



**THE REPUBLIC OF TURKEY
İZMİR KÂTİP ÇELEBİ UNIVERSITY
GRADUATE SCHOOL OF SOCIAL SCIENCES
DEPARTMENT OF TOURISM MANAGEMENT
TOURISM MANAGEMENT PROGRAM**

**TOURIST HARASSMENT AND ITS IMPACT ON
TOURISM EXPERIENCE IN ISTANBUL**

Doctoral Thesis

**MEHMET YAVUZ ÇETİNKAYA
ORCID NO: 0000-0002-4561-1310**

İZMİR-2020

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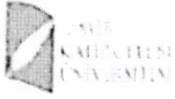
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AUTHOR’S DECLARATION

I hereby declare that this doctoral thesis titled “**Tourist Harassment and Its Impact on Tourism Experience in Istanbul**” has been written by myself in the accordance with the academic rules and ethical conduct. I also declare that all materials benefited in this thesis consist of the mentioned resources in the reference list. I verify all these with my honor.

Date:13.11.2020

Mehmet Yavuz ÇETİNKAYA



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SINAV TUTANAĞI

Tez Sınav Jürimiz tarafından incelenen "*Tourist Harassment and its Impact on Tourism Experience in Istanbul*" başlıklı doktora tezi ile ilgili olarak jürimiz 13.11.2020 tarihinde toplanmış ve adı geçen öğrenciyi Tez Sınavına tabi tutmuştur. Sınav sonucunda adayın tezi hakkında **OYBİRLİĞİ** ~~OYÇOKLUĞU~~ ile aşağıdaki karar verilmiştir.

KABUL

Kabul Edilen Doktora tezi:

- i) Bilime yenilik getirmiştir
- ii) Yeni bir bilimsel yöntem geliştirmiştir
- iii) Bilinen bir yöntemi yeni bir alana uygulamıştır
- iv) Uygulama yapmıştır (sadece Yüksek Lisans'ta geçerlidir)

RED

DÜZELTME *

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Eki : Tez Değerlendirme Formu (Her bir jüri için).

* Tez sınavında düzeltme kararı verilmesi halinde jüri tarafından önerülen düzeltmelere ilişkin bir jüri raporu eklenmelidir. Düzeltmeler için Ek süre her defasında en fazla yüksek lisans öğrencileri için 3 ay, doktora öğrencileri için 6 aydır.

ABSTRACT

**Doctoral Thesis
Doctor of Philosophy (PhD)**

TOURIST HARASSMENT AND ITS IMPACT ON TOURISM EXPERIENCE IN ISTANBUL

Mehmet Yavuz ÇETİNKAYA

**İzmir Kâtip Çelebi University
Graduate School of Social Sciences
Department of Tourism Management
Tourism Management Program**

The tourism industry is referred to as the world's one of the largest service industries and as one way to achieve development in tourism destinations across the globe and offering benefits and contributing to the local economy for any country. Tourism, which becomes a common phenomenon and important for a wide range of reasons, particularly for the developing countries is one very sensitive and fragile industry to any negativity by its nature. In the global economy, the share of the tourism industry is increasing and thus, intensifying competition among the growing number of tourism destinations, which offer similar products and services to have a greater share from the international tourism market. Therefore, all tourism destinations are supposed to find out their strong and weak parts to tackle threats more easily and generate the opportunities, which are more effective and creative ideas for the business enterprises to keep the success and sustainability in their operations. However, the increasingly common research works caused a partly different look. Tourism, which is the sum of the relations arising from the interaction of international tourists, host governments, host communities and business suppliers might lead large groups of international tourists into relatively small-scaled areas temporarily and contribute to international tourists' interaction with local people, which may result in problems such as crime and harassment. Tourist harassment is presumably one of the main global and vexing problems that do negatively affect the sustainability, development and well-being of the tourism industry in many destinations located in Europe, the Middle East, Asia, Africa and the Caribbean. As one of the major challenging issues, the tourist harassment is one possible negative consequence that results from the interactive relationship between international tourists as guests and local people as hosts and does emerge as a conflict to the tourism industry, which mainly depends on hospitality. In today's world, tourist harassment is an important and serious problem in a wide range of countries around the world, particularly in the ones, which do benefit immensely from the tourism industry. As one of the most leading tourism destinations in the Mediterranean region, Turkey is one of these countries and does face the problem of tourist harassment in highly tourist-populated regions especially in Istanbul, one of the most famous and most visited tourism destinations in Turkey and possessing a high potential for a great variety of tourism types.

Although tourist harassment is dealt with frequently by both press and public and non-governmental organizations as a broadening challenge, no effort was made to address the problem of tourist harassment by carrying out studies systematically from the academic perspective particularly the impact of tourist harassment on tourism experience. In other words, the academic literature is scant making it a grey and one of the least investigated research areas in terms of tourism perspective, which does enhance the value of present and future studies in Turkey. With these foregoing in mind, the present research utilizing one of the most commonly applied quantitative research instruments entitled *Survey Method* mainly does address the issue of tourist harassment phenomenon, which international tourists visiting Istanbul, Turkey are exposed to and comes up for debate both in print and visual press as a global problem for tourism destinations across the globe in detail and investigates its possible impact on the tourism experience. This research, which used both primary and secondary data sources, did proceed in two phases namely; theoretical and practical. The population of this research consisted of the total number of the international tourists who visited Istanbul, Turkey in the summer of 2017 that accounts for August. The primary data was collected at Sabiha Gokcen International Airport, which is one of the international gateways for the international tourists in Istanbul. A total number of 500 international tourists, who did have 40 different nationalities, 45 different resident countries located in 11 different regions around the world were surveyed in 8 main languages through three different sampling types such as; the convenience sampling method and two purposive sampling methods such as; the criterion sampling and maximum variation sampling techniques. For the quantitative research, primary data were analyzed through SPSS 22.0 [Statistical Package for Social Sciences].

The findings of this research from Istanbul, Turkey suggest that international tourists who visit Istanbul undergo six different types of tourist harassment such as; persistence of vendors, begging, verbal abuse, sexual harassment, physical abuse and lastly, peddling of drugs respectively. Street vendors, beggars and taxi drivers were identified as the most problematic tourist harasser groups whereas the streets, markets/ bazaars and tourist attractions were uncovered as the most frequent tourist hotspots of harassment in Istanbul. Finally, yet importantly, this research study did unveil that the harassment does have an impact on the tourism experience negatively including the variables such as; satisfaction level and behavioral future intentions. The findings of the present research add to a still-maturing stream of research on tourist harassment by providing empirical evidence from one developing country, Turkey and do provide several important theoretical contributions as well as practical implications for the stakeholders such as; tourism officials, policy makers, tour operators, travel agencies, destination managers, other relevant authorities, etc.

Keywords: Tourist Harassment, Tourism Experience, Istanbul, Turkey

ÖZET

Doktora Tezi

İSTANBUL'DA TURİST TACİZİ VE TACİZİN TURİZM DENEYİMİNE ETKİSİ

Mehmet Yavuz ÇETİNKAYA

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Sosyal Bilimler Enstitüsü
Turizm İşletmeciliği Anabilim Dalı

Turizm endüstrisi dünyanın en büyük hizmet endüstrilerinden biri olarak ve dünyanın dört bir yanındaki turizm destinasyonlarında herhangi bir ülke için gelişme sağlamak amacıyla fayda getirmenin ve yerel ekonomiye katkıda bulunmanın bir yolu olarak anılmaktadır. Yaygın bir fenomen haline gelen ve özellikle gelişmekte olan ülkeler için çok kapsamlı nedenlerden dolayı önemli olan turizm doğası gereği her türlü olumsuzluğa karşı çok hassas ve kırılabilir yapıya sahip bir endüstridir. Küresel ekonomide, uluslararası turizm sektörünün payı sürekli olarak artış göstermekte ve bu nedenden dolayı uluslararası turizm pazarından daha büyük pay almak için benzer ürün ve hizmetler sunan ve artan sayıdaki turizm destinasyonları arasında rekabet gittikçe yoğunlaşmaktadır. Bu nedenle, turizm destinasyonları tehditlerle daha kolay başa çıkabilmek için sahip oldukları güçlü ve zayıf taraflarını ortaya çıkarmalı ve böylelikle işletmelerin faaliyetlerinde başarı ve sürdürülebilirliği devam ettirebilmeleri için daha etkili fırsatlar ve yaratıcı fikirler üretmek konumundadırlar. Bununla birlikte, giderek yaygınlaşmakta olan araştırmalar kısmen farklı bir görünüme neden olmuştur. Yabancı turistlerin, ev sahibi konumunda olan devletlerin ve toplulukların ve son olarak ticari anlamda hizmet tedarikçilerin etkileşiminden doğan ilişkilerin toplamı olan turizm büyük oranda yabancı turist gruplarını geçici olarak nispeten küçük ölçekli alanlara yönlendirebilir ve suç ve taciz gibi sorunlara neden olabilecek yabancı turistlerin yerel halkla etkileşimine katkıda bulunabilmektedir. Turist tacizi Avrupa, Orta Doğu, Asya, Afrika ve Karayiplerde bulunan birçok turizm destinasyonunda turizm sektörünün muhtemelen sürdürülebilirliğini, gelişimini ve refahını olumsuz olarak etkileyen temel, küresel ve can sıkıcı sorunlardan biri olarak kabul edilmektedir. Başlıca zorlu konulardan biri olarak, turist tacizi misafir olarak yabancı turistlerin ve ev sahibi olarak yerel halkın arasındaki karşılıklı iletişimden kaynaklanan muhtemel olumsuz sonuçlardan biri olmakla birlikte temel olarak konuk misafirperverliğine dayanan turizm sektöründe bir çatışma olarak ortaya çıkmaktadır. Günümüzde turist tacizi dünya genelinde özellikle turizmden büyük ölçüde yararlanan ülkeler başta olmak üzere çok çeşitli ülkelerin karşılaştığı önemli ve ciddi bir sorundur. Akdeniz bölgesinin en önde gelen turizm destinasyonlarından biri olan Türkiye bu ülkelerden bir tanesi olmakla birlikte Türkiye'nin en ünlü ve en çok ziyaret edilen turizm destinasyonlarından biri olan ve çok kapsamlı turizm türleri için yüksek potansiyele sahip İstanbul başta olmak üzere yabancı turistlerin yoğun olduğu bölgelerde turist tacizi sorunuyla karşı karşıya kalmaktadır.

Turist tacizi yaygınlaşan bir problem olarak, hem basın hem de kamu ve sivil toplum kuruluşları tarafından sıkça ele alınmasına rağmen, özellikle turist tacizinin turizm deneyimine etkisi başta olmak üzere akademik açıdan sistematik şekilde araştırma yapılmak suretiyle turist tacizi konusunu ele almak için herhangi bir çaba gösterilmemiştir. Bir başka ifade ile akademik açıdan literatürün yetersiz olması turist tacizini turizm alanı bakımından gri ve en az araştırma yapılan alanlardan bir tanesi yapmakta ve bu durum bu araştırmanın ve Türkiye'de yapılacak diğer araştırmaların değerini artırmaktadır. Yukarıda açıklanan nedenlerden yola çıkılarak, en yaygın olarak kullanılan nicel araştırma yöntemlerinden birisi olan ve anket yöntemi diye adlandırılan bir araştırma yöntemini kullanan bu araştırma genel olarak İstanbul, Türkiye'yi ziyaret eden yabancı turistlerin maruz kaldıkları ve yazılı ve görsel basında dünya genelindeki turizm destinasyonları için bir küresel problem olarak ortaya çıkan turist tacizini detaylı bir şekilde konu almakta ve bu bağlamda turist tacizinin turizm deneyimi üzerine muhtemel olan etkisini ortaya çıkarmayı amaçlamaktadır. Hem birincil hem de ikincil veri kaynaklarını kullanan bu araştırma, teorik ve pratik olmak üzere iki aşamada ilerlemiştir. Bu araştırmanın evreni, 2017 yılı yazı Ağustos ayında İstanbul, Türkiye'yi ziyaret eden toplam yabancı turist sayısından oluşmaktadır. Birincil veriler, yabancı turistler için İstanbul'daki uluslararası giriş kapılarından biri olan Sabiha Gökçen Uluslararası Havalimanı'nda toplanmıştır. Dünyanın 11 farklı bölgesinde yer alan 45 farklı ülkesinde ikamet etmekte olan 40 farklı milliyete sahip toplam olarak 500 yabancı turiste 8 dilde kolayca örnekleme, amaçlı örnekleme yöntemlerinden ölçüt bazlı örnekleme ve maksimum çeşitleme örnekleme gibi 3 farklı örnekleme yöntemiyle anket uygulanmıştır. Nicel araştırma için birincil veriler sosyal bilimler için istatistik programı olan SPSS 22.0 aracılığıyla analiz edilmiştir.

İstanbul, Türkiye'de yapılan bu araştırmanın bulguları İstanbul'u ziyaret eden yabancı turistlerin 6 farklı taciz türüne maruz kaldıklarını göstermektedir. Bu taciz türleri turistlerin maruz kaldıkları sıralamaya göre; satıcı tacizi, dilencilik, sözlü taciz, cinsel taciz, fiziksel taciz ve son olarakta uyuşturucu satıcısı tacizi olarak ortaya çıkmıştır. Sokak satıcıları, dilenciler ve taksi şoförleri en problemlili tacizci gurupları olarak ortaya çıkarken, sokaklar, pazarlar ve çarşılar ve son olarak turistik yerler İstanbul'da en fazla tacizin yaşandığı turistik noktalar olarak ortaya çıkmıştır. Son olarak ancak daha da önemlisi bu araştırma turist tacizinin turistlerin memnuniyet düzeyi ve davranışsal gelecek niyetleri gibi değişkenleri içeren turizm deneyimi üzerinde olumsuz bir etkisinin olduğunu ortaya çıkarmıştır. Bu araştırmanın bulguları henüz gelişmekte olan bir ülke olan Türkiye'den ampirik bulgular sağlayarak turist tacizi konusunda hala olgunlaşan bir araştırma akışına katkıda bulunmakta ve turizm yetkilileri, politika yapıcılar, tur operatörleri, seyahat acentaları, destinasyon yöneticileri ve ilgili diğer makamlar gibi paydaşlar için hem teorik olarak katkı sağlamakta hem de pratik olarak uygulamalara olanak sağlamaktadır.

Anahtar Kelimeler: Turist Tacizi, Turizm Deneyimi, İstanbul, Türkiye

TABLE OF CONTENTS

AUTHOR’S DECLARATION.....	II
THESIS APPROVAL PAGE	III
ABSTRACT	IV
ÖZET.....	VI
TABLE OF CONTENTS.....	VIII
LIST OF TABLES	XII
LIST OF FIGURES	XIV
LIST OF PICTURES	XV
LIST OF ABBREVIATIONS AND TERMS.....	XVI
PREFACE.....	XVII
AUTHOR’S DEDICATION.....	XVIII
INTRODUCTION.....	1

CHAPTER-I- THEORETICAL FRAMEWORK

1.1. INTRODUCTION.....	6
1.2. RESEARCH PROBLEM	6
1.3. RESEARCH QUESTIONS AND OBJECTIVES	11
1.4. RESEARCH SCOPE AND LIMITATIONS.....	18
1.5. RESEARCH DEFINITIONS AND ASSUMPTIONS	19
1.6. ETHICAL CONSIDERATIONS OF THE RESEARCH.....	21
1.7. RESEARCH WORK SCHEDULE	23
1.8. RESEARCH FRAMEWORK / CHAPTER OVERVIEWS	23

CHAPTER-II-
LITERATURE REVIEW

2.1. INTRODUCTION.....	25
2.2. AN OVERVIEW TO TOURISM PHENOMENA	26
2.3. TOURISM INDUSTRY IN TURKEY	33
2.4. THE IMAGE OF TURKEY AS A TOURISM DESTINATION IN INTERNATIONAL TOURISM MARKET	41
2.5. SAFETY AND SECURITY CONCEPTS.....	51
2.5.1. Safety and Security in Tourism Industry	52
2.5.2. Safety and Security in Turkish Tourism Industry	65
2.6. HARASSMENT AS A CONCEPT	77
2.7. HARASSMENT IN TOURISM INDUSTRY	79
2.7.1. Tourist Harassment in the World.....	87
2.7.2. Tourist Harassment in Turkey	95
2.8. ACADEMIC RESEARCH ON TOURIST HARASSMENT.....	110
2.9. MAJOR TYPES OF TOURIST HARASSMENT	127
2.9.1. Persistence of Vendors	129
2.9.2. Peddling of Drugs	136
2.9.3. Sexual Harassment	138
2.9.4. Verbal Abuse	145
2.9.5. Physical Abuse	147
2.9.6. Begging.....	149
2.10. TOURIST SCAMS.....	156
2.10.1. Tourist Scams in The World.....	159
2.10.2. Tourist Scams in Turkey	168

CHAPTER-III- RESEARCH DESIGN

3.1. INTRODUCTION.....	173
3.2. RESEARCH METHODS	173
3.2.1. Quantitative Research Method	175
3.2.1.1. Questionnaire Form Design	177
3.2.1.2. Sampling Size and Technique.....	179
3.2.1.3. Data Collection Process	183
3.2.1.4. A Pilot Study.....	187
3.3. RESEARCH AREA	188
3.3.1. Istanbul: A Snapshot.....	189
3.4. DATA RESOURCES	194

CHAPTER-IV- DATA PRESENTATION AND ANALYSIS OF RESEARCH FINDINGS

4.1. INTRODUCTION.....	196
4.2. QUANTITATIVE DATA ANALYSIS.....	196
4.2.1. Descriptive Statistics Findings	197
4.2.1.1. Informants' Demographic Characteristics	197
4.2.1.2. Informants' Holiday-Related Characteristics.....	205
4.2.1.3. Informants' Harassment-Related Characteristics.....	209
4.2.1.4. Informants' Future Intentions	225
4.2.2. Test of Reliability	228
4.2.3. Test of Normality	230
4.2.4. Independent Samples t-Test and One-Way ANOVA Test.....	231
4.2.4.1. Independent Samples t-Test Findings	232
4.2.4.2. One-Way ANOVA Test Findings.....	234
4.2.5. Man-Whitney U Test and Kruskal-Wallis Test.....	246
4.2.5.1. Man-Whitney U Test Findings	247

4.2.5.2. Kruskal-Wallis Test Findings	248
4.2.6. Correlation Analysis Findings	258
4.2.7. Regression Analysis Findings	261
4.2.8. Discussion of Findings	264
4.2.9. Summary of Key Findings.....	284
CONCLUSION AND RECOMMENDATIONS	290
BIBLIOGRAPHY	322
LIST OF APPENDICES	347
Appendix 1: The Official Request to the General Directorate of Security Affairs, The Ministry of Interior.	347
Appendix 2: The Official Request for Questionnaire Form.....	348
Appendix 3: The Questionnaire Form [English]	349
Appendix 3: The Questionnaire Form [German]	352
Appendix 3: The Questionnaire Form [French]	355
Appendix 3: The Questionnaire Form [Spanish]	358
Appendix 3: The Questionnaire Form [Italian]	361
Appendix 3: The Questionnaire Form [Russian]	364
Appendix 3: The Questionnaire Form [Persian]	367
Appendix 3: The Questionnaire Form [Arabic]	371
Appendix 4: The Official Document [International Ataturk Airport, Istanbul]	374
Appendix 4: The Official Document [International Sabiha Gokcen Airport, Istanbul]	375
Appendix 5: The Official Permission Document [International Sabiha Gokcen Airport].....	376
Appendix 6: The Identification Badge [International Sabiha Gokcen Airport]	377
CURRICULUM VITAE.....	378

LIST OF TABLES

Table 1: Research Questions	14
Table 2: Research Hypotheses	16
Table 3: Research Hypotheses [C].....	17
Table 5: The Statistics on Turkish Tourism [1980-2019].....	40
Table 6: The Changing Process of Safety and Security Concepts in Tourism Industry [1950-2010]	64
Table 7: The Massive Terror Attacks in Turkey [2015-2016]	72
Table 8: The Terror Attacks on International Tourists in Turkey [1970-2016]	74
Table 9: The Number of International Tourist Arrivals [2014-2016].....	76
Table 10: The Academic Researches on Tourist Harassment [2001-2019].....	125
Table 11: The Academic Researches on Tourist Harassment [2001-2019] [C].....	126
Table 12: Types of Harassment Behaviors [Persistence of Vendors]	133
Table 13: The Different Forms of Sexual Harassment	140
Table 14: The Different Types of Begging in Academic Literature	152
Table 15: The Sample Sizes in Quantitative Research Methods	183
Table 16: The Rule of Thumb about Cronbach's Alpha Coefficient Sizes.....	188
Table 17: The Reliability Test	188
Table 18: Informants' Demographic Characteristics	198
Table 19: Informants' Nationality Profile.....	200
Table 20: Informants' Country Profile.....	202
Table 21: Informants' Country Region Profile	204
Table 22: Informants' Holiday- Related Characteristics.....	206
Table 23: Informants' Harassment Status	209
Table 24: Informants' Type of Harassment	210
Table 25: Informants' Harassment Source.....	212
Table 26: Location of Harassment [Persistence of Vendors].....	214
Table 27: Location of Harassment [Peddling of Drugs]	216
Table 28: Location of Harassment [Sexual Harassment].....	218
Table 29: Location of Harassment [Verbal Abuse]	220
Table 30: Location of Harassment [Physical Abuse].....	222
Table 31: Location of Harassment [Begging]	224
Table 32: Informants' Future Intentions	226
Table 33: The Rule of Thumb about Cronbach's Alpha Coefficient Sizes.....	229
Table 34: Test of Reliability	229
Table 35: Test of Normality	231
Table 36: Independent Samples t-Test [Informants' Gender and Harassment]	233
Table 37: Independent Samples t-Test [Informants' Harassment Status and Future Intentions]	233
Table 38: One-Way ANOVA Test [Informants' Nationality and Harassment].....	234
Table 39: One-Way ANOVA Test [Informants' Marital Status and Harassment]	235
Table 40: One-Way ANOVA Test [Informants' Age Group and Harassment].....	236
Table 41: One-Way ANOVA Test [Informants' Annual Income and Harassment].....	237
Table 42: One-Way ANOVA Test [Informants' Number of Visit to Istanbul and Harassment]	238

Table 43: One-Way ANOVA Test [Informants' Accommodation Preference and Harassment]	239
Table 44: One-Way ANOVA Test [Informants' Length of Stay and Harassment]	240
Table 45: One-Way ANOVA Test [Informants' Nationality and Types of Experiences] ..	241
Table 46: One-Way ANOVA Test [Informants' Nationality and Types of Experiences] [C]	242
Table 47: One-Way ANOVA Test [Informants' Nationality and Future Intentions]	244
Table 48: Man-Whitney U Test [Informants' Gender and Harassment]	247
Table 49: Kruskal-Wallis Test [Informants' Nationality and Harassment]	249
Table 50: Kruskal-Wallis Test [Informants' Marital Status and Harassment]	250
Table 51: Kruskal-Wallis Test [Informants' Age Group and Harassment]	252
Table 52: Kruskal-Wallis Test [Informants' Annual Income and Harassment]	253
Table 54: Kruskal-Wallis Test [Informants' Accommodation Preference and Harassment]	255
Table 55: Kruskal-Wallis Test [Informants' Length of Stay in Istanbul and Harassment] ..	257
Table 56: Correlation Analysis Findings	258
Table 57: The Number of Variables	259
Table 58: Regression Analysis [Informants' Satisfaction Level and Harassment]	261
Table 59: Regression Analysis [Informants' Re-visit Intention and Harassment]	262
Table 60: Regression Analysis [Informants' Intention to visit Another Destination and Harassment]	262
Table 61: Regression Analysis [Informants' Intention to Recommend Istanbul and Harassment]	262
Table 62: Regression Analysis [Informants' Sense of Regret for visiting Istanbul and Harassment]	263
Table 63: The Status of Research Hypotheses	310
Table 64: The Status of Research Hypotheses [C]	311

LIST OF FIGURES

Figure 1: The Major Types of Tourist Harassment in Tourism Destinations.....	128
Figure 2: The Location of Istanbul in the World	192
Figure 3: The Number of International Tourist Arrivals to Istanbul, Turkey [2000-2017]	193
Figure 4: The Number of International Tourist Arrivals by Nationality to Istanbul, Turkey [2017]	193

LIST OF PICTURES

Picture 1: Street Vendors/Peddlers in Istanbul Historical Peninsula, Turkey	132
Picture 2: The Different Types of Begging in the World	155
Picture 3: The Different Sights in Istanbul.....	192

LIST OF ABBREVIATIONS AND TERMS

ATM	Automomatic Teller Machine
CIRT	Center for Innovation in Research and Teaching
DHA	Doğan News Agency
EGM	General Directorate of Security Affairs
FCO	The Foreign and Commonwealth Office
GDP	Gross Domestic Product
GETOB	South Aegean Association of Touristic Hoteliers and Operators
GNP	Gross National Product
GTD	Global Terrorism Database
ILO	International Labour Organization
ITB	Internationale Tourismus-Börse
MMR	Mixed Method Research
MOBESE	Mobile Electronic System Integration
NBI	Anholt Nation Brands Index
NU-HRTC	Nordic Union Hotels, Restaurants, Catering and Tourism Federation
OECD	Organization for Economic Cooperation and Development
TUIK	Turkish Statistical Institute
TLS	Turkish Language Society
TPDC	Tourism Product Development Company
TRT	Turkish Radio and Television Association
TUBITAK	The Scientific and Technological Research Council of Turkey
TURSAB	Association of Turkish Travel Agencies
TUROB	Touristic Hotels and Investors Association
TUSIAD	According to Turkish Industry Business Association
UN	United Nations
UNWTO	United Nations World Tourism Organization
USA	United States of America
UK	United Kingdom
WTO	World Trade Center
ZTA	Zimbabwe Tourism Authority

PREFACE

This thesis research is the product of my sweat and blood. I would like to thank the Almighty God for giving me strength and guidance throughout the years of my studies and without whose grace; I could not have completed this thesis research. I do owe countless debts of gratitude to the following people who did contribute to both my wellbeing and character without which this thesis research would have never seen the light of the day.

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I would like to thank my colleagues and superiors who touched my life in many ways and directly and indirectly supported me all through my graduate studies in the tourism field. I would like to thank to anyone else I may have omitted from personal mention, my sincere heartfelt thanks to you all.

Mehmet Yavuz ÇETİNKAYA
November, 2020
İzmir, Turkey

AUTHOR'S DEDICATION

*This thesis research is affectionately dedicated to my son
"Mehmet Aras ÇETİNKAYA"*

*You are the inspiration for my life from the moment you
were born.*

*You have brought the most joy to my life.
May your life be full of love and success...*

INTRODUCTION

The tourism industry started to flourish and spread to all parts of the world by performing higher levels of the affluence and well-being, great improvements in the both transportation and telecommunication technologies and improved international relationships at the turn of II. World War. Ever since that time, the tourism industry has managed to demonstrate to be one of the strongest economic, social, cultural, ecological and political forces in the world. Directly or indirectly, tourism relates to any nation and/or community, even where tourism does have no presence and does play a significant role in the decision-making process at even the highest national and international levels (Timothy and Boyd, 2006:1). Furthermore, the industry of tourism, being one of the biggest service industries in the world, continues to generate the gross domestic product [GDP] and employment-related opportunities across the world economies with the deregulation of the airline industry, coupled with the developments in technology, showing up of e-commerce and changes in demographic profiles (Hui, Wan and Ho, 2007:965).

Tourism phenomena do involve people's activities such as; traveling and staying in the other places outside their permanent resident environment for not more than a subsequent year for various reasons including business, leisure and other purposes (UNWTO, 2014). It is accepted as a hospitality industry where tourists both domestic and foreign ones expect to be met with a warm welcome as a sum of relationships and phenomena (Chepkwony and Kangogo, 2013:17) and it derives from the interactive relationship of a wide range of various stakeholders such as; international tourists, host governments, host societies and business enterprises, service providers and lastly, service suppliers while attracting international tourists and hosting them and other visitors (Pathirana and Athula Gnanpala, 2015:1).

Tourism is regarded as a phenomenon socially in which the service quality does depend on the level of the interactive relationship between the providers of services and products and consumers or end-users (Johns, 1999:959). Tourism has become one crucial way of leisure in modern times; with the great improvement of the economy and more convenience of traffic, the tourists nearly cover all people who do have the right to do what they want to do. Owing to the characteristics of non-residents, a number of tourism-related impacts act on tourism destinations worldwide directly, like social, economic and environmental effects. Therefore, more researchers have focused on investigating the drivers/factors that influence tourists where to go.

In general, it does consist of two main separate parts; the first one is about the tourists like disposable money, more free time, improvements in infrastructure, early retirement and technology and other relevant changes and variations in consumer spending preferences, etc. (Allen, 1999:1) and the second one is about the tourism destinations such as; the tourism resources, safety and security and lastly, accessibility (Lisowska, 2017:33).

Moreover, tourists, particularly international ones are influenced through some internal and external drivers, which does play an important role in the decision-making process of the tourists when to visit a tourism destination worldwide. These factors are especially economy-based conditions, climate conditions, accessibility, changes in the consumer trends and preferences and other push and pull drivers, which are interest in terms of marketing specialists frequently uttered by various researchers. In addition to these factors, the perception of tourists, especially international ones on the safety and security concepts is another subject that attracts the researchers' attention in recent years (Ayazlar and Işık, 2016:1831).

In the tourism industry, the present system is highly dependent on safety and security as key elements, which make the tourism industry a very sensitive and fragile industry particularly to lack of safety and security and hazard perceptions in general. The increase in crime rate and lack of safety and security may threaten both the travel and the tourism industries negatively like the other negative factors and drivers (Aksu, Aktaş, Oku and Şentürk, 2013:744).

Despite the fact that a number of factors do play a role on tourists' choice where to go on holiday in general, the safety and security concepts become prominent, since international tourists do not want to be concerned about the possibility of any violence or any other negativity when on holiday and more possible to choose a tourism destination, where the possible risk to safety and security is perceived to be minimal.

Furthermore, when tourists, particularly the international ones do feel unsafe or threatened and harassed/pestered in any tourism destination, they might develop some negative impressions such as; not making a future visit, not making a recommendation to other people or not taking part in the activities outside their accommodation facility and leaving the tourism destination without seeing all the places only with the exception of must-see places by sacrificing their freedom of travel, which may damage the destination's tourism industry and may result in the decline of tourism demand in the region for the following years (LaSusa, 2010; Ajagunna, 2006). The tourism phenomenon does need to be supported adequately in one sustainable manner by providing the safety and security of both domestic and international tourists in tourism destinations around the world. The local communities, private and public sectors as well as tourism-related organizations need to address and assure safety and security concepts as a strategic priority. For tourism destinations worldwide, to be successful and fail in the tourism industry mostly depends on there being an environment with the safety and security precautions which have been taken previously for both tourists and the host population.

Tourism has turned into a common phenomenon, is crucial for several reasons particularly for the developing countries and regions and that, in consequence, has been discerned as positive (Lisowska, 2017:31). In today's world, many international tourists travel to other countries to fulfill their travel needs/expectations. International tourists' needs, wishes and expectations are at a changing process constantly while the tourism destinations expect to maximize their part from the tourism pie internationally (Çetinkaya and Öter, 2016:2). However, increasingly common studies have revealed a different look slightly. Tourism provides to a temporarily increased number of people in a relatively small-scaled area and makes contribution to the introduction of strangers to local societies, which might cause to negative happenings such as; crime and harassment (Lisowska, 2017:31).

In other words, there may happen some certain negative incidents in any tourism destination area which international tourists may be exposed to while on vacation. These negative incidents might include; the lack of food availability and poor scenery, unpleasant weather conditions, etc. While traveling, the crime-related activities against international tourists including theft, threat, harassment and lastly, violence has been determined as the most frequently cited negativities which are encountered by tourists particularly, international ones when on holiday (Skipper, 2009:29).

Even though there are more serious and more studied threats to both emerging and established tourism destinations such as; terrorism, criminal victimization and civil unrest, there may exist some other threats as well. The issue of tourist harassment, which arises as one of the most common negative consequences from tourist-host interactive relationship and does disconfirm the principle of tourism whose one of its cornerstone is hospitality (Chepkwony and Kangogo, 2013:17) is among these threats which do affect tourism destinations globally as a common problem (McElroy, Tarlow and Carlise, 2007:306a).

The literature review reports that; there is a great variety of studies/research from the academic perspective which were carried out about common issues such as; tourist motivation, tourist satisfaction, tourist loyalty, etc. making the research on tourists' in-depth discussion already. However, the number of academic studies that investigate international tourists' problems and difficulties including harassment being a grey and neglected area in the academic research that tourists particularly international ones undergo is limited making it at an early stage. Besides, the literature review unearths very limited academic research that has been conducted on tourist harassment issues previously, which is one of the most serious problems that international tourists are to encounter in tourism destinations around the world.

Turkey, in particular, does lack academic study on tourist harassment issue and the fact that the majority of the existing studies academically on tourist harassment were carried out abroad may enhance the value of the present and future research on tourist harassment in Turkey. In addition, for a country like Turkey, which does get benefits immensely from tourism patronage, academic research of this nature do have crucial importance due to the possible loss of revenue in case of being blacklisted as an unsafe tourism destination with a high level of tourist harassment.

Besides, to understand the interactive relationships between the international tourists as guests and local people as hosts in order to develop a tourist-host encounter positively and contact to increase tourist satisfaction is significant to repeat business as well.

As a part of the aforementioned theoretical information and taking this argument as a departure point, this research mainly does address the issue of tourist harassment phenomenon which international tourists visiting Istanbul, Turkey are exposed to and comes up for debate both in print and visual press as a global problem for the tourism destinations across the globe in detail and investigates its possible impact on the tourism experience.

CHAPTER-I-

THEORETICAL FRAMEWORK

1.1. INTRODUCTION

This chapter mainly involves the theoretical framework of the research. First, it does provide the detailed information about the research problem stating the reasons and background of the research followed by the research objectives and questions that are targeted to be achieved within the research. Then, it gains insight into research scope and limitations followed by the research definitions, assumptions and research ethical considerations that were taken into account during all phases of the research. Lastly, this chapter does conclude by providing information about the research work schedule and research framework and chapter overviews outlined in the research.

1.2. RESEARCH PROBLEM

Tourism, which was formerly a luxury need for wealthy people, has recently become a compulsory necessity for people around the world. The number of people, who participate in tourism-related activities, which is becoming more and more important for people across the globe, is increasing rapidly due to economic, social and technological developments and growing service opportunities worldwide. The increase in the amount of tourism has caused fierce competition in the global economy, making it inevitable among the tourism destinations around the world. In other words, tourism receipts/revenues worldwide and the fierce competition have compelled the tourism destinations to attract more tourists. Therefore, many countries particularly tourism destinations have realized the rising importance of tourism, started to develop various strategies in order to get more shares from this increasing tourism market across the globe and try to get maximum social and economic benefits from the tourism phenomena called the smokeless industry as well.

Furthermore, tourism destinations do need to ascertain the strengths and weaknesses that they have in a better way in order to suppress the possible threats easily and generate business-related opportunities more effectively to maintain success in their operations as well as looking for the best ways to provide tourist satisfaction continuously.

Tourism is the field of sociology and psychology as a social activity as well as the economy. Tourism may help to establish interaction among the communities, which have different cultural and social structures, an interactive relationship between different levels of knowledge, manners, traditions and cultures and as a result, changes in social structure, understanding of morality and increasingly social behavior patterns. There are many social and psychological factors that affect the motivation and behavior of people to travel globally. Recreation, sports, cultural factors are just some of them. The motivation of people to travel is not enough in terms of the realization of tourism phenomena. This motivation ought to be supported by various economic and different social factors as well. A number of factors are also effective in choosing the tourism destination by international tourists after the instinct to travel was formulated. These include various expectations and different needs. The concepts of security and safety as the innate features of human nature are two of the priorities of international tourists while choosing their destination.

The industry of tourism does have a structure, which has a relationship directly with a number of different sectors and sub-sectors and this structure might result in the ignorance of international tourists' expectations and wishes by the stakeholders that would like to have a share from international tourism pie. In order to be successful, tourism phenomena must be adequately supported sustainably by providing the safety and security of tourists especially the international ones in all tourism destinations visited worldwide. The concepts of safety and security in tourism destinations are of utmost importance for international tourists willing to visit. Because, nobody would like to have one holiday/stay in a place where there is no safety of life, property, transportation and lastly, accommodation. International tourists feeling not safe will benefit less from the holiday under the influence of psychological drivers.

Thus, they will not spend their holiday where s/he does not feel safe and this situation will cause economic and social losses for the countries, tourism destinations and business enterprises as well.

The most important concept that comes into prominence when to mention about tourism industry is the human being. The service is both presented and received by people. Therefore, there is constant interaction and communication deemed as an essential component of tourism experience among the people within the tourism industry. This intensity does come from the most prominent characteristics of the tourism industry. On the other hand, there are a number of problems that tourists particularly, international ones are to encounter due to some reasons such as lack of food availability, unpleasant weather conditions, poor facilities, safety and security and cleanliness during their holiday and many unpleasant holiday-related experiences that stem from the interaction between international tourists as guests and local people as hosts in tourism industry particularly, among the top tourism destinations globally. As one of these unpleasant holiday-related experiences, tourist harassment has been an old phenomenon that affects the tourism-related activities negatively in tourism destinations globally for decades. Besides, it is one of the neglected areas of academic study among the researchers in the tourism industry and a growing problem with global dimensions within the scope of the tourism sector.

Tourist harassment, being one of the possible negative consequences that result from the interaction between international tourists as guests and local people as hosts emerges as a conflict and does have an effect negatively on the tourism industry, which mainly depends on hospitality. It also discourages both domestic and international tourists from visiting some certain tourism destinations and it does damage tourists' satisfaction, quality of tourism experience, diminish the tendency to make repeat visits and recommend others and even damage the image and economic future of tourism destinations worldwide. Even, tourist harassment may cause some mental and psycho-traumatic problems for tourists. On the other hand, the tourism industry is regarded as the hospitality industry and thus, both domestic and international tourists expect to be met with a warmly given welcome anytime they make interaction with local people in any tourism destination across the globe.

Therefore, it is excessively important to investigate the primary issues especially harassment-related problems undergone by tourists particularly, international ones and so as to take required precautions/steps to lessen such problems in this growing field.

As a researcher and traveler, the author traveled to many countries around the world, which are located in different continents and regions including Europe, Asia, Africa, the Balkans and lastly, the Middle East for different reasons including; to have education, to participate in international conferences and to have cultural pilgrimage, and lastly, to spend honeymoon. These above-mentioned countries are as follows; Spain, Andora, Italy, France, Greece, Austria, Poland, Slovakia, Hungary, Ukraine, Czech Republic, Russian Federation, Thailand, Sultanate of Oman, Morocco, Serbia, Bosnia and Herzegovina, Kosovo, Montenegro, Albania and Macedonia. During these travels, the author spent most of his time in highly tourist-populated areas and key locations in these countries and had a chance to observe international tourists as guests and local people as hosts and their interactive relationship with one another. In this vein, the author observed that international tourists were to encounter a wide range of various problems and negativities in tourism destinations globally and were exposed to tourist harassment including tourist scams, frauds and swindles taking various forms and methods.

Furthermore, the author worked in the tourism-related business enterprises operating in the most visited tourism destinations including Istanbul, Antalya, Muğla, and Ankara in Turkey such as tour operators, travel agencies and hotels fully employed prior to his start in the academic world and partially employed post his engagement in academia for long years. During all these years, the author, he personally observed tourist harassment phenomena and its possible negative effect on the international tourists' tourism experience. The author was not exempted from these problems and negativities, personally experienced them and thus, realized the significance of the problems and negativities including tourist harassment as a global problem that international tourists are to undergo in tourism destinations and decided to carry out his Ph.D. research on the subject of tourist harassment.

Tourist harassment is an important and serious problem in a number of countries located in the different parts of the world particularly in the ones, which do benefit immensely from the tourism industry. Turkey is one of these countries and does face the problem of tourist harassment especially in the highly tourist-populated regions and tourism destinations. This is obvious from the news published in both print and the visual press and statements made by public and non-governmental organizations. In this related news and explanations, it is mentioned that international tourists are harassed verbally or physically and this does damage Turkey's country image as a tourism destination and the tourism industry within the country. However, tourist harassment despite being strictly and intensely dealt with by both print and the visual press does lack in terms of the academic research and the number of the existing academically-performed studies on tourist harassment is quite limited.

Following an intensive literature review, it is clear to see that a significant part of the present academic studies was carried out abroad. Besides, in spite of the fact that Turkey is one of the prominent tourism destinations in the Mediterranean region, no effort has been made to address the problem of tourist harassment by systematically carrying out academic studies shedding light on harassment issues in detail particularly the possible impact of tourist harassment on tourism experience. With these foregoing in mind, the present research does endeavor to provide a contribution to the scant academic literature on tourist harassment by broadening the understanding of tourist harassment types in Istanbul, Turkey. The research also provides insights into the possible role played by the harassment with its various types on international tourists' tourism experience during their holiday in Istanbul, Turkey.

Tourist harassment is a negative behavior from the host side, which is thought to have a significant influence on tourists' attitudes, behaviors and experiences in general. Knowing how tourist harassment does play a role on the tourism experience will enable relevant authorities, tourism operators and officials to make a plan for and to prepare strategies to tackle this negativity.

The research findings may provide safe travel and holiday for vulnerable tourists particularly international ones and help to unveil which situations or areas to prevent, where tourist harassment is prevalent and the quantitative primary data obtained from the this research will help managements responsible for the tourism destinations to understand how international tourists are harassed/pestered with its types of taking varying forms and methods.

In doing so, the international tourists might remain focalized on the positive consequences of their holiday which will ensure an overall positive tourism experience in turn. Therefore, to unveil tourist harassment, which is a global problem that affects tourism destinations and to reveal its possible impact on tourism experience do generate the main problem of the current research. Besides, this research will be of great help for future researchers interested in the subject of tourist harassment issue and will guide the public representatives. Finally, yet importantly, this research will be the first of its kind which is carried out in the tourism field that investigates the harassment and its varying types which tourists particularly international ones visiting Istanbul, Turkey are exposed to and thus, it does have the utmost importance.

1.3. RESEARCH QUESTIONS AND OBJECTIVES

Tourism being defined as a social and cultural phenomenon, which influences a community's vision of the world, understanding and views on people' living in other countries does have significant importance in terms of the communities' lifestyles and traditions. It acts as a booming industry enriching knowledge and bringing economic growth and social development as well. Not only does direct but also indirect contacts between producers [local people as hosts] and consumers [tourists or guests] enhance the tourism industry and thus, it fuels the quality of the interactive relationship between international tourists as guests and local people as hosts high importance in terms of the quality experiences of both sides (Kozak and Taşçı 2005:261). Following the development of the tourism industry, the interaction between international tourists as guests and local people as hosts has become inevitable at a certain level in tourism destinations across the globe. For this reason, tourist satisfaction is not only the duty of large business enterprises operating in the tourism industry but also the behaviors and attitudes of local people as hosts towards international tourists are also important.

During their travel/holiday, international tourists do want to have more than one experience; they visit natural, cultural and historical sites; they stay in hotel accommodations; they go out to eat and drink; they make shopping and communicate with local people.

Local people perceive international tourists as strangers who do have different beliefs, cultures, attitudes and habits and they might be influenced in terms of their culture, attitudes and behaviors, thoughts, lifestyles, clothing, consumption behaviors and personal relations as well. Therefore, local residents may develop some behaviors such as; they imitate tourists at disturbing levels; they resemble tourists or on the contrary, they take a stand to tourists because of antipathy and sometimes may behave aggressively and they harass international tourists particularly female ones sexually due to the facts that they admire tourists and they want to prove themselves. These negative incidents mostly do happen in underdeveloped and developing countries. Furthermore, the behaviors and attitudes of local people towards international tourists can be explained with the *Irritation Index or Irridex*, which was developed by Doxey (1975) and is dependent on the understanding of local people' behaviors and attitudes might show variety towards international tourists and tourism development in various phases of a tourism destination's life cycle.

The above-mentioned phases briefly are; euphoria [the number of international tourists is small and the local people are enthusiastic and thrilled by tourism development and they welcome international tourists with the feeling of mutual satisfaction as there do exist opportunities and money for local people], apathy [the number of international tourists increases due to the expansion of industry and local people become formalized towards international tourists since the relationship between local people and international tourists is monetarily sourced], irritation [local people become concerned about the dramatic growth number of international tourists, become suspicious and the tourism industry is near saturation point] and lastly, the antagonism [local people regard international tourists responsible for anything bad happened in the host country] and they are fundamentally the normal consequences of the tourism development in terms of its different economic, environmental and social effects in the tourism destination (Akdu and Ödemiş, 2018:35; Zaidan and Kovacs, 2017:297; Pavlic and Portolan, 2015:1-2; Doğan and Üngüren, 2010:398).

On the other hand, the sustainability of tourism depends on tourist satisfaction, which has constituted the base of tourism-related academic studies in recent years. These academic studies mostly were carried out with the following objective such as; to increase tourist satisfaction on tourism-related products and services during their vacation in order to enable tourism sustainability. Tourists, being satisfied with their holiday are probably to make a re-visit to the same tourism destination or do contribute to its advertisement and promotion through word of mouth marketing.

Accordingly, a substantial amount of the academic study shed light into tourist satisfaction issue in the academic literature. However, to investigate the factors that cause tourist dissatisfaction is also important as well as the drivers to make tourists satisfied. The tourism industry which is very sensitive to any negative incident or happening, struggles most of the time for its sustainability despite all the negativities. Like in all other industries, the industry of tourism is to face the issue of tourist dissatisfaction and complaints on certain products and services [tourism destinations] at now and then (Kozak and Taşçı, 2006:231). In this vein, people who act as providers are expected to advance their products or services as a normal consequence of tourists' complaints and dissatisfaction, which might avoid other tourists from having similar dissatisfaction or complaints.

For service providers in tourism destinations, tourists' complaints especially, the international ones may be an important factor; as one of the key drivers to acquire tourists as loyal customers, to address tourists' discontent and complaints effectively is one method (Kozak and Taşçı, 2006:232). Therefore, the academic research on this subject is of the utmost importance when to take precautions effectively to eliminate the causes of complaints. Apart from the other drivers, the harassment encounter that tourists particularly international ones are exposed to in tourism destinations around the world is one of these negative happenings, which has increased dramatically in recent years. The literature review unveils that there are some certain sorts/types of harassment that international tourists are exposed to such as; persistence of vendors, verbal and physical abuses, sexual harassment, peddling of drugs and begging.

Harassment phenomenon when to investigate in both national and international academic literature, it is evident that the researchers working in various disciplines including organizational behavior, law and social psychology have studied the issue of tourist harassment. Despite the unquestionable importance of tourist harassment subject, there might be problems when to investigate the issue of tourist harassment in Turkey since it is still perceived as a big taboo and local and central governments' unwillingness and disallowance to academic studies by thinking about any possible damage to the tourism industry and image of the country as a tourism destination. Moreover, the complex structure of the tourism industry also restricts this process. Due to these reasons, the number of the academic studies dwelling in tourist harassment remains very limited both in Turkey and in the world.

As mentioned previously, this research which depends on the presumption that tourist harassment is one of the main reasons of tourist dissatisfaction mainly does address the issue of tourist harassment phenomenon which international tourists visiting Istanbul, Turkey are exposed to and comes up for debate both in print and visual press as a global problem for tourism destinations across the globe in detail and investigates its possible impact on tourism experience. In this vein, the research seeks to answer a number of specific questions in line with the main objective and sub-objectives listed in Table 1.

Table 1: Research Questions

No:	Do international tourists have any complaint about hassle/harassment during their holiday in Istanbul, Turkey? If yes;
1	What type of harassment are international tourists exposed to in Istanbul, Turkey?
2	By whom are international tourists exposed to harassment in Istanbul, Turkey?
3	How often are international tourists exposed to harassment in Istanbul, Turkey?
4	Where are international tourists exposed to harassment in Istanbul, Turkey?
5	How did harassment influence international tourists' overall tourism experience in Istanbul, Turkey?

Making a comparison of harassed and non-harassed international tourists in line with the research questions written above and listed in Table 1, this research does investigate the possible impact of tourist harassment on tourists' satisfaction level with their holiday in Istanbul and behavioral future intentions such as their re-visit intention to Istanbul, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly, sense of regret feeling for visiting Istanbul.

In other words, this research seeks to investigate the extent to which tourist harassment does have an impact on international tourists' tourism experience. The intent is to understand the extent to which the problem of tourist harassment does have the implications practically and how negative consequences may be prevented.

Moreover, there are many academic studies shedding light in the relationships between the issue of tourist harassment with its six types and international tourists' socio-demographic and holiday-related characteristics in academic literature (Koçak and Enser, 2017; Badu-Baiden, Adu-Boahen and Elvis Otoo, 2016; Chepkwony and Kangogo, 2013; Skipper, 2009; Kozak, 2007; De Albuquerque and McElroy, 2001). Therefore, finally yet importantly, this research dwells in whether there is a significant difference between tourist harassment including its six types and international tourists' socio-demographic characteristics such as; gender, marital status, nationality, age group, educational qualification, annual income and the holiday-related characteristics such as; the number of visit to Istanbul, accommodation preference in Istanbul and lastly, length of stay in Istanbul.

In another saying, the nature of tourist harassment may be subject to differences in international tourists' socio-demographic background or partly a function of their holiday-related characteristics. Answering these afore-mentioned questions does mean not only satisfying the author's curiosity but does also have several theoretical and practical objectives as well, which is to provide a management tool and create working plans to all stakeholders and levels of the tourism to avoid and/or at least to decrease the possible risks. Thus, the author did develop the following research hypotheses, which are shown in Tables 2 and 3.

Table 2: Research Hypotheses

H¹: There is a significant difference between international tourists' gender and harassment.		
Gender	H ^{1a}	There is a significant difference between international tourists' gender and persistence of vendors.
	H ^{1b}	There is a significant difference between international tourists' gender and begging.
	H ^{1c}	There is a significant difference between international tourists' gender and peddling of drugs.
	H ^{1d}	There is a significant difference between international tourists' gender and sexual harassment.
	H ^{1e}	There is a significant difference between international tourists' gender and verbal abuse.
	H ^{1f}	There is a significant difference between international tourists' gender and physical abuse.
H²: There is a significant difference between international tourists' nationality and harassment.		
Nationality	H ^{2a}	There is a significant difference between international tourists' nationality and persistence of vendors.
	H ^{2b}	There is a significant difference between international tourists' nationality and begging.
	H ^{2c}	There is a significant difference between international tourists' nationality and peddling of drugs.
	H ^{2d}	There is a significant difference between international tourists' nationality and sexual harassment.
	H ^{2e}	There is a significant difference between international tourists' nationality and verbal abuse.
	H ^{2f}	There is a significant difference between international tourists' nationality and physical abuse.
H³: There is a significant difference between international tourists' marital status and harassment.		
Marital Status	H ^{3a}	There is a significant difference between international tourists' marital status and persistence of vendors.
	H ^{3b}	There is a significant difference between international tourists' marital status and begging.
	H ^{3c}	There is a significant difference between international tourists' marital status and peddling of drugs.
	H ^{3d}	There is a significant difference between international tourists' marital status and sexual harassment.
	H ^{3e}	There is a significant difference between international tourists' marital status and verbal abuse.
	H ^{3f}	There is a significant difference between international tourists' marital status and physical abuse.
H⁴: There is a significant difference between international tourists' age group and harassment.		
Age Group	H ^{4a}	There is a significant difference between international tourists' age group and persistence of vendors.
	H ^{4b}	There is a significant difference between international tourists' age group and begging.
	H ^{4c}	There is a significant difference between international tourists' age group and peddling of drugs.
	H ^{4d}	There is a significant difference between international tourists' age group and sexual harassment.
	H ^{4e}	There is a significant difference between international tourists' age group and verbal abuse.
	H ^{4f}	There is a significant difference between international tourists' age group and physical abuse.

Table 3: Research Hypotheses [C]

H⁵: There is a significant difference between international tourists' annual income and harassment.		
Annual Income	H ^{5a}	There is a significant difference between international tourists' annual income and persistence of vendors.
	H ^{5b}	There is a significant difference between international tourists' annual income and begging.
	H ^{5c}	There is a significant difference between international tourists' annual income and peddling of drugs.
	H ^{5d}	There is a significant difference between international tourists' annual income and sexual harassment.
	H ^{5e}	There is a significant difference between international tourists' annual income and verbal abuse.
	H ^{5f}	There is a significant difference between international tourists' annual income and physical abuse.
H⁶: There is a significant difference between international tourists' number of visit and harassment.		
Number of Visit	H ^{6a}	There is a significant difference between international tourists' number of visit and persistence of vendors.
	H ^{6b}	There is a significant difference between international tourists' number of visit and begging.
	H ^{6c}	There is a significant difference between international tourists' number of visit and peddling of drugs.
	H ^{6d}	There is a significant difference between international tourists' number of visit and sexual harassment.
	H ^{6e}	There is a significant difference between international tourists' number of visit and verbal abuse.
	H ^{6f}	There is a significant difference between international tourists' number of visit and physical abuse.
H⁷: There is a significant difference between international tourists' accommodation preference and harassment.		
Accommodation Preference	H ^{7a}	There is a significant difference between international tourists' accommodation preference and persistence of vendors.
	H ^{7b}	There is a significant difference between international tourists' accommodation preference and begging.
	H ^{7c}	There is a significant difference between international tourists' accommodation preference and peddling of drugs.
	H ^{7d}	There is a significant difference between international tourists' accommodation preference and sexual harassment.
	H ^{7e}	There is a significant difference between international tourists' accommodation preference and verbal abuse.
	H ^{7f}	There is a significant difference between international tourists' accommodation preference and physical abuse.
H⁸: There is a significant difference between international tourists' length of stay and harassment problem.		
Length of Stay	H ^{8a}	There is a significant difference between international tourists' length of stay and persistence of vendors.
	H ^{8b}	There is a significant difference between international tourists' length of stay and begging.
	H ^{8c}	There is a significant difference between international tourists' length of stay and peddling of drugs.
	H ^{8d}	There is a significant difference between international tourists' length of stay and sexual harassment.
	H ^{8e}	There is a significant difference between international tourists' length of stay and verbal abuse.
	H ^{8f}	There is a significant difference between international tourists' length of stay and physical abuse.
H⁹: Harassment does influence international tourists' satisfaction level from their holiday in Istanbul.		
H¹⁰: Harassment does influence international tourists' re-visit intention to Istanbul in the future.		
H¹¹: Harassment does influence international tourists' intention to visit another destination in Turkey.		
H¹²: Harassment does influence international tourists' intention to recommend Istanbul to relatives and friends.		
H¹³: Harassment does influence international tourists' sense of regret feeling for visiting Istanbul.		

1.4. RESEARCH SCOPE AND LIMITATIONS

This research did concentrate on international tourists visiting Istanbul, Turkey in the summer of 2017 that stood for the month of August; not only English speaking ones but also the other international tourists in line with the statistics that stand for the nationalities of international tourists visiting Istanbul, Turkey as well. As with the research of this nature, there were some important limitations, which ought to be taken into consideration and recognized when to interpret the results. In other words, the nature of this research and the conditions under which it was performed accounted for the research methods applied were mostly dictated by a variety of core limitations that need to be considered before the research's findings might be fully interpreted. These limitations are written below as follows;

- *The location of the research was the primary limitation, which was restricted to only Istanbul province in Turkey. The author settled the city of Istanbul, which is one of the best and most leading tourism destinations of Turkey and highly prone to tourist harassment as a research area. In other words, the research covered only Istanbul due to time, cost and accessibility factors/drivers. Besides, the lack of the academic research on tourist harassment in Istanbul was one other important reason for choosing Istanbul. Therefore, the research findings might not be generalized to other provinces in Turkey. As a result, the research does not report on tourist harassment in other regions/provinces of Turkey, which may have or might not have problems with harassment on international tourists.
- *The research only involved international tourists who traveled on a particular date and period of the year. Therefore, due to the variables such as tourist profile, seasonality and global and national agenda, it is necessary to verify whether the research will result in the same or similar findings when the research needs to be repeated under different conditions.
- *The author initially planned to conduct the research at the two international airports; Ataturk International Airport and Sabiha Gokcen International Airport located in Istanbul, Turkey. However, the author was only allowed to collect primary data at Sabiha Gokcen International Airport. On the other hand, the governorship of Ataturk International Airport did not provide the author's official request by stating the high-security reasons after the massive terror attacks that resulted in so many fatalities and injuries in 2016.
- *The author personally carried out the research. As part of the research, the survey questionnaires were applied in eight main languages in line with the statistics that stand for the nationalities of international tourists visiting Istanbul, Turkey such as English, German, French, Russian, Arabic, Persian, Spanish and Italian.

In addition, not applying the survey questionnaire form in far eastern languages such as Japanese, Chinese, Korean, etc. is one another limitation of the research as Turkey hosts many international tourists who come from far eastern countries annually. In other words, international tourists arriving from these countries were accepted to have enough level of information in the languages applied in the research particularly in the English language.

