest-growing industries worldwide. Tourist destinations are moving towards constant search to improve their competitiveness, attract and retain tourists, generate income, and contribute to their communities' economic and social development. However, it is essential to address fundamental aspects beyond natural beauty or historical sites to be an internationally competitive tourist destination. Addressing several fundamental aspects beyond natural beauty or historic sites is critical. In addition to pursuing competitiveness, these must include the management of human resources, prioritizing policies that benefit tourism and travel, the necessary infrastructure to support them, and safety and security. The resources currently demanded by society contrast the appearance of the causes that cause insecurity in human beings. Therefore, they are difficult to predict because new risk elements emerge as social well-being increases among the population. Table 1 summarizes the definitions of concepts associated with Safety and Security in Smart Tourist Destinations to contextualize this systematic review's object of study.

The concept of danger or threat refers to the situation in which an action may be triggered due to a prior condition that may result in personal or material damage (General Directorate of Civil Protection and Emergencies, 2015). According to the Royal Spanish Academy of Language (RAE,2024), risk is the contingency or proximity of damage, which can be the subject of an insurance contract. Therefore, it is concluded that man with his negligent behaviors, intentionally or not, contributes to the word risk being found in all social sectors so that dangerous situations are an immediate consequence of those risks that

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cause many victims and significant economic and ecological damage (General Directorate of Civil Protection and Emergencies, 2015, p. 5).

Table 1. Definitions of Concepts Associated With Safety And Security In Smart Tourist Destinations

Concept	Author	Definition
Danger or threat	General Directorate of Civil Protection and Emergencies (2015)	An action may be triggered, resulting in personal or material damage due to a prior condition.
Protection of tourists and visitors and their property	World Tourism Organization (2001)	Public authorities have the mission of ensuring the protection of tourists and visitors and their property. Due to their particular vulnerability, they will pay special attention to the safety of foreign tourists. They will facilitate establishing specific means of information, prevention, protection, insurance, and assistance that correspond to their needs. Attacks, assaults, kidnappings, or threats directed against tourists or workers in the tourism sector, as well as the intentional destruction of tourist facilities or elements of cultural or natural heritage under the respective national legislation, must be condemned and repressed with severity.
Risk	(RAE, 2024)	It is understood as the contingency or proximity of damage, which may be the subject of an insurance contract.
Biological threat	(Paz Sánchez-Seco, Vázquez, & De Ory , 2016).	Epidemic diseases continue to be present in the world as a threat. New infectious agents have been identified, and greater investment in research on emerging infectious agents is necessary.
Security in smart cities	(Bayod, 2015)	The security of computer systems is important for smart cities for at least two fundamental reasons: the growing importance of the role of ICT (networks and telecommunications systems that ensure the distribution and access of the inhabitants of a building or property to the different telecommunications services offered by operators) and the growth of the electronic commerce sector, have made cybersecurity an essential component of the economy. Cybersecurity is vital for operating critical (physical) security systems such as emergency and critical infrastructure protection services.
Definition of security	(UNICRI, 2009, p. 18-19).	Safety can be defined as the absence of various adverse or unwanted and foreseeable events that may cause harm. Security always refers to threat assessment and how to prevent potential risks from occurring (p.18). Security is the absence of potentially harmful threats through prevention by the organizer of an event and/or the national authority of its materialization as damage (p. 19).
Security management	(UNICRI, 2009, p. 18).	Security always refers to threat assessment and how to prevent potential risks from occurring.

Source: Research data, 2024

Concerning the biological threat (Sánchez-Seco et al., 2016), although advances in medicine have been significant in the last 50 years, epidemic diseases are still present in the world as a threat. The need for greater investment in research is appreciated since new infectious agents have been identified during this century. Likewise, public authorities have the mission of ensuring the protection of tourists and visitors and their property. In this task:

Due to their particular vulnerability, they will pay special attention to the safety of foreign tourists. Therefore, they will facilitate the establishment of means of information, prevention, specific protection, insurance, and assistance that correspond to your needs. Attacks, assaults, kidnappings, or threats directed against tourists or workers in the tourism sector, as well as the intentional destruction of tourist facilities or elements of cultural or natural heritage, following the respective national legislation, must be condemned and repressed with severity. (OMT, 2001)

United Nations Interregional Crime and Justice Research Institute defines security within the EU-SEC program as the absence of various adverse or unwanted and foreseeable events that may cause. Security always refers to assessing threats and how to prevent potential risks (UNICRI, 2009, p.18). EU-SEC was a program focused on coordinating different national research programs on security in celebrating major events in Europe, promoted by UNICRI and with the participation of EUROPOL (European Union Agency for Law Enforcement Cooperation) and ten European Union member countries. Therefore, they affirm that security is the absence of potentially harmful threats through the prevention by the event organizer and/or the national authority of their materialization as damage (UNICRI, 2009, p. 19). In summary, security management refers to the assessment of threats and the prevention of potential risks.

Finally, security in smart destinations focuses on the security of their computer systems as it affects the growing importance of the role of ICT and the growth of the electronic commerce sector. These have made cybersecurity an essential component of the economy. Therefore, it is vital to operate critical (physical) security systems such as emergency and critical infrastructure protection services, including electrical grid management (Bayod, 2015).

Business aspects include diversifying the tourism offer, effective promotion and marketing, developing innovative tourism products, and efficiently managing financial resources. A competitive tourist destination must be able to adapt to the changing demands and preferences of tourists, offering a wide range of experiences and activities. Collaboration between the public and private sectors is essential to develop effective strategies that drive the growth and sustainability of tourism in the destination. Human resources are an invaluable asset in the tourism industry since service and customer service are crucial for tourist satisfaction. A competitive tourist destination must have human talent that is trained, motivated, and committed to offering exceptional experiences to visitors. This implies a human resources policy that promotes continuous personnel training, labor equity, motivation and recognition of performance, and fair and safe working conditions. The quality of tourist services is a key aspect of competitiveness. Tourists seek unique, high-quality experiences, from accommodation to tourist attractions and dining services. A competitive tourist destination must guarantee excellence in customer service, cleanliness and maintenance of facilities, safety of tourists, and authenticity of the experiences offered. Implementing quality standards and international certifications can be an effective strategy to improve the reputation and competitiveness of the destination.

