

ENHANCING GUEST SAFETY: EVALUATING THE EFFECTIVENESS OF SMART CAMERAS IN PREVENTING PETTY THEFT AT HIDDEN SANCTUARY HOTEL & RESORT

ABSTRACT

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This study evaluates the effectiveness of smart cameras in preventing petty theft at Hidden Sanctuary Hotel & Resort. It explores their technical capabilities, implementation challenges, and overall impact on guest safety. The objective is to provide practical insights that may guide hotels and similar establishments in enhancing security measures through the integration of smart surveillance technologies. The study adopts a cross-sectional survey design to gather data efficiently and assess guest perceptions of smart camera effectiveness. Stratified random sampling, based on the methodology of Adam H. (2024), was used to ensure demographic representation among hotel guests. A total of 50 guests participated in the study. Survey questionnaires were used to collect data on experiences, perceptions of safety, and observations related to smart camera use within the hotel premises. The majority of guests considered smart cameras effective in promoting safety, particularly in deterring theft and assisting during emergencies. Many respondents appreciated the system's role in monitoring suspicious activity, retrieving lost items, and providing evidence when incidents occurred. Effectiveness ratings were highest when smart cameras were paired with other safety features such as smart locks and alarms. However, lower effectiveness ratings were observed in areas with insufficient signage or unclear surveillance coverage. Overall, guests assessed the smart camera system as moderately to highly effective, especially when complemented by clear hotel safety practices and guest engagement in security protocols. The findings suggest that while smart cameras contribute significantly to enhancing guest safety, their effectiveness can be maximized through proper integration with safety education and trained hotel staff. Hotel management is encouraged to invest in more advanced surveillance systems, conduct regular safety audits, and improve signage to increase guest awareness. These insights can inform future hotel policies, support the development of safety standards, and promote best practices in technological integration for guest protection.

RECOMMENDED CITATION

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