- *The author used secondary data sources via many printed and online resources including books, book chapters, journals, articles, proceedings, academic papers, Master and Ph.D. theses/dissertations as well as tourism reports, national and international newspapers and magazines published/written in Turkish, English and lastly, Russian languages since the author could speak only these three languages. In other words, not being able to use the other secondary data sources published/written in other languages is one more limitation of this research.
- *The author applied officially to governmental institutions such as the Turkish Statistical Institute [TUIK] and General Directorate of Security Affairs [EGM], Ministry of Interior in order to have information about the statistics that show the previous harassment-related happenings encountered by international tourists in Turkey particularly in Istanbul. An official letter in the form of the e-mail was written to these above-mentioned governmental institutions. However, the official information request was not provided stating that the requested data was not relevant in their archive records. This document is attached in Appendix 1.
- *The author had difficulty while making a literature review since the academic research lacks highly on tourist harassment issues globally; both in Turkey and in the world.

1.5. RESEARCH DEFINITIONS AND ASSUMPTIONS

As with the research of this nature, there are some definitions of the concepts, which were relevant to the research content. These definitions are written below as follows;

Harassment; Any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offense or humiliation to another person. Harassment may take the form of words, gestures, actions, which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or create an intimidating, hostile or offensive work environment (United Nations, 2008:1).

Tourist Harassment; A conduct that aimed at or predictably affecting tourists which [a] probably to disturb a tourist who is affected thereby and [b] not justified interference with tourists' privacy or freedom and other actions (De Albuquerque and McElroy, 2001:478).

Persistence of Vendors; An effort to sell the products and services of the business enterprises that operate in the tourism industry by disturbing tourists either verbally or physically and behaving them aggressively and persistently (Üngüren, Arslan and Kaçmaz, 2015:131). It emerges when tourists feel harassed because of being asked persistently to make a purchase (Kozak, 2007:386).

Peddling of Drugs; An illegal activity containing drugs, which tourists are tried to purchase by force or harassment when they are on holiday. It comes up when crime-oriented matter dealings in relation to drugs and arises as one of the most common tourist harassment types that tourists especially international ones are exposed to in worldwide popular tourism destinations (McElroy et al., 2007:31a).

Sexual Harassment; Any unwelcome sexual advance, request for sexual favor, verbal or physical conduct or gesture of a sexual nature or any other behavior of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation to another (United Nations, 2008:1). It arises when tourists irrespective of gender are approached by people who solicit an undesired sexual relationship either on a voluntary basis or for a payment (Skipper, 2009:33).

Verbal Abuse; A form of violence without any visible scars which might be communicated via words, tone or manner disparaging, intimidating, patronizing, threatening, accusing or disrespecting toward another (S.Ş.Çelik, Y.Çelik, Ağırbaş and Uğurluoğlu, 2007:359). It is a potentially problematic outcome of interpersonal conflict designed to degrade, humiliate or otherwise demonstrate a lack of respect for the dignity and worth of another person (Manderino and Berkey, 1997:48). Any lewd or obscene language that aims to irritate or even offend tourists (Skipper, 2009:70).

Physical Abuse; Any unwanted touching, threatening and pounding up with an aggressive body language (Üngüren et al., 2015:133). An extreme type of harassment, referring to behaviors including the happenings of badgering bodily contact, even for the sake of making sales that might result in evident physical harm to the tourists (Z.Alrawadie and Z.Alrawadie, 2019:11). It happens when tourists are approached in an aggressive way such as abusive manners, insults and bodily mistreatments, etc. (Chepkwony and Kangogo, 2013:17).

Begging: An effort that stands for being asked to give especially money or food urgently and humbly (Pathirana and Athula Gnanapala, 2015:47). It comprises all informal activities that take place off the books and including people' as individuals asking other stranger people to donate or i.e. a non-reciprocated gift based on being poor and in the need of donations for charity (Adriaenssens and Hendrickx, 2011:24). Besides, it does exist across the cultures and historical periods and through the ages today continues being a major problem in historical cities and many worldwide popular tourism destinations (Andriotis, 2016:64; Wardhaugh, 2009:332).

As with the research of this nature, there are some important assumptions, which should be noted and recognized while making interpretation on the research findings. These assumptions are written below as follows;

- * The primary quantitative data which were obtained from international tourists who visited Istanbul, Turkey in the summer of 2017 that stood for the month of August and taking place as informants were accepted as accurate.
- * The sampling size employed, which was determined for the research was accepted to represent the population in general.
- * The survey questionnaire form involved expressions that the informants taking part in the research could understand easily.
- * The questionnaire form was originally developed in English language and was later applied in eight main languages including German, French, Russian, Arabic, Persian, Spanish and lastly, Italian. All the other informants who did have different nationalities not stated or relevant in the questionnaire form were accepted to have the sufficient level of knowledge in any of these above-mentioned languages, especially in the English language.

1.6. ETHICAL CONSIDERATIONS OF THE RESEARCH

The main goal or expectation when to conduct a scientific research constitutes the process showing how the research findings are obtained rather than what type of findings are unveiled. In one way, the research findings obtained should reflect all the characteristics of the research applied in accordance with the scientific rules. In recent years, it is observed that the researchers have focused on research findings in an uncontrollable way. However, the question of what extent these research findings are trustworthy in terms of scientific criteria has been ignored. In this vein, the author paid great attention to research ethics mainly and did his best to realize the maximum level of ethical considerations to make the research findings acceptable and reliable.

The ethical considerations applied pre-research, throughout the research and post-research in terms of professionalism are written below as follows.

- * The author applied to the Ethics Committee of Graduate School of Social Sciences in İzmir Katip Çelebi University, obtained the certificate of approval of the Ethics Committee numbered 2019/01-08.
- * The author emailed to Mr.Kozak [the researcher who developed the questionnaire form that was used to collect the primary data in terms of quantitative perspective and asked for his permission enabling the author to apply the questionnaire form in his Ph.D. research. Mr. Kozak sent an e-mail back to the author authorizing the author to use the questionnaire form, which is attached in Appendix 2.
- * The author informed the informants taking part in the research about the research purpose/s, research content, scope, time and other formalities such as; how data would be collected, what types of data are required from them, how data would be analyzed, how data would be reported clearly, etc. with detailed information in accordance with the principle of *Informed Consent*. Besides, the informants were instructed that they could withdraw the process of being surveyed at any time during the research in accordance with the principle of *Autonomy*. Another ethical consideration that the author took into consideration; the author guaranteed the informants about the confidentiality of the data in accordance with the principle of *Privacy and Protection of Confidentiality*.
- * The data was accessible only to the author. No contact information was asked to the informants to specify. The informants quitting the process of being surveyed were informed that their data will be deleted. Informants were not deceived.
- * The author sought voluntary participation and encouraged the informants to take part in the research before accessing information. All informants were asked to participate in the research. No pressure or coercion [psychological or physical] was applied.
- * The author excluded any injurious information from the research report.
- * Based on the literature review and assumptions made on previous research, the author referred to all the work of other authors using the reference guidelines of the Graduate School of Social Sciences in İzmir Katip Çelebi University.
- * The author took care of providing correct information and making the informants understand the concepts relevant to the research content. In order to realize this, the questions of the research were asked to informants in an objective way.
- * The informants were informed about the possibility to find out the research findings upon the completion of the research by leaving their e-mail addresses on a specified place of the survey questionnaire form.
- * The author stayed loyal to the original data obtained from the informants via survey questionnaire form within the scope of the research. The primary data was not falsified or distorted.

1.7. RESEARCH WORK SCHEDULE

The author prepared a work schedule and carried out the whole research process within the following calendar phase.

- * Literature review, subject selection and preparation of thesis proposal. [January-December, 2016].
- * Submission of thesis proposal to jury members and its acceptance. [January-June, 2017].
- * Literature review and data collection process including the writing of the literature and collecting primary quantitative data. [June-December, 2017].
- * Submission of first progress report to thesis monitoring committee members and its acceptance. [January-June, 2018].
- * Submission of second progress report to thesis monitoring committee members and its acceptance. [June-December, 2018].
- * Submission of third progress report to thesis monitoring committee members and its acceptance. [January-June, 2019].
- * Presentation of thesis report to jury members and graduation. [June-December, 2020].

1.8. RESEARCH FRAMEWORK / CHAPTER OVERVIEWS

The structure of this research is divided into four main chapters in general. The research does begin with the first chapter and concludes with the fourth/last chapter. The first chapter mainly involves the theoretical framework of the research. First, it does provide detailed information about the research problem stating the reasons and background of the research followed by research objectives and questions that are aimed to be achieved within the research. Then, this chapter gains insight into research scope and limitations followed by research definitions and assumptions and research ethical considerations that were taken into account during all phases of the research. Lastly, this chapter does conclude by providing information about the research work schedule and research framework and chapter overviews outlined in the research.

The second chapter does provide detailed information about the relevant past literature review. The author made a comprehensive literature review of the concepts and subjects that were relevant to the research content and carefully reviewed and presented under various sub-headings. These concepts and subjects are as follows; first, this chapter provides information about tourism phenomena both in Turkey and in the world through a general overview and then, discusses the image of Turkey as a

tourism destination in the international tourism market. Subsequently, the concepts of safety and security were investigated and then, the issues of safety and security both in Turkey and in the world were analyzed in detail. In addition, the concept of harassment phenomena as a definition was discussed and information was provided on the related subjects such as harassment in the tourism industry, tourist harassment both in Turkey and in the world. Later, the previously conducted studies on tourist harassment from the academic perspective were summarized briefly. Conversely, this chapter further does provide information on the major types of tourist harassment such as; persistence of vendors, verbal and physical abuses, sexual harassment, peddling of drugs and lastly, begging and it concludes with tourist scams, frauds and swindles, the most commonly perpetrated tourist scams both in Turkey particularly in Istanbul and in the world.

The third chapter does provide an understanding of the research methodology utilized during the research process that explains and justifies the rationale for choosing the appropriate research instrument design, procedural methods, target population and sample strategy [sample size and sampling type] to investigate the research issue. Besides, it also mentions the research area, data sources and data collection methods; survey method used to collect primary data. This chapter aims to explain how data is collected and which research instruments are applied. Therefore, it does form an important background to the interpretation process of the findings obtained from the quantitative research method as represented in the next chapter.

The fourth/last chapter does provide an insight into the types of analysis that the author ran to understand and interpret the research findings. The primary quantitative data obtained through questionnaire survey forms were analyzed via SPSS 22.0 [Statistical Package for the Social Sciences], which is one of the most widely used software programs that helps to organize quantitative data into charts, graphs and tables and to perform statistical analyses. This chapter does mention detailed analysis and research findings that were taken via questionnaire survey forms, which were applied to international tourists in Istanbul, Turkey. It does also mention about a statistical presentation followed by the numerical and graphical representations of the quantitative data, one summary of the main research findings and discussions, which formulated links between this research and other previously published works.

CHAPTER-II-

LITERATURE REVIEW

2.1. INTRODUCTION

This chapter does provide detailed information about the relevant past literature review. The author conducted a comprehensive literature review of the concepts and subjects, which were relevant to the research content and carefully reviewed them and presented under various sub-headings. These concepts and subjects are as follows; first, this chapter provides information about tourism phenomena both in Turkey and in the world through a general overview and then, discusses the image of Turkey as one of the tourism destinations in the international tourism market. Subsequently, the concepts of both safety and security were investigated and then, the issues of safety and security both in Turkey and in the world were analyzed in detail. Furthermore, the concept of harassment phenomena as a definition was discussed and information was provided on the related subjects such as harassment in the tourism industry, tourist harassment both in Turkey and in the world. Later, the previously performed studies on tourist harassment issue from the academic perspective were summarized briefly. Conversely, this chapter further provides information on the major types of tourist harassment such as; persistence of vendors, verbal and physical abuses, sexual harassment, peddling of drugs and lastly, begging and it concludes with tourist scams frauds and swindles, the most commonly perpetrated tourist scams both in Turkey particularly in Istanbul and in the world.

2.2. AN OVERVIEW TO TOURISM PHENOMENA

People have traveled around the world for various reasons since ancient times. The majority of these travels were performed for a number of varying reasons such as; economic, religious, sport, health and other physical ones (N.Kozak, M.A. Kozak and M. Kozak, 2001:49; İstanbullu Dinçer and Mugan Ertuğrul, 2000:69). People needed to search for food to survive in the early ages and thus, this necessity required people' moving to more fertile lands further in the following years. Furthermore, the need for the protection and accommodation did accelerate the movement of people to change locations naturally as well (Usta, 2002:25).

The Olympic Games, which were organized for the honor of the gods and goddesses in 700 B.C. revealed the opportunity to travel during the period of Ancient Greeks and the people who went to see the Olympic Games became the pioneer of tourism by staying in the towns and cities located on the way (Bayer, 1992:12). In this age, people thought hot springs/thermal waters as important healing waters that could save people from diseases and thus, were traveling to these places and be staying there for days (Usta, 2002:26).

Kahraman and Türkay (2006) summarized this situation as; the Olympic Games in the Roman Period, trends to travel to pyramids in Egypt and hot springs/thermal waters for health reasons became widespread with the improvement of transportation routes and vehicles. Besides, Kozak and Bahçe (2009) emphasized that the Romans came to Anatolia to benefit from hot springs/thermal waters and traveled to villas in Pompei, located in Napoli, Italy to escape the summer heat. These mentioned travels were performed with similar reasons like modern people' reasons today.

In the Middle Age, the religion was the most important reason to travel. Religious tourism in this period became popular both in the Middle East and Europe. The history of humanity in the Middle Age was a dark period and particularly the strict control of European religious men and feudal lords on the public was one of the most important drivers that promoted religious tourism (Kozak et al., 2001:30). The Christian people traveled to become pilgrims and circumcise despite risking all types of hardships; hundreds of thousands of Christians traveled to Jerusalem through Anatolia in order to get it from Muslims (Usta, 2002:27).

The noble and rich families used to send their children to participate in well-planned education travels to European cities, which ranged from one to three years during the 17th and 18th centuries to widen their horizons and learn foreign languages and some specific subjects including geography, architecture and culture. These travels were named as *Grand Tour*¹ in the following years. The emphasis of these travels was more political as well as making or providing the ones participating in these travels in terms of cultural aspects of the visited places. Along with the Renaissance, the number of travels to centers where artistic activities were concentrated were observed to be increased in a considerable way. Especially, during the trips, which were directed to Italy, people gave typical examples of cultural tourism. In this sense, a large number of students, artisan and scientists started to travel to Italy annually (Kozak et al., 2001:28).

In the Modern Age, tourism did reach its contemporary position with the start of the Industrial Revolution. Along with the birth of the Industrial Revolution, many changes happened in various fields and some of these mentioned changes made contribution to the development of the tourism industry (Kozak et al., 2001:52). The most positive and influential factor in the tourism industry became improvements in transportation. The discovery of steam vessels and locomotives and in the following period the rapid improvement of the automobiles resulted in tourism spread globally. Thus, middle-class people started to participate in the tourism activities progressively (Usta, 2002:29). The most important development in this period was the Thomas Cook's who is the innovator of the first organized package tour [one-day excursion by railway at a shilling a head from Leicester to Loughborough on 5 July 1841], which became the beginning of tourism development (Tunç and Saç, 1998:12). Table 4 summarizes the historical development process of the tourism industry.

⁽¹⁾ **Grand Tour:** It does refer to the 17th and 18th century custom of a traditional and cultural trip in Europe carried out by fundamentally upper-class young people[men] in Europe, mainly the sons of the aristocracy as a part of their education. The Grand Tour generally covered three or four years of travel around Europe; Italy, France, Netherland, England, etc. and had popularity from the mid-17th century till the end of the 18th century when the Napoleonic Wars suspended the majority of international travel with its outbreak (Wikipedia Encyclopedia, 2018).

Table 4: Historical Development of Tourism Industry

Civilizations Period	Trade Period	Industry and Technology Period	Tourism Development Period	Mass Tourism Period	Tourism Maturity Period
B.C. 8000- Birth of Jesus	Birth of Jesus- A.D. 1700	1700-1900	1910-1945	1946- 1990	1990 and post-
The emergence of first civilizations, the beginning of ethnic, religious and national values' occurrence.	The beginning of trade following the emergence of first civilizations, travels being performed by only noble and trade men and the occurrence of trade colonies.	Industry Revolution, the collapse of feudalism, the improvement of technology, The Grand Tour, The first group tours.	The ineffective evaluation of the technological improvements brought by the First World War in the years of economic depression, the deterioration of the balance of economic, political, social and legal forces.	The start of mass tourism being adapted intensively as a result of the emergence of new scientific disciplines and deep-rooted advances.	The intense participation in tourism activities in the 1970s and 1980s, focusing on service quality and alternative tourism types.

Source: Gartner, W., 1996:145

Tourism is referred to as the world's one of the largest industries and is regarded as one means to achieve progress in tourism destinations and offer profits to the local communities and people (Rathnayake and Wijesundara, 2015:1). As one of the fastest-growing sectors in the world, tourism generates significant sources of income, does create employment opportunities and wealth in many countries; both developed and developing ones around the world and its rapid expansion is regarded as one interesting possibility for sustainability development including poverty reduction (Nwokorie, Everest and Ojo, 2014:34; Marzuki, 2009:450).

In today's world, the tourism is an industry that contributes to the national economy due to the characteristics such as increasing the foreign exchange inflow and creating employment opportunities and does have a great share in keeping the world peace owing to its integrative impact to provide cultural and social communication among nations and countries (Çımat and Bahar, 2003:2; Yarcan and Ertuna, 2002: 160). Furthermore, the tourism industry does have a positive influence on the balance of payments, national income and employment rate improving the transfer of the technology and knowledge, encouraging foreign investments, acting as a locomotive sector for the improvement of the countries and gathering societies and people by making contribution to global peace worldwide (Gökovalı, 2010:140).

The influence of tourism on the balance of payments stems from the fact that the foreign exchange mobility caused by tourism internationally does have an important role when to increase the foreign exchange demand of the countries, which generate international tourists and on the foreign exchange supply of the tourist-accepting countries. In this context, tourism turns into one of the most significant foreign exchange sources for the countries, which are to face foreign exchange bottlenecks particularly, the developing countries with a high level of international trade deficits (Karagöz, 2016:2).

Over the last few decades, the tourism industry has been expanded considerably owing to the factors including the early retirement, more leisure time, greater income improvements in infrastructure and changes in consumer spending preferences (Allen ,1999:1) technological improvements, urbanization, population growth, the longevity of human life, vacation with pay, social security, increase in free time and income level and freedom of travel (Kozak et al., 2001:31) growth of the industry, acceleration of transportation and communication, increase of the national income per capita and more leisure time as a result of automation and trade union movements (Mariani and Baggio, 2012:1; Ünlüönen and Tayfun, 2003:1).

The industry of tourism has become one of the fastest-expanding and growing industries starting from the 2nd half of the 20th century in the world economy globally. Mostly, the tourism industry acted as one of the tools in terms of both regional and national development like a number of various industries.

Furthermore, the industry of tourism took its place as a significant factor playing extensively the role when to create income and work and tax incomes, easing problems related to the balance of payments and making contribution to both regional and national developments economically (Çımat and Bahar, 2003:2).

Further, the tourism industry has now grown to such dimensions and importance that it become the biggest industry in the world (Chockalingam and Ganesh, 2010:68). According to the Nordic Union of Hotel, Restaurant, Catering and Tourism Workers, the tourism industry does involve a wide range of different organizations and business enterprises such as; hotels, campsites, motels, bars, restaurants, clubs, canteens, cafeterias and other catering organizations as well as the other information offices, tour operators and travel agencies, conference centers and lastly, exhibition halls (NU-HRCT, 2016:5). Tourism has become a widespread phenomenon, being very crucial for different reasons, particularly for developing countries and regions and which in consequence has been discerned as positive (Lisowska, 2017:31).

Tourism is commonly seen as positive and is often a driver when to stimulate the economic development of cities, countries and regions. It does have a positive effect on the material status of societies. It also makes contribution to the protection of cultural and natural monuments (Lisowska, 2017: 37). Tourism has become a mass movement in which millions of interactions emerge together and many people with distinctive history and language participate. The tourism industry is connected to 41 different sub-sectors some of which are big-scale business enterprises and some of which are small-scale business enterprises such as airline companies, maritime lines, railroads, rental car companies, travel marketers and people who find solutions to problems, pensions, restaurants and meeting halls (Lundberg, Stavenga and Krishnamoorthy, 1995:4) and does have an umbrella view hosting hundreds of subsidiary organizations. Moreover, the tourism industry is one of the three fundamental dominant service-based industries in the 21st century following the telecommunication and information industries (Çımat and Bahar, 2003:15).

In today's world, tourism is regarded as a business, which turned into one of the largest wage generators around the world. The management of tourism as a vehicle in terms of monetary enhancement in any tourism destination places reliance upon keeping up the competitiveness of the tourism destination (Khuong and Nguyen, 2017:95). Tourism has managed to be a widely distributed phenomenon and has been available for nearly everybody since income and social mobility have increased and working patterns have changed as well. Additionally, tourism does act as a significant industry when to stimulate the economic improvement of the backward countries and regions; it was mainly concerned to have only positive impacts (Lisowska, 2017:31).

The tourism industry, being one of the fastest-expanding and growing industries in the world, has managed to become an industry emphasized due to the social, cultural and economic contributions as well. It acts as an essential category of the trade services internationally. As one of the worldwide export categories, the industry of tourism does rank 3rd after chemicals and fuels and ahead of automotive products and food. Particularly, when the data on international tourism statistics for the previous years are examined, this situation emerges more clearly. According to United Nations World Tourism Organization's (UNWTO) report entitled as *Tourism Highlights-2017*, a wide range of new tourism destinations opened up increasingly and made investments in the tourism industry by making it into a fundamental driver of socio-economic progress via export receipts, creating employment opportunity business enterprises and lastly, infrastructure development (UNWTO, 2017).

There has been a continuing expansion and diversification process in the tourism industry over the past six decades, becoming one of the biggest, fastest-expanding and growing industries in the world. As a part of the same report, despite the occasional shocks, the number of tourists traveling abroad across the globe showed an ongoing increase by an almost uninterrupted growth from 25 million globally in 1950 to 278 million in 1980, 674 million in 2000 and 1,235 million in 2016. In a similar way, the international tourism receipts/revenues earned by tourism destinations worldwide have surged from the US \$ 2 billion in 1950 to the US \$ 104 billion in 1980, US \$495 billion in 2000 and the US\$ 1220 billion in 2016 (UNWTO, 2017).

The long-term forecast report released by UNWTO entitled *Tourism Towards-2030* estimates that an increase by 3.3 % is expected in the number of international tourist arrivals globally, a year from 2010 to 2030. Considering the inflation level and the degree of exchange rate fluctuations with total earnings from tourism destinations, the tourism revenues internationally increased by 2.6 % reaching US\$ 1220 billion worldwide in 2016 (UNWTO, 2017).

By the UNWTO region, Asia and the Pacific had growth in 2016 with a 9 % boost in international arrivals, pursued by Africa [+8%] and the Americas [+3%]. The world's mostly visited region, Europe [+2%] performed mixed results, while available data for the Middle East [-4%] points to a decline in tourist arrivals internationally. France, the United States, Spain and China sustained to top the international arrivals ranking in 2016. In receipts, the US and Spain remain at the top, pursued by Thailand, which moved up to number 3 last year and China, which is 4th. France and Italy moved up in receipts to 5th and 6th positions respectively, while the United Kingdom, Mexico and Thailand climbed up to 6th, 8th and 9th place in arrivals. China, the United States, and Germany led outbound tourism in their respective regions in 2016 and continue to top the expenditure ranking in that order.

As it is clear from the data, the tourism industry acts as a locomotive in terms of the countries' economic development process. Accordingly, the industry of tourism contributing to social development and does have important significance both in the creation process of the country's image and its protection in the strengthening process of the country's position in the international market through material and non-material culture.

In order to summarize, the tourism-related activities, which are thought as old as the history of humankind have reached at great dimensions today. Tourism, which is defined as the trade and science of attracting tourists and serving them, has obtained a qualification succeeding in achieving important both social and humanistic functions that improve the investments and business volume, generate income, provide foreign exchange, create employment possibilities and influence social and cultural life with gigantic dimensions it has gained at both national and international levels (Küçükaslan, 2006:2).

Not only does tourism directly contribute to economic development, but it also does stimulate the growth of other industries via forward and backward linkages. Moreover, it provides employment opportunities, does ensure income more equally distributed and make contribution to the development progress of the underdeveloped regions within the country (Gökovalı, 2010:149). In today's world, the tourism industry is widely recognized as the world's fastest-growing and largest industry based on its economic profits from the financial perspective. Undoubtedly, the ongoing growth and increase in international tourism receipts and tourist arrivals are likely to continue in the future (Kuvan, 2010:155).

2.3. TOURISM INDUSTRY IN TURKEY

Turkey is known as the country having a unique political and geographical situation, which connects the East to the West, the past and present and Europe and Asia through Anatolia (Alvarez, 2010:123; Sönmez and Sirakaya, 2002:186). Owing to its distinctive location that links Europe and Asia, Asia Minor, consisting of the most of modern Turkey, is accepted as one of the oldest permanently inhabited lands in the world (Duman and Kozak, 2010:94).

Anatolia also known as the Asia Minor and often referred as the cradle of civilizations for having embraced over 40 cultures and civilizations, being home to many various empires and religions does have a huge historical past to propose including one of the first allocations ever in the history of humanity and some of the world's commonly known provinces including Istanbul. Anatolia being encircled by the three seas such as the Black Sea, the Aegean Sea and the Mediterranean Sea and located in the middle of these continents has generally been one central hub in terms of cultural interactive relations, dating back to as early as 24th century BC. Even though Turkey is a young country, its heritage does include thousands of years of history, as well as rich cultural and historical inheritance and tradition, countless archeological and cultural treasures and thus, any tourist coming to visit Turkey will taste a unique experience witnessing the history, heritage and culture encompassed by breath-taking shores of Turkish Riviera.

Being home to the many civilizations in the past including Hittites, Phrygians, Lydians, Persians, Hellenistic, Roman Empire, Seljuks and the Ottoman Empire and eventually the Republic of Turkey, Anatolia is one of the most worthwhile regions of the world. This territory witnessed many wars to be gained starting the beginning of time. In this context, there happen to be ancient monumental structures remarkably, archaeological and historical sites, pilgrimage areas, shrines and lastly, religion-related structures and monuments, not only the popular provinces of the ancient world but also the contemporary world including the Istanbul, Cappadocia, Troy and many others (Ministry of Culture and Tourism-Turkey, 2018).

The historical background of Turkey is diverse and it goes long way back to 11,000-10,000 BC having a start with the Paleolithic Age, pursued by the Neolithic, Chalcolithic and Bronze Ages (Duman and Kozak, 2010:94). Turkey is like a bridge naturally between the old world continents; Europe, Asia and lastly, Africa due to its geographical location. Accordingly, since the early days of history, its intercontinental relationships mostly have been over Anatolian lands. The Anatolian lands were perpetually used for migrations, invasions, trade routes and communication and became a cradle of many civilizations. The union of all these civilizations formed the basis of today's Anatolian culture (Ministry of Culture and Tourism-Turkey, 1997:3).

Turkey also does have the essential resources in terms of sea-sand-sun [3s] tourism with its of coasts ranging to 8000 kilometers and its appealing Mediterranean climate and its nice beaches whilst a number of sporting activities including water sports or yachting can well be supported (Duman and Kozak, 2010:102). On the one hand, there are other resources naturally, which enhance the attractiveness of Turkey dramatically as a tourism destination. For instance, Turkey does have spectacular geological formations such as the Fairy Chimneys of Cappadocia and the Pamukkale Travertines. On the other hand, there is a number of caves, mountains and lakes and the rich fauna and flora enable tourists to have the opportunity in the sense of trekking, bird watching, hunting, diving, rafting and many others as well. Furthermore, the diverseness from the point of culture reflecting the various cultures and lifestyles, which cohabited during the Ottoman Empire peacefully, does ensure the opportunity to experience various ways of life particularly in areas less developed in the country (Alvarez, 2010:123).

Tourism is regarded as one of the biggest industries in the world with its market size and economic potential. Therefore, a number of countries, tourism destinations, companies and organizations want to understand and improve tourism and thus, take advantage of its economic benefits (Kozak, Evren and Çakır, 2013:7). According to Bayer (1992), the tourism industry has gained importance, particularly after II. World War and has started to attract attention increasingly as an improving social and economical event. The tourism industry is accepted as a leading industry for the 21st century owing to the fundamental proportion that tourism generates to an economy of a country.

The countries having rich historical, natural and cultural attractiveness do have the possibility to benefit from the industry of tourism in order to generate employment and output by contributing to economic growth mainly via the balance of payments, creating and increasing employment opportunities, making the foreign exchange constraints ease and ensuring more equal income distribution relatively (Bayhan and Ünlü-öner, 2016:3; Öztürk and Bayat, 2014:139; Küçükaltan, 2012:3; Gökovaı, 2010:140; Kuvan, 2010:155; Marzuki, 2009:450; Çımat and Bahar, 2003:2). In addition, the first-hand income impact, tourism does create one multiplier effect and does manage to contribute to the development of other industries in the country such as; transportation, construction, textile, fishery and agriculture (Gökovaı, 2010:140).

The ongoing and sustained growth and increase in tourism worldwide triggered the majority of the countries in particular developing ones being engaged in this increasingly growing industry. These countries developing ones have regarded tourism industry as one mean to economic development (Yarcan and Ertuna, 2002:140).

Like many other countries, Turkey, being a developing country, does have its own various reasons, which make tourism attractive as a strategy for development and encourage being interested in the international tourism industry to get market share. These reasons mainly are; tourism internationally is always regarded as a remedy for foreign exchange shortages that are severe in developing countries, tourism is accepted as one labor-intensive industry and low-cost sector and it does create employment opportunities, international tourism is also less subject to the economical restrictions including quotas and tariffs when it is compared with the other industries operating in international trade.

In addition, international tourism with its multiplier impact makes contribution to the economic development in the other industries of the economy (Yeşiltaş, Öztürk and Türkmen, 2008:182; Yarcın and Ertuna, 2002:160).

The tourism phenomenon historically in Turkey does date back to the 1930s, following the foundation of the Republic of Turkey on 29 October 1923. It was embodied into governmental bodies with an obvious status before it did become a ministry separately in 1963. A small office being responsible for the tourism was established officially as a part of the Ministry of Economy in the year of 1934. Due to tourism's significance in Turkey, the Ministry of Tourism that represents the industry with regard to planning and state policy, the objectives of which are to ensure consultancy and coordination among the tourism establishments and other business enterprises, which operated in the country, was established in 1963. The major responsibilities of the Ministry of Tourism involved the promotion activities, planning process and control of tourism-related activities and investments, certification process of tour guides, training of staff and determination and endorsement of room rates, etc. (Duman and Kozak, 2010:90).

In the early 1980s, the tourism industry received considerable attention from the central government, which did seek to provide impetus via some monetary incentives, deregulation of the industry and the services, privatization of the public sector, the liberation of import and export regimes, the creation of a modern tourism culture dependent on the contemporary principles of tourism and simplification of investment procedures (Taşçı, Meydan and Çavuşgil, 2006:80).

The tourism industry has always been one of the most dynamic and interesting industries in Turkey (Yarcın and Ertuna, 2002:161) and did play a fundamental role in Turkey's economic and social development history (Duman and Kozak, 2010:90). According to Korzay (1994), the development of the tourism industry might be investigated in three periods. The awareness period [1955-1970], the advocacy period [1970-1982] and lastly, the action period [1980 to present] (Duman and Kozak, 2010: 91). Although Turkey does have enormous tourism potential, it only managed to begin to develop its tourism industry in a planned way starting from the 1980s.

Between the years of 1955-1970, Turkey became engaged in international tourism, the initial recognition of the tourism industry took place to promote the benefits of tourism to local people along with the basic strategies, which were orientated towards the large-scaled investments and mass-coastal tourism during this period.

In the upcoming years, particularly during the time interval of 1970-1982, Turkey experienced a diagnosis stage in its tourism industry when the priority was given to the lack of policies, strategies and financial resources along with the other responsibilities of regional tourism planning was assigned to the Ministry of Tourism of the time. Later, the ultimate period starting from 1982 onwards might be called as the action stage in which the industry of tourism began to be improved in a systematic way through significant developments with the moral and financial support provided via the public sector.

In 1983, the civil government run by *Turgut Özal*² did take over the power and enacted the *Tourism Encouragement Law* and *Foreign Investment Law*. In this sense, the government did start to encourage larger involvement and enlargement in the tourism industry through encouraging foreign investments and providing a number of generous incentives in the industry and taking a wide range of steps to generate a highly competitive tourism industry (Duman and Kozak, 2010: 90-91; Yarcan and Ertuna, 2002:161-162).

The early 1980s was a period when Turkish tourism performed an outstanding growth (Kuvan, 2010:160). During this period, mass tourism accelerated significantly via a great number of monetary and financial incentives, bed capacity swiftly increased and activity started in overseas connections through private firms and companies. The tourism in Turkey entered the ranks of the countries, which were mentioned in the international tourism market; both the state and private sectors did experience tourism together concurrently.

⁽²⁾ **Turgut Özal:** A Turkish politician [born October 13, 1927, Malatya, Turkey-died April 17, 1993, Ankara, Turkey] who served as the eighth President of Turkey from 1989 to 1993. From 1983 to 1989, he formerly served as the 26th Prime Minister of Turkish Republic and as the leader of the Motherland Party [Anavatan Partisi in Turkish] (Wikipedia Encyclopedia, 2017; Presidency of the Republic of Turkey, 2018).

Besides, the civil government took a wide range of significant steps and precautions to generate an excessively competitive tourism industry and to increase the capacity of the tourism industry from the supply side via new investments as well as making reservation reliability better and increasing service quality up to the modern standards (Öztürkmen, 2005:609).

The major impacts of tourism such as economic, social and cultural impacts were noticed after the 1940s, performed a tendency to evolve over time from 1963 to 1980. After 1980, when the demand for outbound tourism to Turkey was above the world, the average was a turning point in terms of the Turkish tourism. Following these years, tourism industry was started to be addressed by its economic, social and environmental dimensions. Because it was seen that the numerical quantities obtained in Turkey were not equivalent to the country's natural and historical richness. The economy became export-oriented, the importance of tourism as one of the major income generators for the national economy increased as well. For this reason, the legal arrangements were enacted, law for the encouragement of tourism was passed and thus, tax and custom exceptions and special foreign currency allocations were enabled in order to increase tourism receipts. These measures provided great improvements and tourism between the years [1984-1990] became a sector growing averagely 12,1 % (Ministry of Culture and Tourism-Turkey, 1998:57).

The outbound tourism in Turkey has indicated an important and significant improvement particularly, since the 1980s and has become one of the most important resources of income contributing highly to the country's economy via foreign currency while the country was having economic problems thus, decreasing foreign debt and unemployment. Furthermore, Turkey has become a leading famous tourist destination for all the tourists around the world and particularly in terms of both tourist arrivals internationally and tourism receipts/revenues during the period of 1983-1989. Turkish outbound tourism shattered a record with a 127 % increase when it is compared with the previous year in accordance with the other traditional tourism receipts (Çımat and Bahar, 2003:1-2).

Additionally, the dynamic nature of tourism industry, incentives for the tourism developments and investment, governmental support, in addition to the marketing of Turkey in a proactive way have also made contribution to the emerging a boom in the tourism industry of Turkey since the 1980s (A.Yüksel and F.Yüksel, 2000:716).

The share of Turkish tourism revenues in Gross National Product [GNP] and in export earnings/rate has increased continuously over the years since the 1980s despite having experienced a slight decrease in recent years, particularly, after 2015 when Turkey had problems on safety and security and other negativities happened across the country. The share of tourism revenues in Gross National Product [GNP] was 0,6 % in 1980, 2,1 % in 1990, 2,9 % in 2000, 3,4 % in 2010 and lastly, 3,1 % in 2017. Besides, the share of tourism revenues in export rate was 11,2 % in 1980, 24,9 % in 1990, 27,5 % in 2000, 18,3 % in 2010 and lastly, 16,7% in 2017 (TURSAB, 2017).

Moreover, the Turkish tourism industry has shown an ongoing increase by an almost uninterrupted growth when to host international tourist arrivals, to have tourism receipts and thus, the average per capita since the 1980s excluding the sharp decline more than 30 % relative to 2015 throughout 2016 when the country did have so many problems and negative happenings. Table 5 indicates the statistics on Turkish tourism during the period/years of 1980-2017.

Table 5: The Statistics on Turkish Tourism [1980-2019]

Date/Year	Number of Tourists [Million]	Tourism Income Billion [\$]	Average Expenditure Per Capita [\$]	Date/Year	Number of Tourists [Million]	Tourism Income Billion [\$]	Average Expenditure Per Capita [\$]
1980	1 288 060	326 654	253	2000	10 428 153	7 636 000	764
1981	1 405 311	381 268	217	2001	13 450 127	10 450 728	777
1982	1 391 717	370 320	266	2002	15 214 514	12 420 519	816
1983	1 625 099	411 088	253	2003	16 302 053	13 854 868	850
1984	2 117 094	840 000	396	2004	20 262 640	17 076 609	843
1985	2 614 924	1 482 000	566	2005	24 124 501	20 322 111	842
1986	2 391 085	1 215 000	508	2006	23 148 669	18 593 950	803
1987	2 855 546	1 721 117	562	2007	27 214 988	20 942 501	770
1988	4 172 727	2 355 295	567	2008	30 979 979	25 415 067	820
1989	4 459 151	2 556 529	570	2009	32 006 149	25 064 481	783
1990	5 389 308	3 225 000	621	2010	33 027 943	24 930 996	755
1991	5 517 897	2 654 000	519	2011	36 151 328	28 115 694	778
1992	7 076 096	3 639 000	533	2012	36 463 921	29 007 003	795
1993	6 500 638	3 959 000	668	2013	39 226 226	32 308 991	824
1994	6 670 618	4 325 000	674	2014	41 415 070	34 305 904	828
1995	7 726 886	4 957 000	648	2015	41 617 530	31 464 777	756
1996	8 614 085	5 962 100	748	2016	31 365 330	22 107 440	705
1997	9 689 004	8 088 549	876	2017	38 620 346	26 283 656	681
1998	9 752 697	7 808 940	876	2018	39 566 327	29 512 926	647
1999	7 485 308	5 203 000	736	2019	45 058 286	34 520 332	666

Source: Turkish Statistical Institute [TUIK], 2019; Association of Turkish Travel Agencies [TURSAB], 2019

2.4. THE IMAGE OF TURKEY AS A TOURISM DESTINATION IN INTERNATIONAL TOURISM MARKET

The image of the countries is considered as one of the most strategic factors as well as their population rate, economic situation, geopolitical positions and lastly, military forces (Gültekin, 2005:127). The ever-increasing fierce competition among the countries and in particular to tourism destinations to have a bigger share from the international tourism revenues/receipts has become inevitable owing to the increasing importance of the tourism industry, which necessitates tourism destinations worldwide to develop an effective and elective plan for both marketing and strategy (Baloğlu and Mangaloğlu,2001:1).The increasing revenues in the tourism industry worldwide and the harsh competition did urge all tourism destinations across the globe to construct a favored destination image to attract more tourists internationally across the globe and thus, they did need to diversify their image to have a competitive edge among one another (Şahin and Baloğlu, 2011:69).

In today's competitive world with the advancing technological possibilities and competitive environment, the consumers do have a wide range of alternative options when to make a preference/choice. The tourism industry is not exempted from this. There are many alternative tourism destinations with the same climate, which offer similar products and services for the potential tourists and they compete fiercely to get more of the tourism market share (Ateşoğlu and Türker, 2013:120). Therefore, it is of utmost crucial from the point of tourism destinations to differentiate themselves from their possible rivals in the market and to have an advantageous position in the minds of possible future tourists by positively improving memorable image (Gnoth, Baloğlu, Ekinici and Sirakaya-Türk, 2007:339).

The importance of destination image and branding has increased dramatically in recent years and the nations, countries, cities and lastly, tourism destinations do regard the requirement to promote themselves in the international market (Alvarez, 2010:129; Baloğlu and Mangaloğlu, 2001:1). Additionally, to create and to manage a favorable destination image and destination personality in the market's competitive environment has become important in terms of effective product and service positioning (Hosany, Ekinici and Uysal 2006:5).

In addition, in order to achieve its organizational goals, it is vital for all tourism destinations and even for the countries to generate, manage and differentiate an image correctly and all tourism destinations ought to understand the image perceived by the present and potential future tourists, particularly the international ones (Ateşoğlu and Türker, 2013:117; Şahin and Baloğlu, 2011:69).

According to the Turkish Industry and Business Association [TUSIAD], there are several factors playing an important role in the formation process of the image of countries. These factors are mainly religion, language, traditions, history, customs and practices, commercial products and political and economic structure of the countries. Besides, the demographic and personality characteristics of the people assessing the country also do change how they interpret the previously held and recently acquired information on the countries. These independent variables on the country image may affect diversely in the light of information gathered from alternative resources. The information obtained from opinion leaders and people' immediate environment as well as the news taking coverage in both print and visual media, play significant roles on how the country image shapes itself. However, people' personal experiences with the country and its local residents stand out as one of the most important drivers. The country image, generated as a result of all these interactions, do determine the attitudes and behaviors people would perform on various issues in relation to that country (TUSIAD, 2018).

There is no accepted general definition of the image that is supposed to be the result of an individual perceiving the impressions of an object, institution or person. Therefore, every definition, which was made for the image concept, emphasizes the different aspects of the image. According to the Turkish Language Society [TLS] (2018), the image is identified as the similar thing of an object reflected the conscious, which do sense organs perceive from outside (TDK, 2018). Conversely, a number of researchers made the definition of the image in various ways. For instance, Barich and Kotler (1991) did provide a definition of the image as *“the sum of beliefs, attitudes and impressions that a person or group has of an object”*.

Kotler (1994) defined the image as *“net results of a person’s beliefs, ideas, feelings, expectations and impressions about a place”*. Further, Ahmed (1996) did suggest that the image itself is *“an internalized, conceptualized and personalized understanding of what one knows”*. Ateşoğlu and Türker (2013) identified the concept of image as *“the perception of an object, a corporation, an institution or a person”*. Lastly, Gültekin (2005) described the image as its perception type by the outer target groups of people, the overall impressions it has made on the international platform, its dignity and reputation, support it was given in the international matters and its all of the images it created based on the sympathy.

Regarding the destination image’s definition, there are also several definitions, which various researchers have made in previously conducted studies. For instance, the definition of Crompton (1979) is a widely accepted one such as follows; *“the sum of beliefs, ideas and impressions that a person has of a destination”*. Taşçı, Gartner and Çavuşgil (2007) did provide an integrative definition, suggesting that *“destination image is an interactive system of thoughts, opinions, feelings, visualizations and intentions toward a destination”* in their extensive review of the literature. Further, Alvarez and Korzay (2008) defined the destination image as *“the individual’s overall perception or total set of impressions concerning a place”*.

According to Anholt Nation Brands Index [NBI], the image of a country accounts for the sum of ideas, beliefs, judgments and impressions which people have about a particular country that depends on national wealth, development level, cultural progress and infrastructure quality (NBI, 2018). Every person, object or corporation does have an image, which is perceived by its environment whether it is orientated consciously or developed instinctively. The countries especially tourism destinations have also an image consisting of several things including the social, political, cultural, economic, geopolitical characteristics that they do reflect toward other countries and ensure for tourists to shape their image perception as well as objects and corporations (Ateşoğlu and Türker, 2013:1).

As an important driver, which influences destination choice, perceived quality, tourist behavior and tourist satisfaction which were derived from the consumption of a holiday experience, loyalty and word of mouth when to make marketing of a place, the importance and sensitivity of destination image were stressed by various tourism academics (Alvarez, 2010; Alvarez, et al., 2009; Alvarez and Korzay, 2008; Prayag, 2008; Taşçı, et al., 2007; Taşçı, et al., 2006; Öter and Özdoğan, 2005; Bigne, M.I. Sanchez and J. Sanchez, 2001; Um and Crompton, 1990).

According to Gartner (1996), the destination image is supposed to involve both one effective component—feelings towards the tourism destination and one cognitive component-factual information about the tourism destination. The destination image of any country can be generated via multiple pathways that range from purely organic to psychological. Investments when to image collaboration and activities between the media, the private and the public sectors of the country are efficient in generating positive images and associations (NBI, 2018). Besides, the commercial information that sources from the tourism destination and other information sources independently such as media and school materials, as well as the personal drivers of an individual such as; previous experience and socio-demographic characteristics, might also shape the destination image (Taşçı, et al., 2006:81).

The Anholt Nation Brand Index generates a starting point and a reference to comprehend the perceptions concerning a country. The Country Brand Index ranked the first 10 countries as follows in 2017; Germany, France, UK, Canada, Japan, US, Italy, Switzerland, and Sweden. However, Turkey's rank was 43 out of 50 countries (NBI, 2018). This ranking depends on varying dimensions that involve governance, cultural brand, exports, tourism brand, people brand and immigration and investment brand. Although Turkey is located in the Mediterranean region and has been successful as one of the most leading tourism destinations over the past 30 years with its highly rich tourism resource base that might equal and quite possibly exceed those of other Mediterranean countries including Greece, Italy and Spain, the country did not reach its organizational goals consistently as proofed by fluctuating numbers in international tourism revenues and a small share of the tourism market internationally (Sönmez and Sirakaya, 2002:185-186).

In this sense, it could be said that this discrepancy may be attributed to Turkey's image in the minds of international tourists which does generate one of the most crucial problems of Turkey as a country. A significant amount of study was conducted on the subject of Turkey's image as a tourism destination and did uncover similar findings (Taşçı, et al., 2007; Altınbaşak, 2004; Sönmez and Sirakaya, 2002; Baloğlu and Mangaloğlu, 2001).

The afore-mentioned academic studies/research unearthed that Turkey is largely influenced by negative stereotypes, connotations and negative brand biases. A number of factors made contribution to the emergence of this situation, involving political, historical, cultural, economic and geopolitical issues (Alvarez and İnelmen, 2009:42; Taşçı, et al.,2007:1539; Sönmez and Sirakaya, 2002:188). The terms such as *Ottoman, Turk and Roum* [Anatolian] were used to describe the Turkish social communities of Turkey from a historical perspective (Alvarez, 2010:129). The early images of western people on Turks often have connotations negatively (Aybet, 2003).

For example, *Marco Polo*³ describes *Rude and Intelligent Turks* (Güvenç, 1995) or Italians unveil their fears and the necessity to flee as *Mamma, i Turci* [Mother! The Turks] and *Fumare come un Turco* [smoke like a Turk] evoking an unwholesome custom typical of international people, *Parlare Turco* [speak Turkish] account for an unknown and entirely incomprehensible language (Boria, 2006:486). The expression *Mum! The Turks are coming* does reflect the image of the Barbarian Turk in Spanish community (Öztürkmen, 2005). Some western people still do generate an idea about Turkey based on feature films particularly *Midnight Express or Lawrence of Arabia* (Zaim, 2000). The British and American foreign policy as documented by the Vander Lippe (1997) boasted a Turkish image as barbaric enemies of civilization in terms of economic and strategic considerations, which resulted in the stereotype of the *Terrible Turk* image for political considerations (Yarcan and İnelmen, 2006:306).

³ **Marco Polo:** An Italian merchant, writer, adventurer and explorer [born January 8, 1254, Venice, Italy-died, January 8, 1324, Venice, Italy] famous for the book *The Travels of Marco Polo* which depicts his experiences and voyage in Asia from 1271 to 1291(Wikipedia Encyclopedia, 2018).

The perception of the *Turk* was shaped throughout the centuries, particularly during the era of the *Ottoman Empire*⁴, which extended its borders in Europe to the gates of Austria heyday. The long presence of the Islamic tradition of Muslim Ottoman identity in the Balkans did cause an unfavorable image among the European people. A profound feeling of fear, anxiety and apprehension concerning Turks, an image of a cruel Turk, who should not be relied on happened because of the incursions and wars by the Ottoman Empire into the European countries and the Balkans for centuries. Therefore, Turks generally have a popular negative image in Europe, focusing on the differences between Muslims and Christians and these perceptions intend to puzzle Turkey with an entire civilization: Islam rather than standing for a specific national group particularly from the late 14th century to the beginning of the 20th century (Boria, 2006:487-488). Furthermore, Turks who migrated to other countries also contributed to the shaping process of the perceptions and image concerning Turkey with their life styles in the last decades (Ateşoğlu and Türker, 2013:121; Alvarez, et al., 2009:404).

According to Yarcın (2007), the geopolitical factors also did affect Turkey's image seriously as well. As a country, Turkey constitutes a good example of this; it is the geographical situation, coupled with the consequent wars in the Balkans and the Middle East, contributing to an image of insecurity and instability. The geopolitical location of Turkey defies a clear delineation of the country's image. Despite its 99 % Muslim population, it is not possible to describe Turkey as a typical Middle Eastern Islamic country. As a country, Turkey is positioned in accordance with the definitions of various resources. For instance, according to the United Nations World Tourism Organization [UNWTO] and Organization for Economic Cooperation and Development [OECD], Turkey is located in Europe; in accordance with the definitions of other resources including the United Nations [UN], Turkey is situated in the Middle East or Asia. Therefore, the questions arise such as follows; where does Turkey belong in the potential future tourists' mind? Is Turkey in the Europe? Is Turkey in the Balkans? Is Turkey Oriental or Western? (Taşçı, et al., 2006:91; Sönmez and Sirakaya, 2002:188).

⁴ **Ottoman Empire:** The Ottoman Empire was one of the largest, mightiest and long-lasting [spanned more than 600 years] empires that ruled large areas of the Eastern Europe, the Middle East and North Africa in world history. Ottoman Empire, founded by Turkish principalities in Anatolia [Asia Minor] grew to be one of the strongest states in the world during the 15th and 16th centuries and ended in history only in 1922 when it was displaced by the Turkish Republic (Wikipedia Encyclopedia,2018; BBC, 2018).

For this reason, Turkey is mostly related to other Muslim-populated countries in the region geographically, particularly with the Arabic-inhabited countries because of its Muslim population and culture as well (Tolunguç, 1999; Ger, 1997) and thus, Turkey is regarded to be more similar to the Middle Eastern countries including Iran, Egypt, Syria, Iraq, Algeria and Morocco than the other neighboring Mediterranean countries involving Spain, Greece and Italy. This ended up in the being conferred mystical, oriental and Islamic connotations for Turkey as a country (Taşçı, et al., 2007 :82; Öztürkmen, 2005:606). Additionally, the regional wars and systematic terror activities initiated by various terrorist organizations particularly by an armed Kurdish Separatist Organization *PKK*⁵, which campaigned against Turkish Republic and its governmental institutions, with a specific stress on the tourism industry, especially in the 1980s and 1990s also contributed to an unfavorable image of Turkey among the European people (Sönmez and Sirakaya, 2002:195).

The modern image of Turkey is shaded by the stereotypes that date back the Ottoman Empire with the connotations of the political events and largely medieval wars emphasized by both religious and cultural differences between the western world and Turkey (Taşçı, et al., 2007:82). In addition, the political circumstances within and around Turkey might be kept responsible for some of Turkey's problems. Turkey's low level of tourism growth in the international tourism arena in the 1960s and 1970s was attributed to international political problems, unrest and uncertainty [the 1960, 1970 and 1980 military coups].

⁵ **PKK:** The Kurdistan Workers' Party or PKK [Turkish: Kürdistan İşçi Partisi; Kurdish: Partiya Karkerên Kurdistanê] is a separatist armed organization that has been fighting the Turkish State and carrying out terror attacks on security officers and civilians since 1984 (TRT World News, 2017). The PKK, which was originally emerged as a Marxist-Leninist utopia but then, evolved into an ethnicity-based group, is recognized as a terrorist organization like *Daesh* and *Al Qaeda* by a number of countries and international public bodies including Turkey, the European Union and the United States. It engaged in serious crimes and terror acts against humanity including suicide attacks, civilian killings, forced recruitments, drug and human trafficking, ethnic cleansing and the recruitment of children in armed conflicts. The Kurdistan Workers' Party [PKK], posing a major threat to universal democratic and humanitarian values, to peace both regionally and internationally and security and operating under the umbrella of the Kurdish Communities Union [KCK] targets to disrupt state structures in Turkey, Syria, Iran and Iraq. The PKK killed thousands of civilians including children and women in Turkey via the violent terror attacks it organized over the past 35 years (Sarı and Tinas, 2018:5-6).

For instance, Turkey was to cope with various challenges abroad in the 1970s, which involved the Turkish-Greek ethnic conflict in Cyprus, which ended up in Turkey's military deployment of troops and intervention to the island [making Turkey to be discerned as the aggressor], the U.S.-Turkish debate over the hashish farming that attracted much negative attention internationally to Turkey in the 1970s (Sönmez and Sirakaya, 2002:187).

In a similar way, the devastating August 1999 earthquake did have impacts on tourism industry which were felt not only throughout the remaining months of the 1999 tourism season but also in the early months of 2000 as well, following the reports of the repeated aftershocks and global media images of the devastation (Sönmez and Sirakaya, 2002:188). The other negative incidents that harmed the image of Turkey in one way or another were the Gulf Crisis in 1991, the NATO-Serbia conflict in Serbia /Kosovo in 1999 and lastly, the US operation in Iraq in 2002. Apart from the above-given information, the media is also a significant driver when to shape the international image of Turkey about international problems or conflicts with the close neighbors (Sönmez and Sirakaya, 2002; Ger, 1997). The coverage in the media of Turkish safety and political issues involving instability and Islamic fundamentalism in the political arena, human rights concerns, terrorism and the conflict with Greece over Cyprus in the 1970s and the Turkish government's reaction to allegations/claims of Armenian Genocide did shape the perceptions concerning Turkey as well (Sönmez and Sirakaya, 2002:195; Manco, 1999:6).

A wide range of scientific articles concerning Turkey as a country has appeared in the international press in the previous years. Some of these articles were written in relation to economic issues, Turkish tourism and its historical development whether they are positive or neutral as well as appearing in the media. On the other hand, there are a great number of negative articles from the academic perspective were written and published on the Armenian issue, the situation of Kurdish people, the Cyprus conflict and the need for the legal reforms as well (Altınbaşak and Yalçın, 2008:8).

In parallel to the films, news and other audiovisual media were important when to shape Turkey's image as a country worldwide. A number of research uncovered the negative impacts of the films including *Midnight Express* which derived from the controversy over hashish farming in 1978 [an excessively damaging and biased profile of the Turkish drug laws and prisons] on the image of Turkey (Taşçı, et al., 2006:80; Sönmez and Sirakaya, 2002:195). In Spain, *La Pasion Turca*, a comparatively more recently-made film that indicated the exotic and oriental sides of Turkey, did have an important influence on how the Turkish people and Turkey are perceived/seen. On the other hand, the films that display historical events and happenings that happened on the territory of Turkey including *Troy* were not associated with Turkey by the public generally (Alvarez, 2010:130).

As a tourism destination and country, the image of Turkey was so vital and thus, Turkish governments noticed this importance in terms of international tourism as well as international relations with the other countries around the world. For instance, in the late period of the Ottoman Empire, the important activities to build image were realized including sending a ship full of significant officers overseas. *Mustafa Kemal Atatürk*⁶, the founder and the first president of the modern Turkish Republic following the collapse of the Ottoman Empire continued to undertake these activities to manage the image even during the Turkish War of Independence in the 1920s (Taşçı, et al., 2006:81-82).

In today's world, the concepts of creating an image and its management are not only considered in terms of products, persons or institutions but also in terms of the countries as well. For the countries to have or gain international prestige and dignity and to keep their existing dignity, it is highly important to manage the image of the country (Ateşoğlu and Türker, 2013:117).

⁶ **Mustafa Kemal Atatürk:** Mustafa Kemal Atatürk, one of the greatest figures of the 20th century, the first president and founder of the Turkish Republic [born March 12, 1881, Salonika or now Thessaloniki, Greece in what was then the Ottoman Empire-died 10 November 1938, Istanbul, Turkey] and father of modern Turkey and all Turks who emerged the ashes of the Ottoman Empire to establish Turkey as a modern, secular and sovereign republic through instituting a series of sweeping reforms. Atatürk was not only a commander in-chief- leading the War of Independence successfully but also was a genius statesman and brave leader who did work for the happiness of the Turkish nation tirelessly and the independence of Turkey (The Presidency of the Republic of Turkey, 2018).

For this reason, a considerable amount of money as funding is spent on promotional activities to manage image in tourism destinations around the world.

The basic condition for Turkey to have or get the share it deserves from the international market in the tourism industry mainly does depend on creating a positive image which can be expressed as the identity of the country in terms of many aspects (Ateşoğlu and Türker, 2013:118). However, Turkey's image which is very important for Turkey in terms of its geographic and political position and its people are still not at the desired level, particularly in the western world despite the various tourism assets and values including its rich cultural, historical and natural heritage and several other decades of tourism development (Taşçı, et al., 2007:79).

There is either a relatively negative image or a lack of image cited as one of the factors/drivers among the several others in Turkey's international tourism arrivals and revenues/receipts relative to other Mediterranean tourism destinations (Taşçı, et al., 2007:79; Avcıkurt, 2010:12; Sönmez and Sirakaya, 2002; Baloğlu and Mangaloğlu, 2001; Tolunguç, 1999; Baloğlu and McClearly, 1999; Baloğlu and Brinberg, 1997).