Security management and safety provision in urban, smart cities, and tourist destinations are areas tackled from a cross-disciplinary perspective for an approach that aligns efficacy with competitiveness. This overarching need is showcased in the WEF (World Economic Forum) report released in 2023 on the progress and initiatives taken in an increasingly complex world. Safety and health are critical aspects that tourists consider when choosing a destination. A safe and healthy tourist destination inspires visitors' confidence and peace of mind, contributing to a positive and lasting experience. For this reason, tourist destinations must implement effective measures to prevent crime, guarantee the hygiene and quality of food, improve road infrastructure, and provide accessible and reliable health services.

Safety and security are also relevant concepts within tourist management and smart cities, as shown in the WEF biennial study looking at a segment of 140 countries. The report collects the results from the "Reskilling Revolution project" that offers formative action and skills upgrade opportunities to a target of 1,000 million participants worldwide throughout 2030. Their latest report visualizes the level of international competitiveness via an analysis of factors and policies that contribute to the development of the tourism and travel sectors, which in turn contribute to the national development of each country (World Economic Forum TTCR, 2019). This study aims to investigate how security and management influence the competitiveness of Smart Tourist Destinations (STDs). A systematic literature review and bibliometric analysis seeks to identify key concepts, trends, and relevant scientific contributions in this field.

The study's primary purpose is to provide a comprehensive framework that enables researchers and tourism sector stakeholders to understand the importance of security in destination planning and management, contributing to sustainability, competitiveness, and resilience.

LITERATURE REVIEW

Tourism has emerged as one of the fastest-growing industries in a globalized and highly connected world. However, the competitiveness of tourist destinations depends not only on their natural or cultural attractions but also on key factors such as security. Risks ranging from biological threats to acts of violence significantly impact tourists' perceptions and the reputation of destinations, so implementing security management strategies is essential. The growing digitalization and the rise of smart cities have introduced new challenges related to cybersecurity and resilience against adverse events. Since 1996, more than half of terrorist attacks have targeted specifically tourists, tourist establishments, event celebrations, as well as high-traffic locations and congregation sites (Sánchez-González, 2018). Furthermore, it must be considered that since 2015, there has been a tragic increase in the number of terrorist attacks worldwide, with several especially violent incidents in Europe in 2015 and 2016. All these aspects affect the reputation of a tourist destination and its tourist flow.

Likewise, it is necessary to relate the concepts of insecurity with the fear of crime. (Serrano and Vázquez, 2007) identify the perception of insecurity from a social perspective as fear in an abstract sense, as opposed to the personal perception related to the fear of suffering a criminal act. Some authors indicate that the crime rate does not correspond to the fear of crime perceived by citizens, but it can be seen that the design of the

environments and their state have variables that can influence the security and perception of individuals. (Vadillo, 2023, p. 67).

Sweden, Finland, Denmark, France, Belgium, Luxembourg, Germany, the Netherlands, and Austria were the countries where theft crimes were the most prominent. Tourism is based on experiences and emotions, and any incident can lead to rejection and bad publicity for a destination when it is recommended. Likewise, it is seen that other crimes, such as theft or sexual violence, are also present in society (see Figure 1).
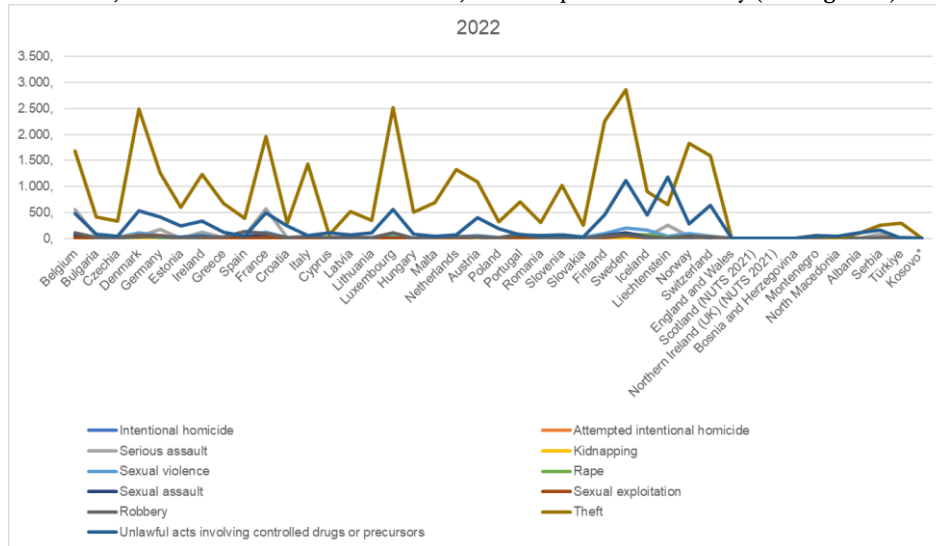

Figure 1. Crimes In The European Union Per One Hundred Thousand Inhabitants (2022)
Source: Research data, 2024

In this study, the basic line of research references the WEF report on travel tourism from 2019, as shown in the graph above, showing competitiveness and international line-up of countries in low to very high variables. Hence, the strategic approach to spaces and areas overlaps with business infrastructure, natural resources, cultural factors, and policy and national administrations. The existence of solid government policies favorable to tourism is a determining factor for the competitiveness of a destination. Governments must prioritize policies encouraging tourism's growth and sustainable development, including simplifying bureaucratic procedures, reducing taxes and fees for tourism businesses, protecting cultural and natural heritage, and promoting responsible and sustainable tourism. The existence of unique and attractive natural and cultural resources is a determining factor for the competitiveness of a tourist destination. Tourists seek authentic and meaningful experiences that allow them to connect with local nature, history, culture, and cuisine. A competitive tourist destination must have diverse natural resources, such as beaches, mountains, forests, parks, rivers, and wildlife.

Figure 2. International Competitiveness Level
Research data, 2024

Aligned with the data and connected economic facts, the contrasting analysis is relative to the most relevant variables. Security, management, tourism, and smart cities are core variables to the study for their alignment

with international competitiveness based on their investment potential as tourist destinations. What are the invested stock from the academy and scholarly research derived from a systematic approach to smart city tourism concerning security? This analysis starts with a critical review of the primary sources, following data collection from the articles gathered using bibliometric databases on security and tourism management in smart cities.

The data analysis over an extended period will reveal the role of tourist management in varied sample destinations and how this target evolved after new digital technology transformed the sector in parallel to higher risks associated with safety in international tourism and worldwide traveling. It deems light from a source review based on bibliometrics via source references to include articles on all the concepts: safety, security, management, tourism, and smart cities. Investment in tourism infrastructure is also essential, including roads, airports, ports, public transportation, and basic services such as water and energy. Strategic and long-term planning ensures balanced and sustainable tourism development that benefits the economy, the environment, and local communities. Tourists look for destinations that offer good connectivity and accessibility, both from a national and international point of view. This includes modern, well-connected airports, safe and efficient roads, and reliable and accessible public transportation.