Turkey did have a significant role in the modern world after following the establishment of the modern republic, which does have a rich natural, cultural and historical heritage and is visited annually by millions of people coming from various countries across the globe. However, due to the above-mentioned factors, a number of various academic studies which investigated the image of Turkey confirmed that this country has at best a *Garbled Image* (Manco, 1999:21), *A Distorted Image* (Taşçı, et al., 2007:1529; Sönmez and Sirakaya, 2002:185) and is viewed negatively in some particular target markets including the Europe and US (Ateşoğlu and Türker, 2013:121 ;Sönmez and Sirakaya 2002:195).

2.5. SAFETY AND SECURITY CONCEPTS

The author thinks that to explain the concepts of safety and security is important since they do have similar meanings and they are often used interchangeably and confused in the academic literature. These two concepts have a different meaning distinctively. For instance, Aras (2017) does clarify that safety means protecting yourself by taking the necessary precautions/measures personally against possible risks and threats whereas the security refers to protecting as an asset through taking the required measures with the physical and electronic pieces of equipment and duties fulfilled by human beings. In other words, the security concept is utilized to express protection by providing public services via the general police force or private security services.

According to Mekinc and Cviki (2013), there is a distinctive difference between safety and security concepts and this difference is explained as follows; whilst the safety concept accounts for the things/work carried out to protect against the accidental random happenings, the security concept refers to protect the things/work done to protect against intentional incidents. Besides, the concept of safety is defined as the requirement of being guarded/protected from or impossibly to cause risk, danger or injury while the concept of security accounts for the status of being free from threat or danger (Oxford Dictionary of English, 2017).

Lastly, safety stands for the status of being safe, the requirement/necessity of being guarded/protected from harm or other undesirable outcomes and consequences. Besides, safety does mean the control of known hazards and dangers to manage to achieve an acceptable level of risk. On the other hand, security stands for the freedom from or resilience against, potential hazard or other undesired compelling change from external forces (Wikipedia Encyclopedia, 2017).

2.5.1. Safety and Security in Tourism Industry

Throughout history, the concepts of both safety and security have been always crucial requirements in terms of the tourism industry. The concepts of both safety and security were so important that the *Greek Poleis*⁷ suspended all warfare during the Ancient Olympic Games for the duration of the games (Kovari and Zimayni, 2010:59). In today's world, understanding how potential tourists especially, international ones perceive the concepts of safety and security related to tourism products and services happens as an important global issue across the globe. Particularly, this is crucial in the current socio-economic and political situation when tourists particularly, international ones are to face an increasing risk while traveling away from home (Reisinger and Mavondo, 2005:212). These two concepts constitute a long-standing concern for both domestic and international tourists globally (Smith, 1999) and have always been highly important for the tourism industry. They have been imperative for any tourism destination around the world and might result in missing the keen competition for the tourist dollar (Boakye, 2012:327).

Tourism is usually referred to as a propulsive force for a country, region or city and its attractiveness is defined as a particular property of a site, town or area that involves the tourism value, accessibility level and degree of tourism development. However, it does worth remember that the concepts of safety and security are important drivers when to make the decision to choose a tourism destination in the contemporary world (Lisowska, 2017:33). These concepts are the *conditio sine qua non*⁸ to develop the tourism industry of any country, region or tourism destination and thus, the main drivers to determine its growth. Free from these concepts, no tourism destination might successfully compete in the fiercely competitive international generating markets, even if they have the best quality and most attractive natural and built attractions presented in their marketing campaigns globally (Cavlek, 2002:478).

⁽⁷⁾ **Poleis:** A polis [Plural: Poleis] means city in the Greek Language literally. As a typical structure of a society in the Ancient Greek world, a polis constituted an urban center, usually fortified and with a blessed center constructed on a natural acropolis or harbour, which guarded a surrounding territory of a land (Wikipedia Encyclopedia, 2018; Ancient History Encyclopedia, 2018).

⁽⁸⁾ **Conditio Sine Qua Non:** Sine qua non or condicio sine qua non [plural: condiciones sine quibus non] is an irreplaceable essential action, circumstance, requirement or ingredient which was essentially one Latin legal expression for a requirement without which it might not be or but for or without which there is nothing (Wikipedia Encyclopedia, 2017; The Free Dictionary, 2017).

Nearly, all tourism destinations tend to present and market themselves as a paradise. However, the reality reveals something different that tourists particularly, international ones might become victimized on a daily basis and there may emerge a tendency for various crimes happening to varying types of tourists in the same geographical space (Holcomb and Pizam, 2006:105).

According to Aksu et al., (2013), the tourism industry is a highly sensitive and fragile industry especially to the lack of safety and security perceptions that make the safety and security concepts are vital for the industry. The main sources of concern are as follows; terrorism, crime, food safety, natural disasters and health-related issues as well. However, these issues only have started to gain more visibility in recent years (Breda and Costa, 2005:2) particularly, following the terrorist attacks that happened on *11th September 2001*⁹ serve as a severe reminder concerning the vulnerability and fragility of the tourism industry in general (Pizam, 2002:1). As one highly fragile and vulnerable industry, the tourism industry is based on a number of drivers to encourage and discourage including stability politically and the most important safety and security guarantee (Amir, Ismail and See, 2015:124).

In recent years, the industry of tourism has been undermined heavily by the increasing lack of safety and security matters. This driver has been defined as one of the five drivers/factors which caused changes in the tourism industry (Breda and Costa, 2005:2). The increasing crime rate and lack of safety and security do put the tourism industry at great threat risk. It is almost impossible for tourism phenomenon to develop in tourism destinations, which are perceived as unsafe and insecure ones by the tourists particularly international ones. For the development of any tourism destination, region or country, to keep the safety and security of tourists particularly international ones are the primary conditions to survive and keep the sustainability (Reisinger and Mavondo, 2005:212).

⁹ **11th September 2001:** A number of four coordinated terror attacks by the extremist terrorist group *Al-Qaeda* against the United States. In September 11, 2001, suicide hijackers had control of 4 United States [US] commercial airplanes and crashed them, respectively, into the Twin Towers of the World Trade Center [WTC] in New York City, the Pentagon in Washington, DC and in an area in Somerset County, West of Pittsburgh, Pennsylvania. Almost 5000-6000 people lost their lives as a result of these terror attacks. The cost of the tragedy was estimated from the point of rebuilding, at approximately \$ 105 billion and affected the tourism industry in the US dramatically with immediate decreases in airline passenger loads of 50 % and more and similar decreases in hotel occupancy (Goodrich, 2002:573).

Furthermore, Baker and Stockton (2014) state that the tourism industry principally does thrive only under peaceful circumstances. In addition, the necessity for safety and security is a well-known innate trait of human nature as well (Maslow, 1954). Thereby, the anxiety about personal safety and security considerably restrained travel to hostile tourism destinations around the world (Edgell, 1990).

A number of factors/drivers always disrupt international travel such as political events, military actions and crime, etc. Upon flaring up any negativity in a tourism destination, region or country where tourists plan to visit, international tourists are likely to change their plans and choose somewhere else. For example, thousands of international tourists planning to visit the Middle East and Africa preferred to call off their holidays and travels and went to Europe instead following the Gulf War. In a similar way, when the ethnic struggle in Yugoslavia broke up, the country lost millions of foreign exchange since thousands of international tourists diverted to other tourism destinations located in the Mediterranean basin to prevent fighting and conflict (Jones, Openshaw and Robinson, 2000:4).

For the last two decades, the concepts of safety and security have obtained more significance in the tourism industry. The changes that happened globally during this period in the world caused huge impacts (Nwokorie, Everest and Ojo, 2014: 35). For instance, a number of negative happenings including local wars, natural disasters, terrorist attacks, epidemic, etc. resulted in a dramatic fall in security. These negativities did manage to show the vulnerability and fragility of the tourism industry both on regional and global levels clearly (Kovari and Zimayni, 2010:59).

Tourism contributes to global peace as much as it benefits from it (Cavlek, 2002 :478). Pizam (1999) points out that every minute of any day, a violent action or a crime happens at a tourism destination somewhere in the world. At the same time, denying that many different types of safety and security-related risks exist together in daily life in public and within the tourism industry as well. However, there exists one important difference; people seldom change their place of living but nothing can make them have one holiday in a tourism destination, which they discern insecure and unsafe place (Cavlek, 2002:478-479).

To provide the safety and security of tourists especially, international ones in tourism destinations is not only an important issue but also one crucial driver to retain a high number of tourist arrivals both domestically and internationally from the point of tourism destination, region or country (Rathnayake and Wijesundara, 2015:1; Anuar, Bookhari and Aziz, 2012:477).

According to George (2003), when tourists feel unsafety or threat in a tourism destination; they might develop some negative reactions/ attitudes towards the tourism destination and indirectly are likely to ruin tourism thereby causing a decline in the number of tourist arrivals both domestically and internationally. International tourists' risk perceptions and feelings of safety and security issues while traveling seem to have stronger impacts on avoidance of tourism destinations than the probability of traveling to them. Accordingly, the feeling of being not safe and threatened during stay may make them likely not to return to the same tourism destination in the future (Barker, Page and Meyer, 2003:765).

Any source of threats or risks to personal safety, no matter they are real ones or perceived do affect the potential future tourists' travel decisions, which may influence the tourism destination's image negatively and endanger seriously the sustainability and viability of the industry, hence making a contribution to the distortion of the both tourism products and services as well as directly influencing destination choice and satisfaction with the tourism experience (Swarbrooke, 2002:165; Cavlek, 2002:480). Furthermore, Reisinger and Mavondo (2005) do stress that there is no possibility for the tourism phenomenon to be enhanced and developed in places that are perceived as not safe. They also emphasize that the concepts of safety and security are the primary requirements in terms of the tourism development in any country, region or tourism destination.

A variety of factors influence where tourists choose to go on vacation. The safety or perceived safety of the tourism destination is one of these factors since international tourists are not willing to be concerned about the probability of any negativity when on holiday (Allen, 1999:7). In other words, holidaymakers and international tourists do take a number of points into consideration while making the decision on a tourism destination and safety and security are one of these points (Mopeli, 2009:26).

According to Sönmez and Graefe (1998), the international tourists' perceptions related to safety and security issues possess a great influence on their intention to travel internationally and lack of safety and security makes them prevent from traveling to some specific tourism destinations. For instance, Brunt, Mawby and Hambly (2000) carried out a research to investigate the factors that influence tourists' decision to make preference one tourism destination over another. The research findings uncovered that approximately 52,3 % of the informants stated that safety in a tourism destination was highly important. Therefore, safety ranked as the sixth out of eleven potential decision variables. Another research carried out by Kozak, Crofts and Law (2007) unearthed that the majority of tourists were more possibly to change their travel plans to a tourism destination with elevated risks and thus, international tourists do seem to be sensitive towards the emergence of any type of risk in their evoked tourism destinations.

Likewise, Mopeli (2009), states that safety and security concepts in any tourism destination are highly important and regarded as one of the main drivers that play a significant role in tourists' choice where they want to go on vacation. Supposing that the potential international tourists felt unsafe or perceived possible risks, they may have negative feelings/impressions about the tourism destination. This may have a damaging effect on the tourism demand in the tourism destination and might cause a decrease in the number of tourists particularly international ones and the amount of tourism demand internationally to that tourism destination. As a result, the potential tourists may have negative attitudes in the following ways; [i] they might make a decision not to visit that tourism destination in the future since it is being notorious for having a high crime rate and being unsafe and insecure, [ii] they may not participate in the activities taking part out of their hotel, [iii] they might not have a willingness to make a repeat visit and make recommendation the destination to family members or friends following the return to their homeland country (George, 2003:577).

Moreover, international tourists' intentions are significantly influenced by the perceived risks and protection of safety. For any tourism destination when perceived less safe by the tourists; the potential tourists might pursue travel plans, change the destination preference to choose alternative destinations that involve less risk, change their travel behaviors or receive extra information on the condition that they decide to continue their travel plans (Reisinger and Mavondo, 2005:214; Cavlek, 2002:480).

Because, no tourist would like to visit a place if s/he thinks that it may be risky as they highly do care for their personal safety and the security of possessions and belongings (Swarbrooke, 2002:165).

According to UNWTO (1996), the concepts of safety and security are crucial to provide quality in tourism more than any other economic activity. Even, the failure or success of a tourism industry in a particular destination, region or country does depend on being able to provide a safe and secure environment for the tourists, particularly for international tourists (Breda and Costa, 2005:1). On the other hand, the concepts of both safety and security are accepted as the primary conditions in terms of a prosperous tourism industry in any tourism destination, are very important both in terms of the tourists' having a peaceful and pleasant atmosphere and quality in tourism experience during vacation, while choosing the destination and directly influences decisions in the international travel (Lisowska, 2017:33; Bayhan and Ünlüönen, 2016:1; Aksu et al., 2013:744; Anuar, et al., 2012:477; Taşçı and Boylu, 2010:179; Mawby, 2010:110; Seçilmiş and Ünlüönen, 2009:65; Strydom and Nel, 2006:169; Breda and Costa, 2005 :3; Jones, et al., 2000:4; Brunt and Hambly, 1999:3).

Many researchers emphasized that to look for safety on holiday is an expected and necessary condition/requirement for all tourists in any tourism destination around the world. Therefore, tourism destinations that develop notoriety such as being not safe and insecure might be easily displaced by alternative tourism destinations which are discerned safer by international tourists (Baker and Stockton, 2014:3-4; Baker, 2014: 58). On the condition that international tourists are narrowed down to two alternatives to make a choice, which promise similar facilities and benefits, the tourism destination, which is safer than the other one having less threat or any other type of risk and being less costly, is probably to be chosen by the tourists (Mawby, 2000:110).

In any tourism destination, there may happen some negativities such as political and economic instability, risks related to the environment, food and health, terrorist attacks, theft, purse snatching, seizure by violence assault and other various types of harassment, which do harm the image of the tourism destination and cause a decrease in the amount of tourism demand to that tourism destination.

Furthermore, the previously mentioned negativities strengthen risk perceptions of international tourists and might cause tourists to have negative perceptions towards tourism destinations (Aksu et al., 2013:744; Mopeli, 2009:13).

In general, tourists whether they are domestic or international do not want to be bothered with the negativities while they are having vacation. More generally, the idea that the image of any tourism destination is an important factor in choosing where to go on holiday is mostly supported. To make tourists do have safety and security both before and during a holiday is a critical driver in terms of international competitiveness of any tourism destination as tourists always consider multiple alternatives while they are making their plans (Boakye, 2012:328; Kozak, et al., 2007:234; Huan and Beaman, 2004:178). Conversely, lack of safety and security may result in negative image, which may damage tourism and travel industries because of its unpreventable nature via the word-of-mouth communication negatively irrespective of the provision of high quality of tourist attractions (Kozak, et al., 2007:234; Lepp and Gibson, 2003:607; Pizam, 2002:1; Goodrich, 2002:577).

The concepts of both safety and security are critical factors when to determine the competitiveness of any tourism destination around the world. Tourists are likely to be discouraged to travel to risky countries and regions, which stand for any tourism destination with a low level of security perception, will attract less and fewer tourists and investors worldwide (Costea, Hapenciuc and Stanciu, 2017:3-4; Altındağ, 2014:1-2). More generally, the destination image does have one dispiriting influence on the probability of international tourists to visit places discerned under threat when viewed from the risk and safety perspective. For instance, international tourists who perceive terrorism as one traveling risk will probably not visit the Middle East (Sönmez and Graefe, 1998:121). In addition, Africa has a notorious image such as being an unsafe and insecure country with its health-relevant risks such as HIV, etc. Tourists perceive the continents such as Africa and Asia worse and not safer than Australia and Europe owing to health-related risks resulting from the supply of water quality and poor food (Lepp and Gibson, 2003:607).

In today's modern world, tourists do perceive risks including; they may become a victim of natural disaster, health-relevant hazard, terrorism or international conflict more than ever before (Reisinger and Mavondo, 2006:13). There are a number of various types of crime-related offenses, which tourists might encounter including serious assault, rape and murder that gain a lot of media attention in recent years. On the one hand, tourists may be exposed to less serious crimes that include theft and harassment that does not gain much media attention. However, more tourists that are international might experience less serious crimes than the more serious sorts of crimes (Allen, 1999 :1). On the other hand, the terrorism and terrorists have negatively affected the tourism industry considerably in the world. As a result, the tourism industry might face some problems such as; unemployment, deflation, homelessness and a wide range of other social and economic-based problems.

The tourism industry makes such a big contribution to countries worldwide that any downturn in the system may be the cause of major concern for a number of governments around the world (Baker, 2014:58). Therefore, to provide quality in both products and services in the tourism industry, the concepts of safety and security have vital importance more than any other economic activity. Even tourism destinations' being successful or their failure is based on their providing an environment being safe and secure for tourists (Amir, et al., 2015:123; Nwokorie, et al., 2014:33; Baker, 2014 :58; Aksu et al., 2013:744; Kozak, et al., 2007:234; Breda and Costa, 2005:1).

Tourism changed the structure both socially and economically and it resulted in a rise in the crime rate in tourism destinations concurrently. According to Ryan (1993), the crime germane to tourism happens as the behaviors, which are on the contrary to local written laws or case law and stemmed from tourism-related activities in either the tourist receiving or tourist generating country (Wen and Li, 2015:111). In tourism destinations, international tourists generally encounter a wide range of crimes. There are some reasons, which trigger their experience with crimes. In short, tourists are seen as easy targets and preferred objects with lots of portable wealth in their pockets or in their rooms.

Besides, they are regarded as people having a less opportunity to report a crime due to the hassle/time involved. Providing that tourists report a crime, they will likely not recognize the perpetrator/s because of the racial differences and unfamiliarity, etc. On apprehending and bringing the assailant to trial, international tourists also have less chance to return as a witness to the country (De Albuquerque and McElroy 1999:971). Ryan's (1993) tourism-crime typology does suggest that there are five different types of scenarios. These scenarios are written below as follows; (Rathnayake and Wijesundara, 2015:1; Ajagunna, 2006: 255; Glensor and Peak, 2004:4-5; De Albuquerque and McElroy, 1999:970).

- *Tourists as victims accidentally who just happen to be at the wrong place at the wrong time and thus, is intentionally targeted as they are perceived as an easy object.
- *Locations as a criminogenic venue with its hedonistic culture, nightlife and myriad potential victims, some of the victims are inebriated and other victims are high on drugs.
- *Tourism industry from supply side occurs since tourists are prone to taking risks on holiday and less probably to observe security precautions that they generally adapt at home. As their number increases, so does local hostility to tourism. Therefore, it grows the willingness to rob, cheat or even assault tourists.
- *Tourists are seen as an important demand for deviant activities. Tourists escape for two weeks and indulge in self-destructive and anti-social behavior that could lead to crime such as drug taking and soliciting prostitutes.
- *Tourists are identified as certain targets for criminal activity, which includes the singling out of tourists for hostage taking/murder as they are thought legitimate targets as global capitalism symbols and are involved in a sponsored activity of the state, avowed enemy of terrorist groups.

There are a number of reasons, which explain why the international tourists are victimized in tourism destinations globally. First, tourists carrying big sums of money and other valuable belongings are perceived as lucrative targets. Second, they do have vulnerability because of being relaxed, off guard and sometimes careless while having a holiday. Finally, international tourists are always less potentially to report crime-related happenings or testify against suspected people, willing to prevent problems on their return trip back to the country (Levantis and Gari, 2000:961). Brunt, et al., (2000) do think that international tourists are rich people with money, particularly in poor countries. Therefore, they do become attractive targets for criminals locally.

Ryan (1993) does state that international tourists might partly be regarded as vulnerable and fragile targets to criminal victimization. Because they are certain with their appearances and may have many portable wealth items in their pockets or bags. Besides, Allen (1999) stresses that many factors that cause tourists' victimization more when compared with the local people, as tourists have obvious personal and behavioral characteristics that intent to make them desirable targets. For example, they usually do have large sums of money or other valuable items including jewelry and cameras that criminals could sell. Tourists sometimes fail to keep to simple measures in order to prevent crime or any other type of negativities, which involve assuring their property unattended, their car doors and the windows in their hotel are locked. In addition, tourists occasionally are engaged in activities and facilities that might increase the risk to be victimized including frequenting in nightclubs and bars at late hours or venturing into unknown parts of the community accidentally, which local people regard as unsafe and insecure. Even, some tourists also are engaged in events they would not do in their home country such as picking up strangers and purchasing drugs.

According to Glensor and Peak (2004), international tourists might also make contribution inadvertently to the problem via dangerous practices and excesses in leisure and sports activities, gaming, drinking and driving some of which is routine to their being victimized by; walking in isolated areas or dark alleys particularly at nights visiting dangerous places or having and flashing large sums of money, looking like a tourist [e.g. carrying a backpack, driving a rental car, consulting a map, appearing lost, etc.] and leaving valuable items in public view.

Additionally, international tourists are perceived as easy preys since they are often unfamiliar with the local destination areas and local situations and less probable to know safe and unsafe areas where they might be vulnerable and fragile to any source of negativity. Besides, they might become easily targeted for criminals as they are readily recognized as visitors and are not well equipped usually to ward off an attack (Ryan, 1993:185). Further, people intend to behave in a different way while they are having holiday; they are less concentrated, do not focus and possessing less alert as well as having the possibility to engage in risky behaviors (Garraway, 2002:45).

Ajagunna (2006) emphasizes that international tourists usually do have cash money, passports, luggage, cameras and become conspicuous preys, easily disposable pickings and when the people engaged in criminal activities are caught, little risk of legal action, as the majority of tourists do not stay long in the tourism destinations. Besides, tourists are more probable to manifest material wealth such as jewelry and cameras, are not aware of local customs, are easier to be deceived and are not familiar with the local currency (Garraway, 2002:45). On the other part, international tourists are also engaged in certain activities that enable their victimization. Holidays generally do consist of risk-taking behaviors being higher than normal which include unfamiliar parts and areas or venturing unknowingly into places of the community which local people consider dangerous and risky (Cavlek, 2002:489).

Another study that Harper (2000) conducted uncovered that international tourists are victimized because of many reasons such as; they visit a number of places, have fun, drink, lose their sense of danger and being too relaxed usually acting carelessly since they think that they are on vacation (Lisowska, 2017:35). Holcomb and Pizam (2006), think that tourists may become crime victims because of their way of getting dressed showing clearly that they are foreign tourists. Since tourists come to relax and to have entertainment, they sometimes regard personal safety issues at second place. They do not follow the normal measures they do mostly in their home countries. Besides, tourists mostly leave their valuable belongings in an open view in locked and unlocked vehicles or unprotected on a beach. Moreover, the rooms of the hotels where they stay are not guarded very well and money, jewelry and cameras are left unattended lying around in the rooms. As they are not familiar with their new environment, they might sometimes end up on desolated beaches or in some particular neighborhoods, which the majority of local people never go. They may accommodate drug peddlers, hustlers, harassers and assorted miscreants, thus, they open themselves up to probable victimization (De Albuquerque and McElroy, 1999:970-971).

According to Kovari and Zimayni (2010), since the beginning of the 1950s, the issues of safety and security concepts in both the tourism and travel industries came to the front via mass tourism development. The changing process of both safety and security concepts in tourism industry from 1950 to 2010, which the authors compiled is displayed in Table 6. Here are the reasons that determine the evolutionary process of mass tourism development.

- *Travel and tourism not anymore an activity of a narrow social class but the whole widening middle class is getting progressively involved in it. This is the direct result of the growth of personal incomes and free time in the developed countries.
- *Tourism scope covers more and more countries and regions in the world. Not only highly developed countries enabled to generate out-going tourism flows are getting involved in tourism but also countries from the so-called third world. For them, tourism is a part of their economic development strategy.
- *The rapid and scenic development of transport [aviation, automotive industry] contributed to the rise of geographical mobility.

Owing to the reasons that are written above, the concepts of both safety and security have obtained great importance in a dramatic way in recent years. Because the tourism industry turned itself into one of the biggest industries, which contribute to the GDP, employment rate [the number of people employed in the tourism industry] and amount of investments into the tourism industry, etc. in terms of economy in the world (Kovari and Zimayni, 2010:59).

Table 6: The Changing Process of Safety and Security Concepts in Tourism Industry [1950-2010]

PERIOD	MAIN CHARACTERISTICS	FEATURES & ATTRIBUTES
Mass tourism/1. 1950-1970	<ul style="list-style-type: none"> *Safety and security in tourism as one of the problems in tourism *Simplified approach in the perception of safety and security issues in tourism 	<ul style="list-style-type: none"> *Tourism security is a one or two-dimension notion. *Only a few elements of security issues are in focus (public safety, health safety, road safety, etc.). *Within the elements of safety and security, only a small number of factors were given importance (e.g. health and hygiene problems:a) drinkable water,b) necessity of vaccination,c) cleanness of toilets). *Security problems are localized in time and space. *Security problems may affect the image of a city or country but not the image of a whole region. *Travel-related risks and problems are not raised on the international level of the tourism industry (excluding international transport regulations). *Solving problems of security depends mainly on the regulations of the national authorities.
Mass tourism/2. 1970-1990	<ul style="list-style-type: none"> *Period of enlargement of security concept of tourism 	<ul style="list-style-type: none"> *Additional risk factors appear in travel and tourism. (airplane hijacking, terrorist actions as a tool of social struggle). *Threats to security reach a regional level in some regions of the world (the Middle East, Basque Country, etc.). *Beginning of a wider international cooperation related to security issues. *Technical improvements in safety (e.g. air transport). *WTO draws attention on safety, the security of tourists. (Hague Declaration on Tourism, 1989). *Compact but specific (that is to say not general) solutions are created (e.g. the case of El Al Israeli airlines).
Transition to Global Tourism 1990-	<ul style="list-style-type: none"> *Period of complex perception of security and safety in tourism 	<ul style="list-style-type: none"> *Numerous new elements appear within the tourism security issues due to the omnipotent factors of globalization meaning that national/regional economies, societies, and cultures become integrated through a worldwide network of communication (internet!), mobility (tourism!),trade of goods and services (personal data security, environmental security, natural disasters, pandemics, etc.). *Security of travel has become a global problem that we cannot disregard. *Number of destinations, situations and tourists affected by the lack of security is increasing. *Lack of security causes regional stagnation or decrease in tourist flows and even on a global level (9/11). *Basic changes in security concept in travel and tourism, understanding the necessity of common actions.

Source: Kovari and Zimayni, 2010:60

The safety and security concepts seem to continue in the progress of the 21st century and the tourism industry does remain vulnerable. The quality and quantity, which are provided for the tourism industry is a function of the amount of financial funds, assigned to that impact. Therefore, security for the tourism industry, in general, ought to be given a financial priority by governments to emphasize its importance (Nwokorie, et al., 2014:38). Besides, to know how international tourists perceive a tourism destination will provide an advantage while applying the marketing strategies in the tourism industry and making contribution to the creation of both effective and constructive policies related to security and safety in the tourism industry (Aksu et al., 2013:744).

Glensor and Peak (2004) think that for a successful tourism industry, the most important prerequisite is to have a reputation for keeping crime rates under control and to guarantee both the safety and security of international tourists (Baker and Stockton, 2014:3-4). Any tourism destination, which does ignore to provide safety and security precautions for tourists, is likely to stand out to lose the keen competition for the tourist dollar (Boakye, 2012:327). Finally, one better understanding of both domestic and international tourists' perceptions of safety and security is a must to provide prosperity for the tourism industry in the future.

2.5.2. Safety and Security in Turkish Tourism Industry

According to UNWTO (2003), the safety and security, two concepts, are highly important when to provide quality to both the products and services in the tourism industry. As one of the six standards, it does account for the accessibility, authenticity, transparency, hygiene and harmony in both the human and natural environment where tourism-related activities take place. No tourism service or product should have any threat to the health, life, other interests and the integrity of the customer to comply with the UNWTO's safety and security standards. Both domestic and international tourists have regarded the concepts of safety and security as a global concern and they perceive lack of safety and security in any tourism destination as the main preventer to the international travel (Reisinger and Mavondo, 2005:212) and might influence international tourists' decisions related to the visit of a destination, region or country (Swarbrooke, 2002:165; Brunt, Mawby and Humbly, 2000:400).

Irrespective of being real or perceived ones, the concerns for safety and security might directly affect behavior, satisfaction and destination choice with the experience. When tourists particularly international ones perceive concerns related to their well-being excessive, they are likely to postpone or choose another alternative tourism destination involving less risk or threat or completely cancel their travel plan (Cavlek, 2002:480). Furthermore, the safety and security concepts are regarded as a primary requirement for a prosperous tourism industry in any tourism destination since tourists are influenced by the safety and security perceptions of a tourism destination in many ways including decision-making process, quality experience, satisfaction, destination choice, loyalty, word-of-mouth and lastly, enjoyment (Taşçı and Boylu, 2010:180; Neumayer, 2004:261).

The concepts of both safety and security constitute significant aspects in terms of tourism development in tourism destinations across the globe. It is quite natural for tourists especially international ones to have anxiety while traveling concerning safety and security issues, which results from the lack of information related to the destination tourists tend to visit when compared with their own homeland country (Amir, et al., 2015:124). Any threat to the safety and security from the point of tourists especially the international ones may result in a decline in or total absence of activity, not only for a certain tourism destination but also in close neighboring countries, regions or tourism destinations as well (Cavlek, 2002:478).

When international tourists do feel not safe and secure in the tourism destination, they are less probably to engage in the activities outside their accommodation place and tourists feeling unsafe or threatened are less possibly to return to the destination in the future and are less possibly to recommend the tourism destination to other people when they do turn back to their countries (George, 2003:577). Further, Anuar, et al., (2012) emphasize that lack of safety and security is likely to ruin the tourism industry in any tourism destination by bringing negative expectations and causing a decrease in the number of international tourist arrivals and in the amount of tourism revenues in the destination.

Safety and security do contribute to tourist arrivals numerically. The successful tourism industry in a tourism destination might take advantage in terms of improving tourist arrivals, attract more investors, enable job opportunities and generate a good image of the country, region or tourism destination (Amir, et al., 2015:132). Many important internal and external factors influence tourists' preferences on where to go on holiday. These significant factors mainly are; the economic conditions, image of tourism destination/region/country, climate conditions, attractiveness via the richness of tourism heritage, accessibility, fluctuations in consumers' tendency, cost of tourism-related products and services, local population and other attractive and distractive factors, etc. The safety and security are two of these important drivers. In addition, tourists do not wish to have worries related to negative problems when on holiday they mostly decide on a tourism destination in which risks to safety and security issues are discerned to be at the minimum level since the feelings of insecurity might cause the tourists to prevent from traveling to certain tourism destinations and participating in particular activities (Costea, et al., 2017:1-2; Bayhan and Ünlüönen, 2016:2; Ayazlar and Işık, 2016:1829; Altındağ, 2014:1; Seçilmiş and Ünlüönen, 2009:72; Kubilay, 2006:28; Reisinger and Mavondo, 2005:214; Cavlek, 2002:486; Allen, 1999:1).

The concepts of safety and security are two of the most necessary requirements for tourism-related activities to survive further. Since the safety feeling is the second-highest important basic requirement of human nature as stated in Maslow's Hierarchy of Needs (Maslow, 1954), it is highly difficult to talk about tourism phenomenon under both unsafe and insecure circumstances (Aras, 2017:586; Ayazlar and Işık, 2016:1816; Bayhan and Ünlüönen, 2016:2; Bayhan, 2014:2; Seçilmiş and Ünlüönen, 2009:65; Seçilmiş, 2005:15; Bilim, 2004:6).

In the tourism industry, which provides a significant input to countries' economic development, safety and security are the two of the most fundamental determinants of tourist preferences related to touristic activities. In this vein, any negative happening related to safety and security in a tourism destination might trigger a decrease in the tourism demand (Kubilay, 2006:28). In this context, tourists' perceptions of safety and security concepts are among the factors, which have a fundamental role in the tourism demand preferences.

The more tourists as consumers' needs are met, the more tourists are satisfied and happy and thus, this will reflect the satisfaction back on the business enterprises. On the other hand, when tourists do not feel safe and secure, they will have worries and possibly not benefit from touristic products and services with pleasure (Bayhan, 2014 :2; Seçilmiş and Ünlüönen, 2009:66).

Tourism is an important industry with its dimensions mostly in economy, culture and other fields as well. Like many other countries in the world, Turkey does make investments in the tourism industry more and more with every passing year. In Turkey, the tourism economy increases with the value in terms of culture and social life and benefits provided (Bayhan and Ünlüönen, 2016:3). Besides, tourism acts as a crucial industry in regards to the development of Turkey in terms of economy, politics, social and cultural areas like in many other countries in the world. However, to make benefits through the tourism industry is not always easy, as there does exist a high level of risk (Ünlüönen Tayfun and Kılıçlar, 2009:40).

The risks that are aimed at tourists are an inseparable part of the tourism industry (Kovari and Zimanyi, 2011:59; Kekovic and Markovic, 2009:302). It is not possible to avoid the negative impacts and consequences of risks from the point of both safety and security totally. In spite of the precautions, tourists might encounter various risks and they might be victimized and suffer from these risks when on holiday. According to Glensor and Peak (2004), a number of risks threaten tourists that involve sexual attack, pickpocketing, fraud, stolen items/belongings sale, gang attacks, casino crimes, crimes related to age, theft in hotels, terror attacks, harassment-related happenings, assaults in public transportation and traffic accidents, etc.

The safety of the hotel, in which tourists stay and the quality of the service do not make any sense separately for the tourists. Tourists usually would like to feel safe in the entertainment places, shopping centers, historical places, shortly in all the areas of the region. Because they might have the feeling of physiological uncertainty and anxiety about what they will encounter in the tourism destination because of being away from the place they generally reside and going to new and unknown places. For this reason, they may become pessimistic due to one small-scaled problem or incident they do experience in tourism regions (Koyunoğlu, 2003:23).

This situation may be more important for international tourists since they need to deal with the different cultural backgrounds, unfamiliar environments and lastly, possible language barriers, etc. (Amir et al., 2015:124). In addition, Aras (2017) emphasizes that to be sure not to face risks is more important for tourists than to be sure that they will be protected against these risks. The risks concerning the safety and security do vary in accordance with the tourism destinations, regions and countries. According to Koyunoğlu (2003), there is a wide range of drivers threatening the countries and thus, causing the decrease both in the number of international tourist arrivals and in the amount of tourism demand. These factors are aligned below;

- * Economic and political situation in the region.
- * General poverty.
- * High unemployment rate.
- * Decrease in family institution and responsibility.
- * Widespread use of guns and weapons.
- * Increase in robbery, theft and extortion.
- * Inequality on income distribution.
- * Violent attitudes of radical groups.
- * Spread of terrorism.

In the countries where the factors are written above mostly do exist, to mention about safety and security concepts is highly difficult in general. When looked from the perspective of touristic travels, it can be stated that these countries are among the risky countries to travel in the world.

The tourism industry that is quite sensitive and fragile towards the social-economic development level and the political stability of the country and negative happenings in economic conjecture globally is influenced negatively by the structural and conjectural problems at various levels (Ünlüönen Tayfun and Kılıçlar, 2009:40). Indeed, Turkey had to face this risk in both 2015 and 2016, which were difficult years for the Turkish tourism industry.

During this period, Turkey underwent a difficult time because of many *massive terror attacks*¹⁰, *coup d'état*¹¹ on 15 July 2016 adding another layer of alarm and confusion and other separate negative violence-related happenings, which targeted international tourists. Besides, Turkey, shooting down *a Russian military jet*¹², which violated Turkish airspace in November 2015, deteriorated relations with Russian Federation and sparked a crisis diplomatically between Turkey and Russia, which caused a huge decrease in terms of Russian tourism market almost 95 %, which became obvious in the number of tourist arrivals from the Russian Federation.

International tourists who visit Turkey are exposed to these types of risks. Many factors cause this situation. Due to Turkey's place in the world geography, importance, multi-cultural social structure, political atmosphere, future vision, etc. the international tourists might be victimized via terror attacks. In addition, tourists might encounter various negative happenings such as theft, extortion, snatching, physical assault and verbal abuse because of the socio-cultural structure of the community, economic development level, welfare level, tourist and tourism perceptions (Aras, 2017:594).

⁽¹⁰⁾ **Massive Terror Attacks:** Turkey, which involved in regional and national conflicts, was targeted via numerous massive attacks from terrorist organizations such as the Kurdistan Workers' Party [PKK], Kurdistan Freedom Falcons [TAK], Revolutionary People's Liberation Party/Front [DHKP/C] and Islamic State of Iraq and Levant [ISIL] in 2015-2016 (Euro News, 2017).

⁽¹¹⁾ **Attempted Coup:** 15 July 2016, *a coup d'état* was attempted in Turkey against government institutions, involving the government and President of Turkey, Recep Tayyip Erdoğan. The attempt was conducted by a faction within the Turkish Armed Forces that named themselves as the *Peace at Home Council*. They did attempt to seize the control of a number of key locations in Istanbul, Ankara and elsewhere but failed to do so after forces loyal to the state and Turkish people called by the president to take the streets in order to stop the coup plotters defeated them. The government accused the coup leaders of being related to the FETO/PSS [The Fetullahist/Gullenist Terrorist Organization/Parallel State Structure], which is designated as a *sui generis* criminal terror organization by the Republic of Turkey and led by Fethullah Gülen, a Turkish so-called cleric, preacher, no religious background, a graduate of primary school who aimed at ousting President Recep Tayyip Erdoğan and the government, capturing the state and living in Pennsylvania, United States of America. According to the Turkish government, Fethullah Gulen, the 76-year-old has been living in self-exile for almost 20 years and his network orchestrated the bloody failed coup of July 15, 2016, which cost the lives of 249 people and injured 2,000 others (The Presidency of the Republic of Turkey, 2017).

⁽¹²⁾ **Russian Military Jet:** A Russian Sukhoi Su-24M attack aircraft was shot down by a Turkish Air Force F-16 fighter jet near the Syria–Turkey border on 24 November 2015. The government of Turkey stated that the nationality of the aircraft was unknown and it was fired upon while it was in Turkish airspace since it violated the Turkish border up to a depth of 2.19 kilometers [1.36 miles] for about 17 seconds following the warnings made to alter its heading 10 times over a period of five minutes before entering the airspace (BBC, 2017).

According to Yavaş (2004), terrorism, which is, achieved the condition of 21st century basic values and determinant of international policies targets predominantly economy when it is compared with the previous century. In regards to the potential to increase, the foreign currency inflow when demand elasticity is considered is the most affected industry from terror attacks. Terror is described as the usage of violence and power to reach political, ideological and religious purposes through frustrating the society and government lawlessly against individual and asset (Bayramoğlu, Durmaz and Arı, 2015:25). Terror groups' attacking and targeting tourists and thus, the tourism industry is not incidental. There are two important reasons for this emergence. The first one is; an attack on the international tourists to be published in international media is one guarantee and the second one is; by causing tourism-related routes to be perceived as dangerous and risky to damage the economy seriously (Karagöz, 2016:8; Özcan and Özmen, 2016:71; Yeşiltaş, Öztürk and Türkmen, 2008:176; B.S.Yılmaz and O.D. Yılmaz, 2005:44; Seçilmiş, 2005:20; Unur, 2000:171).

Terror attacks are among the most serious happenings threatening international tourists considerably. Although the occurrence possibility of terror attacks is not as strong as the other risks that threaten tourists when happened, these attacks do cause a huge impact. Because, terror attacks happen suddenly in general which there is nearly no possibility of taking precautions personally and cause a great wide of loss of lives (Aras, 2017:594). The massive terror-related attacks organized by various terrorist organizations such as Kurdistan Workers' Party [PKK], Kurdistan Freedom Falcons [TAK], Islamic State of Iraq and Levant [ISIL] and Revolutionary People's Liberation Party/Front [DHKP/C] are shown in Table 7.

Table 7: The Massive Terror Attacks in Turkey [2015-2016]

DATE	TERROR ATTACK	FATALITY	INJURY	PERPETRATOR GROUP	TARGET TYPES
05.06.2015	Diyarbakır Rally Bombings	4	400	Islamic State of Iraq and Levant	Citizens, Property
10.06.2015	Attacks to Military Base	10	-	Kurdistan Workers' Party	Military
20.07.2015	Şanlıurfa/Suruç Gathering Attack	33	104	Islamic State of Iraq and Levant	Citizens, Property
10.10.2015	Ankara Peace Rally Twin Bombings	103	400	Kurdistan Workers' Party Islamic State of Iraq and Levant	Citizens, Property
12.01.2016	Istanbul Suicide Bombing	12	14	Islamic State of Iraq and Levant	International Tourists
17.02.2016	Military Convoy Attack in Ankara	29	60	Kurdistan Freedom Falcons	Military, Citizens, Property
18.02.2016	Diyarbakır Bombing	6	1	Kurdistan Workers' Party	Military
13.03.2016	Bus Stop Bombing in Ankara	37	125	Kurdistan Freedom Falcons	Citizens, Property
19.03.2016	Istanbul Blast on Popular Street	5	36	Islamic State of Iraq and Levant	Citizens, Property
31.03.2016	Roadside Bomb in Diyarbakır	7	20	Kurdistan Workers' Party	Police, Citizens, Property
27.04.2016	Suicide Bomber Attacks in Bursa	-	13	Kurdistan Freedom Falcons	Police, Citizens, Property
01.06.2016	Car Bombing in Gaziantep	2	23	Kurdistan Workers' Party	Military, Citizens, Property
12.05.2016	Truck Bomb in Diyarbakır	16	23	Kurdistan Workers' Party	Police, Citizens, Property
07.06.2016	Car Bomb in Istanbul	11	35	Kurdistan Freedom Falcons	Police, Citizens, Property
28.06.2016	Bombing at Istanbul Ataturk Airport	45	230	Islamic State of Iraq and Levant	Airport, Citizens, Property
30.07.2016	Attacks to Military Base	35	25	Kurdistan Workers' Party	Military
26.08.2016	Suicide Bomber in Şırnak	13	77	Kurdistan Workers' Party	Police, Citizens, Property
20.08.2016	Suicide Bomber Attacks in Gaziantep	57	66	Islamic State of Iraq and Levant	Citizens, Property
10.10.2016	Suicide Bomber in Hakkari	19	26	Kurdistan Workers' Party	Military, Citizens, Property
06.10.2016	Motorcycle Bomb in Istanbul	-	10	Kurdistan Workers' Party	Police, Citizens, Property
09.10.2016	Bombing of Military Base in Hakkari	18	27	Kurdistan Workers' Party	Military
04.11.2016	Suicide Bomber in Diyarbakır	14	100	Kurdistan Workers' Party	Police, Citizens, Property
10.12.2016	Double Bombing in Istanbul	46	166	Kurdistan Freedom Falcons Kurdistan Workers' Party	Business, Police
17.12.2016	Kayseri Car Bomb	13	55	Kurdistan Workers' Party Kurdistan Freedom Falcons	Military
01.01.2017	New Year's Eve Shooting	39	65	Islamic State of Iraq and Levant	Police, Citizens, Property

Source: Global Terrorism Database [GTD], 2017

Due to massive terror attacks happened in the different parts of Turkey in 2015-2016, many safety and security precautions were taken properly and these precautions did have the potential to cause negative impressions perceived by the international tourists, which could trigger the decrease in the number of international tourist arrivals in the country particularly, in the most popular tourism destinations. For instance, the intensive security checks at some tourism regions' entrances, which did prohibit the entrance with rucksack/backpack and other similar belongings to both museums and other archeological sites and the deployment of police officers, soldiers and private security officers with a special type of uniform in a wide range of institutions, organizations and touristic facilities perceived risky were some of the taken precautions that arouse the feeling that danger or threat might happen at any time (Aras, 2017:597).

According to Global Terrorism Database [GTD], excepting the massive terror attacks resulting in many fatalities and injuries between the years 2015-2016, Table 8 does show the list of terror attacks and other negative violence-related happenings that targeted only international tourists in various provinces of Turkey between the years of 1970-2016. Furthermore, the negatively taken approaches adopted by the governments and media in tourist-sending countries to Turkey seriously damaged the Turkish tourism industry, which also played a significant role during this period. For instance, the Embassy of United States of America [USA] in Ankara, Turkey did make several official announcements that involved security messages and warnings to its citizens mostly asking them to reconsider the need to travel to Turkey carefully, particularly to metropolitan cities such as Istanbul, Ankara and Izmir and the other provinces located along the Turkey-Syria border at certain times due to high level of terrorism and steady attacks (Embassy of the United States of America, 2015-2016).

The Foreign and Commonwealth Office [FCO] in the United Kingdom [UK] did make an official announcement which advised its citizens not to travel to Turkey especially to cities situated along the Turkey-Syria border. By stating that more than 2,5 million British people visit Turkey annually and terrorist groups are still active and do have the possibility to organize attacks to Turkey, FCO warned the British citizens about the possible risks and gave necessary advices them when they travel to Turkey (FCO-UK, 2017).

Table 8: The Terror Attacks on International Tourists in Turkey [1970-2016]

DATE	CITY	FATALITY	INJURY	PERPETRATOR GROUP	TARGET TYPES
01.02.1976	Unknown	Unknown	Unknown	Armenian Secret Army for the Liberation of Armenia	International Tourists
09.04.1991	Istanbul	35	0	Unknown	International Tourists
12.09.1991	Iğdır	0	0	Kurdistan Workers' Party	International Tourists
02.08.1992	Unknown	0	0	Kurdistan Workers' Party	International Tourists
07.05.1994	Istanbul	0	1	Unknown	International Tourists
29.06.1994	Muğla/Marmaris	1	0	Unknown	International Tourists
21.04.1995	Istanbul	2	1	Unknown	International Tourists
21.05.1995	Antalya/Alanya	2	1	Unknown	International Tourists
13.07.1995	Siirt	0	0	Kurdistan Workers' Party	International Tourists
14.07.1995	Istanbul	0	0	Left-Wing Demonstrators	International Tourists
27.08.1995	Istanbul	2	30	Kurdish Islamic Unity	International Tourists
10.09.2001	Istanbul	3	16	Revolutionary People's Liberation Party/Front	International Tourists
10.07.2005	Izmir/Çeşme	0	10	Kurdistan Freedom Hawks	International Tourists
16.07.2005	Aydın/Kuşadası	5	13	Unknown	International Tourists
24.07.2005	Istanbul	0	3	Kurdistan Workers' Party	International Tourists
02.08.2005	Antalya	0	4	Unknown	International Tourists
02.06.2012	Unknown	0	0	Kurdistan Workers' Party	International Tourists
07.08.2015	Van	2	3	Kurdistan Workers' Party	International Tourists
26.01.2016	Istanbul	13	13	Islamic State of Iraq and Levant	International Tourists

Source: Global Terrorism Database [GTD], 2017

Except for the USA and UK, there are many other countries, which did make an official announcement including security messages asking their citizens not to travel to Turkey during this period. These countries are; Germany, Italy, France, Poland, Canada, Belgium, Austria, Switzerland, Ireland, Denmark, New Zealand, Iran, Israel, China and lastly, Netherland (Turizm Gazetesi, 2015).

According to a newspaper entitled *The Guardian*, Turkey was questioned whether it was a safe country or not to travel. The article published in the newspaper stated that people used to put off their holiday in Turkey because of the crowds of people in previous years whereas people are worried about safety and security issues today as Turkey was rocked by several terror attacks such as deadly bombings and suicide bombings that caused many fatalities and injuries between the years of 2015-2016 (Saner, 2016). The newspaper named *The Telegraph* questioned whether Turkey was a safe country to visit or not. The article published in the newspaper emphasized that Turkey was stated to be remaining in a heightened state of alert and warned the British people that a terror attack in Turkey was possible to happen. Besides, the news which summarized the main terror attacks targeting Turkey particularly in 2015-2016 stated that terror groups plagued Turkey (Morris, 2017).

Another newspaper entitled *The Sun* based in the UK expressed that, Turkey saw a slump in international tourist numbers after a number of high-profile terror attacks and political events blighted the country throughout the years of 2015-2016. By citing the security message delivered by FCO, the article claimed that Turkey remaining in a state of high alert following the spate of bloody attacks. Furthermore, the newspaper stated that attacks mostly targeted the Turkish state and governmental institutions, civilians and demonstrations as well. Nonetheless, it was also possibly that some attacks would also target western interests and international tourists coming from the western countries, especially in major provinces (Hughes and Crouch, 2017).

All these terror attacks which were organized by various terror groups and organizations, other negative violence and harassment-related happenings and news, negative warning news and articles published in the worldwide popular newspapers and negative approaches adopted by the governments of the countries that send tourists to Turkey involving security messages resulted in the perception of Turkey by international tourists as a not safe and not secure country in the world.

These warnings, approaches, evaluations, security and safety-related messages that are gracious and inevitable from their own aspects did result in negative impacts at significant levels in Turkish tourism (Aras, 2017:591).

Touristic Hotels and Investors Association [TUROB] in Turkey approved this negative status as being unveiled a country having serious safety and security concerns for European tourists especially due to the high level of terrorism with its final report released following the *ITB-Berlin*¹³ in 2016 (TUROB, 2016). Furthermore, the Turkish Statistics Institute [TUIK] and the Ministry of Culture and Tourism in Turkey also confirmed this decrease with the statistics they released. The statistics related to tourism does indicate that Turkey had a decline in the number of tourist arrivals internationally in both 2015 and 2016, which is shown in Table 9. Particularly, there was a huge loss with -24, 83 % in 2016 because of the negative happenings explained above.

Table 9: The Number of International Tourist Arrivals [2014-2016]

Month	2014	2015	2016	Exchange Rate % 2015/2014	% Exchange Rate 2016/2015
January	1 426 149	1 594 400	1 521 249	11,80	-4,59
February	1 708 255	1 751 380	1 631 277	2,52	-6,86
March	2 197 885	2 269 962	2 034 471	3,28	-10,37
April	3 010 627	2 768 482	2 219 619	-8,04	-19,83
May	4 330 933	4 187 786	3 029 374	-3,31	-27,66
June	4 794 562	4 482 621	2 902 139	-6,51	-35,26
July	5 829 607	6 131 213	4 211 530	5,17	-31,31
August	5 816 977	5 656 083	3 709 503	-2,77	-34,42
September	4 773 251	4 708 032	3 412 154	-1,37	-27,52
October	3 821 286	3 688 684	2 853 430	-3,47	-22,64
November	2 025 739	2 055 549	1 699 949	1,47	-17,30
December	1 891 975	1 819 877	1 681 985	-3,81	-7,58
Total	41 627 246	41 114 069	30 906 680	-1,23	-24,83

Source: Turkish Statistical Institute-Turkey, 2018; Ministry of Culture and Tourism-Turkey, 2018

⁽¹³⁾ **ITB-Berlin:** Internationale Tourismus-Börse, Berlin is the world's largest tourism trade fair show, which was attended by so many various companies such as travel agencies, tour operators, tourist boards, hotels, airlines, system providers and car rental companies. The ITB Berlin, which has been running since 1966 when it was organized as a small-scaled event in the framework of an overseas import trade show, now has developed into a true success across the globe and annually takes place in March at the Messe Berlin (ITB-Berlin, 2018).

2.6. HARASSMENT AS A CONCEPT

The definition of harassment concept which did have subjective characteristics has always been slippery in the academic literature (Badu-Baiden et al., 2016:469). People do have various perceptions as to what generates harassment issue and to make a definition is nearly impossible to construct (Gilbert, Guerrier and Guy, 1998:48). In addition to this, the concept of harassment may vary among cultures as well. Whilst some behaviors or attitudes are considered as harassment type in one culture, they might be accepted normal in another culture surprisingly. Therefore, it is very difficult to draw the international frontiers of some types of harassment in general.

In general, harassment which stands for bothering, disturbing, troubling and incapacitating by teasing (Meydan Larousse, 1969:827) can be described as one of the major incidents that occurs frequently in today's society/life and bother the exposed person (Mimaroglu, 2004:7). In addition, many researchers institutions, organizations, and even governments have provided a definition of harassment, some of which are written below as follows. The following definitions made by various parties/bodies provide some insight into what comprises the harassment phenomenon in detail.

In accordance with the United Nations, harassment is defined as follows written below (United Nations, 2008:1).

'Harassment is any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offense or humiliation to another person. Harassment may take the form of words, gestures or actions, which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive work environment''.

The Equality and Human Rights Commission (2017) did define harassment as unwanted offensive behaviors with the purpose to violate dignity or create an environment that does have degrading, hostile, humiliating, offensive or intimidating characteristics. The perpetrators of the harassment could take place in different ways; an individual or a group of people might engage in harassment, which consists of the harassment in the shape of spoken and written abuse, offensive e-mails, comments or tweets on internet sites and social media, graffiti and images, facial expressions and lastly, physical gestures.

The Government in Barbados defined the harassment phenomenon as the using of obscene language, gesture and action to taunt abuse and insult a person (De Albuquerque and McElroy, 2001:478). Further, the Turkish Language Society [TLS] described the harassment issue as to annoy, disturb or to bother someone (TLS, 2017). According to the Canadian Human Rights Commission (2017) harassment is described as a form of discrimination, which includes any unwanted physical or verbal behavior that offends or humiliates people in general. It takes many forms such as unwelcome physical contact including touching, patting or pinching, unwelcome remarks or jokes, threat and intimidation about race, religion, sex, age, disability or any other of the grounds of discrimination.

From the perspective of the tourism industry, the harassment generally does have two basic separations. First, the harassment done by tourists particularly international ones towards hosts as local people, tourists may harass local people for sex, drugs or other services, etc (Haralambopoulos and Pizam, 1996; Hall, Selwood and McKewon, 1995). Second, the harassment perpetrated by local people towards tourists especially international ones (McElroy, 2003). However, the word of harassment used within the context of this research does refer to harassment perpetrated by local people as hosts towards tourists particularly, international ones.

Ralph Carnegie writing a report on *Visitor Harassment and Legislation for the Caribbean Tourism Organization* described harassment as a conduct that targeted at or predictably influencing international tourists which [a] probably to disturb a tourist who is affected thereby and [b] not justified interference with tourists' freedom or privacy and other actions as well (De Albuquerque and McElroy, 2001:478). Tourist harassment is defined as a negative behavior, which annoys tourists (Skipper, 2009:41; H.S.Dunn and L.L. Dunn, 2002:26). Another description made by De Albuquerque and McElroy (2001), states that harassment based on the viewpoints of two parties, on the one hand, any annoying behavior taken to the extreme from the viewpoint of the tourism victim, on the other hand, harassment is basically rejecting to get no for an answer from the viewpoint of the host perpetrator.

Tourist harassment may appropriately be described as an individual or group contact or non-contact legal or illegal aggressive trading behavior among local people as vendors and tourists as purchasers resulting in tourists as purchasers or potential purchasers having the feeling that varies levels of fear, anger and/or sadness (Nicely and Ghazali, 2014:268).

Lastly, Badu-Baiden et al., (2016) identified the tourist harassment as any interpersonal press perceived by international tourists as unacceptable or offensive resulting in alienation the recipient of the harassment case. According to Kozak (2007), tourist harassment at first might not have an annoying or discomforting character. However, when such acts are perpetrated persistently, tourists' experiences may be marred. In conclusion, following the fruitful discussions made with academics in the field and tourism officials in the industry, it may be stated that harassment may be described as any annoying and uncomfortable behavior that is carried to the extreme.

2.7. HARASSMENT IN TOURISM INDUSTRY

The spread of modern tourism above the traditional peripheries toward Eastern European markets, emerging Pacific and Asian markets and to a lesser extent, Africa and the Middle East has pushed holiday, travel across and unfamiliar boundaries in the developing world (Manera and Taberner, 2006:4). When the so-called new type of tourist emerged, who avoid resorts located in the mass tourism destinations for more cultural, natural and authentic experiences, the popularity of low-density eco-tourism was sustained and this forced visitation into once relatively pure places in both warm and cold-water regions across the globe (Baldacchino, 2006:2). Owing to locales' newly dependency on tourism and growing competition globally, the significance of tourist satisfaction, quality of services and products and tourist safety and security increased with a widened discount on airfares, e-commerce and independent booking (McElroy et al., 2007:95a). Furthermore, since the hospitality industry regionally becoming competitive increasingly with each passing day in any tourism destination offering sea, sand and sun and a wide range of good quality hotel accommodation, the influence of the local people' warmth and the culture's uniqueness, culinary and environmental attractions rather than its physical infrastructure do play role in the differentiation one tourism destination from another one in general.

The local people do need to be comfortable with themselves and their social environments in order to be happy with the visiting tourists. Many countries do spend millions of US \$ to attract international tourists whereas little or no investment at all is made to make the public understand and accept the tourism industry and get a better understanding of how tourism survives itself (H.S.Dunn and L.L.Dunn, 2002:26). In order to attract more tourists internationally, any tourism destination ought to have some distinctive ideas creatively as well as better infrastructure and tourism products and services. What really all tourism destinations need to do is to change innovation perspective; the aspect of helping tourists to solve their problems should be changed instead of only optimizing products and services (Wen and Li, 2015:112).

Tourism, which becomes a common phenomenon, is significant for a number of causes, particularly for the developing countries and tourism destinations around the world. However, increasingly common works have caused a partly different look. Tourism may lead large groups of tourists into comparatively small areas temporarily and contribute to tourists' introduction and interaction to local people, which may result in problems such as crime and harassment in general (Lisowska, 2017:31). According to Skipper (2009), the interaction between tourists as guests and local people as hosts is inevitable happening while on vacation in any tourism destination across the globe. Tourists may presume that this interactive relationship may result in positive experiences with the hosts of the tourism destination. However, when tourists are encountered with negative experiences, there may develop conflicting attitudes and behaviors towards the local community and potentially to a tourism destination.

The phenomenon of tourism mainly depends on the interactive relation among the service providers and consumers or end-users in terms of service quality. Thus, to understand tourist-host interaction to develop a positive tourist-host relation is highly crucial to increase tourist satisfaction in terms of repeat business (Kozak, 2007:384). Even though there exist more serious and more researched threats such as terror acts, civil unrest and lastly, criminal victimization for tourists in academic literature, there are some other threats for not only emerging but also established tourism destinations. The issue of the tourist harassment, which might cause word-of-mouth negatively, avoidance and the descendent influence on the re-visit rates, is one of these threats to tourism destinations globally (McElroy et al., 2007:95a).

Tourist harassment, which has been an old phenomenon, does influence tourism-related activities negatively in tourism destinations globally for decades. Besides, it is one of the neglected areas of the academic study among the researchers in the tourism industry and lastly, a growing problem with the global dimensions (Badu-Baiden et al., 2016:468; Nicely, Day, Sydnor and Ghazali, 2015:273-274; Jayasiri and Kalansooriya, 2015:80; Wen and Li, 2015:110; Rathnayake and Wijesundara, 2015:1; Nicely, 2015:121; McElroy et al., 2007:95b; Kozak, 2007:384).

Many researchers state that tourist harassment does have a negative impact on many factors/drivers that measure the success of the tourism industry in any tourism destination around the world. These factors mainly are as follows; tourist satisfaction, tourist loyalty, tourist consumption, tourists' risk perception, destination image and sustainable tourism (A.Yüksel and F. Yüksel, 2007; Tosun, Temizkan, Timothy and Fyall, 2007; Oh, Cheng, Lehto and O'Leary, 2004; Heung and Cheng, 2000).

Tourist harassment, as one of the possible negative consequences that results from the interaction between international tourists as guests and local people as hosts, does emerge as a conflict and does have an impact negatively on the tourism industry, which mainly depends on hospitality. The tourism industry is accepted as a hospitality industry. Therefore, both domestic and international tourists expect to be accorded with a warmly welcome anytime they do interact with local people in any tourism destination (Chepkwony and Kangogo, 2013:17).

According to Edgel (1990), there are a number of unpleasant holiday-related experiences that arise from the interactive relation between the international tourists as guests and local people as hosts and they are a very difficult issue in both tourism and travel industries, particularly among the top tourism destinations in today's world. Tourist harassment, as one of these above unpleasant holiday-related experiences, does discourage both domestic and international tourists from visiting some certain tourism destinations around the world. Moreover, it may damage tourism quality, diminish the tendency to make a repeat visit in the future and even might damage the image and economic future of tourism destinations (Nicely et al., 2015:273-274; Jayasiri and Kalansooriya, 2015:80; Wen and Li, 2015:111; Chepkwony and Kangogo, 2013:17; McElroy et al., 2007:95b).

The perception of harassment with its simple types in tourism destinations that international tourists travel can greatly affect the number of visits to any destination. It also becomes effective in the decision-making process of potential future travel makers (Koçak and Enser, 2017:301). Even, international tourists may have some mental or psycho-traumatic problems as a consequence of being harassed (Dibyendu, 2013:28).

Despite the fact that tourist harassment is referred as global problem for tourism destinations around the world, the number of tourism destinations, which handled this problem, is not so many in general. There are many reasons resulting in this situation. First, either tourist harassment is not statistically tracked or priority is given issue in government policies since it is not considered as a crime. In the second place, tourist harassment is hard to measure as the interpretation of the experience mainly depends on a subjective basis in terms of objectivity (McElroy et al., 2007:95b; DeAlbuquerque and McElroy, 2001:478). This is quite clear to comprehend in the expression of De Albuquerque and McElroy (2001) such as *“what is good merchandising to the vendor is badgering behavior to the visitor”*. Moreover, international tourists regard holiday as an experience to rest and relax and not to be disturbed by other people, on the other hand, local people as street vendors/sellers think about harassment as a great talent and they consider that they do have the right to make the sale on the public street anytime they want (Wen and Li, 2015:112).

On the other hand, local people do perceive nothing wrong with making an invitation to tourists particularly, to international ones into their stores as a way to encourage them and make contribution to business and help tourists whereas tourists, especially, coming from western countries consider being harassed as they believe that the customers [tourists] should act first in accordance with their cultures (McElroy et al., 2007:101a). Thirdly, to handle complaints by tourists is not easy as they stay for a short time on holiday and feel that the incident does not worth reporting or not know what to do when they encounter harassment as a result of anomie (McElroy et al., 2007:95a; De Albuquerque and McElroy, 2001:478). Since the nature, extent and locale of the harassment-related happenings do lack the evidence and specific information, it may be hard for tourism officials to mount the control mechanisms effectively, which might pursue the problem.

Moreover, because of being anomie, any international tourist may not know what to do and how to act when they encounter harassment-related problems during holiday (McElroy et al., 2007:95b).

According to Xia (2012), there do exist some reasons that might cause tourist harassment, which is classified into three main aspects. The following provides some insight as to what these aspects are; [i] tourists' level on consumption level is higher than local people's consumption level [ii] unfairness perceived by local people concerning the unbalance between international tourists and local people [iii] the discrimination of the areas (Wen and Li, 2015:111). Tourism professionals think that tourist harassment may result from the interactive relationship between rich tourists vs. poor hosts, unequally disturbed national income, local people's practical way to support their life daily in tourism destinations (De Albuquerque and McElroy, 2001:478). Because international tourists are generally referred to as a symbol of capitalism by local people in tourism destinations globally. For local people, tourists are rich people coming from more developed countries and they do have more money to spend when compared with local people and thus, they become a potential source of financial power (Badu-Baiden et al., 2016; George, 2003; H.S.Dunn and L.L.Dunn, 2002; Olsen and Pizam, 1999; Boxill, 1995; Ryan, 1993).

For instance, H.S.Dunn and L.L.Dunn (2002) consider that when the economy of a country is not good with the rising inflation, local people become more persistent in their approach to international tourists. Furthermore, Kozak (2007) states that local people generally treat tourists as wealthy targets from whom they can extract income. Besides, the author emphasizes that tourist harassment stems from the inadequate local planning, lack of sufficient regulations deterring offenders and poorly organized shops stores and the restaurants in terms of consumer services and human relationships as well. Wen and Li (2015) do state that tourist harassment which does influence tourism development dramatically arises from the local people's wish to earn more money from tourists especially international ones who are thought of rich as compensation. They add that; when the gap between rich tourists and poor local people increases, this also causes the amount of harassment to increase as well.

On the other hand, Ryan (1993) thinks that tourists have the vulnerable character that makes them prone to crime and harassment because they are obviously visible in their outlook and they possibly do carry wealth items, which are easily disposable pickings and belongings including currency, passports, cameras, etc. They are relaxed, off guard and generally do not stay long in tourism destinations when on holiday (Skipper, 2009 :29; Ajagunna, 2006:256). Among the other reasons that cause the harassment towards international tourists; the perception of international tourists as an easy target by local people, tourists may become targeted, as they are located in the wrong place at a wrong time (Harper, 2001; De Albuquerque and McElroy, 2001; Ryan, 1993). Moreover, the environmental problems such as the pollution of seas and rivers, pollution of beaches with garbages and trashes that do emerge because of the tourism-related activities and potential increase on sex-related crimes and drugs directly influence local people and cause them to have negative attitudes towards international tourists (H.S.Dunn and L.L.Dunn, 2002:30).

Tourist harassment is related to a wide range of factors in terms of the society, economy, politics, culture and psychology and it stems from the need economically and the presence of few employment alternatives, which offer good potential earnings (Harriott, 2004:137). The lack of education of the employees working in the tourism industry either directly or indirectly does cause the increase of tourist harassment as well (H.S.Dunn and L.L.Dunn, 2002:30). Hodgkinson and Tilley (2007) point out that international tourists might be recognized easily as outsiders through signs of wealth and tourism obviously. For instance, they usually do not speak the native language facing the problem of the language barrier; they carry large amounts of cash money; they are seen with cameras hanging around their necks; they have maps using to find their ways or ask local people for the directions and they generally seem less confident in their surroundings. In addition, McElroy et al., (2007a) express that international tourists do not intend to report harassment-related incidents in general. There are some reasons to explain this situation such as the follows; tourists' transient nature, tourists' perception of the harassment as a less important issue and the hardship when to identify the harassers/perpetrators (Badu-Baiden et al.,2016:470).

Another reason why international tourists are harassed stands for the thought of the local people about tourists particularly the female ones as people asking to have sexual relations randomly. Especially, the community considers that western female tourists particularly, the ones traveling alone as women who look for sexuality (Brown, 1999:107). The other attributes playing a role as key factors on tourist harassment as follows; [a] tourist's profile such as sex, marital status and age [b] tourists' suitability characteristics such as; skin color, dress appearance and showing of costly items [c] tourists' socio-cultural characteristics such as gap culturally, tourists' behaviors and obvious inequality economically between tourists and hosts (Badu-Baiden et al., 2016 :469).

Many scholars believe that both tourists and hosts intend to pass over what their behaviors and attitudes may have on the relationships in the future owing to the brief nature of tourist-host interaction in tourism destinations around the world. As a result, this interaction may be open to cheating, exploitation and mistrusts as both tourists and hosts may easily escape the possible consequences of dishonesty and hostility (Cohen, 1984:379). There are various reasons that explain why conflicts happen because of the possible encounters between tourists and hosts. One of these reasons is; the cultural difference is an important factor that affects tourist-host interaction. On the one hand, some researchers believe that inequality in terms of the economy between rich tourists and poor local people does increase via tourism globally by stating that international tourists mostly come from western countries where beliefs, customs, behaviors are at variance with that of the host society they visit. On the other hand, other scholars view this as cultural colonialism on display where tourists' culture dominates over the hosts' culture. As a result, local people may develop irritation feeling and a sense of social marginalization (Chepkwony and Kangogo, 2013:17).

Cultural differences might emerge when international tourists and local people communicate, exchange greetings and establish relationships (Reisinger and Turner, 1998:83). When it needs to make a significant reference to the cross-cultural comparison between cultures, the Europeans who come from northern countries always would rather look at the proposal, value and evaluate it rationally. The supplier's advisory role at this level needs to be unemotional and passionless. The purchaser here is to get information objectively.

They regard a selling method by invading private space is annoying and disturbing (Kozak, 2007:385). The dilemma in the service delivery might be of concern to international tourists. Besides, some tourists want to be served completely the same way in their own cultural settings whereas others are in the search of new experiences. Therefore, it may be said that tourists' personality might have an influence on tourists' interactive relations with local people as well (Kozak, 2007:386).

Tourist harassment phenomenon when it is analyzed in terms of different perspectives; tourists particularly international ones do view tourism as an experience that can rest them and they do not wish to be disturbed during their holiday. Adversely, local people such as vendors think harassment as a perfect talent to sell and they do have a right to make the sales on the street anytime they want. Furthermore, they take making a living into consideration more than tourism, they regard international tourists as rich people with cash money and they could make tourists happy for selling and get economic and physical compensation (Wen and Li, 2015:113).

Many interpreters do regard both hospitality and harassment issues because of tourism's style and pace in tourism destinations. For instance, tourism activities led to the improvement of local people's hospitality against tourists in Samos, a Greek island (Haralambopoulos and Pizam, 1996:508). Speaking from a general perspective, the quality of tourist-host interactive relationship causes consumption evaluations (Mattila and Patterson, 2004:196). In other words, the business enterprises operating in service industries with multicultural characteristics like tourism have to be more sensitive to their customers' diversity (Kozak, 2007:386).

The legal sanctions of harassment concept might vary in accordance with the countries. In many countries, some types of harassment are not criminalized (Kozak, 2007; De Albuquerque and McElroy, 2001). The issue of tourist harassment seems to continue being a serious and important problem facing tourism destinations globally so long as rich tourists vs. poor hosts carry on existing. The greater the local people are poor in tourist attracting countries, the greater the number of harassers and amount of harassment such as beggars, vendors, etc. assailing international tourists for a few dollars (De Albuquerque and McElroy, 2001:490).

2.7.1. Tourist Harassment in the World

Being a decades-old phenomenon, which influences tourism-related activities negatively in tourism destinations across the globe and one of the negative outcomes, tourist harassment does arise from the tourist-host interactive relationships in tourism destinations around the world (Chepkwony and Kangogo, 2013:17). Klaus De Albuquerque and Jerome L. McElroy (2001) are recognized as the first researchers/scholars who did conduct a study on tourist harassment issue from the academic perspective (Wen and Li, 2015:111). Tourist harassment that has a ubiquitous character across the international tourist economy may happen in various forms and ways (McElroy et al., 2007:95-96a).

Many international newspapers and magazines state that international tourists do encounter harassment-related incidents in different contexts and settings globally in various countries across the world (Kozak, 2007:387). According to McElroy (2001), there are popular tourism destinations worldwide, which are notorious for various types of tourist harassment. For instance, Greece is a notorious tourism destination for drug peddling whereas Palestine and Jamaica are recognized to be the center for the high-level harassment sexually. In tourism destinations including Barbados, Bali and Kenya, international tourists may likely undergo vendor persistence intensely, when they do make window-shopping or go for a walk on the street while the other types of tourist harassment seem to occur less. In the Caribbean Islands, female international tourists mostly do face sexual harassment whereas male tourists are to handle drug peddlers.

In Africa, tourist harassment is notable in such countries as Morocco, Egypt, Gambia and Kenya. For instance, tourist harassment perpetrated by vendors/peddlers does constitute a threat in Kenya, which possesses a significant coast region as one of the leading tourism destinations. These vendors commonly do act as beach boys, safari sellers, boat operators, freelance tour guides and curio sellers, pimps, prostitutes, drug peddlers/traffickers, reef walkers, hairdressers, beggars, massage operators, anglers, taxi operators and translators and fruit sellers (Chepkwony, 2013:2978). International tourists are to handle a variety of harassers such as; unlicensed tour guides working on freelance, money changers, traders and street children both boys and girls confronting international tourists at places in the city every day.

As a result of growing complaints in a considerable way, the local and national tourism-related organizations and local and central governments in some tourism destinations, which are being notorious for the high level of tourist harassment took some necessary precautions to eliminate tourist harassment and if not possible, then to minimize it. For instance, the governments of Bahamas and Jamaica took a holistic approach to harassment-related problems and happenings through cracking down on the unwanted sale behavior types to instituting initiatives centered on strengthening their traders' engagement in the wanted, less aggressive one (Skipper, 2009:39; Crick, 2003:164).

Both travel agencies and tour operators operating in the tourism industry asked the government in Kenya to curb the tourist harassment in Malindi, Kenya when international tourists started to complain about tourist harassment considerably. They also stated that if the harassment problem was not solved, then its possible negative impacts would threaten tourism by causing a lack of repeat visit and general loss of business to other tourism destinations that have peaceful beaches free from tourist harassment (Nyagah, 2004). The effectively taken solutions such as; the emplacement of more wardens and police on popular beaches; the heavy fines and imprisonment pressure on harasser groups were taken to minimize tourist harassment. Consequently, fewer harassment incidents were recorded in the following months (Kozak, 2007:387).

In Barbados, which is an island in the Caribbean Region, the beach wardens and the police in uniforms were deployed in hot spots and key locations including; bars, nightclubs, restaurants, which cater to international tourists to curb the harassment-related behaviors and attitudes. The vendors were restricted to enter into portable kiosks and booths and to threaten vendors who did have no license with arrest (De Albuquerque and McElroy, 2001:478). In Morocco, the government gave no respite to some unlicensed tour guides and even imprisoned them with the other hustlers when international tourists' harassment-related complaints increased dramatically. Police in Bali took aside vendors on the flat portion of beaches and away from the downslope area to the sea as the hawking was so extreme (McElroy et al., 2007:96a). In the Caribbean Region, tourist harassment does exist as being a highly vexing problem that faces the tourism-related authorities and tourists particularly, international ones are hassled by the street vendors, drug peddlers, beggars and unofficial tour guides.

Tourists always did report that the tourist harassment was one most continuously recognized negative experiences they had during their holiday. For instance, when international tourists were asked who visited the Barbados Island what they disliked most during their holiday via exit questionnaire surveys, the harassment perpetrated especially by vendors/peddlers on the beaches and streets constantly topped the list (De Albuquerque and McElroy, 2001:477-478).

There were some beaches in Kenya, which were so crowded with beach boys, and peddlers/sellers, the local police were to save international tourists in 2000. In India, the police patrols being responsible for international tourists were emplaced in key points and hot spots around the capital city of New Delhi in order to protect tourists against not to be cheated by rickshaw and local taxi drivers, a common scam at beach resorts where drivers usually do overcharge tourists by claiming that their meters are broken down. In Spain, a major questionnaire survey conducted on tourism industry revealed that 84 % of the respondents experienced harassment in some tourist hot spots and they expressed that tourist harassment did have an impact negatively on tourism demand. Consequently, this may cause tourist dissatisfaction and damage the image and the popularity of the tourism destination (McElroy et al., 2007:96a).

Similar happenings did take place in developing countries as well. For instance, the federal police at the Acapulco airport applied heavy fines and long interrogations on US tourists primarily of Mexican descent. In Indonesia, in order to prevent intrusive search, verbal abuse, detention and character denigration, giving bribe to immigration officials was a very common practice among British tourists and residents on the way back. In Bali, police harassed western tourists on the beach for indecent exposure to enforce fundamentalist *Islamic Law-Sharia*¹⁴. In a like manner, the female international tourists did make a complaint that they were shouted and harassed by police on the beach in Malaysia in 2003 (McElroy et al., 2007:96b).

⁽¹⁴⁾ **Sharia:** [Arabic: شريعة] Sharia law or Islamic law is a religious law generating part of the Islamic tradition. Literally meaning the clear, well-trodden path to water Islamic legal system that forms part of Islamic tradition, which did come into existence from the religious, texts, precepts and fatwa of Islam, especially the Holy Book Quran and the Hadith. Sharia does not constitute a list of rules or regulations but rather a number of principles on aspects of life including finance, marriage, divorce and religious rituals such as prayer and fasting. The religious law of Islam is regarded as the statement of Allah's [God] commands for all Muslims and in the application, forms a system of duties and responsibilities, which are incumbent on all Muslims by virtue of their religious belief (Wikipedia Encyclopedia, 2017; BBC, 2017).

In Jamaica, where tourist harassment is not a new phenomenon, Dr. Andrew Spencer, Executive Director of Tourism Product Development Company [TPDC] said that a number of anti-harassment initiatives and security-based precautions were taken to enable a safe and hassle-free atmosphere and environment for both international and national tourists during their holiday. All these precautions did aim to prevent the solicitation and harassment, to protect the country and to ensure the continued growth and keep the tourism sustainability in the region. One of these precautions was the deployment of 200 constables in various tourism destinations in Jamaica such as; 50 district constables in Montego Bay, 45 constables in Negril, 44 constables in Ocho Rios, 22 constables in Falmouth, 13 in Kingston and lastly, the remaining in Port Antonio.

Stating that the statistics of crime against international tourists should be at zero, they did provide security both for the international tourists and for local people as well (Brown, 2017). Moreover, the police enhanced by armed plain-clothes soldiers were deployed to patrol tourism areas routinely. In both Montego Bay and Ocho Rios, the harassment issue of tourists internationally attracted such a big intense publicity that in the 1997-1998 winter season, the government took some precautions such as; to redouble the fines for perpetrators; harassers/hustlers and to form a night court to quickly process offenders/perpetrators. In Grenada, when the cruise passengers in St. Georges and Grand Anse were harassed intensively on the beach particularly, a major cruise line threatened the authorities to pull out of the island unless they did handle the problem seriously (De Albuquerque and McElroy, 2001:478).

In Phuket, Thailand, tourist entrepreneurs often had to bribe. Local officials and mafia always extort money from a number of people including stakeholders such as; the sidewalk peddlers, taxis without any license, beachfront bars, shop owners and souvenir vendors, costs that are rapidly passed on to international tourists (McElroy et al., 2007:96b). In addition, the international tourists reported a considerable surge in harassment-related incidents by the Thai police. Following the 22 May *coup d'état* that saw the ouster of a democratically chosen government and martial law declared around the country, a number of international tourists and expatriates in Bangkok, Thailand did fall prey to a practice criminally or harassment encounter. The victims had a little resource when they did report happenings to the local police because the harassers/perpetrators were the police as well (Neubauer, 2015).

Tourist harassment escalated in many high-density resort regions in a wide range of the developing countries and tourism destinations across the globe. For instance, the tourism outlook was desperate because of tourist harassment throughout the pathways in Pokhara, Nepal. Maoist dissidents did force Indian trekkers on the wing for *Annapurnas*¹⁵ to pay an expensive revolutionary tax (McElroy et al., 2007:96b).

In India, where international tourists usually thought and evaluated the dread alongside its grandeur before they gave a decision to visit, the tourist harassment did affect international tourists indirectly, damaged the tourism industry and India's image and popularity as a tourism destination and thus, did cause a decrease in the number of international tourists who visit historical monuments located in New Delhi, India. The density of tourist harassment could be understood with the warning announced by the local and central governments and travel writers in India to international tourists especially, to female ones requesting them to be careful how they get dressed; not to wear short dresses and skirts, to avoid interactive relationship with strangers and going out at night for their own safety stating that Indian culture is totally different from the western culture. The government considered enacting laws to curb the harassment-related problems totally and criminalize it that international tourists did experience (Hindustan Times, 2014).

Furthermore, the Ministry of Tourism did take the following steps as precautions to provide the safety and security of both domestic and international tourists in India. These precautions were; to generate tourist police at prominent tourist spots and key locations in one form or another consulting the state governments and administrations, to adapt the code of conduct for honorable and safe tourism with the participation of other stakeholders comprising the tourism departments of all states, countries and administrations, which set guidelines and encouraged tourism-related activities to be realized with special respect given for main rights such as safety, dignity and freedom from exploitation of both tourists and local dwellers particularly women and children,

⁽¹⁵⁾ **Annapurna:** The Annapurna Circuit is the most diverse and popular[famous] trekking region within the Annapurna Mountain in North Central Nepal which is the tenth highest mountain in the world. The total length of the route changes between 160-230 km crosses two different river valleys and surrounds the Annapurna Massif (Wikipedia Encyclopedia, 2017).

to run the social awareness campaign on television to sensitize local people and all stakeholders on India's traditional values and the concept of *Atithi Devo Bhava*¹⁶ to organize the conference in New Delhi which did resolve that tourism departments of all states would work to provide the safety and security of international tourists (Ministry of Tourism-India, 2014).

In an effort to make the Philippines, which is famous for its beaches, mountains, islands and diving spots as well, a tourist-friendly tourism destination in terms of the international tourism market, a bill entitled *Anti-Harassment of Tourists Act* by the central administration was legislated to punish people who try to solicit or harass both domestic and international tourists. In the country where the tourism industry is vital to its economic development, the department of tourism and local governments did plan to train both service providers and local vendors on the responsible marketing practices rather than to force international tourists to buy their products and services through the bill. In the same way, the precautions taken seek to punish people caught in the act of harassing both domestic and international tourists like those who do demand unlawful solicitations (Porcalla, 2017).

In Egypt, the government planned a bill seeking to impose heavy and serious fines on local people harassing international tourists in order to attract more tourists internationally to Egypt and reinvigorate the country's managing to struggle tourism industry. Hossam El-Akawy who was a member of the Tourism Investors' Association in the Red Sea and a tourism expert stated that international tourists were bothered when they were forced to purchase wares from souvenir hawkers who chase them at the country's various sightseeing sights, which would give tourists a bad popularity about Egypt and Egyptian people. The draft law stipulates that; when found harassing tourists, the harassers will be penalized with a fine that ranges from 3,000 to 10,000 Egyptian Pounds [\$166-\$555]. Likewise, the tourism authorities do assume that the draft law will also stop harassment sexually at tourist attractions, which is a problem that does damage the Egypt's popularity and prestige and destination image globally.

⁽¹⁶⁾ **Atithi Devo Bhava:** Atithidevo Bhava, [Sanskrit: अतिथि देवो भवा; English: the guest is equivalent to God is obtained from an ancient Hindu scripture, which becomes part of the code of conduct for the Hindu community. It means; no matter who the guest is and where s/he comes from, no distinction should be made based on the guests' caste, colour and creed, in India they are all welcomed warmly and treated like a God with respect (Wikipedia Encyclopedia, 2017).

In Egypt where tourism is a significant source of hard currency for the country, the tourism experts pointed out that the law would give a message to the world that the country of Egypt took all the necessary legal precautions to stop sexual harassment and rape-related incidents/happenings against international tourists (Farouk, 2017).

In Sri Lanka, police decided to discuss the issue of increasing harassment-related incidents and sexual abuse particularly many cases were reported from various parts of the country recently on international tourists in order to provide a safe holiday opportunity to international tourists. Senior DIG Southern Range Lalith Jayasinghe said that discussions were held with the hotel owners in Galle, Weligama and Tangalle to ensure the safety of tourists (Thambiah, 2012).

In Hanoi, Vietnam, the district authorities were asked to crack down harassment because of the reason of local people's harassment-related behaviours and attitudes on international tourists that accounts for an increase in the number of harassment-related incidents on tourists being ripped off and harassed and marred Hanoians' reputation and popularity and the capital city's tourism environment among the tourists internationally. Mai Tien Dung, who was the vice director of the Hanoi Department of Culture, Sports and Tourism told that the district governments did need to tighten the controls to find out people wrong doing among the street vendors at famous tourist sites and popular tourist hot spots such as; Literature Temple, Sword Lake and Ho Chi Minh Mausoleum, etc. Besides, he added that the amount of fines that are foreseen for the violators needed to be raised as well to deter perpetrators (Thanh Nien News, 2012).

In Aceh, Indonesia, two international female tourists who were detained for the allegations of immigration violations did make a complaint stating that local soldiers threatened them and did harass them sexually (McElroy et al., 2007:97a). Moreover, the British tourists always had to bribe local immigration officials to prevent intrusive search, excessive transit detection and other forms of harassment including shouting, verbal abuse and character denigration. In a similar way, international tourists of the Asian descent encountered similar delays in Vancouver, Canada as they were often thought of drug smuggling (Mopeli, 2009:37-38).

In both Barbados and throughout the other popular beaches which were located in the Caribbean Archipelago, the beach boys often made a proposition to some female tourists daily, which was regarded as a long-term local practice.

In addition, there are some certain places in the Caribbean and Asian Pacific tourism destinations where the female prostitutes always harassed international male tourists (McElroy et al., 2007:97a). When the questionnaire surveys, which investigated tourist satisfaction, revealed comparatively high degrees of tourist harassment, the Barbados Hotel Association and Tourism Development Corporation did apply a wide range of the necessary precautions and steps to cut down harassment. These precautions are written below as follows. Firstly, additional beach wardens were deployed; uniformed police were stationed on some certain tourist hot spots and key locations such as; the criminogenic clusters bars, popular beaches and famous restaurants, which cater to international tourists and some certain hot spots and key locations, were regularly patrolled. In the second place, police officers were trained and sensitized on how to handle the complaints of international tourists on the harassment issue. Thirdly, police officers were encouraged to pursue unlicensed vendors. Fourthly, the National Conservation Commission was forced to enable providing materials for booths and construct more kiosks in some certain areas. Lastly, the government of Barbados was lobbied to act for the criminalization of harassment. In the following time periods, some of these precautions listed above did have a positive impact as the number of the international tourists reporting harassment-related happenings decreased from 65 % to 54 % (De Albuquerque and McElroy, 2001:489-490).

In Muree, Pakistan, which is one of the major tourism destinations, the tourism industry inside the country did go to an all-time low pertaining to the depreciating conditions of security and degrading attitudes of the local people including; the shopkeepers, guesthouse owners and restaurants who thrived in torturing tourists for extra money as well as the combined attitude and mafia that believed in exploiting international tourists for money (Sum, 2018). The literature review and the other secondary data sources such as; news and reports published by various national and international newspapers, magazines, institutions and organizations do conclude that tourist harassment is a serious problem that does influence all tourism destinations negatively across the globe. In other words, international tourists who travel around the world no matter which part they visit do encounter different types of tourist harassment-related incidents particularly, the persistence of vendors, verbal and physical abuses, sexual harassment, peddling of drugs and lastly, begging.

2.7.2. Tourist Harassment in Turkey

The issue of tourist harassment has been a serious problem that affects tourism-related activities negatively in many worldwide popular tourism destinations globally for decades (Kozak, 2007:384). Turkey, where the tourist harassment issue lacks the research in terms of academic perspective since the majority of the existing academic studies/research were carried out abroad previously, is to face different types of tourist harassment which take various forms and places in the different parts of the country, particularly, in highly tourist populated places in Turkey.

Despite the fact that the tourist harassment issue is widely known and pronounced in the public, it has not received enough attention from the researchers/scholars in academia so far. However, it does have an important place particularly in the reports, which the non-governmental organizations do release from time to time, on the news concerning harassment-related incidents in internet sites and national and international newspapers and magazines (Üngüren et al., 2015:132). ‘*English Tourist Beaten in the Bar*’, ‘*German Female Tourist Sexually Harassed*’, ‘*Rape Horror to Polish Writer*’ and ‘*Massage Torture to International Tourists on the Beach*’ are just some of the headlines that newspapers both national and international did use to report harassment-related incidents and happenings on international tourists in Turkey. The following news and happenings concerning harassment-related incidents happened in the last decade and published in both national and international written and visual media do illustrate the density of the harassment-related problems on international tourists in Turkey.

According to an English newspaper entitled *Daily Mail*, Turkey took the 3rd place among the most dangerous countries for female tourists in 2015 globally. In the list prepared on the works and recommendations of travel experts, India took the 1st place followed by Brazil as 2nd place and Turkey as the third most hazardous country due to the cases such as; sexual harassment, theft, abuse and murder. The news paid attention to the latest women murders and concluded that violence against women was still a taboo problem in Turkey (Wain, 2015).

In addition, the world-famous bi-weekly business magazine named as *Forbes* also listed the top ten of the riskiest countries worldwide for women to travel in 2017. Turkey also took its place as 9th on the list. In the magazine, which stressed that a national warning was made by the United States [US] government to travel abroad upon a murder of an American female tourist in a hotel property in Mexico, the list of the most hazardous countries in the world was made and why those countries foreseen to be dangerous were explained one by one. This survey was based on *InterNations's* [a global community and information site for people living and working abroad] latest *Expat Insider Survey*, which was a comprehensive report applied on 20,259 participants with 182 different nationalities and 187 different resident countries on what it is like to live and work abroad in 64 countries around the world (Bloom, 2017a).

The list started with Egypt followed by Morocco and Jamaica. Turkey was listed as 9th and explained why it was dangerous as follows; having experienced a significant amount of political instability; the numerous terror attacks that comprise suicide bombings, shootings and vehicle-borne bombings in highly tourist populated places, public spaces, sport events, private celebrations and governmental police and military-related facilities resulting in hundreds of death in 2016. However, all these negative incidents happened during the years of 2015 and 2016 when Turkey had to face a difficult extraordinary but a temporary time period because of the reasons previously explained such as massive terror attacks, coup d'état, the downing of a Russian military jet and other structural, conjectural and regional problems.

Julia Pond, *Trip.com's Editorial Director* shared her insight on how to keep safe in Turkey such as; to be careful how to get dressed appropriately in a conservative way particularly, in less urban areas, to bring a scarf and use it to cover the head especially while visiting a mosque, to grab a taxi from well-trafficked and well-lit areas, to use lowest denomination bills whenever possible, to ignore vendor persistence such as; aggressive shopkeepers and restaurant owners by keeping walk, to seek out a *Turkish Bath-Hamam*¹⁷ experience in all-female option as most of the baths are either all-male or all-female.

⁽¹⁷⁾ **Hamam:** A Turkish bath [Turkish: Hamam, Arabic: حمام] is a type of public bathing linked with the culture of the Ottoman Empire and more largely the Islamic World (Wikipedia Encyclopedia, 2017). The word *Hamam* deriving from the Arabic word *Hamma*, which stands for heating up, meaning a steam bath and depends on the heating of cold water. Based on the same principles as the steam bath, but the

The other countries listed were India, Peru, Bahamas Islands, Colombia, Ecuador and Guatemala (Bloom, 2017b).

According to one national news published in a Turkish newspaper entitled as *Hürriyet*, Conor Woodman, the presenter of National Geographic traveling to various countries to shoot a documentary film named as *Scam City*¹⁸ so as to investigate the tourist-related negative happenings such as; harassment, theft, fraud and tricks, etc. which international tourists are subjected in worldwide popular tourism destinations. He finds a way to enter the underworld of petty crimes and be scammed with hidden cameras in order to reveal how swindlers and scammers make easy money and how they do apply their methods masterly to trick international tourists as victims. The documentary film made previously in many popular tourism destinations such as; Rome, Marrakesh, Prague, Buenos Aires, Rio, Delhi, etc. was shot in Istanbul as well. The first part of the documentary processed the boats operating in Eminönü District, where tourists were promised to show around both sides of the Bosphorus for one hour in one 30-meter boat. However, the truth did not take place as promised. Instead, international tourists were put in a 5-meter boat. On arising complaints from tourists, they were provided with another boat as promised. Another case emerged when the presenter took a walk in Beyoğlu Street, a stranger approached him asking whether he would like to have a beer or not. Then the story went on with his acceptance and ended up with his being asked to pay a bill of 1500 Turkish Liras for drinking two glasses of beer in a bar located not so far from the surrounding environment (Küçük, 2012).

Conor Woodman did persuade one of the perpetrators with a nickname as *Nuri* as a swindler to cooperate with him and tell the full story of how the trick worked. He explained the method he used with the following quote; '*whole night in the bar leaving 4000-5000 Turkish Liras, some of them pay less. I receive a commission in accordance with the amount of money international tourists pay*'. The presenter did want to show the full story practically.

focus is on water rather than steam; it is similar to Scandinavian sauna but is closer to the Roman bath (Turkish Cultural Foundation, 2017).

⁽¹⁸⁾ **Scam City:** A television show hosted by *Conor Woodman* traveling to popular worldwide tourism destinations to uncover tourist scams, frauds and swindles. The show uses hidden cameras to document how scammers, harassers, pickpockets and other criminals do go about their work in the major tourism destinations around the world (Wikipedia Encyclopedia, 2017).

The first victim who bit the bait became a Spanish male tourist. Nuri as perpetrator talked to Spanish guy for some time and the guy told that he was traveling around the world on a limited budget. Later, Nuri took the guy to a bar where he was asked to pay a bill of 600 Turkish Liras for drinking a few glasses of beer. The Spanish guy objected saying that this was impossible but paid only half of the bill as 300 Turkish Liras and left the bar. Nuri told as follows; *'As the Spanish guy did not have so much money, they took what he did have. He was robbed slightly in this way. I do not suffer a pang of conscience. I received 100 Turkish Liras as a share from this work. If he had paid more, I would have received more too''*.

Giuseppina Pasqualino di Marineo, known as *Pippa Bacca* who set out from Milan, Italy to go to Tel Aviv, Israel to draw attention to world peace was harassed, raped and killed by being strangled in Gebze, a town located in Kocaeli province in Turkey. According to news, a truck driver gave her a lift while she was hitchhiking and took her to a desolated place where he raped and killed her in one hour. The 33 aged Italian artist and activist as *Peace Bride* was accompanied by her friend Silvia Moro said that *'the only dress we will bring along with us will be a white wedding dress with dirt gathered on it during the journey''* before she set off from Italy (Povol-
edo, 2008).

Sarai Sierra, a female American tourist with the Latin origin experienced sexual harassment; a man attempted to rape her and killed her in Sarayburnu District located in Istanbul in 2014. According to the news, the perpetrator met with the victim while she was walking and photographing in the Sarayburnu District. He first stopped her, wanted to have a sexual relationship with her and then started to kiss her. When she did show excessive resistance, he got angry, hit her head with a stone and killed her. After that, the perpetrator did take her belongings such as; handbag including her purse, passport, iPad, mobile phone, money and credit cards and ran away from the happening scene (Neel, 2013; Arsu and Goodman, 2013).

A group of Turkish shopkeepers in the Aksaray District of Istanbul seriously beat an Irish male tourist with a Kuwait descent. The shopkeepers attacked the tourist with knives and wooden sticks.

The incident happened in this way; when the tourist entered a shop to buy a bottle of water, he accidentally overthrew the bottles of water from the refrigerator. Upon arising argument, he found himself in the center of the fight (Witnall, 2015; Malm, 2015).

“The tourist told that I tried to save my life. Many people attacked me suddenly. I was in a shock. They attacked me for only a bottle of water. They hit my head with a heavy beat. I was not conscious after that. They used all the kitchen tools to attack me. He even told that some of his personal belongings were stolen during the fight”. Besides, he added that I was not the first one who hit first and started the fight. They took me back to my hotel. When I noticed that some of my personal belongings were stolen, I went back to the place where the fight took place to get my belongings. They attacked me again, but I did not want to fight. I was wounded with a knife on my back. I do not remember who hit me”.

According to an article written by Alyson Neel, an American Journalist based in Istanbul and published in an American newspaper entitled *Washington Post*, street harassment is a constant, stating that not even one day does pass without undergoing harassment in Istanbul. The writer told that; even though Turkey, which is a socially conservative country made significant progress to advance women’ rights in the past 20 years, violence and harassment issues against women still exist as a major problem in daily life. Most of what she knew about inequality in terms of gender variable she managed to learn on the streets in Istanbul, where she did live for the past two years. A questionnaire survey conducted by Hacettepe University, Ankara uncovered that 42 % of the women as participants encountered physical and sexual abuse or harassment in their lives. In addition, the writer expressed the density and amount of harassment as saying; *“Not a single day goes by that I am not leered at, growled at, spit on, stalked or called a fuhuş [prostitute]. A couple of months ago, I was assaulted by a group of teenage boys 20 feet from my front door”*. She concluded the article by saying that; even though she was never raped, strangers on the street violated her every day and she was one of the thousands of women who did have to put up with assault and sexual harassment in the public spaces in Istanbul. Her first lesson was not an easy one (Neel, 2013).

In Istanbul, two French female tourists underwent sexual harassment while in a Turkish bath located in Karaköy District in 2015. Female tourists complained to local police about the case and wanted to file a complaint. They told that four employees of the bath touched intimate parts of their bodies during the massage by stating that it was a normal procedure and harassed them sexually. The criminal charge prepared by the Istanbul Republic Attorney Generalship in the court did demand seven years of the sentence to pending defendants from the quilt of simple sexual assault (Altın, 2017).

In Istanbul, a local bus driver raped an American student aged 22 years old in 2016. The student told police that after having dinner with her friends in a restaurant, she left to go back home. While waiting for a taxi, a local bus stopped in front of her and its driver offered help to take her to Sarıyer District. The driver kidnapped and took her to a silent and uninhabited place. Not only did he rape her, but he also stole her backpack including; her mobile phone, money, credit cards, passport and other belongings as well (Milliyet, 2016).

In Istanbul, an American female tourist aged 25 years old did encounter both verbal abuse and sexual harassment in Beyoğlu District in 2015. The tourist told police that two men beat her while she was screaming for help and took her handbag including 300 Turkish Lira, 160 American \$, mobile phone and passport by force and ran away. The police using the security cameras around the environment followed the suspects who did escape on foot by walking. Then, the police found attackers with the Syrian nationality where they lived and took one of them into custody and arrested him. The other one was missing and police were still looking for him (Aksoyer, 2015).

In the first hours of the New Year's celebrations in Taksim Square located in Istanbul, a female Ukrainian tourist walking alone on İstiklal Street encountered sexual harassment by a group of men asking to take a picture with the female tourist. Then, a tourist with Azerbaijan origin who followed the tourist persistently harassed the female tourist again. The security staff took the suspect into custody (Internet Haber, 2016). In Taksim Square, which witnessed the sexual harassment-related incidents/happenings in the past in Istanbul, three Iranian female tourists alleged that three Iraqi male tourists did harass them sexually during the New Year's Eve party celebrations organized in Istanbul. Police detained all these three suspects on Iranian tourists' filing an official complaint (Hürriyet Daily News, 2014).

According to an article published in a newspaper entitled *Turkish Daily News*, the sexual harassment became a social disease in Taksim Square in Istanbul. The writer stated that; New Year's celebrations in Taksim Square, arguably the heart of Istanbul, were marred again by the sexual harassment against international tourists particularly, to female ones. For instance, the images on national TV indicated that a group of men who were encircling a female tourist, pressing their bodies and hands against tourists. On the one hand, two Russian female tourists visiting Turkey for the second time did argue that they did not encounter any kind of harassment, even though they admitted that many wandering eyes looking at them with desire and sometimes awe targeted them. On the other hand, a Japanese female tourist only made a complaint about being mocked and taunted concerning her appearance and language. Another female tourist from Ireland said on her sixth visit to Turkey, she also celebrated New Year in Taksim Square and admitted being among so many intoxicated men who came with different wishes and offers all the time is hard. She also said that police officers did not have enough sensitivity against such harassment incidents and it was a shock for her when she learned about the small fine, which could not erase the trauma of the molested girl (Oğuz, 2008).

According to an article written by Sarah Metzker and published in an online newspaper named as *USA Today*, the most commonly perpetrated crimes that happen in Istanbul include pick-pocketing, theft, purse slashing particularly and bag-snatching in the crowded areas such as Sultanahmet, Beyazit and Taksim Squares where the most tourist go to visit. Although the incidents related to mugging does happen seldom, they tend to increase to become common day by day. Moreover, the writer of the article also made some recommendations to visiting tourists such as; to keep yourself safe by leaving your passport and other valuable and important belongings in the hotel room, not to have big amounts of cash money with you, to wear a belt for money under your clothes or do keep cash money and mobile phone in your shirt pocket or front pant pockets, to close the purses and wallets with a zipper and have a strap crossing over the chest and to carry the purse/wallet in front of you rather than at your back, particularly, for female tourists.

Another matter emphasized in the article was the harassment of international tourists in Istanbul. Even though the Turkish men are quite respectful towards women generally, they might verbally harass, stare at, pinch or follow the international female tourists. In general, a Turkish man's persistent advances result from misinterpretations of behaviors in terms of culture. Even some Turkish men may comprehend/interpret the smiling or friendliness as an invitation, that is why it is necessary to keep your interactive relationship with unknown Turkish men as formal as possible, to prevent eye contact with men on the street. For female tourists, not to wear shorts, short skirts, not to hesitate to make a noisy fuss when you feel threatened or bothered by someone. An expression *Çok Ayıp* [Chok eye-IP] meaning shame on you will always attract the attention of other people passing by and drive the man away. It is also possible to step into a shop or business enterprise until the man harasser/perpetrator does go away (Metzker Erdemir, 2017).

A taxi driver in Istanbul harassed a female Moroccan tourist who did file a complaint to the local police in Istanbul. She was a Moroccan model and the driver harassed her sexually when she was traveling in the taxi (Birgün, 2017). In Istanbul particularly, in highly tourist populated areas such as Sultanahmet Square, Eminönü, Beşiktaş, Beyazıt and Taksim Square, Turkish people claim that they are not allowed to use the local taxi by their owners or drivers. They add that taxi drivers always find reasons or excuses not to let them use the taxi such as; they need to change their shift urgently, they do not go for short distances and they are lost when the weather is rainy. Generally speaking, taxi drivers operating in these districts always prefer international tourists especially, Arabic-speaking ones because of financial reasons. A social experiment, which was carried out to find out how many taxi drivers would refuse to let the Turkish-speaking people use their taxi by the author revealed that; in highly tourist-populated districts (Haber Türk, 2017).

'First, in Sultan Ahmet District, we stopped six taxis; we were not allowed to use five of them by speaking the Turkish language. Later, one of our friends who pretended to be an international tourist and speaking the English language was also refused to use the taxis, because the taxi drivers think that western tourists are aware of the taxi drivers' habit in Istanbul and they will make trouble if they doubt something going on wrong.

On the other hand, taxi drivers always prefer Arabic-speaking tourists as they think that even though they had a good price bargaining and got a good price, they do not realize that they mostly pay high prices even for short distances. In a few hours, we stopped twenty-one taxis and were not allowed to use twenty of them by speaking the Turkish language in four different districts mostly visited by international tourists in Istanbul. By speaking the English language, we were accepted only by two taxi drivers. The rest of the taxis were for Arabic speaking tourists''.

In Antalya, one of the most famous tourism destinations in the Southern Turkey, a female Czech tourist aged 34-year-old was attempted to be raped by a man having a criminal record of harassment, theft, deprivation of liberty and looting before in a cave located in Kaleiçi District. Police managed to rescue the victim at the last minute and the perpetrator who wanted to be taken into custody wounded two police officers with a knife (Erdem, 2013). Another sexually related incident that happened in Antalya is; a female German tourist aged 27-year-old, who came to Antalya to meet her friend, was harassed in a sexual way by a driver working in a transportation firm. The victim told the police that the driver gave her a lift on the plea of help and offered her a sexual relationship. When turned down the offer, he threatened her and harassed her sexually. The perpetrator was arrested and taken into custody (Milliyet, 2012).

In Manavgat, one of the most popular tourism destinations of Antalya province, two staff of the hotel raped a German female tourist aged 17-year-old, where she stayed on her holiday. She told the police that she went to a disco located in Side with these two guys. After having some fun, they all together went to the hostel where the guys lived. She alleged that she was raped there. The two suspects taken into custody on her complaint were arrested (Haber Turizm, 2016).

In Alanya, one of the most famous holiday destinations and popular seaside resorts in the Southern Turkey, a local guy did ask a female Swedish tourist aged 19 year-old for a date and when she refused the date offer, she was battered and harassed sexually in Damlataş Beach while walking. Upon her screams heard by local people around, police came to the incident scene, rescued her and detained the perpetrator (Gül and Yılmaz, 2009).

Another sexually related incident that happened in Alanya town is; two Swedish female tourists underwent sexual harassment. According to the news, Swedish tourists hitchhiked a truck and wanted the truck driver to give a lift for them to return to their hotel. After driving for a while, when the girls wanted to get off the truck, the driver let one of them leave but avoided the other one from leaving. The girl who left the truck, thinking that her friend was kidnapped did scream for help. After a short time, police came to the incident scene and took the driver into custody (Haber Türk, 2010). Moreover, one female Swedish tourist aged 16 year-old claimed that she was harassed sexually and attempted to be raped by the security staff of the hotel where she lived with her family and friends in Alanya. According to the news, after having some time entertaining in a nightclub with her friend, the female tourist came to her room and fell asleep. The security staff entered the room secretly and harassed the tourist sexually. Upon waking up, she ran away from her room and went to the police to file a complaint (Türkiye Gazetesi, 2012).

In Marmaris, one of the most popular tourism destinations of Muğla province located in the Aegean part of Turkey, the negative perception frequently featured in the headlines of the British press recently resulting from the criminal cases such as; fighting, assault, harassment and theft that British tourists were subjected to as victims upset business entrepreneurs, local people and tourists as well. For instance, a 17 year-old British male tourist was stabbed in 19 places, another British male tourist was beaten in the middle of the street, a young female British tourist was threatened and attempted to be raped with a knife by someone entered her room for theft, a 16 year-old female British tourist was kidnapped and lastly, a British female tourist was raped by the hotel's masseur where she stayed are some of the unpleasant incidents reflected in the British press. Stating that not only British tourists but also Russian and Belgian tourists could be victims of perpetrators, the Marmaris Police Chief, said that the increase of crime rate directly did result from the population growth and excessive consumption of alcohol during summer months in Marmaris. On the other hand, the District Governor of Marmaris told that a new social life arrangement must be enacted to reduce the tourist-related problems (Yur, 2013).

In Marmaris, two staff of a café bar beat a British male tourist aged 31 year-old. According to the claim, the tourist who came to the café bar with his girlfriend was allegedly run riot, asked some Turkish girls to dance and disturbed them. He started swearing and insulting when he was warned. The fight left the British tourist wounded seriously. However, he did not make any complaint to the police unexpectedly as the incident happened on the last day of the holiday and said that he would start the necessary process when he did return back to his country and would never come back to Turkey again (Gündoğan, 2010).

Tour operators in Marmaris town did report the reasons for international tourists' complaints via a questionnaire survey performed in 2011. In a research, which asked international tourists who come from different countries such as; Holland, Germany, Russia, Belgium and Scandinavian countries what they disliked most in Marmaris, the leading problems unearthed were the persistence of vendors resulting from the high number of similar shops, cafes, restaurants, bars, etc. harassment, noise pollution, price gouging, insults when not purchasing and traffic-related problems (GETOB, 2011).

In Bodrum, one of the most popular tourism destinations of Muğla province located in the Aegean part of Turkey, a group of men harassed a Danish female tourist in a sexual way on the beach. While she was sunbathing, the female tourist encountered sexual harassment for minutes by the gaze of a group of men; one of whom pretended to talk on the phone, approached the woman and gazed at her for minutes. After all these, the female tourist had to leave the beach and return to her hotel (Anter, 2009). Another case of sexual harassment that happened in Bodrum is; with the increase of temperature/weather, the beaches were filled with both domestic and international tourists slowly. The local guys' attitudes watching the female tourists so closely sometimes caused distress. For instance, a female tourist faced the gazes of a number of men while sunbathing and she was photographed many times. In an attempt to get rid of this, she tried to enter the sea but when she understood that there was no use to escape this harassment, she decided to leave the beach (Sabah, 2016).

In Bodrum, a female tourist with Dutch descent while sunbathing alone on the beach was claimed to have been harassed sexually by a hotel staff who was responsible for cleaning the beach. The perpetrator was caught by the security staff of the hotel and delivered to the police.

The female tourist did not deliver any testimony to the police and the perpetrator did not accept the charges. The female tourist screamed for help. The following day she returned to her country. She said that she traveled a number of countries across the world but did not face anything like that. This boy must have psychological problems and he must undergo a cure. Such happenings may take place in any country and I am so sad about what I have lived here (Vatan, 2017).

In Bodrum, an Ukrainian female tourist sunbathing had to leave the beach since a local person asking to chat with her with broken English persistently disturbed her. According to the news, the perpetrator stood in front of the tourist for 10 minutes and wanted to talk to her. Another man standing 5 or 6 meters away did take the pictures of the tourist without any permission. A group of men alleging themselves as masseurs harassed the female tourist (Sputnik, 2017). The same perpetrator who went to ask German and Dutch tourists insistently to make a massage. In an atmosphere, where the female tourists are disturbed, the male tourist preferred to get rid of him by letting him make a massage for 10 minutes in return for 20 Euro. The female tourist told that;

‘I have friends in Bodrum. While I was sunbathing, firstly, one of the guys coming to me asked to make massage persistently. Secondly, another guy came to me and asked me whether he can help me or not with his broken English language. I told him in Turkish that I want to sunbathe here, how do you plan to help me while I was sunbathing? Then I told him that I do not need any help, but he kept insisting on helping me. Then, he tried to chat with me in Turkish. When I understood that I can't get rid of him, he will not give me any rest, I did take my belongings and returned back to my hotel.’

A Polish female tourist was raped in Çatalca, the smallest town in Istanbul province in Turkey. According to a Turkish newspaper entitled *Cumhuriyet*, the Polish female tourist, a famous travel writer in Poland, entered Turkey via Georgia, walked along the Black Sea Coast safely and arrived Çatalca, where a man who wanted to show her a place to eat raped her. Instead of that, he took her to forestland, where he raped her. The gendarmerie arrested the attacker in a short time (*Cumhuriyet*, 2013).

In Cappadocia, a very popular tourism destination, which is famous for its cone-shaped volcanic rock formations, lunar landscape and rock-carved underground cities and lastly, churches in the early Christian period, a female Japanese tourist was raped and killed.

According to Doğan News Agency [DHA], two Japanese female tourists decided to hike in Zemi Valley where one of them was raped and killed there; the other one was badly injured and then, treated in the hospital. Turkish police arrested two men as suspects over the rape and murder incidents of the Japanese tourist one of whom does have a criminal record of having sexual harassment and drug peddling (Japan Today, 2013; Japan Daily Press, 2013).

In Konya, a teenager aged 17 year-old, did harass one Chinese female tourist sexually. According to the news, the teenager wanted to take a picture with the tourist and make a selfie. The female tourist agreed with him. After he made the selfie with her, he harassed the Chinese tourist sexually, pulled her over and wanted to grab her bag. The tourist started to scream for the help and the boy ran away. Police found him thank to the selfie he made with the female tourist and he was arrested (Yanık, 2017). A Japanese female tourist aged 21 year-old underwent sexual harassment by a van driver while she was traveling on the highway between Diyarbakır and Muş provinces. The victim tourist told police that she wanted to hitchhike to travel. The driver of the van wanted to have a sexual relationship with her. He began to harass the victim by touching and tried to take off her clothes by force. When she did refuse and showed extreme resistance, he slapped her and threw her by the side of the road. Then, he continued driving on the road (Cumhuriyet, 2011).

In Bursa, a Dutch female tourist was subjected to sexual harassment on the highway between Bursa and Ankara provinces. After setting off from Netherland one year ago, she first came to Romania and then, arrived in Turkey on foot. She told the police that a motorbike driver who wanted to give her a lift did harass her sexually. When harassed, she was afraid and jumped from the motorbike. A truck driver found her when she did lose her way and she was crying with a broken arm. The truck driver brought her to the closest hospital in İnegöl, Bursa. The police looked for the suspect everywhere (Hürriyet, 2015).

Following the tourism season's opening, both local and regional municipalities in the Aegean and Mediterranean shores took some measures to minimize harassment-related incidents/happenings, which international tourists did encounter in one way or another.

These precautions do involve as follows; a primary source of international tourists' complaint *Hanutçu* the Turkish term used for people heckling international tourists to shops and stores or eat at their establishments, not to permit sellers, beggars, vendors and *Maganda* the Turkish term used for people who hassle tourists particularly female ones, not to disturb the visitors will not be tolerated by municipality officials.

For instance, in Marmaris, one of the most famous tourism destinations and popular seaside resorts in the Western Turkey, one tourism coordination board meeting bringing together the municipal, state and police officials as well as the representatives of chambers and non-governmental organizations was held with an agenda of taking necessary precautions to stop if not possible to minimize harassment-related incidents against international tourists. The following measures were taken; to implement current regulations, fines and penalties strictly required by the law, to patrol police officers on bike and foot on the beaches and streets, to employ police officers who could speak at least one foreign language, to install the Mobile Electronic System Integration, [MO BESE], the cameras in the town to have a deterrent impact on the potential possible perpetrators. Furthermore, the *Zabita*¹⁹ or municipal police officers would fight against beggars and vendors on the beaches and around the marina and fine the ones harassing tourists.

In Bodrum, which is a popular resort town in Muğla province, similar problems occur as well; the mayor of Bodrum said that we could not let any person to disturb international tourists who spend a considerable amount of money in Turkey by stating that everybody as all stakeholders ought to try hard to improve the quality of tourism and enhance the number of international tourist arrivals in the province of Muğla. In addition, he told that they would undercover *Zabita* officers on the beaches, do use photographs and video footage to find the possible perpetrators red-handed and then, they would make a complaint against them to the prosecutor's office. The mayor also did add that the owners of bars, restaurants and hotels near the beaches were asked to show to *Zabita* about perpetrators and harassers (Doğan News Agency, 2010).

¹⁹ **Zabita:** A municipal police force who is having the responsibility for both domestic affairs and law enforcement agencies that are under the control of the local government. They account for seeing that the various ordinances and laws are observed, particularly those dealing with fair marketing, prices, building constructions and sanitation as well (Wikipedia Encyclopedia, 2017).

In Alanya, the District Governor reacted to harassment-related incidents/happenings in particular to sexual abuse of tourists especially international ones by saying;

‘‘Are we a pervert? How would you react when such a thing done to your mother, wife, daughter or sister? One of my friends told me that two female Swedish tourists faced sexual harassment and did receive improper remarks or overtures by 14 local people. What a big shame!’’

In District Coordination Board Meeting attended by the different stakeholders in the tourism industry, he added that; everybody does try very hard to obtain something from the international tourists by breaking one’s neck. If you would like to get some income or profit from international tourists, you should have a sensitivity to tourist satisfaction and do something to make contribution to the development of the tourism industry. However, if you do not make anything to develop the tourism sector, then there is no use to wait for any milk from this cow. This is valid for all the stakeholders ranging from hoteliers to tradesmen and even *Simit*²⁰ sellers. He concluded his speech by stressing that we should all behave international tourists in a friendly manner by avoiding any pout at them (Eriş, 2014).

In Side, one of the most famous holiday destinations and popular seaside resorts in the Southern Turkey, the mayor of the town told in a press conference that the strict precautions would be taken to reduce the harassment-related problems in the region when a Norwegian female tourist did make a complaint about the level and amount of the harassment such as; the vendor persistence and sexual harassment on the street. She did continue her words with the following quote; *‘we cannot walk on the street, particularly, if you are a woman; you are in trouble with vendors or sellers around. If you do behave them in a gentle way, they walk all over us, if you behave them harshly, they give us a kick!’*. The mayor also complained about the local people’ perceptions of any walking female tourist as a prostitute on the streets and said that this thought is ridiculous, disgusting and a big shame for the Turkish nation. He continued his words by saying; I am also a tradesman and many of my customers come to my shop and tell me about these negative happenings.