The concepts with a baseline for critical analysis present a core framework for international competitiveness in the country's object of study, as these relate to new sources of investment for tourist destinations. Additionally, it has been considered a main contribution by researchers in the security field linked to Smart Tourist Destination STD, which is at its peak point of interest. The critical scope of the source-referenced database offers the opportunity to align studies from the 1990s onwards to the present day, as these are trending within a multidisciplinary pool of articles. From this bottom line, researchers and companies complement their approaches to tourist sector issues by departing from common ground and highlighting the prominence of security concerning STDs.

METHODS

The present study, carried out in March 2024, starts with a planned search to access relevant databases and reference sources; with all critical materials, the content analysis is staged to include valid data and rule out irrelevant information, as shown in the PRISMA diagram (2020). Since the combination of concepts is not easily represented in the existing bibliography, we aim to examine how academic security research has evolved in smart tourist destinations. The analysis expands knowledge to find out the importance that authors place on safety and self-protection in smart urban destinations in tourism; significantly, the seed concepts are not necessarily tagged in the scoped articles up to March 2024, so what has been portrayed in scholarly research is the evolution of security as a collateral thematic unit. A highlight arising from the approach to tackling this area gradually pinpoints a threshold, an emergent node, over 30 years. This bibliometric input and visual analysis are assessed accordingly to establish relevance as authors weigh security and safety provisions for self-protection. For the terms "management," AND "tourism," AND "security," AND "Safety," AND "smart cities," the system provided a 376-article count. The methodology designed for this critical literature review encompasses all the studies between 1990 and March 2024, for an extended period of 33 years, as returned in the search obtained by the Boolean operation in a keyword search via ISI Web of Science (WOS) and Dialnet. Additionally, Dialnet provides a wider scope into the "smart cities" expression, which has not returned hits in WoS for 2014 and 2022, so the sample is more representative of all key terms relevant to a new phenomenon.

This area of analysis has gained more recent interest in academic studies, opening a future line for research. Security along with safety provisions for self-protection is the integrated keywords in the bibliometric access in order to resort to a growing node that has been developing in parallel since the last decade, as it closely relates to tourism, and it is inclusive of technological background, by taking into consideration smart cities. Bibliometrics is a discipline that agglutinates reliable facts underlying journalism and data science processing statistic laws, according to (Guedes e Borschiver, 2005, p.1) and from a quantitative standpoint in (Da Silva et al., 2019, p.756) for a conceptual, more nuanced, definition. VOSviewer is a preferred tool by established scholars (Sarmiento-Ramírez et al., 2023; Vences-Pérez et al., 2022; Ródenas Serra et al., 2021; Jiménez Borges et al., 2020; Martinez-Toro et al., 2020; y Van Eck y Waltman, 2011), an application necessary to thoroughly review and visualize relevant citations and scholar-research publications with a scientific scope (Cotrina-Teatino y Salvatierra-Navarro, 2023, p.49). An added feature in the viewer allows to rotate the visual presentation so the graphic reassesses the connectivity within the units in the analysis (Ródenas Serra et al., 2021, p.30) as well as the internal connections with the group or theme (Pacheco-Almaraz et al. 2021). The relevance of this graphic presentation in software for visual analysis will add value to the consequences of a more detailed analysis.

RESULT

The results obtained through a systematic literature review and bibliometric analysis expose different important aspects.

Primary Sources Critical Review

The results of this analysis are showcased on a PRISMA flowchart (2020) after a strategic search that links articles' references back in time to 1990. The language targets covered in the source articles are English (83,5%), Spanish (6,1%), and Korean (4,8%), with a lower percentage of Chinese, Portuguese, Turkish, and Bulgarian. The source documents present up to 220 articles and a varied typology ranging from meeting hours (82), doctoral dissertations (41), scholarly articles (24), and book chapters (10). One of the oldest articles dates to 1995 and is linked to the WOS International Journal of Information Management. Madden (1995) addresses how to manage information for the care of buildings classified as historic. Therefore, it uses technology assessment to report the advantages and disadvantages of information management systems in conserving featured iconic buildings. The security systems for this benchmark assessment include environmental control, fire, security, building monitoring systems, and their contents, including their occupants.

In contrast, the most recent article on competitiveness in tourism originates from World Scientific Publishing Co. Pte. Ltd., around the factors directly impacting branding in the business sector (Long and Tran, 2023). This influence is identified according to eight factors: infrastructure, habitat in tourism or natural environment, adaptability, culinary material culture, security, safety provisions, hospitality costs, and expressions of local culture/folklore. Additional considerations on competitiveness need to account for aspects related to the infrastructure necessary for the existence of a tourist flow, adaptation of the destination itself, the existence of gastronomic culture, safety, and prevention in the tourist destination, in addition to the possible costs in resources humans, endemic folklore and the brand. The resulting data obtained by the WOS database did not include articles on smart cities and their relationship with security; therefore, the search strategy has been combined using the same keywords and Boolean operators within the Dialnet database to offer a more representative sample and to showcase the relationship between concepts, for filling in the absence of bibliography that is specific to the topic.

The results of the Dialnet search bring a new focus on infrastructure and technology. The article on public infrastructure, Management for Smart Vial Safety, is a basic resource for cities implementing a strategy for emergency preparedness technology applications (Pires, 2014). It can be seen as a wide turn in focus for more recent articles analyzing Smart Cities from a socially inclusive design angle for water security, sanitation, and climate change considerations since it relates the designated space to the smart digital management in public works, published by Revista de Humanidades y Ciencias Sociales; (Oliveira Silva y Rodrigues Cintra, 2022). As seen in Figure 3, the number of publications grew to a greater production rate from 2013 to March 2024, with a significant peak in 2005-2011.
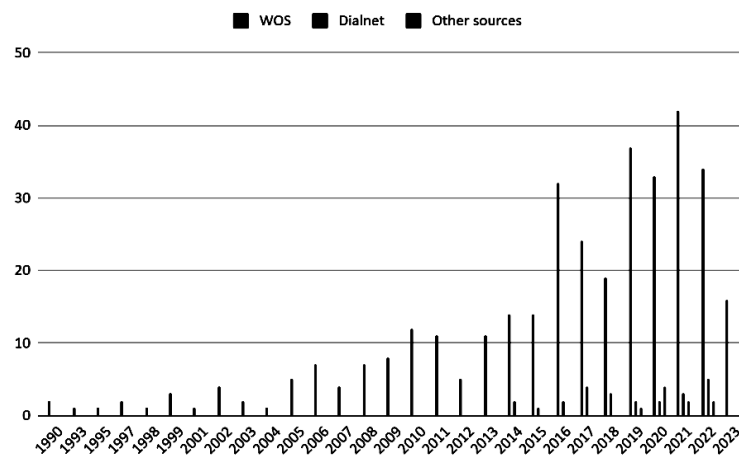
Figure 3. Combined Result Of The Publications Obtained In The WOS, Dialnet & Other Methods
Source: Research data, 2024