⁽²⁰⁾ **Simit:** It is a small circular bread, generally encrusted with sesame seeds or less commonly, poppy, flax or sunflower seeds, can be found across the cuisines of the Middle East and former Ottoman Empire .It is usually shaped in a ring that varies the crunch,size, chewiness and other characteristics slightly by region (Wikipedia Encyclopedia, 2017).

Stating that he is deeply unhappy about this news, he would not allow such incidents to take place again in Side. He warned all tradesmen about harassment issue by saying; if you treat tourists in this way, Side is not the right place to make business for you that is why you should go and work somewhere else. If we want to make money and contribute to the development of the tourism industry, we need to make tourists happy in order that they would come back and recommend Side to their friends and relatives when they turn back to their countries. He concluded his words.

The literature review and the other secondary data sources such as; the news and reports, which are published by various national and international newspapers, magazines, institutions and organizations do conclude that tourist harassment is a serious problem that does affect the tourism industry in Turkey. In other words, international tourists who come to visit Turkey no matter which part are to undergo different types of tourist harassment-related incidents particularly, the persistence of vendors, sexual harassment, peddling of drugs verbal and physical abuses and begging.

2.8. ACADEMIC RESEARCH ON TOURIST HARASSMENT

Tourism revenues do constitute a significant source of income economically for a wide range of countries particularly, the developing ones around the world. However, the negativities such as; crime and harassment that could decrease the tourism demand made the countries to act on these issues all over the world. Tourist harassment, despite being a commonly encountered problem by tourists, particularly international ones in a number of tourism destinations across the globe is a subject that is neglected by both local management bodies/parties and tourism academicians. The reason for this is; the concept of the harassment does change from one culture to another culture, person to person and lastly, its boundaries cannot be drawn well.

Many researchers do regard tourist harassment as a global problem, which does affect the sustainability of the tourism industry negatively in all tourism destinations around the world (Badu-Baiden et al., 2016; Nicely, 2015; Rathnayake and Wijesundara, 2015; Wen and Li, 2015; Nicely and Ghazali, 2014; Chepkwony and Kangogo, 2013; Dibyendu, 2013; Skipper, 2009; McElroy et al., 2007a; Kozak, 2007; De Albuquerque and McElroy, 2001).

Despite the increase in the number of the academic research shedding light on tourist harassment completely or partially when compared with the past, the literature review unearths the limited number of the academic studies on tourist harassment issue across the world, particularly in Turkey. The author compiled the following academic studies previously conducted in the different parts of the world by various researchers across the globe including Turkey and Tables 10 and 11 clearly display this lacuna.

De Albuquerque and McElroy (2001) carried out a quantitative research on tourist harassment, which they claimed that their research as the first of its kind via exit questionnaire surveys conducted and commissioned by the Tourism Development Corporation between the years of 1991-1994. The majority of the respondents (59%) who visited Barbados, Caribbean stated that they underwent some type of harassment such as; the persistence of vendors without uniform, sexual harassment, verbal and physical abuses and lastly, peddling of drugs. The majority of the harassment-related incidents happened on beaches pursued by the streets and in town Bridgetown during shopping. In terms of harassment types, the respondents pointed out that persistence of vendors having no uniforms (80%) topped the list followed by peddling of drugs (27%), verbal abuse (14%), sexual harassment (8%) and lastly, physical abuse (2%). Moreover, international tourists experienced harassment by more three other hustler groups such as; Jet Ski operators, taxi drivers and time-share salespersons. Finally, the research summarized findings derived through the informal interviews carried out with taxi drivers, vendors, etc. as well as qualitative observations of tourist-host interaction.

H.S. Dunn and L.L. Dunn (2002) did conduct a qualitative research that sought to map the contours of local people's perceptions on some key issues such as; crime and violence, tourist harassment, all-inclusive concept, Jamaican people in the Jamaican hotel properties, quality of local infrastructure and other factors that influence the future of tourism industry in Jamaica. Research findings unveiled that there were three most important problems that emerged. Respondents stated that crime and violence (59%) topped the list as the number one problem followed by tourist harassment (29%) and bad roads (28%). The fundamental solutions that were recommended in rank order were; the more community education, stricter penalties for harassers and more police and more resort patrols and better street lighting.

Furthermore, the respondents emphasized that to increase both education and training opportunities and to diversify tourism products and services in order that a wider range of communities could benefit and expand employment opportunities might be quite helpful when to tackle problems such as crime and violence and tourist harassment.

Mimaroğlu (2004) made a quantitative research in Turkey including the counties such as; Bodrum, Ürgüp and Kızılkalesi to find out local people' tendency [only male informants] towards the sexual harassment on female international tourists. Besides, the research also aimed to determine the female tourists' perceptions on this issue. The research uncovered the following findings; Ürgüp topped the list as the most prone region to sexual harassment followed by the regions such as; Kızılkalesi and Bodrum respectively. Respondents with a young age were more likely to harass female tourists sexually. Local people, despite being married and lack of foreign language knowledge, were likely to harass tourists. As the respondents' educational level and frequency of encounters with international tourists do increase, local people were inclined to harass tourists sexually more in contrast to what's supposed to be. On the other hand, the local people who were working in the various business enterprises operating in the tourism industry were more likely to harass tourists in comparison with the respondents who worked in the other industries. Lastly, in regards to female tourists, older and first-time ones were more likely to find local people hospitable.

Kozak and Taşçı (2006) carried out a quantitative research in Bodrum, Turkey to investigate what types of complaints international tourists do have, how they intend to report their complaints and to whom and lastly, what types of practical measures they do suggest to resolve their own complaints. As a result, the research findings did uncover twenty potential different complaints among which, the problem of harassment, happening in the form of disturbances on the beaches and streets by the peddlers/vendors topped the list.

Ajagunna (2006) performed a qualitative research to investigate how violent the crime and harassment affected the Jamaican tourism industry, which was reported with the problems of harassment and crime in both national and international media and did suffer from the bad publicity giving a reputation and notoriety as being an unsafe place and its perception as a dangerous tourism destination with a wide range of risks.

Moreover, the research also aimed to assess the approaches taken by the government to reduce the amount of harassment and the number of crimes against international tourists on the island. The research, which was applied to many stakeholders such as; residents, business entrepreneurs and tourists, unveiled the following findings; to move towards the sustainability in the Jamaican tourism industry required urgent sweeping changes of the business community's attitudes, values and practices as well as the other stakeholders such as the government, media and cooperation from local residents.

Kozak (2007) conducted a quantitative research in Marmaris, Turkey to seek the answers to such questions as follows; why, where and how international tourists were harassed, to shed light on tourists' opinions about or reactions to such a negativity and to find out the extent to which harassment experience had an effect on tourists' overall holiday quality and behavioral future intentions. In addition to this, this research also investigated to orient the representatives' and vendors' attention who work in the both public and private sectors and vendors' to harassment influences on their local and national tourism industry development. Research findings uncovered that nearly half of the respondents (45%) underwent some type of harassment during their holiday. These harassment types were; the persistence of vendors emerged as the number one problem pursued by sexual harassment, verbal abuse and physical abuse and peddling of drugs relatively. The majority of harassment-related incidents did take place on the beaches and streets whereas the least harassment-related incidents did happen at hotel properties. One key driver of tourist harassment that was revealed in the research did derive from the local people's ambitions for greater profits in business since the money regarded as the major reason to harass international tourists. Furthermore, what international tourists encountered as problems and made complaints had a significant impact on their holidays and on some variables such as; their satisfaction level, repeat visit and recommendation intention in the future.

McElroy et al., (2007a), made a qualitative research that aimed to run through the limited literature on tourist harassment, did discuss its determinative factors and lastly, offered some policy recommendations to control the tourist harassment problem.

The research, which emphasized the Caribbean Region, where tourist harassment had been a long-standing problem, did adapt an exhaustive literature review and did summarize extensively two case studies; one of which was Barbados, the Caribbean and the second one was Marmaris, Turkey. As a result, the research findings unveiled that tourist harassment was a problem increasing dramatically with global dimensions. One of the tourist harassment types; the persistence of vendors topped the list followed by peddling of drugs and sexual harassment mostly happening on the beaches and/or shopping areas and the least at hotel properties. In regards to the determinants of tourist harassment, the research, which filled a gap in the literature on an increasing concern and did conclude with the 2 training case studies to understand deeply the problem of harassment unveiled that the literature review emphasized tourist-host socio-economic distances whereas the case studies stressed differences culturally.

Skipper (2009) carried out a mixed-method research, which investigated so as to understand tourist-host interactive relations in the context of harassment and its effect on the overall quality of tourism experience in Jamaica. This research utilizing mixed research methods in the form of the questionnaire survey [quantitative data] and event-logs [qualitative data] tried to explore harassment influence on perceptions, attitudes and experiences of international tourists in Jamaica particularly, in Montego Bay and Negril Bay. As a result, nearly 59% of the respondents stated that they faced some sort of harassment mostly persistence of vendors, peddling of drugs and begging that happened on the streets and the beaches and in the market during their holiday. Moreover, the respondents' attitudes towards local people were positive. On comparing harassed and non-harassed respondents, it was clear that the views that are more negative did seem to belong to harassed respondents, which emerged as another significant finding of the research. However, the respondents' negative views did not have any significant impact when to avoid the majority of the harassed respondents from their intentions to recommend and make re-visit to Jamaica in the near future. Consequently, the findings obtained in this research did increase the importance of the implications for tourism managers, operators and planners, as harassment did not seem to negate respondents' tourism-related experiences in Jamaica even though assumed as an annoying behavior locally.

Barutçu, Doğan and Üngüren (2011) performed a quantitative research so as to comprehend how well tourist stores/shops operating in Alanya, Turkey do meet the international tourists' needs to reveal international tourists' perceptions towards the shopping, to compare tourists' satisfaction and perception levels on shopping who do come from various countries with different nationalities, to recognize what type of elements of touristic stores' offer need to be enhanced and lastly, to make definitions of strategies to increase overall tourist satisfaction. Research findings uncloaked that the respondents were satisfied with some variables such as; payment varieties of shops, transportation to shopping areas, knowledge level of sellers about the products and services scale of shops whereas respondents stated that they were not satisfied with some variables such as local people as vendors' behaviors. Besides, they had negative perceptions about the reliability of vendors or sellers, shopping chances, price labels and travel agencies' advices, shopping from local shops, difficulties in using Turkish Lira and sellers' sex discrimination. The research concluded with the need to develop education programs for sellers/vendors, store owners and store managers in Alanya in order to increase tourists' satisfaction related to shopping.

Calafat, Hughes, Blay, Bellis, Mendes, Juan, Lazarov, Cibin and Duch (2012) conducted a quantitative research to explore sexual harassment and having sex against one's will in young holidaymakers who visit the famous tourism destinations located in Southern Europe that include Spain, Portugal, Greece, Italy and Cyprus. Research findings unveiled that holiday resorts do account for a key point for sexual harassment and sex against one's will particularly, for the holidaymakers getting drunk and using drugs. Programs to prevent may increase awareness of the risks of undesired sexual encounters on vacation and work with the tourism industry and tourism authorities so as to improve environments and places where the sexual aggression is not endured.

Chepkwony (2013) made a quantitative research to evaluate the magnitude of tourist harassment against international tourists in Mombasa, Kenya from tourists' perspectives. Research findings did unearth that half of the respondents surveyed (50.2%) stated that they did experience harassment in one way or another along the beaches of Mombasa. Furthermore, regardless of whether they encountered harassment or not, the majority of the respondents (61%) would come back to Mombasa, Kenya on vacation, which was another finding uncovered in the research.

Therefore, the research unveiled that even though international tourists' perceptions of harassment was so high among the respondents, this did not have a dramatic effect on tourists' decision to make a repeat visit in the future. The research concluded that the government in Kenya did need to make regular vetting process, licensing to remove illegal operators on the beaches and enacting laws to criminalize harassment on tourists to minimize the problem of tourist harassment.

Chepkwony and Kangogo (2013) carried out a quantitative research that assessed the nature and types of tourist harassment and found out the causes leading to this problem along the coastal beach of Mombasa, Kenya. The research was performed on the beaches of Mombasa entitled as *Nyali*, *Bamburi* and *Shanzu*. Research findings unmasked that pestering to buy goods and services persistence of vendors emerged as the number one problem pursued by begging and sexual harassment in turn. Besides, while the most problematic harasser groups emerged as curio sellers, safari sellers and boat operators respectively in the group of beach boys, beaches did happen to be the frequent hot spots and key locations where tourist harassment took place in Mombasa, Kenya. Even though respondents' socio-demographic characteristics such as; gender, marital status, age and travel experience dramatically affected harassment, not much they varied in terms of percentages.

Omisore, Badiora and Fadoyin (2013) performed a quantitative research in order to examine the socio-economic characteristics and types of criminal activities, which international tourists experienced during the festive and non-festive periods at *Ikogusi Warm* and *Cold Spring*, Nigeria. The findings obtained in this research were summarized as following; criminal activities were increasingly a problem in tourist attraction sites of Nigeria. Among these criminal activities, pickpocketing, stealing and sexual harassment were notable ones, which were perceived to be widespread and constituted a major concern for international tourists. Another significant finding of the research was that the pattern of the crime did remain consistent remarkably during the festive and non-festive periods, which created anxiety, influenced the willingness to visit and harmed the improvement of tourist attractions, which did have negative impacts on the willingness to visit.

Kızılırmak and Çetin (2014) conducted a qualitative research to investigate the characteristics of fair trade by analyzing the rules and regulations imposed by *Ahilik-Ahi Community*²¹ via semi-structured interviews with the various product suppliers in Grand Bazaar, which is one of the most important structures of Istanbul in terms of both economy and culture in Istanbul. The research findings unveiled several important implications to improve international tourists' shopping experience and suggested a number of ethical behaviors such as; cooperation, education/training, auto control, hospitality and care, quality and fairness and lastly, trust, that might be adapted by the various stakeholders, which operate in the traditional market.

Nicely and Ghazali (2014) made a qualitative research in Jamaica to specify the international tourists' interpretations of the harassment expression and to apply this information to construct a more extensive definition of the phenomenon for the further discourse amongst the researchers and practitioners in the field. The research findings made three important theoretical contributions to the academic literature but also did confirm the previous findings as well. Eventually, the research identified twenty-six specific tourist harassment-related behaviors. It did summarize the full spectrum of the harassment behaviors [individual and group behaviors, contact and non-contact and behaviors, which took place at each phase of the trading process] and lastly, it did recognize twelve tourist responses emotionally to the local traders' aggressive seller behaviors.

Jayasiri and Kalansooriya (2015) carried out a mixed-method research to find out the contingency impact of tourist perceptions on harassment towards the relation between tourist satisfaction and harassment encounter. The research findings revealed that international tourists who visited Sri Lanka underwent several different forms of harassment. These harasser groups were; tour guides, local vendors/peddlers, beach boys, etc. Moreover, international tourists were to handle the variation of the natural environment and poor site management as well.

⁽²¹⁾**Ahilik-Ahi Community:** A solidarity establishment founded by *Ahi Evran* with the suggestion of *Hacı Bektaş-ı Veli*. It is a foundation that originally originated from Horasan and organized the Seljuk and Ottoman era Muslim Turkmen people and it does gather craft and merchants masters from Anatolia to Central Asia under one single umbrella and does support them in any kind, educating them both economically and morally and regulating their working life on good human merits. It is closely concerned with brotherhood and a good combination of trade, artisanship and profession with morality, maturity and truth (UNESCO, 2017).

Wen and Li (2015) performed a qualitative research that sought to suggest a new solution in terms of destination marketing from a different perspective and emphasized the importance of tourist harassment in accordance with the international academic literature and past solution of tourist harassment by stating that no harassment could be a bright spot for the destination marketing. To clamp down the tourist harassment, research findings unearthed some precautions. These precautions were; to organize all tourist-related stakeholders to establish a committee to handle the problems such as, to propagandize and educate local people and make them be aware of tourists in terms of their economic development, to create a center where the complaints could be made and lastly, to penalize the doer/s for his/her inappropriate behaviors so as to increase the tourists' satisfaction level. Finally, the research did conclude that harassment on the international tourists might deeply influence re-visit rates and destination image negatively, which required being controlled as it was important in terms of destination marketing.

Egresi (2015) carried out a qualitative research to determine the satisfaction level of the international tourists related to shopping in Grand Bazaar located in Istanbul via content analysis applied to the comments of international tourists on an internet site named *Trip Advisor*. Research findings uncovered that respondents' comments were grouped under two clusters; the first group as; most of the tourists, particularly coming from western countries, perceived vendors' close personal interest negatively such as; disturbing, counter productive extreme and persistent and they labeled the vendors as annoying and pushy. The other group; some of the respondents did perceive vendors' close personal attention as friendly and vendors as patient people and they mostly want to interact with international tourists by offering them a glass of Turkish Tea instead of making a sale. The research found out that; international tourists were satisfied with their overall experience in Grand Bazaar in spite of the fact that some of the respondents had hesitation about the prices, the quality and authenticity of some products as well as the extreme personal interest of vendors towards tourists.

Pathirana and Athula Gnanapala (2015) did conduct a research, which tried to determine the types of harassment underwent by the international tourists at two major cultural sites such as *Dambulla* and *Sigiriya* in Sri Lanka. The research also targeted to find out whether there was an important relationship between the respondents' socio-demographic characteristics and type of harassment-related incidents on international tourists. The research did employ a mixed-methodology and obtained the primary data from the different sources via a questionnaire survey applied to international tourists, discussions with various stakeholders and personal observations. The research findings unveiled as following; tourists visiting cultural sites in Sri Lanka experienced many different types of tourist harassment such as; influence by local vendors, tour guides' behaviors, begging influence, etc. In addition, international tourists did encounter the harassment-related incidents such as; poor site management and the natural environment variation, which caused dissatisfaction among the respondents and did affect the future wellbeing of the tourism industry in Sri Lanka. Interviews concluded that the majority of the participants expressed that the so-called helpers offering their services forcefully and sexual harassment in Sigiriya inconvenienced them.

Rathnayake and Wijesundara (2015) made a quantitative research to find out the international tourists' dependability on regulations and policies to assure their safety, to gain insight into the tourists' understanding of society and measure their perceptions on harassment in relation with the community. The research which was carried out in one popular coastal area of Sri Lanka, which was entitled *Mount Lavinia* unearthed that being aware of the rules and regulations and social life do influence respondents' perceptions on harassment issue, which may play a vital role when to decide to visit tourism destination or not in the future. Since tourists as respondents mostly agree that, the rules and regulations are crucial in terms of their perceptions of harassment, the new policies and regulations are to be enacted to ensure tourists in Sri Lanka. Another important research finding was the necessity of the procedure's existence to prevent international tourists from being harassed by sellers, beggars, hotel owners, tour guides etc. in the tourism destination.

Besides, international tourists visiting Sri Lanka do need to be provided with more education concerning the safety and security measures to follow during the holiday. Lastly, the research concluded that tour operators and tour guides should be educated well to hamper harassment-related incidents/happenings against tourists in the tourism destination.

Üngüren et al., (2015) performed a qualitative research whose main aim was to comprehend how international tourists who spent their holidays in Alanya, Turkey do perceive the commissioning as one of the types of the vendor persistence as one tourist harassment, how they show reactions and to reveal what type of consequences that the commissioning does cause. The research in which primary data was gathered through the semi-structured questionnaire forms, including the open-ended questions from the international tourists with 15 different nations unearthed that international tourists' perceptions were clustered under three different themes such as positive, negative and neutral perceptions. The other findings that research did uncover are as following; the respondents' socio-demographic characteristics such as; gender and the accommodation preference differed in accordance with their perceptions of being disturbed by the vendors' behaviors involved in the commissioning process. None of the respondents who perceived commissioning as one disturbing behavior tended to make a purchase from peddlers/vendors under any circumstances. Lastly, respondents disturbed by the vendors engaged in commissioning developed two different types of reactions such as behavioral and psychological reactions.

Kırova (2016) conducted a qualitative research in Istanbul, Turkey to find out how both domestic and international tourists perceive deceiving actions resulting from the touristic activities and to determine the main differences between these two target groups. The findings obtained within the research uncloaked that there were a number of deceiving interactions, which were applied via different methods and did result from contacts with touristic goods and services between domestic and international tourists and business enterprises operating in various industries including the tourism industry and service employees. The most frequently encountered problems were overpricing, unethical and deceiving actions by taxi drivers, harassment-related incidents/happenings by the persistent vendors and peddlers, fraud, threatening and retention.

Badu-Baiden et al., (2016) did carry out a quantitative research, which aimed to unearth international tourists' reactions to harassment problem in Ghana. In addition, the research sought to explore the impact of international tourists' socio-demographic characteristics on their reactions and responses related to harassment experience. Research findings uncovered both practical and theoretical relevance to management and policy decisions. Moreover, the research furthered the discourse on international tourists' harassment by investigating how tourists do react to harassment experience. In terms of both policy and managerial perspectives, the research usefully contributed to the guiding process of the improvement on tourist harassment through mitigation programs in tourist destinations. In theory, the research also explored how to cope, adapt and protect strategies employed by international tourists. The research unveiled that international tourists' responses related to harassment were mixed that ranged from a continuum of acceptance to resistance phases. These responses were addressed in four categories like following; passive acceptance (35.4%), acceptance (23.2%), passive resistance (14.6%) and resistance (26.8%). The socio-demographic characteristics of the respondents including age, marital status, awareness, travel party and security dramatically influenced these responses. Consequently, this research brought up a significant empirical aspect of the international tourists' safety and security concerns that were still overlooked and provided a crucial piece to the puzzle so as to understand tourists' adaption related to protective or coping responses to harassment.

Ayazlar and Işık (2016) did make a qualitative research in Marmaris, Turkey to address the most commonly perpetrated crimes and harassment-related happenings against international tourists and aimed to investigate depending on the questions, which were prepared with regard to the relevant literature. Research findings unveiled that the most frequently committed crimes and harassment-related incidents were unveiled as follows; robberies, injury, violation of immunity of residence and sexual harassment respectively. Another essential finding of the research was the relationship between the change in the number of international tourists with respect to years and the number of crimes and harassment-related incidents.

Koçak (2017) conducted out a qualitative research that aimed to make a literature review of the previously performed studies/research such as; book chapters, published articles, theses and dissertations on tourist harassment both in national and international literature as a part of the socio-cultural effects of tourism and to be a guideline for the future research. The exploratory research did discover that tourist harassment was a global problem that affected the worldwide popular tourism destinations, in particular, developing and third world countries. The persistence of vendors by local people and employees working in the tourism industry who did not have an equal income with the international tourists happened to be the most undergone tourist harassment type in many countries around the world.

Nyaruwata and Douglas (2017) carried out a quantitative research that objected to assess the international tourists' perceptions of Zimbabwe as a competitive tourism destination. The research uncovered some findings such as; tourist harassment by local traffic police who emerged as a growing negative source on the international tourists' perceptions of Zimbabwe. Roughly, 45 % of the respondents stated that local traffic police, being notorious for the corruption matters while on holiday harassed them and this would influence their decision not to take the next holiday in the country in future. Moreover, they also expressed that they sent several complaint-related letters to the Zimbabwe Tourism Authority [ZTA], tour operators and travel agencies to explain how police fleeced them. The authors concluded the research that the Ministry of Home Affairs must take corrective and necessary precautions to hinder this situation otherwise, the efforts carried out to promote the tourism destination by the different tourism stakeholders would be a waste of resources of both the private and public sectors.

Koçak and Enser (2017) did perform one qualitative research to delve into the apprehensions of the international tourists visiting Turkey on tourist harassment issue and to determine what types of harassment encounters they were exposed to while on holiday. Research findings uncovered that Muğla, which is one of the most famous tourism destinations located in the Aegean part of Turkey including its counties such as; Marmaris, Bodrum, Fethiye and Dalaman topped the list as the key location, where the international tourists were subjected to harassment most with a percentage of 40 % followed by Istanbul 30,6 % and Antalya 19,3 % and lastly, Aydın 5 %.

Regarding the sorts of harassment, the persistence of vendors was the most commonly encountered harassment type among the tourists with a percentage of 73,7 % followed by sexual harassment and verbal and physical abuses. On the other hand, the pensions and hotels with two or three stars unexpectedly happened to be the first hot spots where harassment mostly took place except for the hotels with four or five stars with a low level of harassment. The other places where the harassment did take place mostly were markets, bazaars, streets, shopping centers, restaurants and bars and nightclubs. The harassers were mostly hotel employees, taxi drivers, shop assistants and tour guides, harassing international tourists for varying reasons/causes such as; to sell services and products and to get tips, etc. The research concluded with some recommendations to curtail the problem of harassment such as; the education of both employees working in the tourism industry and local people about the issue of harassment and to increase the security measures in the places, where harassment does happen more often particularly, beaches, markets, bazaars, etc.

Wijesundara and Athula Gnanapala (2019) made a quantitative research so as to identify the prevailing nature of tourist harassment in Sri Lanka and analyze the effect of tourist harassment on destination image. The research findings unmasked that there did happen six different types of harassment in Sri Lanka. These harassment types are based on the consumption, expression, community, vocal, sexuality and lastly, drugs. Another significant finding of the study unveiled; among the harassment types, only the vocal-based harassment did affect the destination image of Sri Lanka in a significant way. Finally, the research did conclude that tourist harassment, which stemmed from several reasons such as; the adoption of local culture by the international tourists in the tourism destination, imitation of the foreign culture by the local people and lastly, availability of strong resistances on tourist harassment, etc.

Z.Alrawadieh and Z.Alrawadieh (2019) conducted a qualitative research in two archeological sites entitled as *Petra* and *Jerash* located in Jordan to comprehend and investigate in-depth the sorts of behaviors, which do generate tourist harassment. The research findings unveiled six key classifications on tourist harassment; the persistence of vendors, beggar children, obtrusive on-site service providers, sexual harassment, verbal abuse and lastly, physical abuse.

Moreover, the study created a typology of international tourists' both responses and reactions to harassment encounter based on the anecdote. One of the harassment types, the persistence of vendors, happened to be the most frequently reported type by the informants. The research concluded with a number of managerial and theoretical contributions and implications for both destination managers and researchers.

Z.Alrawadieh, Z.Alrawadieh and Kozak (2019) carried out a qualitative research to investigate the role of tourist harassment on some variables such as; destination image, tourist expenditure and lastly, destination loyalty. The research conducted in one of the most famous archeological sites of Jordan named as *Petra* uncovered that harassment-related incidents that international tourists do undergo were not likely to influence international tourists' perceived destination image and behavioral future intentions. However, to harass tourists with the aim of making greater sales affect tourists' expenditure behaviors negatively. In other words, when harassed, tourists were unlikely to make purchases, which happened to be another important finding of the study. Lastly, the study concluded with a number of both practical and theoretical contributions and implications as well as adding to a still-maturing stream of research on tourist harassment.

Literature review reveals that tourist harassment despite being a neglected area in the academic study globally; there are some researches that were previously carried out from the academic perspective on tourist harassment by the various researchers worldwide, which is one of the vexing problems that does face all tourism destinations around the world. These academically performed researches which were summarized above do approve that a great majority of the international tourists no matter where they travel are to undergo harassment with its different types changing in accordance with the tourism destination in one way or another in tourism destinations around the world.

Table 10: The Academic Researches on Tourist Harassment [2001-2019]

No	Author/s	Date	Research Type	Research Methodology	Research Area/s	Research Scope
1	Klaus de Albuquerque, Jerome L. McElroy	2001	Article	Quantitative	Barbados Caribbean	Tourist Harassment [<i>Persistence of Vendors, Sexual Harassment, Verbal Abuse, Physical Abuse, Peddling of Drugs</i>]
2	Hopeton S.Dunn, Leith L. Dunn	2002	Article	Qualitative	Jamaica	Tourist Harassment
3	Hande Mimaroglu	2004	Master Thesis	Quantitative	Bodrum, Ürgüp, Kız Kalesi, Turkey	Helping and Harassment Behaviours [<i>Sexual Harassment</i>]
4	Metin Kozak, Aslı D.A.Taşçı	2006	Article	Quantitative	Bodrum, Turkey	Tourist Harassment [<i>Intentions and Consequences of Tourist Complaints</i>]
5	Ibrahim Ajagunna	2006	Article	Qualitative	Jamaica	Crime and Harassment [<i>Consequences for Sustainability in Tourism Industry</i>]
6	Metin Kozak	2007	Article	Quantitative	Marmaris, Turkey	Tourist Harassment [<i>Persistence of Vendors, Sexual Harassment, Verbal Abuse, Physical Abuse, Peddling of Drugs</i>]
7	Jerome L.McElroy, Peter Tarlow, Karin Carlisle	2007	Article	Qualitative	-	Tourist Harassment [<i>Review of Literature and Destination Responses</i>]
8	Jerome L. McElroy Peter Tarlow, Karin Carlisle	2007	Book Chapter	Qualitative	-	Tourist Harassment [<i>Review of Literature and Destination Responses</i>]
9	Tiffanie L. Skipper	2009	Master Thesis	Qualitative Quantitative	Jamaica	Tourist Harassment, Influence on Quality Tourism Experience [<i>Persistence of Vendors, Sexual Harassment, Verbal Abuse, Physical Abuse, Peddling of Drugs, Begging</i>]
10	Süleyman Barutçu, Hulusi Doğan, Engin Üngüren	2011	Article	Quantitative	Alanya, Turkey	Tourist Harassment [<i>Tourist Perception and Satisfaction of Shopping</i>]
11	Amador Calafat, Karen Hughes, Nicole Blay, Mark A. Bellis, Fernando Mendes Montse Juan, Philip Lazarov, Barbara Cibirin, Mari Angels Duch	2012	Article	Quantitative	Portugal, Spain, Italy, Greece, Cyprus	Tourist Harassment [<i>Sexual Harassment</i>]
12	Richard Chepkwony	2013	Article	Quantitative	Mombasa, Kenya	Tourist Harassment [<i>Magnitude and Effects on Repeat Visits</i>]
13	Richard Chepkwony, Michael Kangogo	2013	Article	Quantitative	Mombasa, Kenya	Tourist Harassment, Nature Factors Influencing Harassment [<i>Persistence of Vendors, Sexual Harassment, Verbal Abuse, Interference with Privacy, Peddling of Drugs, Begging</i>]
14	Emmanuel O. Omisore, Adewumi I. Badiora, Olaoluwa P. Fadoyin	2013	Article	Quantitative	Nigeria	Tourist Harassment and Criminal Activities
15	İsmail Kızılırmak, Gürel Çetin	2014	Article	Qualitative	Istanbul, Turkey	Tourist Harassment [<i>Tourist Experience and Satisfaction of Shopping</i>]

Source: Compiled by the Author, 2019

Table 11: The Academic Researches on Tourist Harassment [2001-2019] [C]

No	Author/s	Date	Research Type	Research Methodology	Research Area/s	Research Scope
16	Annmarie Nicely, Raslinda MohdGhazali	2014	Research Report	Qualitative	Jamaica	Tourist Harassment [Persistence of Vendors]
17	Ji Wen, Yina Li	2015	Article	Qualitative	-	Tourist Harassment [Tourism Marketing Perspective]
18	Istvan Egresi	2015	Article	Qualitative	Istanbul, Turkey	Tourist Harassment [Tourist Perception and Satisfaction of Shopping]
19	D.P.U.T.Pathiranaa, W.K. Athula Gnanapalaba	2015	Article	Qualitative Quantitative	Sri Lanka	Tourist Harassment in Cultural Sites
20	Rathnayake RDVT, Wijesundara WGSR	2015	Article	Quantitative	Mount Lavinia, Sri Lanka	Tourist Perception on Harassment
21	Engin Üngüren, Serdar Arslan Y.Yigit Kaçmaz	2015	Article	Qualitative	Alanya, Turkey	Tourist Harassment [Persistence of Vendors]
22	Selim Kırova	2016	Master Thesis	Qualitative	Istanbul, Turkey	Tourist Harassment [Persistence of Vendors]
23	Frank Badu-Baiden, Eunice Agyeiwa Adu-Boahen, Felix Elvis Otoo	2016	Article	Quantitative	Ghana	Tourists' Response to Harassment
24	S.A.P.N. Jayasiri, J.Kalansooriya	2015	Article	Qualitative Quantitative	Sri Lanka	Tourist Harassment [Intermediate Impact of Tourist Perception towards Harassment on the Relationship between Tourist Harassment and Satisfaction]
25	Gökhan Ayazlar, Taylan Işık	2016	Article	Qualitative	Marmaris, Turkey	A Literature Review on Crimes and Harassment
26	Yasemin Koçak	2017	Article	Qualitative	-	Tourist Harassment [A Literature Review on Tourist Harassment]
27	Shepherd Nyaruwata, Runyowa Douglas	2017	Article	Quantitative	Zimbabwe	Tourist Harassment [Tourist Perception and Satisfaction]
28	Yasemin Koçak, İrem Enser	2017	Article	Qualitative	Turkey	The Perceptions of Tourists on Tourist Harassment
29	Wijesundara WGSR, W.K. Athula Gnanapalaba	2019	Article	Quantitative	Sri Lanka	Tourist Harassment [The Effect of Tourist Harassment on the Destination Image]
30	Zaid Alrawadieh, Ziad Alrawadieh	2019	Article	Qualitative	Jordan	Tourist Harassment [A Typology of Tourist Harassment]
31	Zaid Alrawadieh, Ziad Alrawadieh, Metin Kozak	2019	Article	Qualitative	Jordan	Tourist Harassment [The Impact of Tourist Harassment on Destination Image, Tourist Expenditure and Destination Loyalty]

Source: Compiled by the Author, 2019

2.9. MAJOR TYPES OF TOURIST HARASSMENT

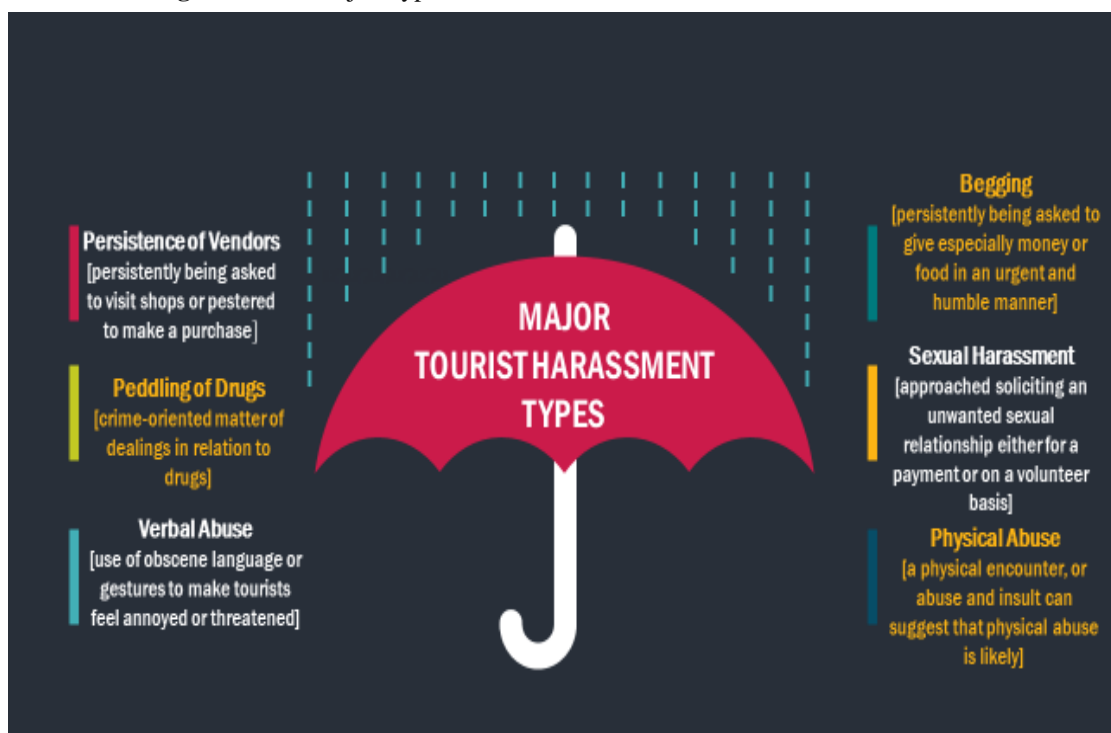
According to Barbados's government, harassment is basically regarded as the using of the obscene/nasty language, gestures and actions in order to taunt, insult and abuse a person (De Albuquerque and McElroy, 2001:478). Tourist harassment has been conceptualized in mainly two spectrums such as; active and passive spectrums. The active sense means that harassment stands for the international tourists who pursue local people as hosts for such targets including sex and drugs aggressively whereas the passive sense does account for that international tourists are the victims of harassment perpetrated by local people as hosts which is evident in the acts that involve begging, stalking, verbal abuse, aggressive selling types among others as well (Badu-Baiden et al., 2016:469).

Extending the passive spectrum of the harassment, a wide range of academic types of research/study carried out on tourist harassment issue did unearth that, there generally does exist five different types of tourist harassment to be considered further. The first one; the persistence of vendors emerges when tourists feel harassed/hassled because of being asked insistently to make a purchase. The second one; peddling of drugs comes up when crime-oriented matter dealings which are related to drugs. The third one; sexual harassment arises when tourists no matter regardless of gender are approached by the people who do solicit an undesired sexual relationship either by voluntarily or for a payment.

The fourth one; verbal abuse does happen by the virtue of using obscene/nasty language or unsavory gestures to make tourists feel threatened and annoyed. The fifth one; physical abuse exists when tourists are approached aggressively such as; the abusive manners and insults and bodily mistreatments, etc. (Wijesundara and Athula Gnanapala, 2019:20; Z.Alrawadieh and Z.Alrawadieh, 2019:2-3; Z.Alrawadieh, Z. Alrawadieh and Kozak, 2019:14; Koçak, 2017:489; Koçak and Enser, 2017:302; Badu-Baiden et al., 2016:469; Wen and Li, 2015:111; Pathirana and Athula Gnanapala, 2015 :45; Üngüren et al., 2015:131; Nicely and Ghazali, 2014:266; Chepkwony and Kangogo, 2013:17; Skipper, 2009:33; Kozak, 2007:386; McElroy et al., 2007:31a; De-Albuquerque and McElroy, 2001:477).

Apart from the most commonly undergone types of tourist harassment which are mostly cited in the most leading articles from the academic perspective, the last but not least, begging that stands for persistently being asked to give especially money or food in an urgent and humble manner, is commonly accepted as one of the types of tourist harassment that does arise as the sixth type of tourist harassment, which tourists particularly, international ones are subjected to in the worldwide popular tourism destinations (Z.Alrawadieh and Z. Alrawadieh, 2019:2-3; Z.Alrawadieh, Z.Alrawadieh and Kozak, 2019:14; Wijesundara and Athula Gnanapala, 2019:20; Koçak, 2017 :489; Koçak and Enser, 2017:302; Andriotis, 2016:64; Pathirana and Athula Gnanapala,2015:47;Chepkwony and Kangogo, 2013:17;Wardhaugh, 2009:332). Irrespective of the tourists’ social status, they might be subjected to any of these above-mentioned harassment types (Kozak, 2007:386). Figure 1 does illustrate the most commonly encountered harassment types that international tourists are exposed to in worldwide tourism destinations.

Figure 1: The Major Types of Tourist Harassment in Tourism Destinations



Source: Designed by the Author, 2019

2.9.1. Persistence of Vendors

In general, all the negative attitudes and behaviors that badger tourists no matter domestic or international ones are accepted as tourist harassment type. In this vein, the persistence of vendors that accounts for the effort to sell the products and services of the business enterprises that operate in the tourism industry by disturbing tourists either verbally or physically is considered one of the tourist harassment types (Üngüren et al., 2015:131).

Persistence of vendors that emerges when tourists feel harassed because of being asked persistently to make a purchase is one of the most commonly perpetrated tourist harassment types that tourists particularly, international ones encounter in worldwide popular tourism destinations (Wijesundara and Athula Gnanapalaba, 2019:20; Z. Alrawadieh and Z. Alrawadieh, 2019:2-3; Z. Alrawadieh, Z. Alrawadieh and Kozak, 2019: 14; Koçak, 2017:489; Koçak and Enser, 2017:302; Badu-Baiden et al., 2016:469; Üngüren et al., 2015:131; Wen and Li, 2015:111; Pathirana and Athula Gnanapala, 2015: 45; Nicely and Ghazali, 2014:266; Chepkwony and Kangogo, 2013:17; Skipper, 2009: 33; McElroy et al., 2007:31a; Kozak, 2007:386; De Albuquerque and McElroy, 2001: 477).

Persistence of vendors showing up when any commercial business enterprise tries to sell its products and services to tourists by harassing them either verbally or physically and behave aggressively and persistently is accepted as one of the tourist harassment types, influences tourists negatively and damages tourism industry (Üngüren et al., 2015:136). The persistent attitudes and behaviors of street vendors, which are perceived negatively by the international tourists directly, affect their shopping and consumption behaviors, overall satisfaction and destination image, destination loyalty as well as shaping tourism receipts/revenues (Z. Alrawadieh, Z. Alrawadieh and Kozak ,2019:14; Wijesundara and Gnanapalaba, 2019:20; Jung Oh, Cheng, Lehto and O'Leary, 2004:309; Barutçu et al., 2011:1051; Kozak, 2007:385) and is considered as one of the most commonly perpetrated types of tourist harassment. Furthermore, the other types of tourist harassment including; sexual harassment, verbal and physical abuses and peddling of drugs are closer to crime's definition whereas the persistence of vendors is a concept changing in accordance with people' perceptions and having a grey area in the definition in general (Üngüren et al., 2015:131).

The issue of vendor persistence is one of the concepts that is addressed together with shopping in regions where tourism exists intensively. For instance, local people and tradesmen in Turkey particularly, in popular tourism destinations regard this issue as a well-known line of work or work practice. It does aim to attract more tourists as customers, make more sales and generate more income naturally. At first sight, even though the concept of vendor persistence may be perceived as a commercial effort of tradesmen to support their livelihoods, it might be the cause of unattractive attitudes and behaviors against international tourists and does influence their satisfaction as shopping facility of tourists compromises one of the most important factors impacting tourists' overall satisfaction on holiday (Üngüren et al., 2015:131). Kirova (2016) does state that the previously conducted academic studies/research unearth the persistence of vendors as a tourist harassment type perpetrated by small local vendors/peddlers or in other words by the commissioners. These people wander on the streets and try to attract mostly tourists in return for a certain commission or a share or try to take them to a special shop or store in the regions where generally restaurants, carpet shops, jeweler shops or souvenir shops densely located in terms of the touristic activities (Kasperek, 2002:19).

No matter in which way it happens, the harassment of international tourists may trigger the decrease on tourist satisfaction levels and may damage the tourism industry. Persistence of vendors, which is defined as a legal or illegal commercial behavior that causes tourists to have some feelings varying from anger to fear and sadness and taking place between local people as vendors/peddlers or service providers and tourists as the purchasers in detail (Nicely and Ghazali, 2014:267) does stand for as one of the most common tourist harassment types that emphasis should be given sensitively. Because, the persistence of vendors is the mostly encountered and mentioned harassment type by the international tourists in worldwide popular tourism destinations (Üngüren et al., 2015:133).

The previously carried out academic researches, which are written below as follows do confirm this idea. For example, De Albuquerque and McElroy (2001) made a research derived from satisfaction questionnaire surveys in Barbados, Caribbean and uncovered that 80% of the respondents experienced persistence of vendors having no uniforms, which were listed as number one problem among the other types of tourist harassment. An exit questionnaire survey carried out by the Jamaican Tourism Board uncovered that roughly 30 % and 35 % of the tourists internationally visiting the island confirmed being harassed respectively. The persistence of vendors happened to be the mostly undergone harassment type among the respondents with a percentage of 84 % (Jamaica Tourism Board, 2006-2007).

Another research, which Kozak (2007) performed in Marmaris, Turkey unveiled that 45% of the participants underwent some type of harassment perpetrated by the local people as hosts in one way or another. Among these harassment types, the persistence of vendors was the most commonly encountered type of tourist harassment reported by the respondents. McElroy et al., (2007a) did state that the persistence of vendors was the mostly undergone type of tourist harassment in tourism destinations across the globe. Chepkwony and Kangogo (2013) conducted a study in Mombasa, Kenya and found out that 68 % of the participants were subjected to the persistence of vendors revealed as the most commonly experienced type of harassment.

Skipper (2009) did unearth that 71% of the respondents were subjected to the persistence of vendors as one of the tourist harassment types in his work carried out in Jamaica. In the research, which Pathirana and Athula Gnanapala (2015) carried out in Sri-Lanka, the persistence of vendors did emerge as one of the most significant consequences; maybe the highest type among the other tourist harassment types. The research made in Ghana by Badu-Baiden et al., (2016) uncovered that one of the categories of harassment took place as aggressive action with a percentage rate of 41, 7 % including acts including aggressive selling and inappropriate touching by vendors while the sexual harassment abuses constitute hosts' solicitation of undesired sexual relationship for a fee. Lastly, Z.Alrawadieh and Z. Alrawadieh (2019) found out that vendor persistence and obtrusive on-site service providers are recognized as being the most commonly perpetrated type of tourist harassment frequently mentioned by the informants in archeological sites in Jordan.

The academic studies, which were previously performed in the various countries around the world, did uncloak that persistence of vendors is one of the most commonly encountered harassment types even the most commonly faced harassment type that international tourists are to undergo in worldwide popular tourism destinations around the world. For instance, Picture 1 indicates some of the street vendors trying to sell their products and services to international tourists in Istanbul.

Picture 1: Street Vendors/Peddlers in Istanbul Historical Peninsula, Turkey



Source: Insana Collins, 2018

Nicely and Ghazali (2014) did identify 26 different types of the persistence of vendors' behaviors including individual and group; contact and non-contact behaviors which do occur throughout all four phases in the trading process such as; solicitation, sale refusal, sale and after sale phases which are indicated in Table 12. The research concluded three aggressive selling behaviors, which respondents described in detail. These traders are; [i] surrounding tourists immediately group non-contact behavior with a percentage of 32 %, [ii] calling the tourists in the same time group-non contact behavior; 21% and [iii] hurling at tourists abusive, intimidating or rude language when the purchase is turned down individual non-contact behavior; 21 %.

The research also found out that no group contact harassment did take place and the majority of the harassment behaviors by the vendors were individual non-contact behaviors and mostly occurred throughout the solicitation phase in the trading process.

Table 12: Types of Harassment Behaviors [Persistence of Vendors]

	Solicitation Phase	Sale Refusal Phase	Sale Phase	After Sale Phase
Group Contact Non-Contact	*None - *Surrounding at once *Calling at the same time *Approaching one after the other			
Individual Contact Non-Contact	* Pulling or pushing - *Giving items and requesting a donation, tip or purchase *Attempting to separate shoppers *Trailing *Refusing to take ‘No’ *Carving the tourist’s name into product and asking to purchase or a tip *Offering illegal products and services *Giving item and indicating free if purchase another *Standing close when speaking *Preventing from exiting stall *Calling and beckoning *Stopping and encouraging purchase *Using guilt to induce purchase *Putting hands on tourists *Holding hand and refusing to let go *Pleading to look at items *Calling away from other vendors *Following around and stall	- *Using abusive, rude or intimidating language when purchase was refused	- *Haggling *Overcharging	- *Requesting tip for paid services *Taking to vendor and asking for tip

Source: Nicely and Ghazali, 2014:268

There are many reasons that underpin the persistence of vendors as a harassment type. For instance, the research findings of one case study carried out in Marmaris, Turkey allege that the ambition of local business enterprises for greater benefits/profits

as well as managing sustainability in business is a significant factor of harassment by the vendors/peddlers (Kozak, 2007:348). In this vein, the harsh competition among the business enterprises, which operate in the tourism industry might trigger the vendor persistence. In another research, which was carried out in Barbados, Caribbean Region, the local people and tradesmen think that international tourists are affluent people who spend so much money to eat and drink without any hesitation in hotel properties where they stay. In addition, local tradesmen intent to salute tourists who are passing by with a warm welcome and when tourists take a blind eye on them and keep walking, they generally apply aggressive selling methods (De Albuquerque and McElroy, 2001:488).

One more reason that triggers the persistence of vendors might be the differences in terms of the culture between the international tourists as guests and local people as hosts. International tourists and local people might perceive the concept of harassment differently (Üngüren, et al., 2015:136). On the one hand, international tourists do not want to be badgered by the vendors/peddlers' attitudes and behaviors when on holiday, on the other hand, vendors or peddlers think that the attitudes and behaviors perceived as a harassment type by the tourists represent an excellent talent to make sale for them (Wen and Li, 2015:112; De Albuquerque and McElroy, 2001:482).

For instance, a research previously carried out in Barbados, Caribbean Region unveiled that traders, street vendors, taxi drivers and beach staff did not see anything wrong with their selling methods applied and they thought that a good salesman should act aggressively in business. Even, the sellers should shout at potential customers as tourists and if necessary follow them and keep insisting on possible sales (De Albuquerque and McElroy, 2001:488). In a like manner, service providers in Turkey regard nothing wrong with their inviting international tourists in to encourage them to make purchase the products and services (Kozak, 2007:390). Even, some of the service providers as vendors/peddlers with whom the author debated at some business meetings persisted that there was not anything wrong with their methods of doing business. Unlike North American and European countries, in many countries, the streets are regarded as places where shopping hot sale are realized, which makes one of the factors that comprise the perception difference between tourists and hosts. In a similar way, European tourists first would rather look at the proposal, evaluate the price and then, make a decision rationally while shopping (Barutçu et al., 2011:1054).

In this phase, the advisory role of the vendor is anticipated to be unemotional and passionless and the purchaser/buyer needs to obtain information objectively. These tourists perceive vendors' behaviors as disturbing and annoying when they try to invade private space through selling methods. A comment made on behalf of the tourists asking to have the opportunity to choose the store or shop and to act first is important. *"If they [vendors] let us decide whether we get in shops or not, it will be much better"* (Kozak, 2002:509).

There are some other roots that harassment by persistent vendors may stem from such as; the mentality to get rich quickly, being dominant particularly in the developing countries (Z. Alrawadieh and Z. Alrawadieh, 2019:8), lack of employment as a result of low education level and poverty that drive local people to find them hawking in order to increase their family income to survive (Chepkwony and Kangogo, 2013:20). In order to hamper the persistence of vendors, the governments of the countries took various precautions in the context of the holistic approach. For instance, the Barbados Government deployed uniformed police and beach wardens in hot spots and key locations such as; criminogenic clusters of bars, nightclubs and restaurants, which cater to tourists to restrict vendors to portable kiosks and booths and threaten vendors without any licence with arrest (De Albuquerque and McElroy, 2001:478). The governments in the Bahamas and Jamaica went beyond to clamp down the unwanted selling methods to instituting initiatives centered on strengthening their traders' engagement in the wanted, less aggressive ones (Nicely, 2015:122).

In Alanya, Turkey, the municipality installed the hidden cameras in the different key locations of the city center to determine the people who harass the tourists passing by either physically or verbally with the intent of selling products and services. Upon identifying the harassers/hustlers, the perpetrators were fined in accordance with the law entitled as *Law of Misdemeanor, Article 37*. Besides, the persistence of vendors as a tourist harassment type affected many popular tourism destinations negatively. In this vein, many governorships and sub-governorships issued a directive to hinder staff that works in the business enterprises operating in the tourism industry from improper and disturbing behaviors against tourists particularly, international ones (Üngüren et al., 2015:142).

2.9.2. Peddling of Drugs

Many tourists particularly, the ones coming from industrialized western countries do travel to third world countries with the special intention to obtain and/or use drugs, which are not available or illegal in their home countries and are derived using cultural and traditional sacred plants as Dobkin de Rios (1994) referred to as *Drug Tourism* or *NarcoTourism* (Wen, Meng, Ying, Qi and Lockyer, 2018:234; Pereira and Batista De-Paula, 2016:188; Hoffmann, 2014:456; Uriely and Belhassen, 2006:342; Winkelman, 2005:209).

On the other hand, the peddling of drugs that comes up when the crime-oriented matter dealings, which are related to drugs does arise as one of the most commonly undergone tourist harassment types that tourists especially, international ones are exposed to in worldwide popular tourism destinations (Wijesundara and Athula Gnanapala, 2019:20; Koçak, 2017:489; Koçak and Enser, 2017:302; Badu-Baiden et al., 2016:469; Üngüren et al., 2015:131; Pathirana and Athula Gnanapala, 2015:45; Wen and Li, 2015:111; Nicely and Ghazali, 2014:266; Chepkwony and Kangogo, 2013:17; Skipper, 2009:33; McElroy et al., 2007:31a; Kozak, 2007:386; De Albuquerque and McElroy, 2001:477). In today's world, drug peddling is illegal in the majority of the countries. However, this does not prevent some people from trying to sell a number of different types of drugs to international tourists (Skipper, 2009:70). Furthermore, the international tourists are tried to purchase drugs when they are on holiday by force or via harassment (Koçak, 2017:492).

The previously performed academic studies/research do confirm the idea that the peddling of drugs is one of the most commonly encountered tourist harassment types by the international tourists. For example, De Albuquerque and McElroy (2001) found out 27 % of the respondents stated that they experienced peddling of drugs, which unveiled as the second number problem as a tourist harassment type in the research. H.S.Dunn and L.L.Dunn (2002) did examine the police security forces' statistics and the harassment types by drug peddlers on international tourists. The research findings unearthed that 676 drug peddlers in 2002.

An exit survey carried out by the Jamaican Tourism Board did uncover that approximately 30 % and 35 % of the international tourists visiting the island, did report being harassed respectively. The peddling of drugs happened to be the second mostly undergone harassment type among the respondents with a percentage/rate of 52 % after the persistence of vendors (Jamaica Tourism Board, 2006-2007). Kozak (2007) did uncover that nearly 45 % of the participants had encountered some type of harassment. Among these harassment types, the peddling of drugs was one of them although it was the least encountered problem among the others thanks to the presence of strict Turkish laws. Another research carried out in Jamaica by Skipper (2009) unearthed that 59.5% of the participants did encounter peddling of drugs as a tourist harassment type. Lastly, Chepkwony and Kangogo (2013) found out that 4 % of the respondents were harassed by drug peddlers during their holiday in Mombasa, Kenya.

Peddling of drugs as one of the tourist harassment types commonly does emerge in some certain places such as the beaches, streets and touristic restaurants and next to nightclubs in all tourism destinations. The drug peddling hardly takes place in the hotel properties (Koçak, 2017:492-493). De Albuquerque and McElroy (2001) state that in Barbados, Caribbean Region, the drug peddlers commonly do approach international tourists on the beaches and streets especially, at night next to famous tourism night-clubs and restaurants. They also do state that these hustlers/peddlers generally do target younger tourists particularly, those/ones coming from the UK and their insistence suggests that they must have some success.

One reason why peddling of drugs happens as a tourist harassment type is the probability of international tourists' consumption on alcohol and drugs as well during the holiday, which will increase the physical abuse of tourists (Calafat et al., 2012). The reason for this, tourists who are in the search for drugs will have to be in the places, where they might be exposed to different types of harassment. According to McElroy (2001), there are some worldwide popular tourism destinations, which are notorious for drug peddling. For instance, Greece is one of these destinations with a large amount of drug peddling when it is compared with the other countries with the problem of harassment (Kozak, 2007:386).

The harassment of drug peddling does seem to be a high level in the work of De Albuquerque and McElroy (2001) and McElroy (2003) whereas it seems to be very low in the work of Kozak (2007). In this vein, it could be said that the legal barriers are too effective in those certain tourism destinations (Koçak, 2017:493). For instance, in Turkey, where there are strict laws against drugs, the *Turkish Criminal Code/Law* foresees that; the production and trading of addictive or relieving/exciting drugs are strictly prohibited in accordance with Article 188 (3); ‘ *Any person who sells, supplies, delivers, transports, stores, purchases, accepts or carries addictive or relieving/exciting drugs without license or contrary to the license is punished with the imprisonment from five years to fifteen years and also imposed punitive fine up to twenty days*’ (Turkish Criminal Code, 2017).

2.9.3. Sexual Harassment

Defining sexual harassment might not be a simple task as people do have various perceptions as to what makes sexual harassment and to construct a commonly accepted description of sexual harassment is nearly impossible (Gilbert et al., 1998:48). A wide range of different understandings exists to explain what generates sexual harassment because of the individual, intuitional and differences regionally in both definitions and perceptions of the concept. The majority of the descriptions previously done have one common characteristic; they are known as discrimination in terms of the gender and violence to offend, humiliate or degrade the victims/preys.

The Nordic Union Hotels, Restaurants, Catering and Tourism Federation (NU-HRCT) did define sexual harassment as an unwelcome/undesired behavior of a sexual nature, creating an offensive and discriminatory environment and therefore, causing a health-based and safety-related problem (NU-HRCT, 2016:4). The Equal Employment Opportunity Commission based in the United States [US] identified sexual harassment as unwelcome sexual advances, asks for the sexual favors and other verbal or physical conducts of one sexual nature. The European Commission Code of Practice made a description of sexual harassment as; unwanted conducts of a sexual nature or other conducts based on sex that do affect the dignity of men and women generally, which could include unwelcome verbal and non-verbal and physical conducts (Gilbert et al., 1998:48).

In accordance with the United Nations, sexual harassment is defined as follows written below (United Nations, 2008:1).

“Sexual harassment is any unwelcome sexual advance, request for sexual favor, verbal or physical conduct or gesture of a sexual nature or any other behavior of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation to another”

The International Labor Organization [ILO] broadened the definition of sexual harassment by adding non-sexual actions and behaviors as well. The ILO does regard repeated social invitations, paternalistic remarks and discrimination based on age as sexual harassment as well (International Labor Organization, 2005:10). Apart from all the above-mentioned descriptions of sexual harassment, there are some other definitions made by various researchers as well. For instance, Jordan and Gibson (2005) did regard sexual harassment as uninvited, unwanted sexualized attention. Harassment mostly taking the form of intense staring, which made tourists feel uncomfortable and unsafe influences tourists’ trip experience negatively as they often felt exposed and vulnerable because of the harassment (Brown and Osman, 2017:20).

The issue of sexual harassment needs to be taken into consideration seriously. On the one hand, some people may regard the behaviors related to sexual harassment as a harmless horseplay; on the other hand, other people accept it as a dignity violation (NU-HRCT, 2016:3). The majority of the definitions previously made for the sexual harassment unveil that not only women but also men as well may be exposed to sexual harassment and the harassing perpetrators do not have to be a member of the opposite sex (Theocharous and Philaretou, 2009:289). However, women are more inclined to sexual harassment because of their positions and perceive harassment as a bigger threat in comparison with men (NU-HRCT, 2016:6).

Irrespective of people’ socio-demographic characteristics such as; age, physical appearance, ability, relationship, background or professional status, sexual harassment does influence them in one way or another (Harte, 2017:5). According to Nordic Union Hotels, Restaurants, Catering and Tourism Federation (NU-HRCT), there are mainly three different forms of sexual harassment such as; physical, verbal and non-verbal sexual harassment. Table 13 indicates these categories of sexual harassment.

Table 13: The Different Forms of Sexual Harassment

Verbal Form	Non-Verbal Form	Physical Form
<ul style="list-style-type: none"> *Unwanted pressure for sexual favors *Unwanted sexual teasing, jokes, remarks and questions *Personal questions about social or sex life *Sexual comments about a person's clothing or looks *Inappropriate invitations to go out on dates 	<ul style="list-style-type: none"> *Unwanted sexual looks or gestures *Whistling at someone *Making sexual gestures *Hanging up posters/calendars with a sexual content *Sexually explicit material via text messages, emails or social media 	<ul style="list-style-type: none"> *Actual or attempted rape or sexual assault *Unwanted deliberate touching, grabbing or pinching *Unwelcome hugging, kissing, patting or stroking *Unwanted leaning over or cornering

Source: NU-HRCT, 2016:4

Sexual harassment that does arise when tourists especially, international ones irrespective of gender are approached by the people who do solicit an undesired sexual relationship either on a voluntary basis or for a payment is one of the most commonly perpetrated tourist harassment types that tourists particularly, international ones are subjected to in worldwide popular tourism destinations (Z.Alrawadieh and Z. Alrawadieh, 2019:2-3; Wijesundara and Athula Gnanapala, 2019:20; Z.Alrawadieh, Z.Alrawadieh and Kozak, 2019:14; Koçak, 2017:489; Koçak and Enser, 2017:302; Badu-Baiden et al., 2016:469; Wen and Li, 2015:111; Üngüren et al., 2015:131; Pathirana and Athula Gnanapala, 2015:45; Nicely and Ghazali, 2014:266; Chepkwony and Kangogo, 2013:17; Skipper, 2009:33; McElroy et al, 2007:31a; Kozak, 2007:386; De Albuquerque and McElroy, 2001:477).

There are different forms of sexual harassment proliferating particularly, in the developing tourism destinations across the globe. Even, sexual norms diversify among the cultures; sexual harassment of tourists has long been a permanent characteristic in all tourism destinations. Sexual harassment infrequently reported may have potential root causes. For instance, Palestinian merchants badgered female tourists relentlessly to increase their masculinity among their peers and to play out a scenario of revenge against international female tourists who did oppress them both socially and economically in their eyes. On the other hand, Barbadian beach boys think that female tourists who come from the western countries are more liberated and affluent having lots of cash money and the way they get dressed as boys perceive it provocatively (McElroy et al., 2007:307-308a; De Albuquerque and McElroy, 2001:486).

Kozak (2007) also states that sexual harassment mostly arises from cultural differences between tourist-generating countries and tourist-receiving countries since some of the participants did have the perception that sexual harassment happened because of the way European female tourists get dressed such as provocatively.

Another factor triggering sexual harassment is the belief that European female tourists are very rich having so much money and they are seen as easy women by the local people. Furthermore, local people's feeling or thought that stands for the issue that female tourists do want to have sexual relationship randomly when they are on holiday might cause sexual harassment towards international tourists. Particularly, the western female tourists are considered as women who do look for random sexuality (Brown, 1999:107).

Many academic studies/research, which were previously performed on tourist harassment issue, revealed that sexual harassment is one of the mostly encountered tourist harassment types in worldwide popular tourism destinations around the world. For example, De Albuquerque and McElroy (2001) made a research in Barbados; the Caribbean, which derived from the satisfaction questionnaire surveys and found out that 8 % of the participants underwent sexual harassment. An exit questionnaire survey carried out by the Jamaican Tourism Board uncovered that roughly 30 % and 35 % of the international tourists visiting the island did report being harassed respectively. The sexual harassment happened to be the third mostly undergone harassment type among the respondents with a percentage of 6 % after the persistence of vendors and peddling of drugs (Jamaica Tourism Board, 2006-2007).

Kozak (2007) disclosed that nearly 45 % of the respondents were subjected to some type of harassment in his research, which was carried out in Marmaris, Turkey. Among these unveiled harassment types, sexual harassment did become as the second most commonly undergone problem after the persistence of vendors, which topped the list as the number one problem. McElroy et al., (2007a) stated that sexual harassment as one of the mostly encountered types of tourist harassment following the persistence of vendors and drug peddling in tourism destinations around the world. Skipper (2009) unearthed that 18 % of the informants were exposed to sexual harassment in his research carried out in Jamaica. Another research that Calafat et al., (2012) performed concluded that 8.6 % of the participants reported sexual harassment during their holiday.

Chepkwony and Kangogo (2013) performed a research in Mombasa, Kenya and unearthed that 8 % of the respondents were harassed sexually, which became the third mostly undergone problem after the persistence of vendors and begging. Pathirana and Athula Gnanapala (2015) carried out a research in Sri Lanka and discovered that sexual harassment did emerge as one of the most significant problems among the other tourist harassment types. The research made in Ghana by Badu-Baiden et al., (2016) uncovered that one of the categories of the harassment did take place as aggressive action with one percentage of 41,7% including happenings such as; aggressive selling by vendors/peddlers and inappropriate touching whilst sexual harassment abuses consist of local people as hosts' solicitation of unwanted sexual relationships for a fee.

The research conducted by Qiao, Chen and Prideaux (2016) to examine international tourists' reactions to encounters with the beggars in China discovered that 16.3 % of the informants were sexually harassed. Lastly, Z. Alrawadieh and Z. Alrawadieh (2019) found out that sexual harassment was unveiled as being one of the major types of tourist harassment frequently mentioned by the informants in archeological sites in Jordan.

The academic studies previously performed in the various countries around the world unearth that sexual harassment is one of the mostly undergone harassment types that international tourists are exposed to in worldwide popular tourism destinations around the world. Female tourists in tourism destinations do report almost all the happenings, which are related to sexual harassment, even though the issue of male tourists harassed by the sexual professionals such as; prostitutes and beach girls in the Caribbean and Pacific Asian tourism destinations that include Barbados, Jamaica, Kenya, China and Thailand exist as well (McElroy et al., 2007:308-309a; Kozak, 2007:387; De Albuquerque and McElroy, 2001:486).

For instance, Chepkwony and Kangogo (2013) point out that beach girls harass male-partnered tourists commonly when they go for a walk leisurely along the beaches in Mombasa, Kenya. Therefore, these incidents are likely to spoil tourists' holiday moods. This situation is obvious in the following quotation of an angry British male tourist such as *"I felt embarrassed when a scantily dressed local girl strategically walked in front of me and my wife with the intention of attracting my attention. My wife felt jealous thinking that I knew the girl in question"*.

Sexual harassment mainly occurs on the beaches where visiting international female tourists particularly, the single ones are accosted by and at nightclubs where they are requested to dance persistently by the young local males. When female tourists turned down the proposal, the males usually become nasty trying to abuse them and calling them racist. If they agree to dance, they usually find themselves winning or grinding on the dance floor offensive and beat a hasty rethread when the dancing ends (McElroy et al., 2007:308-309b).

In order to control, prevent and prosecute sexual harassment do seem to be too difficult since the majority of the perpetrators have legitimate jobs on the beaches such as; water sports operator and beach chair attendants, etc. In other happenings related to sexual harassment such as; very crowded nightclubs, female tourists have difficulty to identify harassers/perpetrators. The majority of female tourists who complain about lewd acts and behaviors and altitudes, sexual badgering and sexual molestation choose to leave the club quickly as recourse. Even in the criminal happenings of males who expose themselves and/or masturbate in front of female tourists, the victims/preys fail either reporting or returning for the trial on the arrest and charge of the perverts (De Albuquerque and McElroy, 2001:487).

Many stakeholders in the tourism industry such as;tour operators, travel agencies and even the Ministries of Culture and Tourism intend to make some recommendations /suggestions to get rid of or avoid sexual harassment in advance both in the tourist-generating countries and tourist-receiving countries. Some of these recommendations are; to be wary, to prepare mentally yourself to accept a culture, which is more tolerant to sexual harassment when compared your own culture, to deploy police officers with uniforms on the tourist hot spots and key locations including the beaches and streets in many tourism destinations (Doan, 2008; De Albuquerque and McElroy, 2001:487).

The issue of sexual harassment that presents itself as a global harassment type and does affect the sustainability of tourism destinations is evident in many countries around the world (Badu-Baiden et al., 2016:468; McElroy et al., 2007:31). In addition, sexual harassment is a serious challenge for all tourism destinations particularly, the ones in the developing countries where local people do highly depend on tourism for the livelihood (Ghaderi, 2013:1).

For instance, in Egypt where sexual harassment is a common problem not only for the female tourists but also for the Egyptian women as well (Brown and Osman, 2017:18). Doan (2008) explained the level of sexual harassment in Egypt with a quote written below as follows;

‘‘Just one kiss, he says, waving five Egyptian pounds at me. One kiss on the mouth and he will give me the equivalent of a dollar. I am walking through a bazaar in Cairo when I realize that sexual harassment has no limits here. One man says he wants to marry me. Another grabs me by the arm and asks my name. A few simply yell, ‘‘China,’’ and hope I will turn around - I am Asian, but not Chinese. I hate to say this, but I wish I had been traveling with a man’’.

In Morocco, where the sexual harassment issue has been a controversial matter for a very long time, Chebbak (2013) did point out that nearly all women are harassed anytime when they go out irrespective of their socio-demographic characteristics such as; age, shape, ethnicity, color, background, etc. no matter what they wear, even if they are dressed with the potato bags. Stating that no female let alone female international tourist is exempted from the sexual harassment, even not any woman with the *Niqab*²², she continued that nothing could stop Moroccan males from harassing not only female tourists but also Moroccan women as well; even *Islam in Surah an-Nur*²³, in which Almighty Allah asks men to lower some of their vision and gaze and guard their private parts and modesty. Almighty Allah did not state by no means in any verse of the Holy Quran; if women are not dressed well-mannered enough, then you may have the right to harass them. Every Muslim Moroccan points of pride to be a Muslim everywhere generally in words but seldom in practice, condemning horrible acts such as; sexual harassment. Supposing that they do not obey by this verse and other verses, their pride amounts to bigotry but nothing else.

⁽²²⁾ **Niqab:** [Arabic: نِقَاب] A face veil worn by some Moslem women in daily life publicly, covering all of the face apart from the eyes. It accounts for to the piece of cloth, which covers the face and women wearing it generally cover their hands too. It is dressed with an accompanying headscarf (Wikipedia Encyclopedia, 2017).

⁽²³⁾ **Surah an-Nur:** [Arabic: النور سورة]. This is the 24th Surah in the Holy Book of Islam, Quran in which the Almighty Allah states: ‘‘tell the believing men to lower their gaze and guard their modesty. That is purer for them, verily Allah is All-Aware of what they do’’ (The Holy Book of Islam-Quran, 2017).

In today's world, sexual harassment is a worldwide problem and exists in many countries around the world. Turkey is one of these countries, not immune from this list. Even though the majority of the Turkish men are quite polite and respectful, even rather generous in their relationships with women, it may be very unlikely that female tourists will undergo no unpleasant happenings at all. However, some female tourists might encounter sexual harassment particularly, in Istanbul destination. The most commonly perpetrated types of sexual harassment that female tourists are exposed to in Istanbul, Turkey can be seen in the following forms such as; leering, whistling, sexual comments, making kissing noises, vulgar gestures, singing, touching or grouping in crowded buses or other forms of public transportation, honking by men in passing cars, persistent advances and following (Grubb, 2016).

A research that Maggie Hunter, co-site leader of *Hollaback Istanbul* carried out on the nature of street harassment in Istanbul, Turkey, where the street harassment is one of the most pervasive types of violence in terms of the gender yet one of the least legitimized against unearthed that 93 % of the respondents did report experiencing sexual harassment in public space (Hunter, 2011). Turkey is one of the countries where sexual harassment is illegal and does punish its perpetrators/doers. According to the Turkish Criminal Code 5237/Article 105 (1); *'if a person is subject to sexual harassment by another person, the person performing such act is sentenced to punishment from 3 months to 2 years upon complaint of the victim'*. Article 105 (2); *'in case of commission of these offenses by undue influence on hierarchy or public office or by using the advantage of working in the same place with the victim, the punishment to be imposed according to the above subsection is increased by one half'*. *'If the victim is obliged to leave the business place, for this reason, the punishment to be imposed may not be less than one year'* (Turkish Criminal Code, 2017).

2.9.4. Verbal Abuse

Verbal abuse is defined as one of the forms of violence without any apparent scars; however, the damage which is given emotionally to the victim's inner core might be devastating. It might be communicated through words, tone or manner disparaging, intimidating, patronizing, threatening, accusing or disrespecting toward another person (S.S.Çelik, Y.Çelik, Ağırbaş and Uğurluoğlu, 2007:359).

On the other hand, verbal abuse absolutely a potential problematic outcome of conflict interpersonally might be described as verbal behavior targeted to degrade, humiliate or otherwise demonstrate a lack of respect for the dignity, prestige and worth of other people (Manderino and Berkey, 1997:48). From the tourism perspective, Skipper (2009) defined verbal abuse as any lewd or obscene language that aims/targets to irritate or even offend tourists. Z. Alrawadieh and Z. Alrawadieh (2019) referred to verbal abuse as offensive behaviors including applying obscene/nasty language and name-calling against tourists. Another important definition that Üngüren et al., (2015) did highlight that that verbal abuse happens in the form of putting tourists under threat by speaking orally.

Verbal abuse emerges when by virtue of using unsavory language or obscene language or gestures to make tourists feel threatened and annoyed is one of the most commonly perpetrated tourist harassment types that tourists especially, international ones are subjected to in worldwide popular tourism destinations (Z.Alrawadieh and Z. Alrawadieh, 2019:2-3; Wijesundara and Athula Gnanapala, 2019:20; Z.Alrawadieh, Z.Alrawadieh and Kozak, 2019:14; Koçak, 2017:489; Koçak and Enser, 2017:302; Badu-Baiden et al., 2016:469; Pathirana and Athula Gnanapala, 2015:45; Üngüren et al., 2015:131; Wen and Li, 2015:111; Nicely and Ghazali, 2014:266; Chepkwony and Kangogo, 2013:17; Skipper, 2009:33; Kozak, 2007:386; McElroy et al., 2007:31a; De-Albuquerque and McElroy, 2001:477).

Following the wide range of academic research previously carried out in different parts of the world by various researchers, verbal abuse revealed as one of the most commonly undergone types of tourist harassment. For example, De Albuquerque and McElroy (2001) performed a research in Barbados, the Caribbean, which was derived from the satisfaction questionnaire surveys and found out that 14 % of the respondents were exposed to verbal abuse as a harassment type during their holiday. Kozak (2007) did another research in Marmaris, Turkey, which disclosed that nearly 45 % of the informants did undergo some type of harassment in one way or another. Among these unveiled harassment types, verbal abuse did become as the third most commonly perpetrated harassment type after the persistence of vendors and sexual harassment.

McElroy et al., (2007a) stated that verbal abuse as one of the mostly encountered types of tourist harassment following the persistence of vendors and drug peddling in all tourism destinations across the globe. Skipper (2009) unveiled that 17.1 % of the respondents underwent verbal abuse as a tourist harassment type in his research carried out in Jamaica. Another research conducted in Mombasa, Kenya by Chepkwony and Kangogo (2013) unearthed that 3% of the participants were harassed verbally, which became the least faced problem.

Pathirana and Athula Gnanapala (2015) carried out a research in Sri Lanka and discovered that verbal abuse emerged as one of the most significant problems among the tourist harassment types. Badu-Baiden et al., (2016) did unearth that verbal abuse referring to the use of offensive language to infuriate tourists emerged as one of the most significant problems among the tourist harassment types with a percentage/rate of 10,2 %. Lastly, Z.Alrawadieh and Z. Alrawadieh (2019) found out that verbal abuse is recognized as being one of the major types of tourist harassment that informants frequently mentioned in the archeological sites in Jordan.

2.9.5. Physical Abuse

Physical abuse is regarded as one of the most commonly encountered harassment types, which emerges because of any unwanted touching, threatening and pounding up with an aggressive body language (Üngüren et al., 2015:133). Z.Alrawadieh and Z.Alrawadieh (2019) defined physical abuse as an excessive type of harassment, referring to behaviors including the incidents/happenings of badgering bodily contact, even for the sake of making sales that might cause obvious physical harm to the tourists.

Physical abuse does happen when tourists are approached aggressively such as; the abusive manner, insult and bodily mistreatment, etc. is one of the most commonly undergone tourist harassment types that tourists particularly, international tourists do encounter in the worldwide popular tourism destinations around the world (Z.Alrawadieh and Z.Alrawadieh, 2019:2-3; Wijesundara and Athula Gnanapala, 2019:20; Z. Alrawadieh, Z. Alrawadieh and Kozak, 2019:14; Koçak, 2017:489; Koçak and Enser, 2017:302; Badu-Baiden et al., 2016:469; Üngüren et al., 2015:131; Wen and Li, 2015 :111; Pathirana and Athula Gnanapala, 2015:45; Nicely and Ghazali, 2014:266;

Chepkwony and Kangogo, 2013:17; Skipper, 2009:33; Kozak, 2007:386; McElroy et al., 2007:31a; De Albuquerque and McElroy, 2001:477).

Many previously carried out academic researches confirm the idea that physical abuse is one of the most commonly encountered tourist harassment types in worldwide famous tourism destinations. For example, De Albuquerque and McElroy (2001) did carry out a research in Barbados, the Caribbean, which was derived from satisfaction questionnaire surveys and did find out that 2 % of the respondents were exposed to physical abuse as a harassment type during their holiday. Kozak (2007) unveiled that nearly 45 % of the respondents experienced some type of harassment in one way or another. Among these harassment types unveiled, physical abuse was one of them although it was the least encountered harassment type among the others. McElroy et al., (2007b) stated that physical abuse as one of the mostly encountered types of tourist harassment after the persistence of vendors and drug peddling, sexual harassment and verbal abuse in tourism destinations across the globe.

Another research, which was carried out by Skipper (2009) in Jamaica unearthed that 6.3 % of the participants encountered physical abuse as a tourist harassment type. Chepkwony and Kangogo (2013) unveiled that 5 % of the respondents were harassed physically, which became the least faced problem in Mombasa, Kenya. Pathirana and Athula Gnanapala (2015) performed a research in Sri Lanka and did discover that physical abuse emerged as one of the most significant problems among the tourist harassment types. The research made by Badu-Baiden et al., (2016) unearthed that aggressive action involving acts such as; inappropriate touching and aggressive selling method by the vendors/peddlers, while sexual abuses compose of hosts' solicitation of the unwanted sexual relationship for a fee with a percentage level of 41,7%. Lastly, Z. Alrawadieh and Z. Alrawadieh (2019) found out that physical abuse is described as one of the major types of tourist harassment frequently mentioned by the informants in archeological sites in Jordan.

2.9.6. Begging

The issue of begging exists both in developing and developed countries, where it became a highly evident activity and many jurisdictions regard begging as a criminal activity (Qiao, Chen and Prideaux, 2016:1; Andriotis, 2016:64; Gossling, Schumacher, Morelle, Berger and Heck, 2004:131). Begging, which does exist among the historical periods, cultures and through the ages/periods today does manage to continue being a widespread problem in the historical cities and in many worldwide popular tourism destinations around the world (Andriotis, 2016:64; Wardhaugh, 2009:332). Begging that does have a part of the hidden/underground economy compromises all unofficial economy-based activities, which take place off the books and including people' as the individuals asking other stranger people to make a donation or i.e. a non-reciprocated gift on the basis of being poor and in the need for charitable donations (Adriaenssens and Hendrickx, 2011:24).

The meaning of begging has changed over time in accordance with both global and local drivers/factors that influence how begging is being comprehended. It has been conceptualized in various ways in accordance with the cultures. For instance, in the Ottoman Empire, begging was accepted as the craftsmen' prayer and local people welcomed all beggars since they prayed for the artisans and thus, they provided them psychological relief. In today's world, some people still regard beggars as the prayers for the artisans thus; they lead artisans to donate to beggars in Turkey (Nadamova, 2015:4). According to Massey (2010), begging was regarded as an opportunity for almsgiving and relief before the *Poor Laws* enacted in England conceptualized poor people into two domains; as the deserving and undeserving poor. In Mexico, people considered begging as a deviant behavior (Fabrega, 1971:351). In Afghanistan, wars and poverty are the two most fundamental reasons that lead people particularly women to beg (Povey, 2010:10). On the other hand, some people do choose to beg to prevent entering prostitution or committing robbery and other acts of criminality (Mukherjee, 1999:280).

Begging has been defined in different ways so far. For instance, Kennedy and Fitzpatrick (2001) defined begging as asking passers-by for the money in daily life publicly. Broadly, begging including the pretense of performing musical and non-musical performances not often qualifying for a compensation financially and the sale of small-scaled items in return for the money that might have little to do with the value of the item (Brito, 2013:231). From a general perspective, the definitions previously made for the begging do center on the subjects such as; donations, poverty and the non-reciprocated nature of the beggar-donor relations (Andriotis, 2016:65).

Beggars do have a common sight in all tourism destinations. They involve people from all age categories and both genders. Old people, their hair left loose, greyed and tangled their clothes and shoes soiled with mud and having lots of holes, they sit on the pavements in front of fast-food restaurants and shopping centers with the battered bowls from metals in front of them (Henry, 2009:8). Generally, the begging, which serves the same manifest, functions to work yields an income like the majority of other informal activities that happen on the streets (Adriaenssens and Hendrickx, 2011:24). However, when the harsh and non-attractive nature of the begging as a humiliating and degrading act taken into consideration (Kennedy and Fitzpatrick, 2001:2008) and the comparing of beggars with other people on the street such as; homeless people, tramps and hobos, it might be concluded that begging may be less attractive activity when compared with the other informal street activities and facilities (Andriotis, 2016:65).

On the one hand, Williams and Windebank (2002) do think that people beg to manage their survival, which lacks other income-generating opportunities alternatively by stating that the income generated via begging is dramatically lower than the income that one can derive from a formal work. On the other hand, Malik and Roy (2012) do express that some beggars perceive begging as a lucrative business and they could get great profits through mendicancy in cities particularly, in tourism destinations around the world. For instance, the research that Gossling et al., (2004) did carry out in the Antananarivo, Madagascar to delve into whether the tourism phenomenon encouraged begging or not unveiled that 62% of the respondents gave cash money or non-monetary donations to street children as beggars whereas the other respondents that represent a considerable proportion did not give by stating that their donation would encourage them to keep begging and have outcomes negatively in the long term.

Another important research conducted by Qiao et al., (2016) to examine international tourists' reactions to encounters with the beggars in China discovered that 32.4 % of the participants stated that they would give some form of a donation to beggars without communicating with them.

Begging that stands for being asked to give especially money or food in an urgent and humble manner is one of the most common tourist harassment types that tourists particularly, the international ones are exposed to in the worldwide popular tourism destinations across the globe (Andriotis, 2016:64; Pathirana and Athula Gnanapala, 2015:47; Chepkwony and Kangogo, 2013:17; Wardhaugh, 2009:332). Beggars always do prefer highly tourist-populated areas as favorite hot-spots and key locations to beg where a wide range of potential benefactors are available (Qiao et al., 2016:1). In this vein, many tourists, especially the international ones are to face the impacts of begging while on holiday. One of the negative impacts of begging on international tourists is that begging may diminish tourists' satisfaction level (Qiao et al., 2016:2).

It is obvious that there is a social gap between beggars and international tourists and they do represent two different worlds. While international tourists stand for the cosmopolitan elite and are perceived as affluent people and appropriate targets to beg, beggars do symbolize social exclusion and tourists do perceive them as a source of annoyance and disturbance (Andriotis, 2016:71). There are some researchers such as; Andriotis (2016), Lozanski (2013) and Henry (2009) who suggest that there exist at least 10 different types of begging as illustrated in Table 14.

Table 14: The Different Types of Begging in Academic Literature

No	Type of Begging/Content
1	Older adult beggars who either sit or in some cases lie in the street waiting for a donation.
2	Storyteller beggars who use a story associated with poverty to gain money; one example is the person who asks for money for a bus ticket to go back home.
3	Passive beggars/vendors who offer small items for sale but do not approach passers.
4	Aggressive vendor begging where vendors approach people and ask them to purchase their products and services.
5	Disabled beggars who exhibit some form of disability such as blindness or loss of limbs and ask passersby for donations.
6	Forcing-service beggars who undertake unrequested services such as cleaning car windscreens or offering to carry luggage and then asking a fee.
7	Adult beggars who ask for money on the basis of poverty.
8	Child beggar who beg either accompanied with or without an adult to evoke feelings of pity.
9	Performance beggars who provide some form of entertainment that may include animals without a license.
10	Buskers who usually provide some form of musical entertainment with or without the permission of local authorities.

Source: Andriotis, 2016:65; Lozanski, 2013:48-49; Henry, 2009:19-20

Apart from the different types of begging that are explained above and illustrated in Table 14 by the various scholars, there are other variations of begging suggested by other researchers in the academic literature. For instance, Vatandaş (2002) categorized beggars into three major domains. The first one; beggars who beg as a kind of job and the second one; beggars who do not want to beg but start to beg because of poverty-related problems and pressure to meet their daily needs to survive and lastly, the third one; beggars who are forced to beg by the criminals and organized mafias. Coşkun and Alev (2010) stated that begging could be classified under three main categories. The first category is normal beggars who do include people staying passive, having little communication with passersby, sitting and begging on the streets. The second category is insistent beggars who ruffle the passersby and lastly, the third category consists of people who start to tell about their private problems.

Lu (1999) discovered that the methods of the beggars centered in four categories in Shanghai, China. These categories are as follows; [i] Midnight Beggars that stand for the beggars who gather outside the entertainment places such as; cinemas, theatres, etc. for begging, [ii] Bridge Beggars that account for the beggars offering some kind of service to receive gratuity, [iii] Following Dog Beggars that mean beggars following pedestrians to ask for money and [iv] Public Lavatory Beggars that represent the beggars asking for money for the exchange of an empty space in a crowded lavatory.

On the other hand, Erskine and McIntosh (1999) uncovered three different types of begging. These types are as follows; [a] Fraudulent Beggars typifying beggars who do involve disabled people or children who evoke pity, [b] Professional Impostors who present beggars who work in an organized criminal network, [c] Beggars who do use the poverty-based image to receive wealth (Qiao et al., 2016:4).

The research conducted in Bangkok, Thailand and Mumbai, India, exploring the encounters between the international tourists and child beggars unveiled three different types of begging such as; [i] Warm-up Passive Begging which represents when a child /adult sitting and holding up a cup, [ii] Irritating Begging that means when a child/adult chases tourists for long distances and soliciting for money, [iii] Having-fun Begging standing for the children/adults who perform to amuse tourists (Brito, 2013:232).

Lastly, Andriotis (2016) carried out a research in the city of Heraklion [Crete], Greece and unearthed three different types of begging such as [a] Classic Beggars who do evoke the pity by using some psychological pressure on tourists willing to give and wait for passersby for alms, [b] Table to table Beggars who sell small-scaled items and ask for money in return that might have little to do with the value of the item and [c] Performing Beggars who do play a musical instrument, presenting a pantomime or singing and whose performance did not really qualify for a compensation financially irritated tourists.

Begging taking many various forms and methods emerges for a variety of causes that might be voluntary or because of the personal tragedy and may be legal. Qiao et al., (2016) think that begging is perceived by poor people as one strategy to receive income and it may be related to crime-based activities either for a criminal organization or on an individual basis in some happenings/incidents. De Albuquerque and McElroy (2001) think that the bigger the level of poverty in host communities, the bigger the number of beggars would be assailing tourists particularly, international ones for the sake of a few dollars. Besides, Chepkwony and Kangogo (2013) do suggest that the problem of begging mainly stems from high levels of poverty with a low opportunity for a healthy life as well as a low opportunity for the education in general including unemployment, disability and aging.

The following quotes of international tourists might explain best the seriousness of the begging problem; *‘‘It would be very nice if people do not wait for foreign tourists to naturally give them money always’’* [A German Female Tourist] and *‘‘Beach girls should be honest as tourists are not cash machines’’* [A French Male Tourist].

In tourism destinations, international tourists mostly are to undergo begging as one of the most perpetrated tourist harassment types. For instance, Qiao et al., (2016) found out that 44 % of the respondents were harassed by beggars in his research, which was carried out in China. Kozak (2007) discovered that begging happened as one of the sources of harassment by local people on the international tourist in Marmaris, Turkey. In addition to this, De Albuquerque and McElroy (2001) unveiled that begging was one of the problems that tourists particularly, international ones underwent while on holiday, especially during the shopping. Pathirana and Athula Gnanapala (2015) did unveil that begging regarded as a tourist harassment type in Sri Lanka.

Chepkwony and Kangogo (2013) unveiled that begging was one of the most encountered harassment types that international tourists did experience in Mombasa, Kenya with a percentage level of 12 %. Rathnayake and Wijesundara (2015) identified that beggars are the most frequently harassing group of people to international tourists. Skipper (2009) found out that begging to be a common tourist harassment type with a percentage level of 26,1 % of the respondents that beggars approached and harassed. Chockalingam and Ganesh (2010) uncloaked that beggars were among the high level of problems which were reported by the informants in India. Lastly, Z. Alrawadieh and Z. Alrawadieh (2019) discovered that begging particularly perpetrated by children is recognized as one of the major types of tourist harassment frequently mentioned by the informants in archeological sites in Jordan.

The problem of begging is not only confined to one specific country or one particular tourism destination. It could be seen anywhere in the world. There exist a number of different forms that may be deemed begging. Here are some pictures from the previously carried out academic studies in various tourism destinations around the world (Andriotis, 2016; Qiao et al., 2016; Wardhaugh, 2009) that confirm this idea. Picture 2 does illustrate different types of begging performed in various ways in the different parts of the world.

Picture 2: The Different Types of Begging in the World



Source: Qiao et al., 2016:2-4; Andriotis, 2016:68-69; Wardhaugh, 2009:338-340

The first picture on the left shows cyclists begging in China whereas the other first photo on the right indicates a quivering woman that represents one example of the classic beggars in the city of Heraklion [Crete], Greece. Further, the second picture on the left stands for *Sadhavis*²⁴ waiting for alms in Katmandu, Nepal while the second photo on the right accounts for a man who was begging inside the Jama Masjid [one of the largest mosques in New Delhi, India] before midday prayers.

⁽²⁴⁾ **Sadhavis:** A *sadhavi* [plural: *sadhavis*] is a term in Sanskrit language that literally refers to virtuous woman and stands for women who have renounced their possessions and selected to live apart from the community to center on a spiritual life. The name for a man who has selected this life is called a *sadhu*. Both names derive from the root word, *sadh*, which does have a meaning to gain power over or reach one's goal (Wikipedia Encyclopedia, 2018).

Lastly, the third picture on the left indicates a flower girl accounting for the table to table beggars who were selling flowers exclusively in the city of Heraklion [Crete], Greece and the third/last picture on the right shows a begging couple that stands for performing beggars [poor, disabled, elderly and offering entertainment] begging in Beijing, China.

Qiao et al., (2016) state that the legal status of begging does differ among the countries and is subject to present changes as lawmakers revise national perspectives on the issue of begging from time to time. On the other hand, Henry (2009) does emphasize that even, when begging accepted/identified as an activity illegally, to make enforcement is always difficult due to the form of the begging undergone and the circumstances under which begging emerges. For instance, begging has no illegality but it is accepted as a misdemeanor in Turkey. In accordance with the *Law of Misdemeanor Article 33 (1)*, ‘*any person found begging is sentenced to 50 Turkish Liras as an administrative fine. Besides, the money beggars generate through begging is decided to transfer to the public by garnisheeing*’ (Misdemeanor Law-Article 33-1).

2.10. TOURIST SCAMS

The safety of environments in tourism destinations, regions or countries is highly significant to the well-being of the both domestic and international tourists around the world (Arlt, 2013:131; Fuchs and Reichel, 2011:267; Kozak et al., 2007:233). Any practice or routine threat that result in anxiety to international tourists may not only put them under stress who do come for the first time but also may cause long-lasting loss/decline to the tourism destinations’ regions’ or countries’ image and the prestige across the globe (Li and Pearce, 2016:294) and therefore, tourist scams do compose a certain class of intrusion and threat to tourists in general.

A scam is being defined as a trick, a ruse, a swindle and a racket (Oxford English Dictionary, 2017) ‘*a fraudulent scheme performed by a dishonest individual, group, or company in an attempt to obtain money or something else of value*’ (Business Dictionary, 2017). Furthermore, a fraud is a business practice, which is deceptive, or misleading, which makes people receive an uninvited or unsolicited contact via e-mail, phone, letter or advertisement and promises falsely are realized to swindle people out of money (Fair Trading Office-UK, 2018).

In Italian, swindle as a term stands for the expression translated as *truffa* that equates to the English label of a trick. Pearce (2011b) provided a definition fully of the term *tourist scam* as following; ‘*an essentially fraudulent practice intended to gain financial advantage from a tourist where that targeted individual is initially a willing participant*’. In addition, fraud is both more specific and more general than its nearest synonym *fraud*. Frauds always refer to a particular type of fraudulent or misleading practice characterized by widely disseminated initial approaches at long distance to people not known to the perpetrator (Lea, Fischer and Evans, 2009:12).

In today’s world, scams constitute an unfortunate part of daily life. A number of people are looking for unscrupulous ways to make money everywhere in the world, all at someone’s expense, loss and sometimes quite terrible suffering. Many scammers and con artists are quite polite and smart; they know how to make money out of other people in a way in which the processes of both the identification and prosecution of themselves are almost impossible and where the victim does have little is any resource. Perpetrators as scammers take advantage of weakly enacted laws and law enforcement, thereby enabling them to operate efficiently and indefinitely while nothing prevents them. Tourists particularly international ones do have a vulnerability to scams, frauds and swindles while they are on holiday. There are a number of reasons for this. First, international tourists have no familiarity with the place they visit and they always need help and information as well as intending to be trusting of people who offer help. In the second place, tourists generally do not question what they are told or see; they do not know the alternative options and they do not speak the local language which results in the language barrier. Thirdly, international tourists always do have large amounts of cash money and available credit cards, they do not own a vehicle and therefore, the freedom to travel anywhere they want within the place/area. Fourthly, international tourists are not familiar with the place’s or host country’s law enforcement agencies and ignorant of the local customs and they do not want to find themselves in trouble with the police. They have no intention to return the place to appear in the prosecution of the perpetrators or scammers and they are unlikely to ever run across with the scammers again.

In many countries around the world, tourist scams do exist while the forms distinguish outwardly with the same principle exploiting international tourists and are regarded as a subset of the long-standing research area related to the crimes against international tourists (Pearce, 2011a:147). Frauds targeting tourists in practice are perpetrated through overpromising, deceiving and giving information falsely, all of which slowly lead international tourists to make an inaccurate judgment and take part in an interactive relation or a trade with international tourists (Li and Pearce, 2016: 296). Importantly, what differentiates tourist swindles from crimes targeting tourists lies in the presence of a scam: some drivers of victim guiltiness, the purely financial benefit motivation and legal or ambiguity illegally (Li and Pearce, 2016:296). For instance, a criminal victim can be a tourist whose personal property is stolen whereas a tourist who purchases gemstones from a jewellery trader in the hope of profiteering by on-selling them, but who later finds that half are worthless because the vendor has substituted cheaper products in the package, is the victim of a tourist scam (Pearce, 2011a:149).

Not all scams do constitute illegality. However, a wide range of various scams includes scarcely legal behaviors and involves instances of deception, promises falsely and ruses, which are inclined to extort cash or goods from the international tourists as targets (Pearce, 2011b:67). Normally, due to the spontaneous and partial interaction between international tourists and scammers, tourists get involved in scams normally. They may be trapped without any attempt to take a petty advantage that ranges from a bargaining to an easier trip (Li and Pearce, 2016:296).

Attributions concerning scams from a consumption broadly management context do inform the understanding of international tourists' guiltiness. In particular, many drivers trigger tourists' falling into a trap, namely being scammed such as fear, visceral greed and the wish to be liked, which were unveiled in one research carried out by the University of Exeter (Lea, Fischer and Evans, 2009). These personal requirements and needs are also drivers, which do impair tourists' as consumers' judgment. Essentially, tourists either slightly or partially make contribution to the frauds.

Furthermore, tourist scams unlike many other category type of crimes targeting tourists including assaults, robbery and terrorist attacks do not involve threats to personal safety and less dramatic in their outcomes and generally include the tourist losing not big amounts of money, left feeling socially inept and being deceived (Li and Pearce, 2016:296). The main motivation of perpetrators to swindle international tourists is to directly or indirectly reap profits financially such as; accessing cash, acquiring sellable goods or reducing their outlay as vendors. In terms of tourists especially international ones, the outcomes are a feeling of frustration via the loss of time, money, self-esteem and trust in other people (Pearce and Kanlayanasukho, 2012:3; Pearce, 2011a:296; Pearce, 2011b:68).

2.10.1. Tourist Scams in The World

Tourist scams are commonly undergone problems in all tourism destinations globally. According to an international internet website entitled *TravelScams*, which is the biggest community constructed database of tourist scams and key safety issues related to travel globally, there are many scams, which target international tourists and happen in many countries across the globe, which are mainly designed to get tourists' money or business under the false pretenses. Here are some of the most commonly perpetrated tourist scams that the author did compile through a visual and detailed internet research including travel sites and tourism blogs. The following tourist scams written below do provide an insight into the intensity and variety of the tourist scams happening around the world.

Gold Ring Scam; this is a very old and popular scam commonly happening in Greece and France especially in Paris. It happens as follows; the Romany usually a woman finds a gold ring on the floor coincidentally and offers it to tourists/s walking around Seine River or another heavily tourist populated place in Paris, France by asking whether s/he has dropped it or not. When tourist responds *no* scammer offers to give the ring to the so-called lucky tourist and pretends as though going to walk away and claiming that his/her religion prohibits keeping the ring or some other fairly ridiculous excuse that prevents the scammer from taking the ring. In addition, the scammer does encourage tourist to benefit from it by telling that '*Well, you may take the ring and give it to your wife/husband, it will make her/him happy*'.

In fact, the so-called gold ring is just a worthless fake ring and the scammer does have pockets of such rings, which are made of cheap metal with shiny brass plating. Upon agreeing and taking the ring, the scammer turns back and demands money in return for the valuable gold ring by telling that; s/he is so hungry and asking for financial help. When the tourist agrees and gives the money, s/he asks for more money. A number of tourists do intend to give as they have received something from the scammer, as the reciprocalness is a very strong thing.

String/Bracelet Scam; this is a very common scam in Spain, Greece, Italy and France particularly in Paris including the Sacre Coeur/Montmartre Area, Seine River, Louvre and Gare du Nord. It happens as follows; some street vendors/touts normally Africans generally carrying long cloured string, yarn or other items ask tourists whether they want or not to have a friendship bracelet or friendship ring or whether they would like to see a magic trick or not. They try to make tourists comfortable and once tourists let their guard down. Should the tourist respond *yes*, the vendor ties it so tight around the tourist's wrist or finger through distracting and making it impossible to remove. Then, he does demand money in return for the bracelet. If the tourist refuses to pay for the bracelet, then his friends as accomplices emerge around and forcefully bring tourist to the nearest ATM machine to withdraw money.

Petition Scam; this scam is perpetrated by Romany, Africans or young girls working in groups in countries; Spain and France particularly in Barcelona and Paris. It happens as follows; young girls first ask an innocent question to tourists whether they speak English or not. Then, young girls approach tourists to sign a petition in order to help to save the world and to help the dumb/deaf people, etc. They try to appeal to tourists' emotions and look for money for orphanages, accident victims or simply their personal woes. Moreover, they might pretend to be deaf or dumb themselves as well. Tourists will be asked to sign a petition in a language that they do not understand. On the form, tourists will see several other signatures, which are there to make it seem more credible. The petition simply means that tourists agree to donate a certain amount of money to a charity. Once tourist signs it, a donation will be asked. The scammer's accomplices sometimes might even steal from tourists while they are distracted. In reality; these young girls are scammers and act as pickpockets in disguise.

They work in groups and surround tourists particularly the international ones. Once tourists are distracted, their valuables such as; a wallet or purse, camera, etc. are gone /stolen by scammers' accomplices.

Rose Scam; this is a very simple and common scam in all parts of Europe particularly, in France, Spain and Italy where the ladies with their husbands/boyfriends are usually targeted. However, tourists still fall for it. It happens as follows; a scammer usually an old woman walks up to tourist/s and offers them a rose as a token of friendship or for the good luck through making some compliments about tourists' appearance. Despite the insistence not to accept it, she will hound tourist persistently to say it is free. Should the tourist accept, the scammer demands money in return for the rose. Even if tourist returns the rose, they will be hounded continuously until it would be better to pay off the perpetrator. Another type is where the perpetrator does target couples, by proposing the girl the rose and asking the guy to pay for the rose.

Extortionate Bar Bills; this scam is probably the most prevalent happening in Poland and Hungary especially in cities such as Krakow and Budapest. It happens as follows; the male tourists particularly the ones traveling alone or in a small group are generally targeted. Two or three girls claiming to be Latvian descendant and appearing to be tourists as well approach tourists and ask for recommendations and directions, which tourists probably do not have a response. Striking up in conversation with tourists, the girls nonchalantly do show a bar nearby and offer to get a drink. Once tourists drank a few drinks, they will be asked to pay the extortionate bill, claiming that the girls had very expensive cocktails. If tourists reject to pay, they will face threats by some large guys who will push or bully tourists around a bit until tourists pay the cash.

Fake Police Officers; this scam is very common and can be seen everywhere around the world. It may be undergone in a number of countries such as; Morocco, Malaysia, Indonesia, Poland, Mexico, Romania, Brazil, Colombia, Thailand, Cambodia, Greece, UK, UAE and many more. It happens as follows in different variations. Tourists are approached by so-called police officers posing as real police officers and flashing their badges to rob unsuspecting tourists and ask tourists for their passports and other travel documents. These so-called police officers generally operate in groups and when tourists are distracted, one of the members of the group might steal tourists' valuable belongings while other police accomplices distract tourists.

Besides, they may make up a reason to accuse tourists of a violation and demand money as a fine from tourists to return the passport on the spot. Another variation; a local person as a scammer approaches tourists and asks for directions or whether s/he can help to take a photo or not. Then, so-called police officers step in and accuse both tourist and the local person of doing something illegal usually claiming that the local person is known for spreading fake money or possessing drugs. They usually do check tourists' wallets, which the scammer posing as a local person immediately hands over. This makes the act more believable and tempts tourists to hand theirs over as well. Even, some of them threaten tourists with imprisonment or deportation unless tourists hand over ATM pin number or cash money.

Money Changers; this is a very common scam. Many places offer currency exchange with different rates, some rates with good value, other rates not so good and some that might seem too good to be accurate in tourism destinations and cities. This scam is popular in several various countries around the world such as; Hungary, Myanmar, Indonesia, Philippines, Mexico and many others. Money changers have a reputation for scamming tourists as customers who are changing currency. They might act in a number of ways. One trick they usually play is to give tourists old banknotes, which are no longer legal tender. Another trick is for money changers to use a sleight of hand while counting tourists' money or to give them a very bad rate of exchange. However, tourists do think that they get a good deal and a reasonable rate. In general, these scammers work in groups, approach tourists and offer them very attractive exchange rates. Should the tourists get greedy, accept this offer and give them their money, the scammers will simply run away with the money. Furthermore, they may ask tourists if s/he has smaller notes to change. Once tourists take their cash out, the scammer will grab them and run away. Lastly, scammers may give tourists a gradually lower amount in the hopes that tourists do not realize it. When tourists try to count the money, they will do everything to distract tourists. Should tourists notice that they are shortchanged ;the scammer will claim simply that it is because of some hidden administrative charge.

Unofficial Tour Guides; this scam is very commonly encountered around the world particularly in countries such as; Italy, China and Sri Lanka. There might be some unofficial tour guides/touts at the main tourist attractions. For instance, tourists come across these so-called tour guides at places with long queues such as; the Vatican and these scammers approach tourists and firstly ask them whether they speak English or not and then offer a tour that is about to start by claiming that this may avoid the queue. They might sing a different tune by asking for money at the end of the tour. Besides, they may even have more sinister plots brewing after the tour to scam tourists of their money. Another scam they perpetrate is; they claim to be an official tour guide who is being aided by the local government or tourist board, an offer to tourists to have a tour. In order to put ease regarding payments or tips, they do not demand any money. However, they take tourists to a famed carpet/rug shop in town and make pressure tourists into getting a fake and lousy quality one at an inflated price. Moreover, there are also some other so-called tourist guides who initially do claim no payment giving tourists the impression that their service is free. However, at the end of the tour, they will demand a tip aggressively with an official-looking price list shoved on tourists' face.

Spiked Drinks; this is a very common scam globally that happens everywhere around the world especially, in the countries such as; Turkey, Mexico, China, Argentina, Thailand, Philippines, UAE, Hongkong and UK, etc. The *modus operandi*²⁵ is that male tourists particularly, single ones are targeted by bar hostesses as scammers. They approach tourists, act as a fellow tourist and try to strike up a conversation with tourists to build trust and familiarity and ask them later whether they would like to have a drink together somewhere. It could be a bar, a restaurant or somewhere. It does not matter, as the drink will be spiked. Once tourists are knocked out, their valuable belongings are gone/stolen when they arose from their slumber.

⁽²⁵⁾ **Modus Operandi:** It is accepted as one particular way or method of doing something (Cambridge English Dictionary, 2018) and is one person's habits of working, especially in the context of criminal investigations and business. It is a phrase in the Latin language, approximately translated as the mode of operating and mostly used in the police-related work when to discuss crime and address the methods employed by criminals (Wikipedia Encyclopaedia, 2018).

The Henna Woman; this is a scam commonly perpetrated by women at the Jemaa El-Fnaa, Marrakesh's main square in Morocco. These women do force their henna ink onto tourists sneakily. When tourists realize, they will apologize and offer to do a full henna tattoo instead. It will seem like there is nothing to lose at this stage. However, when the work is completed, an inflated sum of money will be demanded.

Fake Monks; the fake monks are like one global enterprise and they are everywhere across the world in the US, Australia, Canada, China, Hong Kong or European countries including the UK. These so-called fake monks usually dressed in orange robes, go around tourist attractions and approach tourists to ask for a donation to help their temple showing them a book of donation, which details all the donations people have given so far from all over the world in different languages. This is a very extremely effective persuasion technique as a social proof to add credibility. Further, it may add to an element of the quilt should tourists choose not to donate having seen so many other tourists done so. They always ask international tourists for donations or offer them a spiritual blessing, greetings of peace or golden medallions in exchange for the money. Alternatively, they may ask tourists to make a donation in exchange for some worthless items or talisman. Even some fake monks can get very aggressive, follow tourists and hound them until the donation is made.

Pigeon Scam; this is a common scam across Italy particularly, in large and crowded places such as squares. A random stranger approaches tourists, grabs their hands and places some grain or corn in it and then whistles for the pigeons. The pigeons fly over magically and the scammer will offer to take a picture of tourists, which of course will result in asking for money.

Tuk-Tuk/Rickshaw/Pedicab/CyclosDrivers; this is a very common scam happening in the countries such as India, Thailand, Vietnam and Cambodia, etc. These drivers are infamous and known for scamming international tourists. They can be very friendly and charming as they are extremely experienced in dealing with the scamming tourists. The modus operandi is that; even if tourists agree on a price before the trip, the rogue driver might claim to have heard it wrong initially. The driver may take tourists to a secluded place and demand a higher fee. In other words, their pricing system is tricky. If tourists refuse to pay, they may find themselves in trouble.

Another trick they play on tourists is that they may claim that the place where tourists would like to go or visit is closed and offer tourists to take them somewhere better. Alternatively, they could send tourists to a fake tourist information center that provides tourists recommendations for tours or accommodation at inflated prices.

Taxi Scams; taxi scams happen all around the world and rogue taxi drivers are a big problem globally and they can be found everywhere across the world. Taxi drivers scam is prevalent happening in many different countries around the world. These drivers are very smart and clever and they perpetuate certain frauds on tourists. They first try to understand by asking whether tourists are first-time visitors or not. Then, they perpetrate a number of swindles in different forms. For instance, they tell tourists that the taximeter is broken or not working and offer a flat rate instead; they charge a higher fixed price or have a crooked or tampered meter. Besides, they take tourists on a longer route than required to earn more fare off tourists. Further, they claim that they do not have change when tourists hand them a large notes and they give tourists counterfeit notes as change. Lastly, taxi drivers may pretend that tourists have given a smaller note by swapping tourists' notes with a smaller note.

Pickpockets; pickpocketing is a prevalent issue around the world. Pickpockets usually operate in crowded places, tourist spots and key locations in countries. They might be children as well. These pickpockets usually work in groups-one distracts while other strikes. This fraud happens as follows; while a member of the group engages tourists in conversation to gain trust [e.g. where are you from? Oh, I know someone/something there as well] or simply try to sell tourists some souvenirs, another group member will stand close to tourists and take valuable items or possessions such as; wallet, purse, phone, etc. using sleight of hand from their pockets in crowded places. Before tourists know it, their items are stolen/gone. Even though there are many variations to list here, the modus operandi is always the same. The most commonly perpetrated way this swindle occurs is when one person does cause a distraction in a crowded place while another person takes phone or your wallet via using sleight of hand while you are in confuse.

Friendly Helper Scam; this is a very common scam in Asia [e.g. Thailand] and Africa [e.g. Morocco] where a stranger does approach international tourists and offer them his/her help by acting friendly. These scammers are prevalent and could be found everywhere around the world. They offer unsolicited help in exchange for a small amount of money as a tip. There are many variations of this fraud as well. For instance, if tourists happen to be lost in a busy market, a stranger will appear and try to guide tourists wherever they want to go. Another variation, the scammer will try to take photos, point out a spot with better views of tourists or help them with their luggage or bags. Should tourists agree with this, then he will demand money in exchange for his/her service. Scammers that are more malicious will try to learn tourists' travel plans for the rest of the day in order to recommend something better, which s/he will have a commission in return for this.

Fake Gemstones; this scam is common that can be undergone by international tourists around the world particularly in India, Myanmar, Thailand and Sri Lanka, etc. This swindle does involves fake gemstones. The modus operandi is that; in a gem store, the owner tells tourists that the gems are abundant in the country. Thus, tourists could get them for cheap, wholesale prices. There might be even some other accomplices in the store who did pretend to be tourists as well to encourage the victim tourists to make a purchase. The owner offers tourists the chance to purchase some local gemstones at a heavily discounted price. However, these gemstones are not real ones-tourists will be buying fake gemstones, which are worthless.

Street Vendors/Touts; street vendors/touts are common and can be found around the world. What street vendors do is to make tourists try out whatever items [e.g bracelets] they have. Before tourists have time to say *no*, they will quickly ask for money. For instance, in Jemaa El-Fnaa, Marrakech's main square, tourists will find street vendors carrying animals such as; snakes or monkeys. When tourists walk by, street vendors will place the animal on you, snatch their camera and take a photo of you. Then, they will demand an extortionate tip or donation. Some street vendors are irritating and they will keep disturbing tourists. For instance, if tourists buy something, they will solicit tourists to purchase more. Should tourists refuse to purchase, they will go on hounding tourists at a discounted price this time.

Sob Story Scams; sob story scammers are everywhere around the world. The modus operandi is that; it starts with a sob story such as; being robbed, losing one's way, wife giving birth soon, losing passport and having no money and idea where to go, etc. Then, the scammer asks tourists for some money [e.g. \$5 for a cab to go to the nearest police station or embassy, friend's house or somewhere else for help]. Even, some sob story scammers ask tourists to exchange contact details/address so that they could pay tourists back, which is nothing but a ruse.

Closed Place Scam; this is a very ordinary and simple scam happening around the world. It works as follows; a friendly local with surprisingly good English intercepts tourists while they are near a tourist attraction. They will first try to be a friend of tourists and give tourists some tips to build trust. Once the trust is built, the scammer will ask tourists where they are headed to and then, does mention that the place [e.g. hotel/cafe/shop] is closed or no longer good, but there is somewhere else, which is good and cheap or even better than the closed place. The place is, of course, one where s/he gets a commission. This fraud is perpetrated by taxi drivers or tour guides particularly. Besides, they will recommend alternative locations to visit which sounds good.

Sanky Pankys; sankies are male gigolos who work in the business enterprises, which operate in the tourism industry such as; hotels, restaurants, shops, beaches and bars, these scammers always target female tourists traveling alone. They are manipulators acting masterly looking to take money from unsuspecting female tourists secretly. The modus operandi is that; these sankies try to attract women with their charms and have the interactive relationship with them perfectly. They make female tourists a number of charming compliments such as; how beautiful, unique they look and that they are considerably lucky to have met them. If tourists are receptive, the scammers will invite them to go out including taking a walk together, having lunch and dinner dates and lastly, attending parties etc. Furthermore, they may also introduce their family to the tourists, in order to make the act look convincing. Once these scammers do have an intimate relationship with female tourists, they will begin asking for money through various techniques. They might ask tourists to pay their bills because they are jobless or just lost their jobs or purchase them new phones because they lost theirs, etc.

These sankies often have more than two preys/victims and will continue to extort until the victims stop sending money. The sankies might also try to marry their targets so that they could obtain travel visas. Once they are in the target's country, they will wait until things are going well before they end the marriage.

Shoe Guardians; this scam is very common in the countries such as; Thailand, India, Sri Lanka, Cambodia and Myanmar, etc. Tourists usually are asked to take off their shoes before they enter religious sites as a sign of respect. When tourists remove their shoes to enter a temple in highly tourist populated areas, in general, a helpful local will approach tourists and tell them that s/he will look after their shoes until tourists return. Once tourists get back, these so-called helpful local people will demand a small fee for their troubles and financial problem or do ask tourists to purchase a souvenir from their shop or kiosk as a way of repaying them.

2.10.2. Tourist Scams in Turkey

In today's world, international tourists are to face various tourist scams, frauds and swindles while traveling around the world. One of the most famous and visited tourism destinations in the Mediterranean Region, Turkey is not exempted from this. According to an international internet website entitled as *TravelScams*, which is the biggest community constructed database of tourist scams and key safety issues related to travel globally, there are many various tourist scams taking different forms in Turkey particularly, in highly tourist populated regions and cities including Istanbul, Antalya and Izmir, etc. Here are some of the most commonly undergone tourist scams that the author did compile through a visual and detailed internet research including travel sites and tourism blogs, etc. The following tourist scams written below do provide an insight into the intensity and variety of tourist scams in Turkey.

Would you like a drink my friend?/Let's have a drink my friend; tourists coming from all over the world to Turkey, particularly to Istanbul always hear a phrase *Hello, My Friend*. Some of them are genuine; some of them are geared for only one thing to make an even better friend with tourists' wallet. This is a very simple but one of the most prevalent scams in Turkey. It does happen as follows; a stranger usually a well-dressed man, speaking English fluently first approaches tourist/s particularly targeting single male tourists to start a conversation with a phrase he addresses in Turkish.

When tourists respond back that they do not speak Turkish and he says *Oh! I thought you were a Turk*. Then, the man asks the tourist whether he does have a lighter if smoking [it can be noticed that he is throwing away a burning cigarette seconds earlier] know the way or perhaps he asks to take his photo with his mobile phone, then offers to do the same for tourists. Briefly, he tries to engage in conversation about tourists' life and travels; when asked about himself, he likely reveals little. As the conversation is carried out and rapport established, the next thing the scammer will do is to offer tourist whether he would like to have a drink with him or not in a bar or restaurant where he knows the best wine, beer or the best Turkish ladies, the perpetrator insists that tourist accompanies him. Upon agreeing, the tourist will be brought to a highly recommended bar. Then, some attractive girls will join the tourist and he will find himself coerced into purchasing drinks, which will be easily racking up a thousand \$/€ bill. The scam concludes with being escorted to the nearby ATM machine by a group of hooligans to make payment.