The eliminated entries from the base are discarded due to intelligibility or lack of readability and content analysis. From an original count of 363 down to 174, the final articles included for critical source analysis are valued for their direct link to the area of interest, as opposed to the articles left aside, which do not represent any value added in terms of critical information. This entry selection is shown in Figure 4.

Figure 4. Flow Diagram For Systematic Review
Source: Authors PRISMA (2020) format

For a total of 189 articles in publications and reference databases, we showcased their thematic areas transversally and pinned the next content areas into the focus of attention: 1) Cybersecurity and data protection; 2) Sustainability management in smart cities; 3) Tourism competitiveness associated with sustainability and safety ma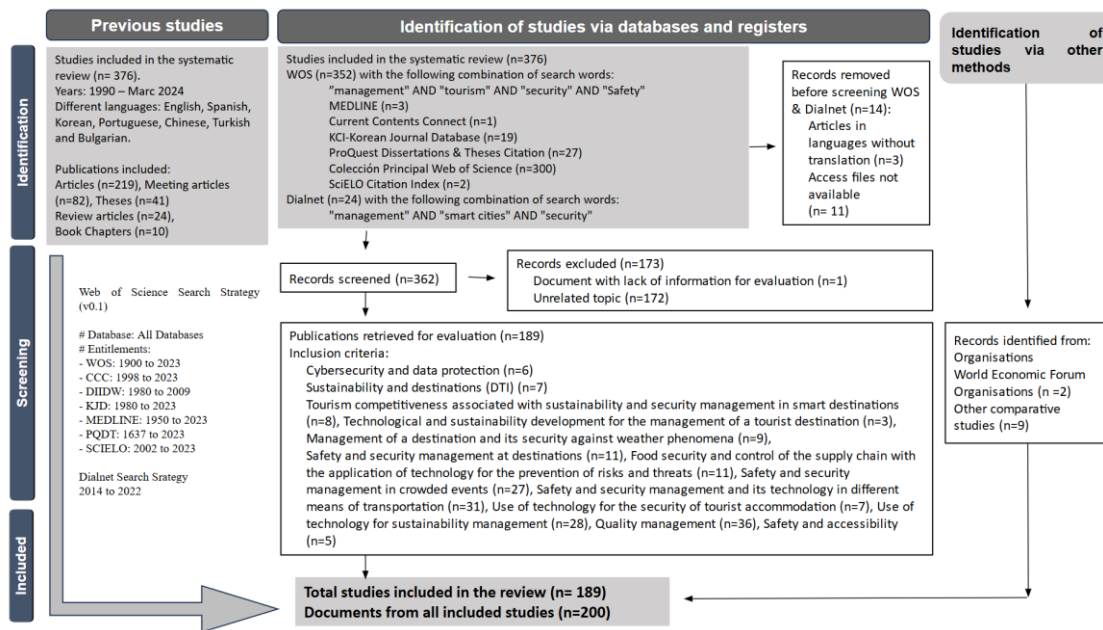nagement in smart destinations; 4) Technological development is associated with sustainability, sustainability as part of the development of a tourist destination; 5) Management of a destination and its safety in the event of meteorological phenomena; 6) Destination safety management; 7) Food security and supply chain control with different technologies: blockchain, smart contracts or other applications to prevent threats such as terrorist attacks; 8) Security management in the holding of events of different types in the face of different risks and threats; 9) Safety management and the use of specific technology in different means of transport, whether in cruise ships, aircraft, or nautical tourism; 10) Use of technology applicable to the safety of tourist accommodation and for sustainability management; 11) Quality management with the help of technology and establishing government policies for its control;.

Finally, a total of 200 analyzed documents are shown through the flowchart. In the complementation stage of the available documentation of the systematic review, two global economic reports, four research works, and five bibliographic reviews have been identified. The latter provides a critical reflection that completes this work by comparing its most relevant results, as shown below in Table 2. The Journal of Hospitality and Tourism Technology offers complementary visions not included in the previous databases analyzed. In turn, the presence of journals that offer the strategic perspective of tourism and technology demonstrates the sector's concern and interest in the union of these two areas of knowledge.

Table 2. Comparative Table of Files Identified Via Other Methods

Year	Journals	Authors	Document Type	Relevant aspects
2022	Journal of Destination Marketing & Management	Bethune, E, Buhalis, D, & Miles, L	Investigation study	Real-Time Response (RTR) as a smart system approach to advancing destination resilience.
2022	Journal of place management and development	Cassinger & Thufvesso	Investigation study	The interest in enacting safe places through the study of acts of (im)balance in the daily management of the city center
2021	Alcalá de Henares University	García Gómez	Investigation study (Thesis)	Computationally constrained sound event detection in smart cities

Year	Journals	Authors	Document Type	Relevant aspects
2021	Tourism Review	Shafiee, S., Rajabzadeh Ghatari, A., Hasanzadeh, A. and Jahanyan, S	Systematic review	Information that can be used to provide a guide for policymakers and stakeholders in the tourism industry who seek to develop tourism destinations intelligently.
2020	Journal of Hospitality & Tourism Research,	Bastidas-Manzano, A.-B., Sánchez-Fernández, J., & Casado-Aranda, L.-A	Bibliometric Analysis	The commitment to key elements in tourism, such as sustainability, accessibility, innovation, security, and governance, become key constructs for the competitiveness of tourism companies and destinations.
2020	Journal of Hospitality and Tourism Technology	Azis, N., Amin, M., Chan, S. and Aprilia, C.	Investigation study	This study provides empirical evidence to support the importance of smart tourism technologies and memorable tourism experiences in enhancing tourist satisfaction and tourist destination loyalty.
2020	Journal of Hospitality and Tourism Technology	Samara, D., Magnisalis, I., and Peristeras,	Systematic literature review	The findings imply that BDAI (Big Data and Artificial Intelligence) creates value for the tourism sector through appropriately identified dissemination. The benefits of adopting BDAI strategies include increased efficiency, productivity, profitability for tourism suppliers, and an extremely rich and personalized travel experience.
2020	Journal of Hospitality and Tourism Technology	Baggio, R., Micera, R. and Del Chiappa, G.	Critical reflection	The authors show that, as much of the computer science literature states, a fundamental prerequisite for successful "smart" projects is a logical and effective restructuring of the main operational and organizational processes.
2019	Journal of Hospitality and Tourism Technology	Johnson, A.-G. and Samakovlis, I.	Bibliometric Analysis	This paper examines the production of smart tourism knowledge, thereby revealing the development of the concept through collaborative networks.

Source: Research data, 2024

Concerning these comparative studies, the value contribution in different cases should be highlighted. As indicated by (Bastidas-Manzano et al., 2020) in their bibliometric analysis of smart cities and smart tourism destinations, companies consider that any investment in technology at an economic level means adding value and differentiation. In addition, this provides a differentiating factor for tourist destinations. The commitment to key elements in tourism, such as sustainability, accessibility, innovation, security, and governance, become key constructs for the competitiveness of tourism companies and destinations. Therefore, (Azis et al., 2020) consider the use of smart technology at the tourism level important due to its contribution to the tourist's experience and loyalty to a destination. The importance of competitiveness and resilience as newly established actors in the tourism sector recommend adopting different strategies offered by Big Data Artificial Intelligence due to its outstanding benefits. These can include greater efficiency, increased productivity, and profitability for sector suppliers, directly influencing the traveler's experience to become more personalized (Samara et al., 2020).

The resilience of destinations corresponds to an aspect of relevance for governance in designing specific policies for developing tourism offers and competitive positioning as a relevant tourist destination. Risks and threats increase at a local, national, and international level, implying a great cost to recover on an economic or reputational level after an improvised disaster. Creating measures that help with proactivity and allow reacting in a coordinated manner with a unified response can minimize the severity of impacts and help tourism recover more quickly. Therefore, (Bethune et al., 2022) are committed to Real-Time Response (RTR) as an intelligent system to promote the resilience of tourist destinations. The contribution of (Johnson and Samakovlis, 2019) provides the possibility of better understanding the intelligent contribution in tourism as a line of research, allowing the evolution to be analyzed within the academic context from 2000 to 2018. In Baggio's case, he highlights that restructuring organizational and operational processes more logically is essential to achieve more effective "smart" projects. (Baggio et. al, 2020). Two articles take a novel approach to sensorial safety, from light safety (Cassinger & Thufvesson, 2022) to acoustics safety (García Gómez, 2021).

The design of cities and urban environments corresponds to a current concern of tourism managers since they can offer improvement for tourists and visitors. This allows us to influence economic aspects and consider prevention and security needs in these spaces. The Crime Prevention through Environmental Design (CPTED) methodology offers diagnosis, design, execution, and evaluation of provision projects in areas where scenes of violence and crimes have occurred. The contribution of an environmental perspective allows us to discover other fields of action to complete security management for different tourist destinations (Rau, 2021). These articles offer a sample of how technology and innovation, governance, and sustainability can bring value to society. Acoustic and lighting management in urban spaces in tourist destinations does not have a representative bibliography for its study. Therefore, including these references is considered novel for disseminating knowledge together with the contribution of (Bautista-Durán et al., 2017) regarding the detection of acoustic violence in urban spaces in smart cities. As a guideline to understand how intelligent tourist destinations are theorized and developed, the author, through his methodology, exposes some basic aspects of the priorities for the public management of tourist destinations, seeking how to develop tourist destinations intelligently (Shafiee et al., 2021).

Bibliometrics

The bibliometric analysis covers the total base of articles sourced from WoS and Dialnet using the provided keywords and tags. Figure 5 shows that from 1990, it shows a significant number of publications, punctually along the first decade and blossoming in 2005; the years with a higher rate of publications are 2021, 2019, 2022, 2020, 2016, 2017, 2018, and 2023. In the account of cites, 2009 is the year arising and potentially reaching an upward trend in 2013 to 2022, to decrease again in 2023. If we take into account the comparative Table 2 of documents added to the flow chart, we can see that there has been a considerable increase in systematic reviews during the year 2022.
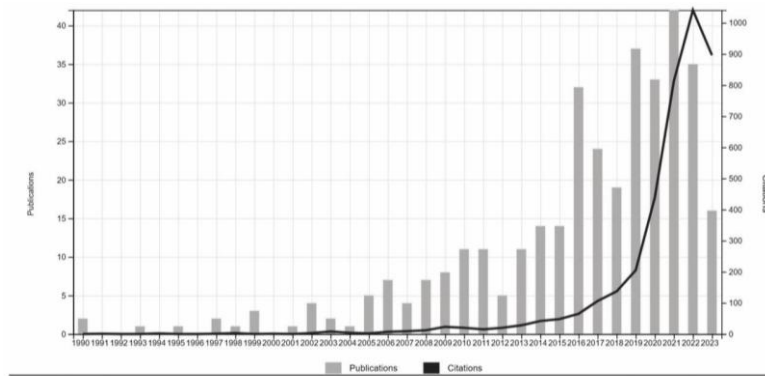
Figure 5. Combined Result Of Citations And Publications Included In The Bibliometric Analysis
Source: Research data, 2024

The 10 most representative content areas, as shown in picture 6, are the disciplines related to economics, computer science, engineering, and environmental sciences: psychology, geography, technological sciences, food technology, and management.
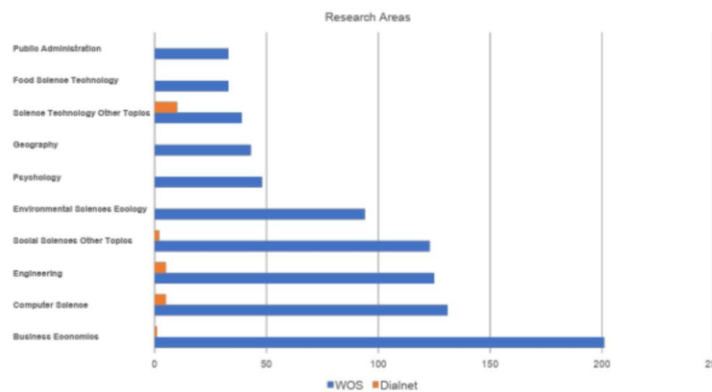

Figure 6. Bibliometric Research Areas
Source: Research data, 2024

The systematic review offers a comparison of the topics of all research journals. The thematic orientation (picture 7) that has mostly covered the objective of this research is related to tourism management, followed by environmental, hospitality management, and security aspects. The influence of safety sports, event management, and Public Health management are also present.