Hello, My Friend... Would you like to buy a carpet?; this common scam happens as follows; while international tourists are going around the tourist hot spots, crowded and/or busy places such as; Sultan Ahmet Square, Hagia Sophia, Topkapı Palace, Taksim Square and Grand Bazaar, a so-called helpful man who introduces himself as a local person and fluent in several languages asks tourists whether they are lost their way and do need some help when to locate some of the sightseeing hot spots, key locations and/or Grand Bazaar shops or just offers tourists to tour around. In general, this man looks like a legit tour guide who knows so much about the city. He may even ask tourist/s to join him have Turkish tea or coffee and as he guides tourists, he will say that he needs to drop something at a shop, where tourists will be listening to how only they do make carpets or quality leather, drinking tea and why tourists should purchase something there. Even, tourists may be forced or guilted into purchasing a carpet or rug by pushy and very persuasive vendors/touts, which is more expensive than usual. Before tourists know it and if they could manage their wallets closed, the scammer promises to take tourists to the place where tourists are actually looking for, then the whole procedure begins again.

Most vendors do sell good quality material, but there is the off chance that tourists will get carpets or rugs imported from China using the synthetic materials even with a certificate on it meaning nothing more than the paper it is printed on.

Fake Carpets/Coins/Goods; this scam happens as follows; some people, so-called helpful souls wandering especially around touristic attractions such as; Sultan Ahmet Square, Hagia Sophia, Topkapı Palace and Grand Bazaar do claim that they know the sellers with the best quality items such as; carpets, coins and goods and they could help you to have a local price. However, the reality is that they will bring tourists to a place where the lousy quality items especially Chinese fakes made of synthetic materials are sold at an inflated price. In this way, the scammers get a cut or share in return for this. Another fake commonly perpetrated would be coins and artifacts from Byzantine and Roman Eras are sold at the entrance of historical sites in the country. In reality, these coins and artifacts are just metal with poor engravings.

Over-priced Items/Services; this scam happens everywhere around the world. The modus operandi; some service providers might be highly opportunistic. If tourists do not inquire about the price first before purchasing [it might be anything such as; a souvenir, a taxi ride or even a shoe shine], they might find themselves to be hit with an astronomical bill to pay after. For example, a café might serve tourists with greater and more expensive drinks if they do not express clearly the size they want to have. Similarly, restaurants may also serve tourists with an inflated bill.

Taxi Scams; taxi scams are very common perpetrated on international tourists all over the world including Turkey particularly in Istanbul where there are thousands of taxi drivers. Tourists commonly complain about taxi drivers such as; their using a tampered meter or not using the meter at all, taking long detours making the taxi ride longer and money switching. This fraud happens as follows; taxi drivers rig their meters, not using their meters or do insist that they have no change. Even some taxi drivers may swap tourists' notes by distracting after they handle money over in order that they can hide the money and therefore, claim that the tourist has given less money [e.g. tourists pass taxi drivers a 50 Turkish Lira note and it turns into a 5 Turkish Lira suddenly via sleight of hand]. Then, they shout at tourists to pay more. Another complaint; taxi drivers sometimes insist that they have no change or neglect to use the meter or agree on a fixed price instead of using the meter before setting off.

In the past, some taxi drivers switch the meter to a nighttime charge [2x more than] in the day, but this charge does no longer exists. The sly taxi drivers will meddle with the meters while tourists are not looking.

Currency Scam; this scam most often happens when international tourists purchase the items that worth lots of money as follows; just like the over-priced scam, tourists should always clarify the currency before making any transaction. Tourists negotiate for an item in the Turkish Lira, they get offered drinks; wine, beer, Turkish delight, lots of products guarantees, warranties, authenticity certificates and consequently tourists do trust the shop person. This is a big mistake! When tourists enter their credit card details, they might be charged in Euros, not in Turkish Liras and this makes a big difference. This scam most often does happen while buying the items such as; carpets and leather purchases that worth lots of money.

Shoe Shine Scam; this common scam happens in Istanbul as follows; street boys do pretend to drop their shoe shine equipment such as; box or brushes, etc. accidentally beside tourists. When tourists do help to pick it up, they offer tourists to provide shoe shine services to tourists for free as a sign of gratitude. Two things usually happen when tourists agree with this offer. First, the scammer will strike up a conversation during the service and casually mention about extras included in the shoe shine service he provides tourists. Alternatively, he may begin telling tourist about his life story including poor family, a sick wife and many poverty-based problems, making tourist feels sad for him. After all, tourist will be charged with a hefty bill which is often ten times more than the regular price he would charge a Turkish citizen. Tourists usually pay because of the guilt for the poor man struggling to feed his family. If tourist refuses to pay, there will be other shoe shiners around the tourist joining in demands to hand over tourists' cash.

Restaurant Scams; restaurant scams are common in Turkey. The service providers, some of them make tourists pay for the food at an astronomical price or food that tourists did never order. The waiters in some restaurants specifically geared towards international tourists serve *Turkish Pita*²⁶ as soon as tourists are seated or place an order. This is quite normal. However, when tourists are ordering, the waiters may be very pushy when taking orders from tourists and they may force or highly encourage tourists to try something off the menu. While tourists are waiting for their order, the waiters generally serve a couple of dishes and insist that tourists should try them. Tourists may even think that they are complementary as well as Turkish Pita. Tourists may get tired of arguing and therefore, letting them put the stuff on your table and not touch it. The foods are nothing extraordinary, but when the bill arrives, tourists are usually surprised to be charged for hundred of Turkish Liras even for the foods they even did not touch. They will insist that tourists pay for it.

⁽²⁶⁾ **Turkish Pita:** Pitta or Pita is a family member of yeast-leavened round flatbreads, which is baked from wheat flour. In Turkish cuisine, it refers to three different styles of bread baked in a stone or brick oven with toppings such as; onions, cheese, sausage tomatoes, eggs, peppers, ground beef, mushrooms and parsley (Wikipedia Encyclopedia, 2018).

CHAPTER-III-

RESEARCH DESIGN

3.1. INTRODUCTION

This chapter does provide an understanding of the research methodology utilized during the research process, which justifies and explains the rationale for choosing the appropriate research instrument design, procedural methods, sample strategy including sample type and sampling size and target population to investigate the research issue. Furthermore, it also mentions about the research area, data sources and data collection method; the survey method applied to collect primary quantitative data in the field. This chapter aims to explain how primary quantitative data is collected and which research instruments are applied during the research process. Therefore, it does form an important background to the interpretation process of the findings obtained from the quantitative research method as represented in the next chapter.

3.2. RESEARCH METHODS

A research methodology for any type of research is principally described as an architectural design or strategy by which the researcher/s map out an approach/method to the problem-solving process. It acts as a comprehensive strategy, which silhouettes researchers' choice/preference and use of certain research methods regarding them to expected findings/consequences, but the preference of the research methodology does depend on the features and type of the research problem (Jamshed, 2014:87). The research designs mainly are procedures to collect, analyze, interpret and report data in the studies from the academic perspective, which represent varying models to conduct research and these models do have significant procedures and names related to them. Each major research model does have its history, considerations, purpose, procedures, and philosophical assumptions, challenges, strengths and variants (Creswell and Plano Clark, 2011:58).

Research methods generally do control the process of collecting and analyzing the primary data, which is required to obtain the scientific reality within one certain system. A research process requires choosing a method suitable for it. It is clear that no academic research could receive one conclusion without determining the research method, even if the subject is very well designed in terms of the purpose and expected results. The basic rule to be followed in order to carry out the research in line with the determined purposes is how the primary data will be collected and analyzed. (Kozak, 2017: 23-24). For this, the meaning and content of research methods should be known very well by the researchers. In this vein, it is obvious that research methods mainly are classified under two groups; quantitative research methods and qualitative research methods.

According to the Center for Innovation in Research and Teaching [CIRT], the quantitative research methods, in general terms, involve close-ended and structured questions to measure attitudes such as; scales and behaviors involving checklists and performance instruments. The quantitative research methods traditionally defined as deductive are correlated with a positivist stance and belief that reality is observed and measured objectively. Analyzing quantitative data does include statistically analyzing scores collected on instruments such as; questionnaire forms or checklists to respond to research questions or to test research hypotheses. On the other hand, the qualitative research methods most commonly do come from an interpretative framework and are generally informed by the belief that there are multiple realities, which are shaped by the personal viewpoints, contexts and meanings. Furthermore, the qualitative research methods conventionally defined as inductive, involve open-ended questions that the researcher/s mostly obtain via interviews, observations and focus groups. Analyzing qualitative data such as words, texts or behaviors follows the path to aggregate it into information categories or to present the diversity of ideas collected during the data collection process (CIRT, 2017).

Once finished the relevant literature review, the author believed that this research should focus on the positivist paradigm, which aims to make more general inferences about the causes and consequences of the phenomena and behaviors observed in the nature, values the objectivism, provides ease of access to a large number of primary data, focuses on one specific subject, obtains comparable data and lastly, keeps the research process under the control more easily (Kozak, 2014:13). By adopting the quantitative research method, the author did aim to make more reliable and more valid inferences through research findings, does make the research more manageable.

In the light of this information and taking it as one departure point, the author decided to utilize the quantitative research method. In other words, the methodological approach employed in this research involved the survey method, which best matched and addressed the research problem and acted as one of the most commonly applied quantitative data collection instruments in order to construct and grasp one detailed picture of the research question and sub-questions.

3.2.1. Quantitative Research Method

In general, many textbooks on educational research describe research methods and approaches as either quantitative or qualitative research methods. Mostly, the quantitative research is described in these textbooks as a type of research method that does focus on explaining cause-and-effect relationships, measures the variables using a numerical system, uses numerical data, analyses the measurements applying any of a variety of statistical models and reports, associations and relationships among the study variables. The researchers who conduct quantitative research generally provide objectivity and do detach themselves from the research environment. The quantitative research approach mainly does begin with a hypothesis/hypotheses and the study is designed to test this hypothesis (Kozak, 2014:61; Ravid, 2011:5-6).

Research methods are handled in two different approaches in terms of organizing the process required for both the data collection and data analysis. These approaches are entitled as quantitative and qualitative research methods. The quantitative research methods are one type of research method that provides the collection of numerical primary data required to transform perceptions or behaviors towards different events, objects or persons into observable, measurable and comparable results.

They are used commonly in a wide variety of social and natural sciences such as; physics, psychology, biology and geology. In this context, it can be stated that the quantitative research methods have three basic features in general (Kozak, 2014:28; Pamela Atieno, 2009:13). These features are as follows; the first one the direct or indirect observations previously made should be measurable. In the second phase, these conducted observations or measurements should have one characteristic that can be repeated in different periods, with different sampling groups and lastly, in different environments. The third one; the obtained research findings ought to be comparable for different times and with sampling groups (Kozak, 2014:61).

The author chose the survey design that is one of the most commonly used/applied and popular quantitative data collection instruments and being the most fundamental tool for all types of quantitative research methodologies and studies to carry out the research. The survey research method, which is fundamentally an instrument to collect standardized data from the individuals, groups of people or organizations/institutions represents a population/sample via close-ended and structured questions, standardized expressions, judgments and suggestions. In addition, survey research is principally applied research method in social sciences to obtain objective data as well as collecting subjective data that stand for the data related to inner states of informants such as; attitudes, behaviors, beliefs and values (Coşkun, Altunışık, Bayraktaroğlu and Yıldırım, 2015:80; Kozak, 2014:65-66; Ural and Kılıç, 2006:55).

The survey design method, which is the most commonly applied quantitative research method and does involve the systematic measurement of the variables within a sample, why it was chosen specifically for this research stands for many reasons and advantages. These advantages are written as follows; [i] it provides a great deal of evidence/proof at a relatively small monetary cost and a way to evaluate informants' motivations, attitudes, opinions and beliefs, [ii] it is easy to develop, distribute and does take less time and assistance from the researcher/s during data collection, [iii] it allows for a large number of questions and enables to collect large amounts of primary data relatively swiftly and to standardize measurement, [iv] it does provide to reach informants at distant locations by post or internet surveys and anonymity so as to make researcher/s more enthusiastic to study sensitive topics, [v] it provides to analyze data statistically, [vi] it does enable to apply to people having different age groups and

practice on large groups to provide fast access to data, [vii] it provides high reliability rate as identity of the informants not specified and more likely to respond honestly and lastly, [viii] it enables to adapt the desired sampling methods and techniques (Coşkun et al., 2015:80; Kozak, 2014:67; Ural and Kılıç, 2006:66; Baş, 2006:44; Yazıcıoğlu and Erdoğan, 2014:51; Balcı, 2004:140).

3.2.1.1. Questionnaire Form Design

This research mainly does address the issue of tourist harassment phenomenon, which international tourists visiting Istanbul, Turkey are exposed to and comes up for debate both in print and visual press as a global problem for tourism destinations across the globe in detail and does investigate its possible impact on the tourism experience. Therefore, following one comprehensive literature review on the subject of tourist harassment, the author decided to investigate this issue in terms of the quantitative part via one structured and self-administered survey questionnaire form, which was first outlined by (De Albuquerque and McElroy, 2001) and later developed by (Kozak, 2007). In this vein, the author emailed to Mr. Kozak, the researcher who did develop the questionnaire form that was used to collect the primary data in terms of quantitative perspective and asked for his permission enabling the author to apply the questionnaire form in his Ph.D. research. Mr. Kozak sent an e-mail back to the author authorizing the author to use the questionnaire form, which is attached in Appendix 3.

The questionnaire form was originally developed in the English language. The research scope did concentrate on the international tourists; not only English-speaking ones but also other international tourists speaking other languages as well. Therefore, in line with the statistics that stand for the nationalities of international tourists visiting Istanbul, Turkey, the questionnaire form was translated into several other main languages such as follows; German, French, Russian, Arabic, Persian, Spanish and lastly, Italian by either native speakers of the languages or Turkish citizens who do have the specialization in translation services in order to minimize the problems with the translation of the questionnaire and response-related patterns that might have a cultural bias. All the other informants who did have different nationalities not stated or relevant in the questionnaire form were accepted to have sufficient knowledge in any of these above-mentioned languages, particularly in the English language.

The questionnaire form, which was performed in eight main languages, was employed almost unchanged except for a few minor changes that the author made to adapt it to Istanbul, Turkey as a research field. In addition, the pilot test helped the author to make a few minor corrections and amendments that were germane to the mistakes and misunderstandings unveiled in line with the informants' suggestions as well as some modifications to the wordings, which helped ultimately to improve the survey content and quality. The survey instrument was completely anonymous; no names were asked from the *informants*²⁷ and to complete the questionnaire form was estimated to take nearly 10 minutes.

The questionnaire form based on the problem statement and research objective/s consisted of an introduction and 23 close-ended questions and was structured into three parts each one addressing separate issues; Part-I, Part-II and Part-III. The introduction part mainly did picture the objective/s of the research. Furthermore, the definition of harassment and six major and most common harassment types such as; the persistence of vendors, sexual harassment, verbal and physical abuses, peddling of drugs and begging were enabled to help informants to be familiar with the subject and to have a better understanding.

The first part of the questionnaire form did involve an initial question, which was germane to any harassment experience, pursued by a set of other particular close-ended questions to investigate types/nature of harassment, types of harassers/hustlers, types of places/locations where harassment happened and types of harassment dimensions. For variables, which required a rate labeled as a range from 1 [very often] to 5 [never] was applied. The option of do not know/no opinion was allowed when making a rating did generate no meaning to informants (Dhar and Simonson, 2003:146; Plous 1993: 49). The responses given to such questions were meant to unearth the extent to which informants underwent any harassment problem.

⁽²⁷⁾ **Informants:** Informants for this research are referred to all those surveyed international tourists who spent their holiday in Istanbul in 2017, Turkey and departed Istanbul from Sabiha Gokcen International Airport in Istanbul, Turkey.

In the second part of the questionnaire form, a 5-point Likert scale was applied to unveil the informants' satisfaction with the holiday just being completed in Istanbul and behavioral future intentions such as; to make a repeat visit to Istanbul or to make a visit to another destination in Turkey, to recommend Istanbul to friends and relatives and to regret for visiting Istanbul with the following questions [i] To what extent are you satisfied with your holiday in Istanbul? [ii] How likely are you to come back to Istanbul in the future? [iii] How likely are you to visit another destination in Turkey in the future? [iv] How likely are you to recommend your holiday in Istanbul to your-friends and relatives? [v] How likely do you feel regret for visiting Istanbul?

The third part/last part of the questionnaire form asked questions to informants to find out their socio-demographic characteristics that include nationality, resident-country, gender, age group, marital status, educational qualification, current position, and annual income group. Besides, the last part also did involve other questions that inquired informants' holiday-related characteristics that comprise the number of visit to Istanbul, accommodation preference/type, length of stay and purpose of the current visit, information source about Istanbul and travel companion.

3.2.1.2. Sampling Size and Technique

Perhaps, the most constantly asked question related to sampling is ‘‘what size sampling type do researcher/s need?’’ A number of factors, which involve the research purpose, population type and size, risk of selecting a bad sampling and the allowance sampling error do influence the answer (Israel, 2003:1). On the other hand, Morse and Niehaus (2009) emphasize that no matter what type of methodology is applied whether quantitative or qualitative, the sampling methods which need to be consistent with the objectives and presumptions inherent in the use/application of either method mostly do intent to maximize the efficiency and validity of the researches (Palinkas, Horwitz, Green, Wisdom, Duan and Hoagwood, 2015:2).

In scientific researches, to have accurate data and thus, to decide accurately are highly essential. Therefore, there exists one necessity to obtain correct information and to generalize the obtained data (Arıkan, 2004:129). The more research findings are generalized, the more researches' academic value increases.

As science is a collection of data that could be generalized, to obtain data having generalizability in the academic researches is highly important (Karasar, 2005:109-110). In general, the size of the population/s is mostly large in social sciences. However, to examine all the elements/subjects in the population in detail is almost impossible when viewed from time and financial aspects. In other words, to analyze the obtained data by examining all the details may cause time and effort to be wasted. Therefore, there is no sense to deal with lots of data when a limited number of pieces of data are sufficient (Gökçe, 1988:76).

The population is one set of people, objects or elements, which do have some characteristics in common described by the sample criteria generated by the researcher whereas the sampling is the chosen people, objects or elements selected to participate in research. Cant (2003) provided a definition to sampling size as the total number of elements included in the research and it does need to be big enough to assure that valid and reliable conclusions could be made about the population. Besides, Karasar (2005) illustrated the sampling as a small group/cluster chosen from a particular population in accordance with some certain rules and accepted to represent the chosen population. The sampling does account for the selection of individuals, units and/or settings to be studied. Quantitative researches generally do apply for random sampling techniques whereas qualitative researches usually adopt purposeful or criterion-based sampling techniques that is a sample, which does have the characteristics relevant to the research questions (Yıldırım and Şimşek, 2016:118; Kozak, 2014:117; Yıldırım, 2010:83; Coyne, 1997:627).

Research is generally carried out on the sample groups and the obtained data are mainly generalized on populations (Karasar, 2005:110-111). The sampling techniques are grouped under two basic clusters namely; probability and non-probability sampling techniques. For the probability sampling technique, each population member does have a known, non-zero chance to participate in the research. The core-characteristics of the probability sampling are chance and randomization. On the other part, the non-probability sampling technique, the researcher does not select the sample group members randomly and thus does have no way to forecast or guarantee that elements of the population will be represented in the sampling.

Therefore, non-probability sampling does require only some specific members of the population to have the chance to take part in the research (Yazıcıoğlu and Erdoğan, 2014:40; Arıkan, 2004:140; Leedy, 2001:218; Coyne, 1997:627). Moreover, probability sampling techniques which target to maintain the representativeness are preemptively applied in quantitatively oriented researches and include choosing a relatively big number of units from specific sub-groups [strata] of a population or from a population randomly where the probability of inclusion for the each member of the population is specificable (Teddlie and Yu, 2007:77).

This research did apply three different sampling methods. The first one; the convenience sampling technique, which is perhaps the most well-known and the most commonly employed of all sampling strategies and accounts for each unit, people or cases involved in the sample does have a chance of inclusion equally in the sample, ensures the unbiased and better estimate of the parameters when the population has homogeneous character and one of the non-probability techniques enabling to collect data quickly, being inexpensive to create samples, providing to make research easily, lastly, having low cost. Furthermore, it is nothing but a non-random selection of the elements for a sample and mostly it is employed in the academic researches with one considerably large target population (Baltacı, 2018:249; Yıldırım and Şimşek, 2016: 115; Etikan, Abubakar Musa and Sunusi Alkassim, 2016:2; Kozak, 2014:115; Ajay and Micah, 2014:4; Ravid, 2011:244; Teddlie and Yu, 2007:79; Ural and Kılıç, 2006:38; Yazıcıoğlu and Erdoğan, 2014:40; Arıkan, 2004:141; Coyne, 1997:627).

The second one is the criterion sampling, one of the purposive sampling types and widely used in the both quantitative and qualitative types of research, does involve identifying and selecting the cases and units that meet some pre-determined criterion of importance and typically is applied while considering the quality assurance issues (Baltacı, 2018:254; Yıldırım and Şimşek, 2016:122; Patton, 2002:238). The third one; the maximum variation sampling technique, which accounts for one of the purposive sampling types and commonly applied in the both quantitative and qualitative types of research, does include the units or cases, which are as different from one another as possible purposefully and picks a wide range of variation on dimensions of interest to obtain the significance of various circumstances to maximize the diversity relevant to the research question (Baltacı, 2018:249; Patton, 2002:172).

The population of this research did consist of the total number of international tourists who visited Istanbul, Turkey in the year of 2017. The number of international tourist arrivals to Istanbul, Turkey was 10.840.595 as it is illustrated and detailed information given in the Figure 3. In general terms, the quantitative research methods concentrate on wider sampling capacity and generalization of the research findings to the whole population (Kozak, 2014:86). The sampling size, which does provide faster primary data collection and lower cost is the total number of the elements involved in the research. In order to make generalized and valid conclusions about the population, the sampling size must be carefully fixed large enough (Ajay and Micah, 2014:3-4).

Furthermore, when the quantitative research method is preferred to be applied, the number of questionnaire forms is expected to vary between 300-400 to analyze data effectively and accurately. However, to calculate the sampling size needed to be realized in accordance with the population size and reliability of the obtained research findings (Kozak, 2014:113). In accordance with the information explained above and a high number of the population, the author formulated the sample size of this research as following; (Yamane, 2001:116-117).

$$n = \frac{N \cdot z^2 \cdot p \cdot q}{N \cdot d^2 + z^2 \cdot p \cdot q}$$

* N: Population size

* n: Sample size

* p: Estimated proportion of an attribute that is present in the population (p+q=1).

* z: Value found in statistical tables, which contains the area under the normal curve.

* d: Practical or physical difference in the mean response the author wishes to detect.

$$n = \frac{3183424 \cdot (1.96)^2 \cdot (0.5) \cdot (0.5)}{3183424 \cdot (0.05)^2 + (1.96)^2 \cdot (0.5) \cdot (0.5)} = 384, 1136$$

The acceptable error margin when to calculate the sampling size is 0.05 (5%) and in accordance with the 95 % confidence level, the minimum sample size was calculated as 384 informants by using the above formula and the sample sizes written in Table 15 below.

However, the author thinking that the sufficient number of questionnaire forms would not return surveyed 523 international tourists to strengthen the representativeness of the sample; 23 questionnaire forms, which were filled incorrectly and incompletely because of missing values for critical variables, were excluded from the data analyzing process. This does represent a response rate of 95.7 %. The rest of the questionnaire forms, 500 questionnaire forms were subjected to data analyzing process. These questionnaire forms were distributed in line with the main languages such as follows; 150 [English], 100 [Arabic], 60 [Russian], 50 [German], 40 [Persian], 40 [Italian], 30 [French] and lastly, 30 [Spanish].

Table 15: The Sample Sizes in Quantitative Research Methods

Population Size	Sample Size		
	90 % Level of Confidence and assumption of population as heterogeneous	95 % Level of Confidence and assumption of population as heterogeneous	99 % Level of Confidence and assumption of population as heterogeneous
100	74	80	88
1,000	214	278	400
10,000	264	370	623
50,000	270	381	655
100,000	270	383	660
500,000	271	384	663
1,000,000	271	384	664
10,000,000	271	384	664
100,000,000	271	384	664

Source: Kozak, 2014:113

3.2.1.3. Data Collection Process

One of the most important drivers to succeed in the data collection process is the appropriateness of the environment, where primary data is collected in terms of both researcher/s and informants. On the one hand, the environment appropriateness for the researcher starts with how familiar the researcher to the environment and does continue with many works such as; to remove all elements which may distract informants during data collection process, to control the environment, to complete necessary preliminary preparation and necessary permissions. On the other hand, in terms of the informants, the environment appropriateness involves creating or enabling an environment, where the informants may provide answers to questions freely and comfortably (Kozak 2014: 121-122).

The author decided that an exit survey approach was deemed appropriate one for the research part considering that international tourists' harassment-related incidents/ experiences mostly take part in the tourism destinations around the world. Therefore, the author initially did plan to conduct the quantitative research in the form of one questionnaire survey instrument at the two international airports as two survey sites since they do act as the main international aviation gateways for international tourists in Istanbul, Turkey. These airports are as follows; Ataturk International Airport and Sabiha Gokcen International Airport located in Istanbul and they represent the key entry and exit points to Istanbul, Turkey thus, they perform as an appropriate point to collect the primary quantitative data on international tourists' experiences in Istanbul, Turkey. Moreover, the waiting halls at the airports after passing the passport control and customs are the most appropriate places for the researchers who conduct research on the international tourists, particularly the ones dwelling into sociology, physiology, health and economy (Kozak, 2014:123).

The author predicted that this approach would generate one more representative sampling of the international tourists to Istanbul when compared with the on-site approaches to gather primary quantitative data. In order to facilitate the access to the airports including the necessary halls where the author primarily planned to carry out primary data collection, it was compulsory to obtain the required permit from the central government to which airports' management was connected due to the strict supervision and tight control. For this reason, the author applied officially to the administrations of these two international airports with the required documents, which are attached in Appendix 4 in order to have formal permission. However, the author was allowed to carry out field research only by Sabiha Gokcen International Airport. The official permission document is attached in Appendix 5. On the other hand, Ataturk International Airport rejected the official request by stating the high alert for security reasons, particularly after the massive terror attacks²⁸ that resulted in so many fatalities and injuries in 2016.

⁽²⁸⁾ **Istanbul Airport Attack:** A gun and a bomb attack on Ataturk International Airport, Istanbul killed 41 people, at least 13 of them international ones and did wound more than 230 people in total. Three attackers did come to the airport in a taxi, started firing at the terminal entrance and blew themselves up after local police fired back late on Tuesday (BBC, 2016).

The author's personal consultations with both public and private authorities and observations as well as the statistical records of the Istanbul Provincial Directorate of Culture and Tourism, Ministry of Culture and Tourism and lastly, Turkish Statistical Institute [TUIK], Turkey concluded that summer season comprising of the months; June, July and August was the period when international tourists most frequently came to Istanbul. In this sense, primary data through quantitative research were collected in the period; 10-20 August 2017 during 10 visits to the airport each lasting no shorter than 6 hours. Data collection started approximately at 09:00 and stopped at 17:30 every day. The duration was restricted so as not to interrupt with the flow of the airport and customs control.

The author did approach any international tourist based on the presumption of being a possible informant passing the airport passport and security control, introduced himself, provided relevant information to the possible informant about the research and questionnaire form [e.g. purpose, phases and possible feedbacks] through giving necessary instructions and lastly, asked if s/he would like to take part in the survey study or not [informed consent]. Besides, the informants were given information that that this questionnaire survey was a part of the Ph.D. thesis research in the Department of Tourism Management Doctoral Program at Izmir Katip Celebi University, Izmir, Turkey. The author guaranteed confidentiality and anonymity since the questionnaire did involve questions on the sensitive topics, expressed that the findings would be used for the only academic purposes and gave information about the estimated time to fill in the questionnaire form. Moreover, the author did his best to find out informants who would act on a volunteer basis without any insistence and acted formally, as this was important in terms of the quality of the answers given to questions (Kozak, 2014:91). The informants were provided with the opportunity to refuse or quit the survey process any time they willed and the author applied the tactics to support informants' honesty. Because the author believed the necessity that, the data collection process would be carried out with the informants who really wanted to contribute sincerely and seriously and were ready to submit data on free will.

Irrespective of whether any harassment-related incident was experienced or not, the informants who were willing and meeting the pre-determined sampling criteria to screen such as; to be an international tourist and to stay for a few days in a commercial accommodation located in Istanbul, Turkey were handed a copy of the questionnaire form and a clipboard for convenience along with a pen through a face-to-face interview between author and informants. In other words, the author personally surveyed 523 inbound tourists by using both the convenience sampling method and the purposive sampling technique. Even though a self-administered survey model was used for the primary quantitative data collection, the author was present at all times, remaining close to the informants to facilitate easy understanding of the instrument and for the assistance. The author sought maximum diversity in terms of the socio-demographic characteristics and holiday-related characteristics of the informants in spite of the fact that this was not determined previously as one basic sampling criterion to screen. To put it differently, it can be stated that the maximum variation sampling method, one of the most widely applied purposive sampling methods was also adopted as well as the convenience sampling technique and criterion sampling method when to determine the informants for the research process (Baltacı, 2018:249; Coyne, 1997:627).

The informants were reached while they were waiting in the departure lounge before boarding at Sabiha Gokcen International Airport. This process was done until the sample size was reached at different times of the day in order to receive the widest possible sample of tourists. The author first made sure that the informants had enough time to complete the survey process and to board the plane. Because, it was important to be sensitive against international tourists due to the time lose stemming from travel, weather conditions and the formalities at the airport. In addition, the author did his best to create the most appropriate and comfortable environment at the airport by taking the necessary precautions.

The author did use an identification badge in the airport, which is attached in the Appendix 6 during the primary data collection process, which enabled him to enter into different and necessary halls and made informants trust to the author. In order to facilitate the process of determining tourist groups to be worked, the daily and weekly flight schedules were obtained. The author did thank informants upon finishing the survey process, not forgetting that the informants involved in the research voluntarily.

Furthermore, the informants were given a *Blue Bead*²⁹ worn against the evil eye as a present within the budget possibilities in order that thanking would have meaning that was more physical. The author provided informants with his contact details and asked e-mail addresses of the informants who showed interest in research findings and would send a summary of the research to those informants, which may be accepted as another way to thank informants. Besides, depending on the circumstances, it might be worth as well to let informants know how they could get the final report, as this would ensure them with a sense of ownership of the material they shared. The author filled the date and questionnaire form I.D.

3.2.1.4. A Pilot Study

The pilot study whose main objective is to investigate the feasibility of a research approach, which intends to ultimately be used in a greater scale study and does stand for an important phase of the research process is a small-scale test of the procedures and methods which are to be used on one large scale (Leon, Davis and Kraemer, 2011: 626). Moreover, one pilot study is defined as a small pre-test to check the research protocols, sample data collection instruments, recruitment strategies and other research techniques in preparation for the larger study. Therefore, prior to the implementation to conduct the fieldwork, an English version of the questionnaire survey was piloted on 25 international tourists in order to identify whether or not the questions chosen accurately did capture the research objective/s. Those informants taking part in the pilot test were also timed to give the author the idea of how long the survey process would take to complete.

Following the pilot test, the author had to make some minor corrections and amendments, which were germane to the mistakes and misunderstandings unveiled in line with the informants' suggestions as well as some modifications to the wordings. This helped ultimately to improve the questionnaire survey content and quality. Later, the questionnaire form was translated into other languages, applied in the research.

⁽²⁹⁾ **Blue Bead:** It is generally made of blue glass with yellow and white or blue and white again circles inside named '*Nazar Boncuğu*' in Turkish stands for to a very traditional element and part of the culture in Turkey and used as a talisman and widely displayed in houses, shops and businesses that is believed that it would keep you safe against the evil-eye (Sansal, 2017).

Reliability is described as the level to which measures are free from error and therefore, yield stable and consistent results (Peter, 1979:16). Cronbach's Alpha Reliability Test, developed by Lee Cronbach in 1951 as one of the reliability analyzes is mostly run to measure the internal consistency of the scale or test; the most commonly used objective measure of reliability, it is also explained as one number between 0 and 1 (Tavakol and Dennick, 2011:53). Furthermore, the reliability of the scale/test depending on the Cronbach's Alpha is interpreted in the way explained below in Table 16.

Table 16: The Rule of Thumb about Cronbach's Alpha Coefficient Sizes

Cronbach's Alpha	Internal Consistency
$0.00 < \alpha < 0.40$	Scale is not reliable
$0.40 < \alpha < 0.60$	Reliability of the scale is low
$0.60 < \alpha < 0.80$	Scale is highly reliable
$0.80 < \alpha < 1.00$	Scale is extremely reliable

Source: Kayıs, 2010:405; Ural and Kılıç, 2006:290

Cronbach's Alpha Reliability Test was run to measure the internal consistency of the questionnaire form; that is how closely related a set of items as one group in the questionnaire form. Cronbach's Alpha was calculated for the 75 items is, 907 suggesting that the items have excellent internal consistency, which is indicated in Table 17 below.

Table 17: The Reliability Test

Cronbach's Alpha	Number of Items
,907	75

3.3. RESEARCH AREA

Istanbul was chosen as a research area to carry out the field research that mainly addresses the issue of tourist harassment, which international tourists visiting Istanbul, Turkey are exposed to and comes up for debate both in the print and visual press as a global problem for tourism destinations across the globe in detail and investigates its possible impact on tourism experience.

3.3.1. Istanbul: A Snapshot

Istanbul, the city was established in the 7 BC by the colonists who came from Megara, being led by the legendary Byzas, did serve as one former capital for the three huge empires such as; Roman Empire, Byzantine Empire and lastly, Ottoman Empire. Istanbul as one of the most ancient and important metropolises with its 8,500 years of glamorous history has been a cradle and home to various civilizations since the start of the Neolithic Period. Istanbul, one of the most constantly besieged provinces in the world included assailants by Persian Darius, Athenian Alcibiades, Macedonian Philip II, Bulgarians, Arabs and the 4th Crusade Armies.

Turks already tried to conquer Istanbul four times in the history when they did conquer Istanbul in 1453, Mehmet II who received the title of *Fatih*, which stands for the meaning of conquer after the victory and made the Ottoman dream real one. Having so many different names during the history including Byzantium, Augusta, Antonina, Dersaadet, Asitane, Nova Roma, Constantinople, Konstantiniye, Stimpol, Estanbul, Istambul, the name was formally changed to Istanbul in 1930 (Turkey Home & Official Travel Guide of Turkey, 2017; Go Turkey & Travel and Tourism Guide, 2017; Istanbul Provincial Directorate of Culture and Tourism, 2017; Istanbul Convention & Visitors Bureau, 2017).

Istanbul is one of the most special provinces in the world due to its position as a bridge between two continents such as Asia and Europe. It is situated in the Marmara Region, in the north-west part of Turkey, does have an important and exquisite geographical position with the Bosphorus Strait between Marmara and Black Seas, does split Europe on the western part and Asia on the eastern part and encircles the natural harbor entitled as Golden Horn [Haliç].

Istanbul is the greatest populated city in Turkey with a population of 14.8 million people, a giant city, home to one-fifth of Turkey's population ranks as the 8th mostly visited province in the world by acting as a central air-traffic hub with two international airports in each continent, which connect many airlines internationally from Europe to Asia, the Middle-East and Africa and blends the past and the future, bringing cultures and people together from all over the world. Istanbul is Turkey's economic and financial capital and the biggest industrial center due to its situation as one junction of the international sea and land trade routes.

Istanbul, the city of the past, present and future was selected as European Capital of Culture in 2010 and European Capital of Sport connecting two continents Europe and Asia in 2012 does host many international fairs, conferences, film festivals, theaters and music festivals, exhibitions, art galleries and international biennial and sports organizations (Turkey Home & Official Travel Guide of Turkey, 2017;Go Turkey&Travel and Tourism Guide, 2017;Istanbul Provincial Directorate of Culture and Tourism, 2017;Istanbul Convention&Visitors Bureau, 2017).

Istanbul occupying an important place between the leading metropolitan cities in the world does possess a high potential for a number of alternative tourism types. Istanbul is one of the most well known and notable capitals of the ancient and modern world and possesses religious and cultural phenomena of centuries and deep roots in history since it is the only city that marked the end of an era in history with its conquest. Istanbul does have all the traces from Roman, Byzantium and Ottoman Periods as well as other inhabited civilizations' traces including Roman Aqueducts, Byzantium Churches, Venetian Towers, Ottoman Palaces and lastly, Mosques [Sultan Ahmet Mosque, Hagia Sophia, Topkapı Palace, Maiden's Tower, Dolmabahce Palace, Grand Bazaar, Egyptian/Spice Bazaar, Basilica Cistern, Galata Tower] and many more.

Istanbul recognized by the world countries as a rising star in the medical tourism owing to many drivers such as; good doctors, easy transportation, public and private hospitals, medical and clinical research centers mostly equipped with high technology equipment and important location has become a head health center of Turkey through combining its medical resources as like Spa and Wellness, with five-star hotels and giving qualified and advantage tourism packages to health-based tourists. In respect to congress tourism, Istanbul is one of the world's pathbreaking congress destination and appropriate province to hold congresses with 100 to 30.000 or more informants as the city does have 7 convention centers and 3 exhibition centers, each one is capable of hosting large events with thousands of delegates (TurkeyHome&Official Travel Guide of Turkey, 2017; Go Turkey & Travel and Tourism Guide, 2017; Istanbul Provincial Directorate of Culture and Tourism,2017;Istanbul Convention&Visitors Bureau,2017)

In terms of shopping tourism, Istanbul does present the traditional and historical shopping options such as; Grand Bazaar, Egyptian Bazaar and Old Book Bazaar. On the other hand, there are a number of contemporary shopping centers in Istanbul, where the shopping festival is organized with a variety of discounts and promotions every summer. Turkey ranks 4th in cruise tourism following Spain, Italy and Greece as the most preferred route for the cruise tourists and follows mainly Mediterranean countries including Turkey and Istanbul plays an important role in this success with its ports and capacity. Regarding education tourism, Istanbul acts as the leader in education with more than 50 universities and 5 technoparks of Turkey. Despite not being the first choice for nature and sports tourism, Istanbul does have Çatalca and Şile districts with one possibility for many activities such as off-road, nature walking, orienteering, bird watching, paragliding and cycling for nature and sports tourism. Istanbul as one of the most prominent tourism destinations in Turkey acts as home to more than 10 million international tourists annually with its natural, historical and social attractions (Turkey Home & Official Travel Guide of Turkey, 2017; Go Turkey & Travel and Tourism Guide, 2017; Istanbul Provincial Directorate of Culture and Tourism, 2017; Istanbul Convention & Visitors Bureau, 2017). Figure 2 illustrates the location of Istanbul in the world. Picture 3 indicates some beautiful sights reflecting the cultural and historical richness of Istanbul.

Figure 2: The Location of Istanbul in the World



Source: Turkey Home & Official Travel Guide of Turkey, 2017

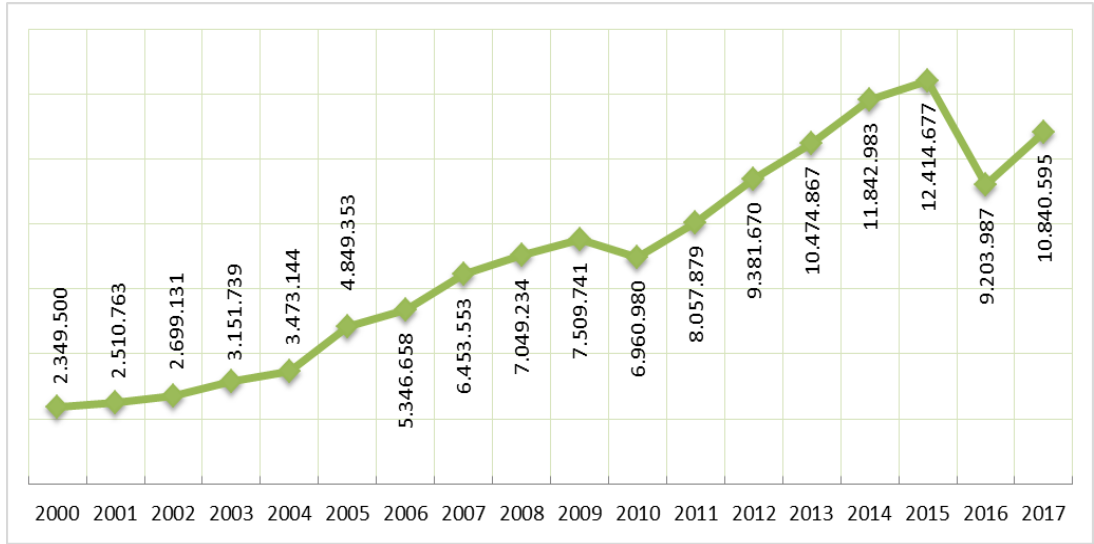
Picture 3: The Different Sights in Istanbul



Source: Turkey Home & Official Travel Guide of Turkey, 2017

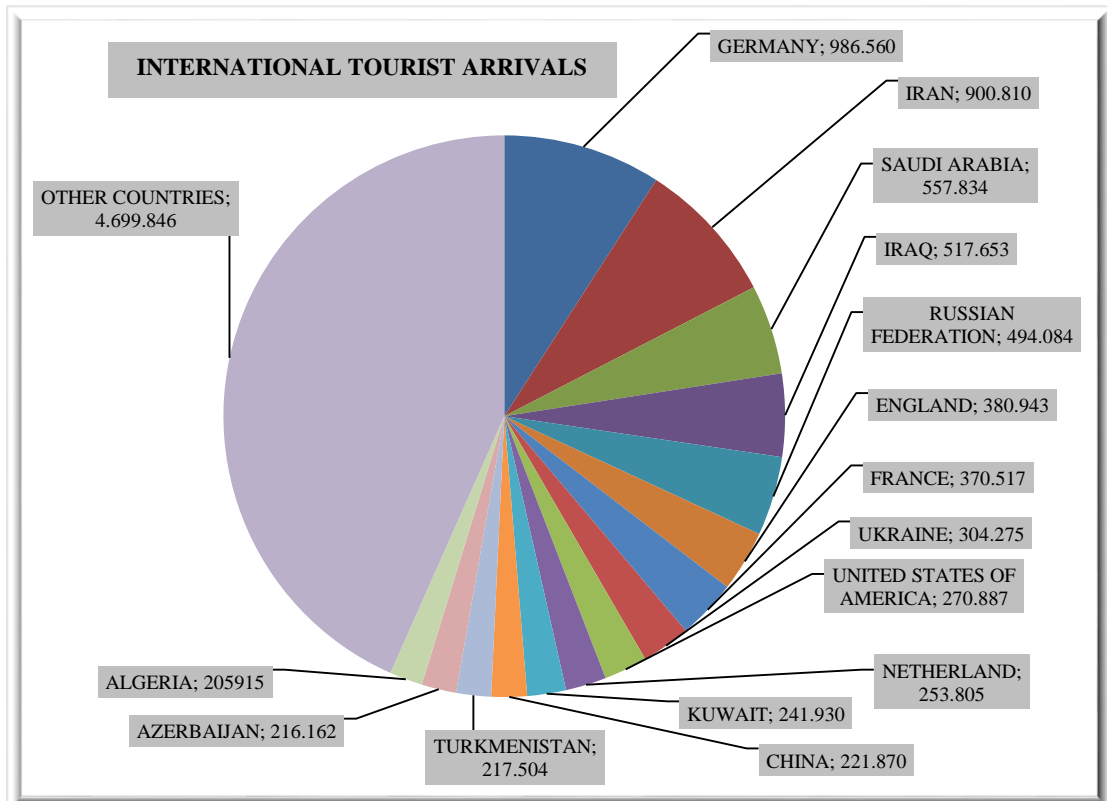
According to the Istanbul Provincial Directorate of Culture and Tourism (2017), the number of international tourist arrivals to Istanbul, Turkey between the years of 2000-2017 is indicated in Figure 3. The number of international tourist arrivals by nationality to Istanbul, Turkey in 2017 is shown in Figure 4.

Figure 3: The Number of International Tourist Arrivals to Istanbul, Turkey [2000-2017]



Source: Istanbul Provincial Directorate of Culture and Tourism, 2017

Figure 4: The Number of International Tourist Arrivals by Nationality to Istanbul, Turkey [2017]



Source: Istanbul Provincial Directorate of Culture and Tourism, 2017

In the light of the information written above, the author did make a decision to determine Istanbul as a research area, which accounts for a number of reasons such as; being the most developed and largest city in Turkey, being one of the most popular and most visited tourism destinations in Turkey, which attracts more than 10 million international tourists who come from various countries worldwide every year, having some of the most splendid and majestic monuments of the world, having the natural beauty and rich variety of the local life, being the meeting point of various nations, religions and cultures throughout history and being one of the most important and leading tourism destinations for a great variety of alternative tourism types (Çetinkaya and Öter, 2016:46; Çetinkaya, 2015:104).

Furthermore, another important reason showing why Istanbul was chosen as the research area is the news and visuals, which contribute evidence to various deceptive practices and harassment-related incidents towards international tourists in the press and media groups, which mention about Istanbul providing all the requirements to scam and harass international tourists with its complex structure of nearly 15 million population and other exotic characteristics that attract many tourists' attention across the globe. Finally, yet importantly, the fact that the author also conducted the research part of his Master's Degree in Istanbul also played an important role in selecting Istanbul as the research area again for the research part of his Ph.D. Degree.

3.4. DATA RESOURCES

This research did proceed in two phases namely; theoretical and practical phases. In the first phase, the author did perform one comprehensive literature review on the concepts that were relevant to the research content such as; an overview of tourism phenomena, the tourism industry in Turkey and the image of Turkey as one tourism destination in the international tourism market. Besides, the concepts such as; safety and security in the tourism industry both in Turkey and in the world were also intensively investigated.

The other subjects that the author thought the necessity of researching and adding to the literature review part are as follows; harassment as a concept, the most commonly undergone [major] harassment types in the tourism destinations including; the persistence of vendors, peddling of drugs, verbal and physical abuses, sexual harassment and lastly, begging, harassment in the tourism industry, tourist harassment both in Turkey and in the world and the previously conducted academic research on tourist harassment issue globally. Lastly, tourist scams [frauds,swindles], the most commonly experienced [major] tourist scams both in Turkey particularly, in Istanbul and in the world were also delved into during the research. In the second phase, primary data was collected in the research field and proceeded in one phase; the quantitative approach in the form of a questionnaire survey administered by the author, which was prepared in line with the main objective and sub-objectives of the research.

This research used both primary and secondary data sources. The author did collect the primary quantitative data through one of the quantitative data collection instruments such as; the survey research method with a structured questionnaire form. The author personally administered this research method when the international tourists' tourism experience finished and were ready to leave Istanbul, Turkey following their holiday with the intent to capture their harassment-related experiences in detail.

There was no shortage of secondary material/data on the research subject. The author did collect the secondary data via many printed and online resources including books, journals and articles, proceedings, Master and Ph.D. theses/dissertations published/written both in Turkish and in English languages in particular. Furthermore, the author applied to search Academia Social Sciences Index, Higher Education Board National Thesis Center, Scientific and Technological Research Council of Turkey [TUBITAK], National Academic Network and Information Center, Istanbul Provincial Directorate of Culture and Tourism, Ministry of Culture and Tourism and Turkish Statistical Institute for any written or visual media, web sites, publications, sectoral [tourism] reports and statistics of tourism as well as related institutions, national and international newspapers and magazines.

CHAPTER-IV-

DATA PRESENTATION AND ANALYSIS OF RESEARCH FINDINGS

4.1. INTRODUCTION

This fourth/last chapter does provide an insight into the types of analysis that the author did employ to understand and interpret the quantitative research findings. The primary quantitative data obtained through questionnaire survey forms were analyzed via SPSS 22.0 [Statistical Package for the Social Sciences], which is one of the most widely used/employed software programs that helps to organize quantitative data into charts, graphs and tables and to perform statistical analysis.

This chapter does mention detailed analysis and research findings of quantitative research that were taken via the questionnaire survey forms, which were applied to international tourists in Istanbul, Turkey. It does also mention about the statistical presentation followed by the graphical and numerical representations of quantitative data, a summary of the research findings and discussions mainly, which formulated links between this research and other previously published works from the academic perspective on tourist harassment issue.

4.2. QUANTITATIVE DATA ANALYSIS

The primary quantitative data obtained through structured questionnaire forms within the context of the study were subjected to analyzing process using SPSS 22.0, which is one of the most widely used software programs, which does help to organize quantitative data into charts, graphs and tables and to perform statistical analysis. Once the primary quantitative data were entered into the statistical software program, the author did have a number of opportunities for performing a series of analyses. In this vein, the author ran a number of various statistical tests to understand and interpret the quantitative research findings.

For instance, the descriptive statistics such as; the frequencies, percentages and means were calculated and presented through using tables. Applying these statistical tests, the author was able to characterize the majority of the informants in the sample population. Moreover, the author was able to determine the prevalence of harassment by using percentages. Going beyond frequencies, other statistical tests that the author applied during data analysis are as follows; Test of Normality, Reliability Test, Parametric Tests including t-Test Analysis [Independent Samples t-Test] and Variance Analysis [One-Way ANOVA], Non-Parametric Tests involving Man-Whitney U Test and Kruskal Wallis Test, Correlation Analysis and lastly, Regression Analysis.

4.2.1. Descriptive Statistics Findings

This part of the research does involve the survey findings, which are related to the descriptive statistics of the informants' socio-demographic characteristics, which do include nationality, resident country, region, gender, marital status, age group, educational qualification, current position and annual income group. Moreover, this part also does involve the survey findings related to the descriptive statistics of the informants' holiday-related characteristics that comprise the number of visit to Istanbul, accommodation preference/type, length of stay and purpose of the current visit, information source about Istanbul and lastly, travel companion.

4.2.1.1. Informants' Demographic Characteristics

The author asked eight questions to find out the socio-demographic characteristics of the informants. Besides, despite not being asked and specified in the questionnaire form, the author did tabulate the survey findings related to the region of the informants' country profile. Table 18 does present the distribution of the responses, which are given by the informants to these questions.

Table 18: Informants' Demographic Characteristics

Informants' Demographic Characteristics		N	%
Gender	Male	225	45,0
	Female	275	55,0
Marital Status	Single	238	47,6
	Married	225	45,0
	Other	37	7,4
Age Group	15-24	122	24,4
	25-34	134	26,8
	35-44	101	20,2
	45-54	81	16,2
	55-64	45	9,0
	65 and over	17	3,4
Educational Qualification	Primary School	13	2,6
	Secondary School	79	15,8
	Vocational Education	102	20,4
	Bachelor Degree	187	37,4
	Master and/or PhD. Degree	119	23,8
Current Position	Director	44	8,8
	Senior Manager	46	9,2
	Middle Manager	47	9,4
	Trainee /Junior Manager	15	3,0
	Professional	83	16,6
	Clerical	30	6,0
	Skilled	48	9,6
	Semi-Skilled	30	6,0
	Unskilled	10	2,0
	Retired	34	6,8
	Student	91	18,2
	Unemployed	22	4,4
Annual Income	under 9,999 €	118	23,6
	10,000 - 19,999 €	103	20,6
	20,000-29,999 €	101	20,2
	30,000- 39,999 €	75	15,0
	40,000 -49,999 €	44	8,8
	50, 000–over €	59	11,8
Total		500	100.0

According to Table 18, the socio-demographic characteristics of the informants are presented. There are; 55.0 % of the informants were female followed by 45.0 % as male informants. Out of 500 informants involved in the survey process, 47,6 % of the informants were single followed by 45,0 % that represents married informants and lastly, 7,4 % that accounts for the other informants such as; a widow/er, divorced or traveling with a partner, etc. Further, 26,8 % of the informants were aged between 25-34 years old followed by 24,4 % that stands for the 15-24 age group and lastly, 20,2 % of the informants did have the 35-44 age group.

The other groups were unveiled as follows; 16, 2 % of the informants were aged between 45-54, followed by 9,0 % that accounts for the 55-64 age group and lastly, 3,4 % of the informants were aged 65 years old or more. In regard to the educational qualification, the main group was Bachelor Degree, which represents 37,4% of the informants followed by 23,8 % of the informants who did have a Master and/or Ph.D. Degree. The other groups were; 20,4% of the informants received vocational education followed by 15,8 % that stands for the informants who did have secondary school education and lastly, 2,6 % of the informants only finished primary school.

The current position of the informants was categorized into twelve groups. The survey findings uncloaked that 18,2 % of the informants were students followed by professionals that account for 16,6 % of the informants and lastly, 9,6% of the informants stated that they were skilled employees. The other groups happened as follows; 9,4 % of the informants were middle managers followed by the 9,2% as senior managers, 8,8% as directors, 6,8 % as retired people, 6,0 % as semi-skilled workers, 6,0% as clericals, 4,4% as unemployed people, 3,0% as trainees/junior managers and lastly, 2,0 % of the informants stated that they were unskilled employees.

Informants' economic profile on the basis of annual income in terms of currency [€] were distributed in the following way; the main annual income group was under 9,999 € with 23,6 % of the informants followed by 20,6 % of the informants who did earn 10,000-19,999 € annually and lastly, 20, 2 % of the informants did have an annual income that varies 20,000-29,999 €. The other groups were unearthed as follows; 15, 0 % of the informants obtained annually 30,000-39,999 €, followed by the 11,8% that represents an annual income that varies 50,000-over € and lastly, 8,8 % of the informants expressed that they earned annually 40,000-49,999 €.

Table 19 presents the distribution of the responses given by the informants to the question of nationality.

Table 19: Informants' Nationality Profile

Informants' Nationality Profile		N	%
Nationality	Arab	136	27,2
	Persian	39	7,8
	English	37	7,4
	Italian	37	7,4
	German	36	7,2
	French	35	7,0
	Ukrainian	32	6,4
	Russian	29	5,8
	Spanish	23	4,6
	Austrian	16	3,2
	Dutch	10	2,0
	Georgian	8	1,6
	Pakistani	5	1,0
	American	4	,8
	Greek	4	,8
	Czech	4	,8
	Danish	3	,6
	Belgian	3	,6
	Indian	3	,6
	Kyrgyz	3	,6
Nationality	Mexican	3	,6
	Norwegian	2	,4
	Malaysian	2	,4
	Irish	2	,4
	Argentinean	2	,4
	Kazak	2	,4
	Chinese	2	,4
	Nigerian	2	,4
	Australian	2	,4
	Venezuelan	2	,4
	New Zealander	2	,4
	South African	2	,4
	Ghanaian	1	,2
	Swiss	1	,2
	Moldavian	1	,2
	Brazilian	1	,2
	Estonian	1	,2
	Serbian	1	,2
	Bulgarian	1	,2
	Canadian	1	,2
Total		500	100,0

According to Table 19, the nationality profile of the informants is presented. There are; 27,2 % of the informants were Arab tourists who came to visit Istanbul from various Arabic countries followed by 7,8 % that represents the informants with Persian nationality, 7,4 % that accounts for the informants with English nationality, 7,4 % that stands for the informants with Italian nationality, 7, 2% that states for the informants with the German nationality and lastly,7,0 % of the informants did have the French nationality.

The other groups were unearthed as following; 6,4 % of the informants were Ukrainian tourists, followed by the 5,8 % that represents the informants with Russian nationality and 4,6 % that accounts for the informants with Spanish nationality, 3,2 % that stands for the informants with the Austrian nationality and lastly, 2.0 % of the informants stated that they did have the Dutch nationality. The author did not write the other nationality groups here, as their number [N] was less than 10, which might be seen in the table.

Table 20 presents the distribution of the responses given by the informants to the question on the country profile.

Table 20: Informants' Country Profile

Informants' Country Profile		N	%
Country	Italia	39	7,8
	Germany	37	7,4
	France	37	7,4
	Kuwait	36	7,2
	Iran	35	7,0
	England	35	7,0
	Ukraine	32	6,4
	Russia	29	5,8
	Israel	28	5,6
	Spain	24	4,8
	Egypt	18	3,6
	Austria	16	3,2
	Bahrain	13	2,6
	Qatar	13	2,6
	Netherland	12	2,4
	Palestine	10	2,0
	United Arab Emirates	8	1,6
	Georgia	8	1,6
	Jordan	7	1,4
	United States	4	,8
	Greece	4	,8
	Czech Republic	4	,8
Saudi Arabia	4	,8	
Country	Pakistan	4	,8
	India	3	,6
	Kyrgyzstan	3	,6
	Denmark	3	,6
	Belgium	3	,6
	Australia	2	,4
	Venezuela	2	,4
	New Zealand	2	,4
	South Africa	2	,4
	Sweden	2	,4
	Serbia	2	,4
	Kazakhstan	2	,4
	China	2	,4
	Norway	2	,4
	Malaysia	2	,4
	Ireland	2	,4
	Argentine	2	,4
	Nigeria	2	,4
	Bulgaria	1	,2
	Estonia	1	,2
Mexico	1	,2	
Canada	1	,2	
Total	500	100,0	

According to Table 20, the country profile of the informants is presented. There are; the main group was Italy that represents 7,8 % of the informants followed by the 7,4 % that stands for Germany, 7,4 % that accounts for France, 7,2 % that symbolizes for Kuwait, 7,0 % that represents Iran, 7,0 % that stands for England and lastly, 6,4 % of the informants were from Ukraine.