Figure 7. Journals Identified In The Systematic Review
Source: Research data, 2024

Along these lines, other publications on Business, Humanities and Social Sciences, Geography, Information Management, Marketing, and Technology Policy Management have considered the publication and dissemination of these contents relevant.

DISCUSSION

The influence on the global economy and social and environmental development makes Tourism a relevant industry. As tourism continues to grow and evolve, it is essential to consider and address several key aspects to ensure long-term sustainability. For this reason, the effect of governance policies is considered important, as well as resilience, management of smart destinations, security, and their interrelationship with tourism. One relevant point of convergence between the subject core areas for the period in the analysis and the variables for competitiveness in tourism is an index presented by WEF (World Economic Forum_TTCR, 2019). The studies that are reporting on security, risk prevention for food chain distribution, transportation, safety around destinations for specific products and touristic services, resource allocation, governance, applications, and development of tools are all highlighted themes that come across transversally, collated from engineering and computation, data analysis, to apply within businesses, enterprises, and product services, be it technology provided or not. Governance plays one of the most prominent roles in developing tourism and its sustainable management. Good governance involves the participation of multiple stakeholders, including local governments, tourism businesses, local communities, and non-governmental organizations. Effective collaboration between these stakeholders can lead to policies and practices that balance tourism growth with environmental conservation and the well-being of local communities. However, governance can also be challenging, as different interests and agendas can conflict. It is conclusive that a balance between tourism development and the protection of natural and cultural resources should be found to guarantee long-term sustainability.

The first article on security, published in 1977, originates from the World Tourism Organization. It points to the need for local authorities to provide for the safety and protection of tourists and visitors and offers special attention to international travellers, seen from a lens of vulnerability. This cautionary discourse considers the personnel associated with businesses for their exposure to coordinated, violent attacks, forceful aggressions, kidnapping, and threats targeted to individuals by offering specific information pertinent to their security and for alertness and protection. One remark brought into the messaging adds to the need from local authorities and governments at the national level to actively protect their resorts, installations and spaces that are protected by patrimonial status, be it cultural or natural; all these alert messages ought to be provided within the legality providing a ground for expressions of condemnation and for apprehending any attempt against personal integrity. Security is fundamental to tourism since tourists look for safe and reliable destinations. Safety encompasses various perspectives, such as personal, food, health, and public safety.

Tourist destinations must ensure the safety of visitors and residents through measures such as police presence, secure infrastructure, health and safety protocols, and training of tourist staff, among others.

What is security and safety provision conceptualized from the point of view of smart city destinations? The seminal analysis by (Toker and Emir, 2023) covers sustainable development, cybersecurity, and food engineering. In a state where rising conflicts isolate tourist destinations from the effects of wars, terrorism, vandalism, etc., security becomes a prominent area for elaborating measurements and analysis as part of an integrated field with the tourist business. This critical review measured this peak interest in security, using 2022 as a cutting date for accessing publications from a bibliometric threshold via VoS Viewer software from the Scopus database. This basic study is a turning point in the core security area for their link to the main and most relevant hits, including articles, authors, and publications tackling this knot in their work. In addition, (Zeng et al., 2023) have addressed management and smart platforms as relative concepts significant to the overall phenomenon, so security as it relates to tourist destinations arises as cutting edge from a cross-disciplinary approach (Toker & Emir, 2023; Zeng et al., 2023). A main point of interest seeks to underline the connections between local point destinations and public and private institutions operating abroad. Therefore, smart connectivity ties into security studies by looking into the core area from a technology upgrade transversal perspective. This intertwined approach establishes a comprehensive ground by placing the foundations down an extensive network and drawing their data in parallel from Web of Science WoS and Dialnet. This increased interest is noticeable as it relates to event planning and conferences in recent years; business tourist destinations have an added risk to be accounted for in providing safety measurements in the occurrence of armed conflict, which exposes attendees and makes visitors vulnerable regardless of the gravity of the attack; this rate of violence has been seen in European plazas in the years of 2015 and 2016.

Even though sustainable development is widely used in tourism, from the perspective of environmental studies, it was not before the 21st century that the concept was accounted for concerning security. This connection is explicit in (Achmad et al., 2023; Prabowo et al., 2023). Sustainable development associated with tourist areas is a prevalent concern among businesses and local authorities. According to (UNWTO, 2015), tourism from a sustainable integrated platform will provide safer spaces for visitors and the local community; thus, resources are kept and replenished for future needs. Finally, studies providing a ground for safety as a key element in the space of natural habitats are becoming prevalent as well; the main concern is for visitors to be out of the scope of urban patrolled areas so they are not overly exposed to threads and delinquent acts, to weather events, terrorism, and health-related alerts (Hosseini et al., 2021). Sustainable development is an intrinsic concern in the transportation and air industry because of its environmental impact. The studies that touch on the variables of citizen security as it dwells on its potential for development provide a key to unlocking psychological factors, such as reliability and perceived sustainability in tourism (Sreenath et al.,2021). From this intentional approach, the strategies and tactics from public institutions and business sectors are fruitful in designing new lines for action by assessing environmental impact (Penagos-Londoño et al., 2021).). In this context, sustainability and safety in tourism also merge through assessing possible environmental impacts and competitiveness in tourist destinations.

Tourist ecological security becomes a prevalent concept for a critical approach in the studies whenever there is a convergence with areas of expansion, emergent economies or developing countries that are overseeing natural resources from a habitat protection angle (Wang et al., 2021). Likewise, tourist areas are overcrowded and flooded with sustainability due to excess resource demand and security for space provision in terms of safety (Yin et al., 2019). The fast technological advance increasing the application of smart systems for security and cybersecurity is chasing the pace of evolution from AI developments into malware and infrastructure network piracy (Kalluri et al., 2021). Additionally, this digital transformation into digital space has made way for data breaches, online manipulation, and identity theft from online piracy actors. It is a growing challenge to provide security and safety online to nations that are high users of online platforms for their regular operations; that is why security and online security have become prevalent in the scholarly literature around TIC (Camarinha-Matos et al., 2001). Even though the quality of life during the 21st century is improved thanks to digital technologies like Ev's smart appliances, smartphones, etc., according to (Sánchez Alcón, 2016), all these advantages come along with a hefty tag since no system is granted to provide privacy and security in databases.

Regarding quality management, technology can play a critical role since it allows analyzing a large amount of data on tourist satisfaction in real time, service quality and destination perception. Tourism destinations can use technology to identify aspects to improve, being able to implement actions to correct errors and guarantee consistent quality standards. However, despite the potential benefits of these technological applications, their successful implementation requires a comprehensive approach that considers governance

and government policy aspects. Governments and local authorities must establish clear regulatory frameworks and policies that encourage the ethical adoption and use of technology in tourism. This includes considerations around data privacy, equitable access to technology, intellectual property protection, and legal liability in the event of failures or problems. This context provides depth to security in tourism as closely linked to STD, a growing relevance phenomenon unavoidable for the industry. As such, a related variable for STD, it seems that the approach to the effects of terrorism and war represents a higher trend in the history of tourism; however, there is much more to security than all the needs and requirements for the provision of safety conceived from physical approach to safety. Poor security management can have serious consequences for the reputation of a destination and its tourist attractions. Furthermore, in an increasingly interconnected world, cybersecurity has also become a critical aspect of protecting the information and systems of tourist destinations. Thus, the variables set as key factors to improve the tourist experiences in sustainability, technology, innovation, accessibility, and governance are associated with STDs (Segitur, 2023).

Smart Tourist Destinations evolve from a line in traditional tourism for better competitive access in a conscious effort for an essential need to stay safe. At the same time, with technology, information obtained can be used to improve destination planning, optimize resource management, personalize the visitor experience, and promote sustainable tourism practices. As (Azis et al., 2020) indicate, using resources has become more efficient, as has urban management at the tourism level, which can increase the speed when making decisions, improving the traveler's experience. However, implementing smart destinations also poses challenges regarding data privacy, accessibility and equity in access to technology. This aim comes across from management and includes safety as a tactic for improved business and a more competitive environment. Likewise, governance must establish recovery parameters in the event of the impact of a disaster or incident within its territory. In sustainable tourism, technological development plays a crucial role in addressing the challenges and threats that tourism destinations face. Smart contracts, along with other technological applications, can be powerful tools to prevent risks, improve the quality of tourism management, and support the implementation of government policies to ensure the sustainability of tourism. These smart contracts are self-executing computer programs that automate and enforce compliance with a contract transparently and securely.

The technology on which smart contracts are based is blockchain, which means they are immutable, decentralized and transparent. In the context of tourism, smart contracts can be used for various applications that contribute to the sustainability and quality of tourism in a destination. Specifically, smart contracts can establish transparent agreements and contracts between tourism stakeholders such as hotels, tour operators, travel agencies and tourists. Furthermore, they can be used to improve supply chain management in tourism. In the case of tourist destinations that rely heavily on local products such as food and crafts, smart contracts can track the provenance and authenticity of the products. For example, in the context of health security, a tourist destination could use smart contracts to establish automated detection and response protocols for disease outbreaks. This could include implementing disease control measures, contact tracing, and automatic notifications for tourists and health authorities in case of emergency. In this way, tourist destinations can respond more quickly and effectively to health crises, guaranteeing the safety of tourists and the local population.

Resilience is another crucial aspect, given that the destination is exposed to various risks and threats, such as natural disasters, economic crises, pandemics and climate changes. Proper resilience management involves adapting and recovering from these adverse events effectively. Resilient tourism destinations can minimize the negative impacts of such events and recover quickly, maintaining their attractiveness and competitiveness in the tourism market. To achieve this, careful planning, diversification of the tourism offer and investment in infrastructure and personnel training are required. Therefore, the creation of real-time responses (RTR) of prevention measures for the implementation of rapid and unified responses can minimize the severity of the impacts and help the recovery of the tourist flow more quickly; it is about creating a strategic commitment to intelligent systems to promote the resilience of tourist destinations (Bethune et al., 2022). The utilization of intelligent tourism technologies is associated with memorable tourist experiences. Together, they can play an essential role in improving tourist satisfaction and their loyalty connection to the destination. The tourism industry that makes up Hospitality and Tourism pursues a continuous interest in research and study due to the influence of the different economic, political, social and cultural effects that can affect the flow of tourist flows. As (Johnson and Samakovlis, 2019) noted, the research results will be useful for academics and professionals in the tourism industry, helping them understand the development of smart tourism research, identifying the context and developing the concept coherently.

The bibliometric analysis shows that the 10 most representative areas of knowledge are economics, computer science, engineering and environmental sciences, mainly. This leads us to summarize that the Hospitality and Tourism sector, due to its transversality, corresponds to an industry of strategic importance within the economy. Likewise, its connection with computer sciences and engineering will be the key to positioning at a competitive level. Along these lines, concern for environmental management and the measurement of negative impacts on tourism activities make governments, tourists, and visitors increasingly aware of the need to preserve natural resources for a sustainable tourism future. Governance in SDTs should be based on strategic frameworks that not only promote technological innovation but also ensure the safety and sustainability of tourist environments. One key recommendation for governments and organizations responsible for tourism management is the creation of regulatory frameworks adapted to each destination's digital and physical environment. These frameworks should include clear guidelines on using information and communication technologies (ICT) for safety monitoring and risk prevention. For example, in destinations like Dubai, the use of sensors and cameras connected to smart platforms has allowed for the efficient monitoring of tourist flow and the efficient management of emergencies (Khan et al., 2017). Strategic frameworks must focus on integrating technologies that favor both the protection of tourists and the privacy of data, a delicate balance that local authorities must carefully manage.

By the other hand, governments should promote collaboration between public and private sector stakeholders, as well as local communities, to improve safety management in SDTs. Implementing early warning systems, such as those used in cities like Singapore, has effectively prevented risk situations. These systems are based on collecting and analyzing real-time data, enabling a rapid response to safety-related incidents, such as natural disasters or health crises (Toker et al., 2023). In this way, public policies can be developed to encourage the exchange of information between the involved actors, fostering transparency and the ability to respond to potential threats. The key is establishing clear and effective communication protocols and ensuring that the data collected is easily accessible and understandable for all involved actors. For all these reasons, creating a governance system based on open innovation and citizen participation is essential to ensure that security policies are effective and adaptive. In this context, destinations like Amsterdam have implemented digital platforms that allow active participation from residents and tourists in evaluating and improving security policies (Giffinger et al., 2018). This inclusive approach allows for better risk management and fosters trust among tourists and residents in government institutions. The implementation of security policies in SDTs should be a dynamic process where the opinions and experiences of all relevant actors are continuously integrated, adapting to new challenges arising in an increasingly complex global tourism environment.

In conclusion, governance, resilience, smart destination management and security are interrelated and essential for sustainable tourism. Collaboration between multiple stakeholders, careful planning, technology use, and attention to safety are key to ensuring that tourism continues to be a positive force for economic, social and environmental development. As tourism evolves, it is essential to reflect critically on these aspects and seek innovative and sustainable solutions to the challenges facing the tourism industry. It is worth highlighting two articles that take a novel approach to sensorial safety, from light safety (Cassinger & Thufvesson, 2022) to acoustics safety (García Gómez, 2021), like detecting acoustic violence in urban spaces (Bautista-Durán et al., 2017). The design of cities and urban environments can offer broad areas of improvement to offer spaces of interest for leisure and business, thus contributing to the economy and sustainability of the destination without losing the perception of safety. Along these lines, it is necessary to highlight the importance of Crime Prevention Through Environmental Design (CPTED). This methodology offers a diagnosis, design, execution, and evaluation for projects around provision in violent areas and crime scenes from an environmental perspective, including parks and plazas, necessary for any security management for safe destinations (Rau, 2021). The contributions to a society where technology and innovation, governance, and sustainability are strategic objectives for the competitiveness and development of new areas. Working for smart integration of resources in any tourist destination implies a special need for provisions, as part of a wider context that is adding means for self-protection in urban areas.

Effective governance and collaboration between all stakeholders are essential to ensure that technology is used responsibly and for all benefit. Tourism destinations should promote the active participation of the local community, tourism companies and non-governmental organizations in decision-making related to technology. This ensures that interest is focused on the needs and concerns of those involved, in addition to promoting transparency and accountability in the use of technology.

CONCLUSION

A look into the content of a core thematic area from a systematic view of the scholarly articles makes evident the significance that authors have placed on security and self-protection as an integral part of the management tools provided for STD, for a quality edge gained from the sustainability optic when this aligns with considerations for reputation and competitiveness at the international foreground, to attract potential investments. It is noted that the close link between the concepts of tourist management and smart city destinations brings up the factors colluding with sustainability and security from technology applications and big data tools, which arise from the bibliometric scope and critical analysis of source articles. Additionally, the temporal framework provides insight into the evolution of the technologies, which apply specifically to food security, distribution chain, quality control, sustainability, and safety in transportation within destinations and the tourist sector. To complete, the fundamental aspects that are considered necessary to be a competitive tourist destination at an international level are numerous and diverse, ranging from business aspects, security, health, human resources policy, prioritization of policies beneficial to tourism and travel, necessary infrastructure, to the existence of natural and cultural resources. Therefore, the competitiveness of a tourist destination will lie in its ability to offer unique, high-quality and unforgettable experiences to tourists while ensuring the safety, health and well-being of visitors and local communities. Strategic and holistic management that considers all these aspects is essential to guarantee sustainable and successful tourism that contributes to the destination's economic, social and environmental development and its inhabitants.

One of the main gaps in the literature is the lack of research considering the active role of the local population in safety management, not only from the perspective of visitors but also from the perspective of residents who share the urban and tourist space. This comprehensive approach, involving tourists and local communities, is essential to understanding and mitigating risks in areas with high concentrations of people. In this regard, future research should address the need to develop methodological frameworks integrating safety as a key component in managing smart tourist destinations. The creation of tools and metrics to measurably assess safety and evaluate its implementation and outcomes in the practical field are areas that need to be explored more thoroughly. Furthermore, it is crucial to examine how emerging technologies, such as real-time monitoring systems and artificial intelligence, can optimize safety management in these destinations, which would open new lines of research applicable to the continuous improvement of the tourist experience and the protection of destinations.

Limitations And Future Research Directions

Despite the objective kernel in bibliometric studies, it comes across a subjective view from a selection bias ingrained into the scope and the terms of use from the core search. The present analysis only provided tags relevant to the keywords safe and security tourism, management, and smart tourism. Hence, it begs consideration of a wider scope into the basic data collected from ISI Web of Science, which is not necessarily limited to specialized literature. It is remarkable that the growing prominence in security and the upward trend of STDs still present an incipient base of interest to a limited number of analysts. In recent years, the approach to STDs and smart cities has gained interest from a broader view for underpinning smart destinations' evolution and features. Because of the unpredictability in areas where security has become paramount for tourism, the scholarly community has delved into this matter with a more defined focus; however, there is a need to involve the role of the local population and not only visitors, to account for travelers, visitors, and provision of safety in crowded areas. A bibliometric analysis provides the basic lines for future academic inquiry and implementations from tourism professionals aligning security around STDs. From this light, future investigations into security will supply a methodology for its inclusion in the management of STDs, along with the measurement and scale required for a quantifiable approach based on relevant variables. Finally, it will provide the means for assessment to monitor administration and with specific variables to control the outcome.

Smart tourist destinations (STDs) have consolidated as a key area of study in the field of tourism, particularly due to their ability to integrate advanced technologies with the efficient management of resources and safety. This article discusses how emerging technologies, such as big data, artificial intelligence, and real-time monitoring systems, are transforming how tourist destinations are managed, improving the visitor experience and their safety. However, the study of STDs should not be limited solely to technological analysis or tourism management. It is crucial to adopt interdisciplinary approaches that integrate perspectives from technology, governance, sociology, and other fields to understand the complex challenges these destinations face better. The intersection of these disciplines is essential for developing more inclusive and sustainable policies that address both the technical and social-cultural aspects of STDs.

In this context, future research should focus on methodologies that enable a deeper and more holistic analysis of STDs. An appropriate approach to explore these topics is longitudinal research, which would allow observing and analyzing the evolution of STDs over time, evaluating the impact of implemented technologies on safety, sustainability, and the quality of life for residents. This study could provide a more detailed understanding of how STDs develop and adapt to changes in the demands of tourists and local communities. Furthermore, comparative analyses between different destinations within the same region and globally would help identify best practices and common challenges, contributing to the development of more effective and standardized governance frameworks. These approaches would also help integrate knowledge and experiences from different contexts, enriching public policies related to safety and managing STDs.

To sum up, the study of smart tourist destinations should move towards a more integrated and multidisciplinary approach. Future research should consider the interaction between technology, governance structures, and social aspects to ensure that STDs are efficient, safe, inclusive, and sustainable. Furthermore, adopting methodologies such as longitudinal studies and comparative analyses will be key to understanding the effects and outcomes of policies implemented in these destinations, promoting safer, more innovative tourism that respects local communities.".

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