The other groups were revealed as following; 5,8 % of the informants came from Russia followed by 5,6 % that accounts for Israel, 4,8 % that stands for Spain, 3,6% that represents Egypt, 3,2 % that symbolizes for Austria, 2,6 % that stands for Bahrain, 2,6 % that accounts for Qatar, 2,4 % that presents for Netherland and lastly, 2,0 % of the informants expressed that they came from Palestine. The author did not write the other country groups here, as their number [N] was less than 10, which may be seen in the table.

Table 21 presents the distribution of the responses given by the informants to the question of the country's region.

Table 21: Informants' Country Region Profile

Informants' Region Profile		N	%	Informants' Region Profile		N	%
Northern Europe	England	35	7,0	Southern Europe	Spain	24	4,8
	Ireland	2	,4		Italy	39	7,8
	Denmark	3	,6		Greece	4	,8
	Sweden	2	,4		Israel	28	5,6
	Norway	2	,4		Serbia	2	,4
Total		44	8,8	Total		97	19,4
Eastern Europe	Ukraine	32	6,4	Middle East	Kuwait	36	7,2
	Russia	29	5,8		Egypt	18	3,6
	Georgia	8	1,6		Bahrain	13	2,6
	Kazakhstan	2	,4		Qatar	13	2,6
	Kyrgyzstan	3	,6		Palestine	10	2,0
	Bulgaria	1	,2		United Arab Emirates	8	1,6
	Estonia	1	,2		Jordan	7	1,4
	Czech Republic	4	,8		Saudi Arabia	4	,8
Total		80	16,0	Total		109	21,8
Western Europe	Germany	37	7,4	South Asia	Iran	35	7,0
	France	37	7,4		India	3	,6
	Austria	16	3,2		Pakistan	4	,8
	Netherland	12	2,4		Malaysia	2	,4
	Belgium	3	,6	Total		44	8,8
	Switzerland	1	,2	South America	Venezuela	2	,4
Total		106	21,2		Argentina	2	,4
North America	United States	4	,8		Mexico	1	,2
	Canada	1	,2	Total		5	1,0
Total		5	1,0	Sub-Saharan Africa	South Africa	2	,4
Oceania	Australia	2	,4		Nigeria	2	,4
	New Zealand	2	,4	Total		4	,8
Total		4	,8	North Asia	China	2	,4
				Total		2	,4
Total		500	100.0	Total		500	100.0

According to Table 21, the region profile of the informants' resident countries is presented. There are; the main region group was the Middle East that represents 21,8 % of the informants' countries followed by 21,2 % that stands for the countries situated in the western Europe, 19,4 % that accounts for the Southern Europe and lastly, 16,0 % that symbolizes for the Eastern Europe.

The other groups were revealed as follows; 8,8 % of the informants' resident countries were located in the Northern Europe followed by 8,8 % that accounts for the South Asia, 1,0 % that stands for the North America, 1,0 % that represents for the South America, 0,8 % that presents for the Oceania, 0,8 % that stands for Sub-Saharan Africa and lastly, 0,4 % that accounts for the North Asia.

4.2.1.2. Informants' Holiday-Related Characteristics

The author asked six questions to reveal informants' holiday-related characteristics. Table 22 does present the distribution of the responses given by the informants to these questions.

Table 22: Informants' Holiday- Related Characteristics

Informants' Holiday-Related Characteristics		N	%
Visit Number	0	122	24,4
	1	143	28,6
	2	81	16,2
	3	41	8,2
	4	25	5,0
	5	35	7,0
	6	53	10,6
Accommodation Type	All-Inclusive	117	23,4
	Full Board	91	18,2
	Half Board	94	18,8
	Bed and Breakfast	148	29,6
	Self-Catering	50	10,0
Stay Length	< A week	189	37,8
	A week	155	31,0
	8-13 nights	71	14,2
	Two weeks	29	5,8
	15-20 nights	15	3,0
	Three weeks	12	2,4
	Four weeks	13	2,6
	More	16	3,2
Visit Purpose*	Holiday	404	42,4
	Visit a Cultural Attraction	206	21,6
	Business	56	5,9
	Conference	16	1,7
	Attend a Cultural Event	31	3,3
	Visiting Relatives/Friends	97	10,2
	Sport Event	12	1,3
	Shopping	109	11,4
	Other	21	2,2
Information Source*	Travel Agency	148	12,0
	Family/Friends Advise	261	21,2
	Articles/News	49	4,0
	Advertisements	57	4,6
	TV/Radio	24	1,9
	Internet	302	24,5
	Brochure/Travel Guides	103	8,4
	Tour Operator	42	3,4
	Direct mail from destination	7	0,6
	Books/Movies	73	5,9
	Social Media	158	12,8
	Other	8	0,6
Travel Companion*	Alone	59	9,7
	Partner/Spouse	158	26,0
	Family/Relatives	200	32,9
	Friends	151	24,8
	Tour Group	29	4,8
	Other	11	1,8
Total		500	100.0

*Some informants reported multiple responses.

According to Table 22, the informants' holiday-related characteristics are presented. There are; when informants were examined in terms of their number of visit to Istanbul before, the survey findings were shaped in the following way; 28,6 % of the informants stated that they already visited Istanbul once followed by the 24,4 % that represents the informants who specified that this was their first time in Istanbul. The other groups were unveiled as follows; 16,2 % of the informants remarked that they were in Istanbul twice before followed by the 10,6 % that accounts for the informants visiting six times, 8,2 % that represents the informants who did visit Istanbul three times, 7,0 % that stands for the informants who visited Istanbul five times and lastly, 5,0 % of the informants indicated that they made a visit to Istanbul four times before.

Regarding to informants' accommodation preference/type in Istanbul, the survey findings uncloaked that; 29,6 % of the informants stated that they chose an accommodation type with bed and breakfast followed by 23,4 % that stands for the informants who did prefer an accommodation type with all-inclusive and lastly, 18,8% of the informants did use an accommodation type with half board. The other two groups were uncovered as follows; 18,2 % of the informants preferred an accommodation type with full board followed by 10,0 % that presents for the informants who chose an accommodation type with self-catering.

Further, informants were also asked to find out their length of stay in Istanbul. The responses happened as following; the main group was less than a week, which represents 37,8% of the informants followed by 31,0% that accounts for the informants who did stay for a week in Istanbul and 14,2 % stands for the informants who stayed between 8-13 nights in Istanbul. The other groups were; 5,8 % of the informants spent two weeks in Istanbul followed by 3,0 % that accounts for the informants who were in Istanbul for 15-20 nights, 2,4 % of the informants stated that they did stay in Istanbul for three weeks, 2,6 % that stands for the informants who stayed four weeks and lastly, 3,2 % of the informants stated that they stayed more than four weeks in Istanbul.

This part does involve three more questions with the multiple responses. These questions requiring multiple responses are; the purpose of the current visit, information source about Istanbul and lastly, travel companion. The survey findings related to the first question happened as follows; 42,4 % of the informants noted that they did visit Istanbul to have holiday followed by 21,6% that represents the informants stating that they came to Istanbul to visit cultural attractions, 11,4 % that stands for shopping and lastly, 10,2 % of the informants indicated that they were in Istanbul to visit relatives and friends. The other groups were unearthed as following; 5,9 % of the informants pointed out that they made a visit to Istanbul for business followed by 3,3 % that stands for the informants who were in Istanbul to attend cultural events, 2,2 % of the informants remarked that they came to Istanbul for the other reasons such as; health reasons, film festival, anniversary, etc. 1,7 % that accounts for the informants who did come to Istanbul so as to attend conferences and lastly, 1,3 % that accounts for the informants who came to Istanbul to attend sport events.

In regard to the informants' information source they consulted about Istanbul before they arrived, the survey findings were taken shape as follows; 24,5 % of the informants used the internet to have information about Istanbul followed by the 21,2 % that stands for the informants who took advise through family members and friends, 12,8 % which does present for the informants who used the social media, 12,0 % of the informants did consult travel agency and lastly, 8,4 % of the informants received information via brochures and lastly, travel guides.

The other groups were unveiled as follows; 5,9 % of the informants got information through books and movies followed by 4,6% that accounts for the informants who became aware of Istanbul via advertisements, 4,0 % that represents for the informants who did apply articles and news to have information about Istanbul, 3,4% which, symbolizes for the informants who consulted tour operator, 1,9 % of the informants did get information about Istanbul via TV/radio, 0,6 % of the informants did receive direct mail from Istanbul destination and lastly, 0,6 % of the informants became more aware of Istanbul through other ways including hotel staff, maps,etc.

Further, informants were asked to find out their travel companion. The survey findings revealed that; 32,9 % of the informants traveled to Istanbul with their family and relative members followed by 26,0 % that represents the informants who came to Istanbul with their partner or spouse and lastly, 24,8 % that stands for the informants who visited Istanbul with their friends. The other groups were unearthed as following; 9,7 % of the informants traveled alone to Istanbul followed by the 4,8 % that accounts for the informants who came to Istanbul with the tour group and lastly, 1,8 % of the informants did specify that they traveled to Istanbul with other people.

4.2.1.3. Informants' Harassment-Related Characteristics

The author did ask four questions to investigate the details of the informants' harassment-related characteristics. These questions did involve an initial question asking whether the informants underwent any harassment or not during their holiday in Istanbul, Turkey. If they did experience harassment, what type of harassment they underwent and how often they were subjected to harassment were investigated. The other two questions asked informants to uncover by whom they were harassed, the location and prevalence of the harassment. The following tables including 23, 24 and 25 present the distribution of the responses given by the informants to these questions.

Table 23 presents the distribution of the responses given by the informants to the question, which does pursue whether they underwent any harassment or not during their holiday in Istanbul.

Table 23: Informants' Harassment Status

Have you ever experienced any harassment during your holiday in Istanbul?		N	%
(1)	Yes	289	57,8
	No	211	42,2
Total		500	100,0

According to Table 23; the informants' harassment status whether they did experience any harassment or not during their holiday in Istanbul is presented. There are; out of 500 international tourists involved in the survey, 57,8 % of the informants remarked that they underwent some type of harassment in one way or another followed by the 42,2 % that accounts for the informants who reported no harassment.

Table 24 presents the distribution of the responses, which informants provided to the questions that pursue what types of harassment and how often they were subjected to harassment in Istanbul.

Table 24: Informants' Type of Harassment

Please indicate the nature of harassment you experienced in Istanbul		N	%	Mean
Persistence of Vendors	Very Often	91	18,2	2,31
	Often	92	18,4	
	Neither Often Nor Occasionally	49	9,8	
	Occasionally	40	8,0	
	Never	15	3,0	
	No Opinion	2	,4	
Please indicate the nature of harassment you experienced in Istanbul		N	%	Mean
Peddling of Drugs	Very Often	1	,2	4,97
	Often	7	1,4	
	Neither Often Nor Occasionally	13	2,6	
	Occasionally	247	49,4	
	Never	21	4,2	
	No Opinion	1	,2	
Please indicate the nature of harassment you experienced in Istanbul		N	%	Mean
Sexual Harassment	Very Often	8	1,6	4,38
	Often	29	5,8	
	Neither Often Nor Occasionally	22	4,4	
	Occasionally	34	6,8	
	Never	179	35,8	
	No Opinion	17	3,4	
Please indicate the nature of harassment you experienced in Istanbul		N	%	Mean
Verbal Abuse	Very Often	7	1,4	4,03
	Often	5	1,0	
	Neither Often Nor Occasionally	13	2,6	
	Occasionally	20	4,0	
	Never	228	45,6	
	No Opinion	16	3,2	
Please indicate the nature of harassment you experienced in Istanbul		N	%	Mean
Physical Abuse	Very Often	7	1,4	4,75
	Often	5	1,0	
	Neither Often Nor Occasionally	13	2,6	
	Occasionally	20	4,0	
	Never	22,8	45,6	
	No Opinion	16	3,2	
Please indicate the nature of harassment you experienced in Istanbul		N	%	Mean
Begging	Very Often	78	15,6	2,57
	Often	82	16,4	
	Neither Often Nor Occasionally	42	8,4	
	Occasionally	63	12,6	
	Never	21	4,2	
	No Opinion	3	,6	
Total		289	57,8	

According to Table 24; the survey findings related to the informants' harassment nature; what types of harassment they did encounter and its prevalence during their holiday in Istanbul are presented. There are; the most common harassment type that informants encountered was Persistence of Vendors [Mean=2,31] followed by the Begging [Mean=2,57], Verbal Abuse [Mean=4,03], Sexual Harassment [Mean=4,38], Physical Abuse [Mean=4,75] and lastly, the least common harassment type was; Peddling of Drugs [Mean=4,97].

Table 25 presents the distribution of the responses, which informants provided to the questions that pursue harassment sources and how often they were subjected to harassment.

Table 25: Informants' Harassment Source

By whom were you likely to have experienced harassment?				By whom were you likely to have experienced harassment?					
	N	%	Mean		N	%	Mean		
Vendors Hustlers	Very Often	80	16,0	2,38	Taxi Drivers	Very Often	35	7,0	3,30
	Often	95	19,0			Often	76	15,2	
	Neither Often Nor Occasionally	53	10,6			Neither Often Nor Occasionally	50	10,0	
	Occasionally	47	9,4			Occasionally	34	6,8	
	Never	12	2,4			Never	82	16,4	
	No Opinion	2	,4			No Opinion	12	2,4	
By whom were you likely to have experienced harassment?				By whom were you likely to have experienced harassment?					
	N	%	Mean		N	%	Mean		
Beggars	Very Often	58	11,6	2,76	Tour Guides	Very Often	2	,4	4,36
	Often	88	17,6			Often	16	3,2	
	Neither Often Nor Occasionally	49	9,8			Neither Often Nor Occasionally	40	8,0	
	Occasionally	59	11,8			Occasionally	63	12,6	
	Never	29	5,8			Never	155	31,0	
	No Opinion	6	1,2			No Opinion	13	2,6	
By whom were you likely to have experienced harassment?				By whom were you likely to have experienced harassment?					
	N	%	Mean		N	%	Mean		
Drug Peddlers	Very Often	2	,4	4,80	Hotel Staff	Very Often	1	,2	4,66
	Often	3	,6			Often	6	1,2	
	Neither Often Nor Occasionally	15	3,0			Neither Often Nor Occasionally	14	2,8	
	Occasionally	22	4,4			Occasionally	60	12,0	
	Never	236	47,2			Never	197	39,4	
	No Opinion	11	2,2			No Opinion	11	2,2	
By whom were you likely to have experienced harassment?				By whom were you likely to have experienced harassment?					
	N	%	Mean		N	%	Mean		
Beach Staff	Very Often	2	,4	4,75	Boat Staff	Very Often	3	,6	4,70
	Often	10	2,0			Often	4	,8	
	Neither Often Nor Occasionally	17	3,4			Neither Often Nor Occasionally	12	2,4	
	Occasionally	20	4,0			Occasionally	58	11,6	
	Never	221	44,2			Never	194	38,8	
	No Opinion	19	3,8			No Opinion	18	3,6	
By whom were you likely to have experienced harassment?				By whom were you likely to have experienced harassment?					
	N	%	Mean		N	%	Mean		
Other	Very Often	15	3,0	4,63					
	Often	9	1,8						
	Neither Often Nor Occasionally	11	2,2						
	Occasionally	16	3,2						
	Never	221	44,2						
	No Opinion	17	3,4						
Total	289	57,8		Total	289	57,8			

According to Table 25, the survey findings related to informants' harassment sources; by whom informants were harassed and its prevalence during their holiday in Istanbul are presented.

There are; the most common harasser group who harassed the informants was Vendors/Hustlers [Mean=2,38] followed by the Beggars [Mean=2,76], Taxi Drivers [Mean=3,30], Tour Guides [Mean=4,36], Others [Mean=4,63] that did include hustlers such as; airport staff, police officers, scammers, con artists, street children including boys and girls, waiters and hairdresser, etc. Hotel Staff [Mean=4,66], Boat/Yacht Staff [Mean=4,70], Beach Staff [Mean=4,75] and lastly, Drug Peddlers [Mean=4,80] which, happened as the least common harassment source.

The following tables, which include 26, 27, 28, 29, 30 and lastly, 31 do present the distribution of the responses that informants provided to the questions that pursue the locations of harassment [i.e. where harassment happened and how often they were subjected to harassment] in Istanbul.

Table 26: Location of Harassment [Persistence of Vendors]

Persistence of Vendors [Harassment Type]		N	%	Mean	Persistence of Vendors [Harassment Type]		N	%	Mean
Street	Very Often	62	12,4	2,46	Hotel	Very Often	4	,8	4,67
	Often	117	23,4			Often	8	1,6	
	Neither Often Nor Occasionally	48	9,6			Neither Often Nor Occasionally	19	3,8	
	Occasionally	43	8,6			Occasionally	25	5,0	
	Never	16	3,2			Never	224	44,8	
	No Opinion	3	,6			No Opinion	9	1,8	
Persistence of Vendors [Harassment Type]		N	%	Mean	Persistence of Vendors [Harassment Type]		N	%	Mean
Market/Bazaar	Very Often	54	10,8	2,69	Tourist Attraction	Very Often	19	3,8	3,34
	Often	90	18,0			Often	58	11,6	
	Neither Often Nor Occasionally	69	13,8			Neither Often Nor Occasionally	83	16,6	
	Occasionally	50	10,0			Occasionally	70	14,0	
	Never	21	4,2			Never	54	10,8	
	No Opinion	5	1,0			No Opinion	5	1,0	
Persistence of Vendors [Harassment Type]		N	%	Mean	Persistence of Vendors [Harassment Type]		N	%	Mean
Restaurant/Café/Pub	Very Often	23	4,6	3,88	Transportation Taxi/Bus/Tramway	Very Often	18	3,6	4,21
	Often	30	6,0			Often	23	4,6	
	Neither Often Nor Occasionally	36	7,2			Neither Often Nor Occasionally	29	5,8	
	Occasionally	78	15,6			Occasionally	39	7,8	
	Never	113	22,6			Never	169	33,8	
	No Opinion	9	1,8			No Opinion	11	2,2	
Persistence of Vendors [Harassment Type]		N	%	Mean	Persistence of Vendors [Harassment Type]		N	%	Mean
Shopping Center	Very Often	48	9,6	3,58	Tour/Trip to Different Area	Very Often	7	1,4	4,35
	Often	38	7,6			Often	15	3,0	
	Neither Often Nor Occasionally	40	8,0			Neither Often Nor Occasionally	37	7,4	
	Occasionally	40	8,0			Occasionally	61	12,2	
	Never	108	21,6			Never	150	30,0	
	No Opinion	15	3,0			No Opinion	19	3,8	
Persistence of Vendors [Harassment Type]		N	%	Mean					
Other	Very Often	8	1,6	4,77					
	Often	8	1,6						
	Neither Often Nor Occasionally	14	2,8						
	Occasionally	17	3,4						
	Never	208	41,6						
	No Opinion	34	6,8						
Total		289	57,8		Total		289	57,8	

According to Table 26, the survey findings related to informants' harassment locations in particular to the persistence of vendors; where exactly they did undergo harassment and its prevalence during their holiday in Istanbul are presented.

There are; the most commonly encountered place where informants reported to have experienced harassment in terms of the persistence of vendors was Street [Mean=2,46] followed by the Market/Bazaar [Mean=2,69], Tourist Attraction [Mean=3,34], Shopping Center [Mean=3,58], Restaurant/Café/Bar [Mean=3,88], Transportation; Taxi/Bus/Tramway [Mean=4,21], Tour/Trip to a Different Area [Mean=4,35], Hotel [Mean=4,67] and lastly, Other [Mean=4,77], which did happen as the least common harassment place and involved places such as; airport etc.

Table 27: Location of Harassment [Peddling of Drugs]

Peddling of Drugs [Harassment Type]		N	%	Mean	Peddling of Drugs [Harassment Type]		N	%	Mean
Street	Very Often	0	0	5,00	Hotel	Very Often	0	0	5,10
	Often	4	,8			Often	1	,2	
	Neither Often Nor Occasionally	7	1,4			Neither Often Nor Occasionally	3	,6	
	Occasionally	12	2,4			Occasionally	0	0	
	Never	229	45,8			Never	247	49,4	
	No Opinion	37	7,4			No Opinion	38	7,6	
Peddling of Drugs [Harassment Type]		N	%	Mean	Peddling of Drugs [Harassment Type]		N	%	Mean
Market/Bazaar	Very Often	0	0	5,07	Tourist Attraction	Very Often	0	0	5,06
	Often	2	,4			Often	1	,2	
	Neither Often Nor Occasionally	4	,8			Neither Often Nor Occasionally	5	1,0	
	Occasionally	1	,2			Occasionally	5	1,0	
	Never	246	49,2			Never	242	48,4	
	No Opinion	36	7,2			No Opinion	36	7,2	
Peddling of Drugs [Harassment Type]		N	%	Mean	Peddling of Drugs [Harassment Type]		N	%	Mean
Restaurant/Café/Pub	Very Often	0	0	5,07	Transportation Taxi/Bus/Tramway	Very Often	0	0	5,11
	Often	0	0			Often	0	0	
	Neither Often Nor Occasionally	5	1,0			Neither Often Nor Occasionally	4	,8	
	Occasionally	10	2,0			Occasionally	0	0	
	Never	235	47,0			Never	246	49,2	
	No Opinion	39	7,8			No Opinion	39	7,8	
Peddling of Drugs [Harassment Type]		N	%	Mean	Peddling of Drugs [Harassment Type]		N	%	Mean
Shopping Center	Very Often	0	0	5,09	Tour/Trip to Different Area	Very Often	0	0	5,09
	Often	2	,4			Often	1	,2	
	Neither Often Nor Occasionally	3	,6			Neither Often Nor Occasionally	3	,6	
	Occasionally	1	,2			Occasionally	1	,2	
	Never	245	49,0			Never	248	49,6	
	No Opinion	38	7,6			No Opinion	36	7,2	
Peddling of Drugs [Harassment Type]		N	%	Mean					
Other	Very Often	0	0	5,11					
	Often	0	0						
	Neither Often Nor Occasionally	5	1,0						
	Occasionally	0	0						
	Never	243	48,6						
	No Opinion	41	8,2						
Total		289	57,8		Total	289	57,8		

According to Table 27; the survey findings related to the informants' harassment locations in particular to the peddling of drugs; where exactly they did undergo harassment and its prevalence during their holiday in Istanbul are presented.

There are; the most commonly encountered place, where informants reported to have experienced harassment in terms of peddling of drugs was Street [Mean=5,00] followed by Tourist Attraction [Mean=5,06] Market/Bazaar [Mean=5,07], Restaurant /Café/Bar [Mean=5,07], Shopping Center [Mean=5,09], Tour/Trip to a Different Area [Mean=5,09], Hotel [Mean=5,10], Transportation; Taxi/Bus/Tramway [Mean=5,11] and lastly, Other [Mean=5,11], which happened as the least common harassment place and involved other places.

Table 28: Location of Harassment [Sexual Harassment]

Sexual Harassment [Harassment Type]		N	%	Mean	Sexual Harassment [Harassment Type]		N	%	Mean
Street	Very Often	10	2,0	4,33	Hotel	Very Often	1	,2	4,92
	Often	32	6,4			Often	5	1,0	
	Neither Often Nor Occasionally	31	6,2			Neither Often Nor Occasionally	8	1,6	
	Occasionally	22	4,4			Occasionally	18	3,6	
	Never	168	33,6			Never	227	45,4	
	No Opinion	26	5,2			No Opinion	30	6,0	
Sexual Harassment [Harassment Type]		N	%	Mean	Sexual Harassment [Harassment Type]		N	%	Mean
Market/Bazaar	Very Often	7	1,4	4,49	Tourist Attraction	Very Often	6	1,2	4,55
	Often	17	3,4			Often	17	3,4	
	Neither Often Nor Occasionally	32	6,4			Neither Often Nor Occasionally	25	5,0	
	Occasionally	29	5,8			Occasionally	33	6,6	
	Never	178	35,6			Never	181	36,2	
	No Opinion	26	5,2			No Opinion	27	5,4	
Sexual Harassment [Harassment Type]		N	%	Mean	Sexual Harassment [Harassment Type]		N	%	Mean
Restaurant/Café/Pub	Very Often	7	1,4	4,61	Transportation Taxi/Bus/Tramway	Very Often	8	1,6	4,66
	Often	11	2,2			Often	8	1,6	
	Neither Often Nor Occasionally	22	4,4			Neither Often Nor Occasionally	16	3,2	
	Occasionally	37	7,4			Occasionally	37	7,4	
	Never	184	36,8			Never	193	38,6	
	No Opinion	28	5,6			No Opinion	27	5,4	
Sexual Harassment [Harassment Type]		N	%	Mean	Sexual Harassment [Harassment Type]		N	%	Mean
Shopping Center	Very Often	7	1,4	4,66	Tour/Trip to Different Area	Very Often	6	1,2	4,84
	Often	6	1,2			Often	4	,8	
	Neither Often Nor Occasionally	24	4,8			Neither Often Nor Occasionally	9	1,8	
	Occasionally	33	6,6			Occasionally	22	4,4	
	Never	188	37,6			Never	217	43,4	
	No Opinion	30	6,0			No Opinion	31	6,2	
Sexual Harassment [Harassment Type]		N	%	Mean	Sexual Harassment [Harassment Type]		N	%	Mean
Other	Very Often	4	,8	4,99		Very Often			
	Often	3	,6			Often			
	Neither Often Nor Occasionally	5	1,0			Neither Often Nor Occasionally			
	Occasionally	3	,6			Occasionally			
	Never	240	48,0			Never			
	No Opinion	34	6,8			No Opinion			
Total		289	57,8		Total		289	57,8	

According to Table 28; the survey findings related to the informants' harassment locations in particular to the sexual harassment; where exactly they did undergo harassment and its prevalence during their holiday in Istanbul are presented.

There are; the most commonly encountered place where informants reported to have experienced harassment in terms of sexual harassment was Street [Mean=4,33] followed by Market/Bazaar [Mean=4,49], Tourist Attraction [Mean=4,55], Restaurant /Café/Bar [Mean=4,61], Transportation;Taxi/Bus/Tramway [Mean=4,66], Shopping Center [Mean=4,66], Tour/Trip to a Different Area [Mean=4,84], Hotel [Mean=4,92] and lastly, Other [Mean=4,99] which did happen as the least common harassment place and involved other places.

Table 29: Location of Harassment [Verbal Abuse]

Verbal Abuse [Harassment Type]		N	%	Mean	Verbal Abuse [Harassment Type]	N	%	Mean	
Street	Very Often	16	3,2	3,85	Hotel	Very Often	1	,2	4,87
	Often	43	8,6			Often	5	1,0	
	Neither Often Nor Occasionally	59	11,8			Neither Often Nor Occasionally	10	2,0	
	Occasionally	33	6,6			Occasionally	14	2,8	
	Never	125	25,0			Never	243	48,6	
		13	2,6			No Opinion	16	3,2	
Market/Bazaar		N	%	Mean	Verbal Abuse [Harassment Type]	N	%	Mean	
	Very Often	13	2,6	4,08	Tourist Attraction	Very Often	4	,8	4,32
	Often	29	5,8			Often	14	2,8	
	Neither Often Nor Occasionally	45	9,0			Neither Often Nor Occasionally	48	9,6	
	Occasionally	51	10,2			Occasionally	57	11,4	
	Never	138	27,6			Never	152	30,4	
	13	2,6	No Opinion			14	2,8		
Restaurant/Café/Pub		N	%	Mean	Verbal Abuse [Harassment Type]	N	%	Mean	
	Very Often	11	2,2	4,47	Transportation Taxi/Bus/Tramway	Very Often	6	1,2	4,46
	Often	8	1,6			Often	13	2,6	
	Neither Often Nor Occasionally	23	4,6			Neither Often Nor Occasionally	19	3,8	
	Occasionally	51	10,2			Occasionally	54	10,8	
	Never	183	36,6			Never	181	36,2	
	13	2,6	No Opinion			16	3,2		
Shopping Center		N	%	Mean	Verbal Abuse [Harassment Type]	N	%	Mean	
	Very Often	6	1,2	4,52	Tour/Trip to Different Area	Very Often	6	1,2	4,77
	Often	13	2,6			Often	2	,4	
	Neither Often Nor Occasionally	19	3,8			Neither Often Nor Occasionally	13	2,6	
	Occasionally	54	10,8			Occasionally	30	6,0	
	Never	181	36,2			Never	218	43,6	
	16	3,2	No Opinion			20	4,0		
Other		N	%	Mean					
	Very Often	4	,8	5,12					
	Often	1	,2						
	Neither Often Nor Occasionally	6	1,2						
	Occasionally	11	2,2						
	Never	244	48,8						
	23	4,6							
Total		289	57,8		Total	289	57,8		

According to Table 29; the survey findings related to informants' harassment locations in particular to the verbal abuse; where exactly they underwent harassment and its prevalence during their holiday in Istanbul are presented.

There are; the most commonly encountered place where informants reported to have experienced harassment in terms of the verbal abuse was Street [Mean=3,85] followed by Market/Bazaar [Mean=4,08], Tourist Attraction [Mean=4,32], Transportation; Taxi/Bus/Tramway [Mean=4,46], Restaurant/Café/Bar [Mean=4,47], Shopping Center [Mean=4,52], Tour/Trip to a Different Area [Mean=4,77], Hotel [Mean=4,87] and lastly, Other [Mean=5,12], which happened as the least common harassment place and did involve other places.

Table 30: Location of Harassment [Physical Abuse]

Physical Abuse [Harassment Type]		N	%	Mean	Physical Abuse [Harassment Type]		N	%	Mean
Street	Very Often	6	1,2	4,90	Hotel	Very Often	2	,4	5,00
	Often	2	,4			Often	2	,4	
	Neither Often Nor Occasionally	5	1,0			Neither Often Nor Occasionally	3	,6	
	Occasionally	12	2,4			Occasionally	2	,4	
	Never	241	48,2			Never	258	51,6	
	No Opinion	23	4,6			No Opinion	22	4,4	
Physical Abuse [Harassment Type]		N	%	Mean	Physical Abuse [Harassment Type]		N	%	Mean
Market/Bazaar	Very Often	2	,4	4,95	Tourist Attraction	Very Often	2	,4	4,98
	Often	4	,8			Often	4	,8	
	Neither Often Nor Occasionally	3	,6			Neither Often Nor Occasionally	3	,6	
	Occasionally	3	,6			Occasionally	3	,6	
	Never	254	50,8			Never	254	50,8	
	No Opinion	23	4,6			No Opinion	23	4,6	
Physical Abuse [Harassment Type]		N	%	Mean	Physical Abuse [Harassment Type]		N	%	Mean
Restaurant/Café/Pub	Very Often	2	,4	5,01	Transportation Taxi/Bus/Tramway	Very Often	5	1,0	4,93
	Often	1	,2			Often	3	,6	
	Neither Often Nor Occasionally	5	1,0			Neither Often Nor Occasionally	5	1,0	
	Occasionally	1	,2			Occasionally	2	,4	
	Never	255	51,0			Never	252	50,4	
	No Opinion	25	5,0			No Opinion	22	4,4	
Physical Abuse [Harassment Type]		N	%	Mean	Physical Abuse [Harassment Type]		N	%	Mean
Shopping Center	Very Often	2	,4	4,98	Tour/Trip to Different Area	Very Often	1	,2	5,00
	Often	3	,6			Often	5	1,0	
	Neither Often Nor Occasionally	4	,8			Neither Often Nor Occasionally	3	,6	
	Occasionally	2	,4			Occasionally	1	,2	
	Never	257	51,4			Never	254	50,8	
	No Opinion	21	4,2			No Opinion	25	5,0	
Physical Abuse [Harassment Type]		N	%	Mean	Physical Abuse [Harassment Type]		N	%	Mean
Other	Very Often	3	,6	4,98		Very Often			
	Often	3	,6			Often			
	Neither Often Nor Occasionally	3	,6			Neither Often Nor Occasionally			
	Occasionally	1	,2			Occasionally			
	Never	256	51,2			Never			
	No Opinion	23	4,6			No Opinion			
Total		289	57,8		Total		289	57,8	

According to Table 30; the survey findings related to informants' harassment locations in particular to the physical abuse; where exactly they underwent harassment and its prevalence during their holiday in Istanbul are presented.

There are; the most commonly encountered place where informants reported to have experienced harassment in terms of the physical abuse was Street [Mean=4,90] followed by the Transportation; Taxi/Bus/Tramway [Mean=4,93] and Market/Bazaar [Mean=4,95], Tourist Attraction [Mean=4,98], Shopping Center [Mean=4,98], Other [Mean=4,98], which involved other places as well, Hotel [Mean=5,00], Tour/Trip to a Different Area [Mean=5,00] and lastly, Restaurant/Café/Bar [Mean=5,01], which did happen as the least common harassment place.

Table 31: Location of Harassment [Begging]

Begging [Harassment Type]		N	%	Mean	Begging [Harassment Type]		N	%	Mean
Street	Very Often	107	21,4	2,30	Hotel	Very Often	2	,4	4,84
	Often	81	16,2			Often	5	1,0	
	Neither Often Nor Occasionally	34	6,8			Neither Often Nor Occasionally	8	1,6	
	Occasionally	42	8,4			Occasionally	14	2,8	
	Never	23	4,6			Never	254	50,8	
	No Opinion	2	,4			No Opinion	6	1,2	
Begging [Harassment Type]		N	%	Mean	Begging [Harassment Type]		N	%	Mean
Market/Bazaar	Very Often	35	7,0	3,19	Tourist Attraction	Very Often	24	4,8	3,33
	Often	60	12,0			Often	51	10,2	
	Neither Often Nor Occasionally	72	14,4			Neither Often Nor Occasionally	90	18,0	
	Occasionally	63	12,6			Occasionally	63	12,6	
	Never	54	10,8			Never	53	10,6	
	No Opinion	5	1,0			No Opinion	8	1,6	
Begging [Harassment Type]		N	%	Mean	Begging [Harassment Type]		N	%	Mean
Restaurant/Café/Pub	Very Often	25	5,0	3,89	Transportation Taxi/Bus/Tramway	Very Often	11	2,2	4,48
	Often	26	5,2			Often	10	2,0	
	Neither Often Nor Occasionally	33	6,6			Neither Often Nor Occasionally	26	5,2	
	Occasionally	89	17,8			Occasionally	39	7,8	
	Never	104	20,8			Never	187	37,4	
	No Opinion	12	2,4			No Opinion	16	3,2	
Begging [Harassment Type]		N	%	Mean	Begging [Harassment Type]		N	%	Mean
Shopping Center	Very Often	16	3,2	4,10	Tour/Trip to Different Area	Very Often	14	2,8	4,33
	Often	14	2,8			Often	13	2,6	
	Neither Often Nor Occasionally	33	6,6			Neither Often Nor Occasionally	28	5,6	
	Occasionally	99	19,8			Occasionally	61	12,2	
	Never	115	23,0			Never	154	30,8	
	No Opinion	12	2,4			No Opinion	19	3,8	
Begging [Harassment Type]		N	%	Mean					
Other	Very Often	10	2,0	4,76					
	Often	6	1,2						
	Neither Often Nor Occasionally	12	2,4						
	Occasionally	13	2,6						
	Never	223	44,6						
	No Opinion	25	5,0						
Total		289	57,8		Total	289	57,8		

According to Table 31; the survey findings related to informants' harassment locations in particular to the begging; where exactly they did undergo harassment and its prevalence during their holiday in Istanbul are presented.

There are; the most commonly encountered place where the informants reported to have experienced harassment in terms of begging was Street [Mean=2,30] followed by Market/Bazaar [Mean=3,19], Tourist Attraction [Mean=3,33], Restaurant/Café/Bar [Mean=3,89], Shopping Center [Mean=4,10] and Tour/Trip to a Different Area [Mean=4,33], Transportation; Taxi/Bus [Mean=4,48], Other [Mean=4,76] which did involve the other places and lastly, Hotel (Mean=4,84) which happened as the least common harassment place.

4.2.1.4. Informants' Future Intentions

The author asked five questions to uncloak the informants' behavioral future intentions. These questions include; to what extent the informants are satisfied with their holiday in Istanbul, whether the informants would like to come back to Istanbul or not in the future, whether the informants would like to visit another destination or not in Turkey, whether the informants would like to recommend Istanbul to relatives and friends or not when they turn back to their country and lastly, whether they regret for visiting Istanbul or not. Table 32 does present the distribution of the responses given by the informants to these questions.

Table 32: Informants' Future Intentions

To what extent are you satisfied with your holiday in Istanbul?		N	%	Mean
(5)	Very Satisfied	180	36,0	2,01
	Satisfied	209	41,8	
	Neither Satisfied nor Dissatisfied	59	11,8	
	Dissatisfied	32	6,4	
	Very Dissatisfied	20	4,0	
How likely are you to come back to Istanbul in the future?		N	%	Mean
(6)	Very Likely	205	41,0	1,96
	Likely	189	37,8	
	Uncertain	50	10,0	
	Unlikely	33	6,6	
	Very Unlikely	23	4,6	
How likely are you to visit another destination in Turkey in the future?		N	%	Mean
(7)	Very Likely	215	43,0	1,93
	Likely	183	36,6	
	Uncertain	47	9,4	
	Unlikely	30	6,0	
	Very Unlikely	25	5,0	
How likely are you to recommend your holiday to your relatives and friends?		N	%	Mean
(8)	Very Likely	224	44,8	1,91
	Likely	174	34,8	
	Uncertain	46	9,2	
	Unlikely	33	6,6	
	Very Unlikely	23	4,6	
How likely do you feel regret for visiting Istanbul?		N	%	Mean
(9)	Very Likely	39	7,8	3,83
	Likely	54	10,8	
	Uncertain	65	13,0	
	Unlikely	138	27,6	
	Very Unlikely	204	40,8	
Total		500	100,0	

According to Table 32, the survey findings related to the informants' behavioral future intentions are presented. There are; 41,8 % of the informants stated that they were satisfied with their holiday in Istanbul followed by 36,0 % that stands for the informants who were highly satisfied with their holiday in Istanbul. On the other hand, 11,8 % of the informants remarked that they were neither satisfied nor dissatisfied with their holiday in Istanbul followed by the 6,4 % that represents the informants who were dissatisfied with their holiday in Istanbul and lastly, 4,0 % of the informants did specify that they were highly dissatisfied with their holiday in Istanbul.

In regard to informants' future intention to come back to Istanbul; 41,0 % of the informants did state that they would very likely come back to Istanbul in the future followed by 37,8 % that accounts for the informants who did indicate that they would likely come back to Istanbul in the future. However, 10,0 % of the informants were uncertain on whether or not to come back to Istanbul in the future followed by 6,6 % that stands for the informants who would unlikely come back to Istanbul and lastly, 4,6 % of the informants specified that they would very unlikely come back to Istanbul in the future. Further, 43,0 % of the informants expressed that they would very likely visit another destination in Turkey in the future followed by 36,6 % of the informants who would likely visit another destination in Turkey in the future. On the other hand, 9,4 % of the informants did remark that they were uncertain on whether or not to visit another destination in Turkey followed by 6,0 % of the informants who would unlikely visit another destination in Turkey in the future and lastly, 5,0% of the informants specified that they would very unlikely visit another destination in Turkey.

Informants were asked whether they would recommend their holiday in Istanbul to their relatives and friends or not when they turned back to their country. The survey findings happened in the following way; 44,8 % of the informants did state that they would very likely recommend their holiday in Istanbul to their relatives and friends when they turned back to their country followed by the 34,8 % that represents the informants who would likely recommend their holiday in Istanbul to their relatives and friends. However, 9,2% of the informants were uncertain whether or not to recommend their holiday in Istanbul followed by 6,6 % that stands for the informants who would unlikely recommend and lastly, 4,6 % of the informants who indicated that they would very unlikely recommend their holiday to their relatives and friends in Istanbul when they turned back to their country.

In reference to informants' sense of regret for visiting Istanbul; the survey findings were taken shape as follows; 7,8 % of the informants stated that they would very likely regret visiting Istanbul followed by 10,8 % that accounts for the informants who would likely regret visiting Istanbul. On the other hand, 13,0 % of the informants were uncertain whether or not to regret visiting Istanbul followed by 27,6 % that stands for the informants who would unlikely regret for visiting Istanbul and lastly, 40,8 % of the informants did specify that they would very unlikely regret visiting Istanbul.

4.2.2. Test of Reliability

Test reliability stands for the level of consistency of an instrument and the level to which the same findings are gathered when the instrument is applied with the same individuals or groups repeatedly (Ravid, 2011:192). The reliability degree of the one measure shows the extent to which the measure is without bias [error-free] and thus, it does propose consistent and stable measurement across time and various items in the instrument. In other words, the reliability level of a measure shows the consistency or stability with which the instrument does measure the concept and helps to evaluate the goodness of a measure (Sekaran, 2000:204).

The reliability test of a question list involved in a structured questionnaire form as an independent variable does constitute the first step of quantitative data analysis. In particular, the reliability, which is valid to measure perception and attitude, is the indicator to indicate whether or not to obtain the same research findings when the research is repeated in different environments and time intervals (Kozak, 2014:145-146). The test of reliability is mostly run to determine whether the expressions that stand for the scale instrument, which was structured and developed to gather primary data on the attributions that composed the sample on any subject such as; judgments, suggestions and questions, etc. do have consistency or not among one another (Ural and Kılıç, 2013:280).

There are many methods developed to run one reliability test in the academic studies. These tests are mainly; Cronbach's Alpha, Kuder-Richardson Method, Inter-Rater Reliability, Test-Retest Reliability, Split-Half Reliability, Parallel-Form Reliability and Measures of Internal Consistency (Ravid, 2011:195-196; Sekaran, 2000: 205-206). The Cronbach's Alpha that is a measure to assess the internal consistency or reliability of a set of scale or test items is the most commonly used reliability test in the social sciences, it is also expressed as a number between 0 and 1 (Seçer, 2015:217; Coşkun et al., 2015:126; Kozak, 2014:146; Tavakol and Dennick, 2011:53). In other words, the reliability degree of any given measurement does stand for the extent, to which it is a consistent and stable measure of a concept and Cronbach's Alpha is one way in order to measure the strength of that consistency or reliability (Seçer, 2015:217; De- Vellis, 2003:27).

Cronbach's Alpha test was employed to measure the internal consistency of the questionnaire form; that is how closely related one set of items as one group in the questionnaire form.

The Cronbach's Alpha measuring internal reliability for tests with the multiple possible answers was calculated for each variable separately; Persistence of Vendors [,790], Peddling of Drugs [,965], Sexual Harassment [,957], Verbal Abuse [,766], Physical Abuse [,921], Begging [,856] and lastly, for all 75 items; ,909 suggesting that the items did have excellent internal consistency, which is indicated in Table 34 below (Kayış, 2010:405). In addition, the reliability of the scale/test depending on Cronbach's Alpha is expressed in the way explained in Table 33 (Kayış, 2010:405; Ural and Kılıç, 2006:290; Kalaycı, 2005:405).

Table 33: The Rule of Thumb about Cronbach's Alpha Coefficient Sizes

	Cronbach's Alpha	Internal Consistency	
	$0.00 < \alpha < 0.40$	Scale is not reliable	
	$0.40 < \alpha < 0.60$	Reliability of the scale is low	
	$0.60 < \alpha < 0.80$	Scale is highly reliable	
	$0.80 < \alpha < 1.00$	Scale is extremely reliable	

Source: Kayış, 2010:405; Ural and Kılıç, 2006:290

Table 34: Test of Reliability

Reliability Statistics		Cronbach's Alpha	Number of Items	
Cronbach's Alpha	Persistence of Vendors	,790	9	
	Peddling of Drugs	,965	9	
	Sexual Harassment	,957	9	
	Verbal Abuse	,766	9	
	Physical Abuse	,921	9	
	Begging	,856	9	
Reliability Test		,909	75	

4.2.3. Test of Normality

For almost any analysis particularly with the multiple variables [multivariate analysis], it is one of the most important steps to determine whether the continuous variables are normally distributed or not, which the researcher/s should take into consideration prior to data analyzing the process. The normality of all the variables is not usually required for the data analysis. However, the normal distribution of all variables may give better research findings and thus, the solution is always quite a bit better (Tabachnick and Fidell, 2013:79-80).

The statistical tests to be used in data analysis are grouped into two categories; parametric tests and non-parametric tests in line with the structure and scale type of data, type of distribution and hypotheses to be tested (McKillup, 2012:57). On the one hand, the parametric tests are the common name of inflexible methods and techniques, which do include algorithms based on the hypothetical population distribution and parameters such as; mean and standard deviation that determine this distribution. On the other hand, non-parametric tests are defined as the flexible methods and techniques that involve parameters depending on more basic and descriptive estimates such as; expected and observed value differences, sequence and sequence differences being independent from a population distribution (Demir, Saatçioğlu and Imrol, 2016:131).

The statistical power and impact size of the parametric tests are higher in comparison with the non-parametric tests. They have a more resistant structure against first and second type errors. On the other hand, the non-parametric tests, being used as data structure and hypotheses to be tested, might also be implemented in some certain cases, where the parametric test assumptions such as; normality, undependability, homogeneity, sphericity and linearity are not needed or provided (Buskirk, Willoughby and Tomazic, 2013:107-108; McKillup, 2012:205; Howitt and Cramer, 2011:175; Field, 2009:540).

The author loaded the primary quantitative data obtained via questionnaire forms into SPSS 22.0 and ran a test of normality to understand whether the quantitative data obtained through the research sample was normally distributed or not and thus, to decide what types of tests/analyses such as; parametric and non-parametric tests to be run in data analysis.

The normality of variables is evaluated by either graphical or statistical methods. Two components of the normality test are skewness and kurtosis values (Tabachnick and Fidell, 2013:79-80; Ghasemi and Zahediasl, 2012:487-489).

Test of normality revealed that statistical values of the variables such as; mean and median were close to each other. In addition, the author checked the skewness and kurtosis values as well. George and Mallery (2010) do emphasize that when skewness and kurtosis values are between -2,000 and +2,000, the data might be interpreted with the normal distribution. Table 35 shows that test of normality unearthed that two harassment types that do involve; Persistence of Vendors [-,485/1,832] and Begging [-,880/1,834] were normally disturbed whereas the rest of other four harassment types as the variables which include; Peddling of Drugs [-,342/7,653], Sexual Harassment [-1,466/3,324] Verbal Abuse [,512/10,124] and lastly, Physical Abuse [-2,261/13,332] were not disturbed normally. Therefore, the author applied parametric tests such as; the Independent Samples t-Test and One-Way ANOVA Test for the variables showing normal distribution whilst running non-parametric tests such as; Man-Whitney U Test and Kruskal Wallis Test for the variables with no normal distribution.

Table 35: Test of Normality

	Variable	Median	Mean	Skewness	Kurtosis
	Persistence of Vendors	3,7778	3,7712	-,485	1,832
	Peddling of Drugs	5,0000	5,0765	-,342	7,653
	Sexual Harassment	5,0000	4,6724	-1,466	3,324
	Verbal Abuse	4,7778	4,4960	,512	10,124
	Physical Abuse	5,0000	4,9700	-2,261	13,332
	Begging	4,0000	3,9143	-,880	1,834

4.2.4. Independent Samples t-Test and One-Way ANOVA Test

The Independent Samples t-Test and One-Way ANOVA Test are two analyses employed when the conditions of parametric tests are provided (Kalaycı, 2005:76). The Independent Samples t-Test is applied to make a comparison of the means of two independent groups to find out whether there is statistical evidence which does indicate that the related population means are different significantly (Coşkun et al., 2015:188-189; Seçer, 2015:59; Kozak, 2014:152; Howitt and Cramer, 2011:133; Ravid, 2011: 155).

On the other hand, the One-Way ANOVA Test is applied to compare the means of two or more independent groups to determine whether there is evidence statistically, which indicates that the related population means are significantly different (Coşkun et al.,2015:199-200; Seçer, 2015:73; Kozak, 2014:152-153; Howitt and Cramer, 2011 :204; Ravid, 2011:175). Both of these analyses are accepted as the parametric tests and they are employed in the quantitative research.

The author applied a series of parametric tests such as; the Independent Samples t-Test and One-Way ANOVA Test to understand significant differences; whether there is a difference significantly between the harassment types; persistence of vendors and begging that international tourists experience during their holiday in Istanbul and their socio-demographic characteristics that involve gender, nationality, marital status, age group, annual income and holiday-related characteristics that include the number of visit to Istanbul, accommodation preference in Istanbul and length of stay in Istanbul. Therefore, the author employed the Independent Samples t-Test for the demographic characteristics that have two groups and One-Way ANOVA Test for the demographic characteristics and holiday-related characteristics that have more than two groups with a 5 % level of significance to assess the significant differences. The findings through these analyses are indicated in the following tables.

4.2.4.1. Independent Samples t-Test Findings

Independent Samples t-Test was run to test H^{1a} and H^{1b} hypotheses. The findings related to this analysis are presented in Table 36.

H^1 : There is a significant difference between international tourists' gender and harassment.

H^{1a} : There is a significant difference between international tourists' gender and harassment type. [Persistence of Vendors]

H^{1b} : There is a significant difference between international tourists' gender and harassment type. [Begging]

Table 36: Independent Samples t-Test [Informants' Gender and Harassment]

Types of Harassment	Gender	N	X	SD	t	p
Persistence of Vendors	Male	122	3,7368	,74723	-,668	,505
	Female	167	3,7964	,75069		
Begging	Male	122	3,8588	,83259	-1,008	,314
	Female	167	3,9548	,77386		

*The mean difference is significant at the 0,05 level.

Independent Samples t-Test applied to understand whether harassment types that include persistence of vendors and begging differed significantly in accordance with the informants' gender or not; unveiled that there is no significant difference between informants' gender and harassment types. According to Table 36; Persistence of Vendors [$t_{289} = -,668$, $p > 0.05$] and Begging [$t_{289} = -1.008$, $p > 0.05$]. Therefore, H^{1a} and H^{1b} hypotheses were not accepted.

Independent Samples t-Test was employed to understand whether there was a significant difference between the informants who did undergo harassment during their holiday in Istanbul and other informants who reported no harassment on the satisfaction level and behavioral future intentions such as; the intention to re-visit Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly, sense of regret for visiting Istanbul. The findings related to this analysis are presented in Table 37.

Table 37: Independent Samples t-Test [Informants' Harassment Status and Future Intentions]

Future Intentions	Harassment Status	N	X	SD	t	p
To what extent are you satisfied with your holiday in Istanbul?	Yes	289	2,19	1,167	4,883	,000
	No	211	1,76	,795		
How likely are you to come back to Istanbul in the future?	Yes	289	2,11	1,204	3,936	,000
	No	211	1,75	,872		
How likely are you to visit another destination in Turkey in the future?	Yes	289	2,12	1,196	4,644	,000
	No	211	1,68	,899		
How likely are you to recommend your holiday in Istanbul to your relatives and friends?	Yes	289	2,07	1,230	3,854	,000
	No	211	1,71	,856		
How likely do you feel regret for visiting Istanbul?	Yes	289	3,63	1,330	-4,116	,000
	No	211	4,09	1,167		

*The mean difference is significant at the 0,05 level.

Independent Samples t-Test applied to understand informants' harassment status and their behavioral future intentions; whether informants who underwent harassment during their holiday in Istanbul differed significantly in line with the other informants-

who reported no harassment on the satisfaction level and behavioral future intentions; unveiled that there is a significant difference. According to the Table 37, there is one significant difference between the harassed and non-harassed informants on their satisfaction level [$t_{289} = 4,883$, $p < 0.05$] and behavioral future intentions that include intention to re-visit Istanbul [$t_{289} = 3,936$, $p < 0.05$], intention to visit another destination in Turkey [$t_{289} = 4,644$, $p < 0.05$], intention to recommend Istanbul to relatives and friends [$t_{289} = 3,854$, $p < 0.05$] and lastly, sense of regret for visiting Istanbul [$t_{289} = -4,116$, $p < 0.05$].

4.2.4.2. One-Way ANOVA Test Findings

One-Way ANOVA Test was run to test H^{2a} and H^{2b} hypotheses. The findings related to this analysis are presented in Table 38.

H^2 : There is a significant difference between international tourists' nationality and harassment.

H^{2a} : There is a significant difference between international tourists' nationality and harassment type. [Persistence of Vendors]

H^{2b} : There is a significant difference between international tourists' nationality and harassment type. [Begging]

Table 38: One-Way ANOVA Test [Informants' Nationality and Harassment]

Types of Harassment	Nationality	N	X	SD	F	p
Persistence of Vendors	Arab	79	3,7032	,65679	1,971	,044
	Persian	22	3,9545	,85288		
	French	22	3,9646	,83387		
	German	21	3,8148	,65483		
	Russian	18	3,9074	,61007		
	Spanish	17	3,1503	1,07147		
	English	16	3,6806	,72222		
	Italian	16	3,6042	,54730		
	Ukrainian	12	3,6389	,54252		
	Austrian	12	3,6481	,68793		
Begging	Arab	79	3,4965	,92035	3,193	,001
	Persian	22	4,0606	,65575		
	French	22	4,1566	,77941		
	German	21	3,9947	,54938		
	Russian	18	4,1728	,56684		
	Spanish	17	3,8954	,83192		
	English	16	3,9236	,78012		
	Italian	16	3,9792	,49561		
	Ukrainian	12	4,0463	,59072		
	Austrian	12	3,6574	,41427		

*The mean difference is significant at the 0, 05 level.

One-Way ANOVA Test applied to understand whether harassment types, which include persistence of vendors and begging differed significantly in accordance with the informants' nationality or not; did unveil that there is one significant difference between the informants' nationality and harassment types. According to Table 38; Persistence of Vendors [$F_{289}=1,971$, $p < 0.05$] and Begging [$F_{289}=3.193$, $p < 0.05$]. Therefore, H^{2a} and H^{2b} hypotheses were accepted. Besides, the author employed two of the multiple comparison tests; Tukey Test and Tamhane's Test, two Post-Hoc Test based on the range distribution in order to understand the individual means, which are significantly from a set of means. The findings related to this analysis unearthed that informants with the Spanish nationality [$X=3,1503$] did experience the persistence of vendors more than their French [$X=3,9646$] and Persian [$X=3,9545$] counterparts. On the other hand, informants with the Arab nationality [$X=3,4965$] did encounter more begging than their French [$X=4,1566$] and Russian [$X=4,1728$] counterparts.

One-Way ANOVA Test was run to test H^{3a} and H^{3b} hypotheses. The findings related to this analysis are presented in Table 39.

H^3 : There is a significant difference between international tourists' marital status and harassment.

H^{3a} : There is a significant difference between international tourists' marital status and harassment type. [Persistence of Vendors]

H^{3b} : There is a significant difference between international tourists' marital status and harassment type. [Begging]

Table 39: One-Way ANOVA Test [Informants' Marital Status and Harassment]

Types of Harassment	Marital Status	N	X	SD	F	p
Persistence of Vendors	Married	130	3,6821	,87694	1,688	,187
	Single	134	3,8425	,63402		
	Other	25	3,8533	,53260		
Begging	Married	130	3,8376	,86986	2,022	,134
	Single	134	4,0141	,67668		
	Other	25	3,7778	,97605		

*The mean difference is significant at the 0,05 level.

One-Way ANOVA Test applied to understand whether harassment types, which include persistence of vendors and begging differed significantly in accordance with the informants' marital status or not; unveiled that there is no significant difference between informants' marital status and harassment types.

According to Table 42; Persistence of Vendors [$F_{289}= 1,688, p> 0.05$] and Begging [$F_{289}=2.022, p> 0.05$]. Therefore, H^{3a} and H^{3b} hypotheses were not accepted.

One-Way ANOVA Test was performed to test H^{4a} and H^{4b} hypotheses. The findings related to this analysis are presented in Table 40.

H^4 : There is a significant difference between international tourists' age group and harassment.

H^{4a} : There is a significant difference between international tourists' age group and harassment type. [Persistence of Vendors]

H^{4b} : There is a significant difference between international tourists' age group and harassment type. [Begging]

Table 40: One-Way ANOVA Test [Informants' Age Group and Harassment]

Types of Harassment	Age Group	N	X	SD	F	p
Persistence of Vendors	15-24	80	3,8028	,73384	1,462	,202
	25-34	76	3,8626	,74234		
	35-44	48	3,8866	,58097		
	45-54	47	3,6028	,85369		
	55-64	26	3,6111	,83459		
	65 and over	12	3,5278	,77579		
Begging	15-24	80	3,8611	,73565	1,396	,226
	25-34	76	3,9459	,93095		
	35-44	48	4,1435	,52765		
	45-54	47	3,7707	,86452		
	55-64	26	3,9274	,86063		
	65 and over	12	3,6852	,72448		

*The mean difference is significant at the 0, 05 level.

One-Way ANOVA Test applied to understand whether harassment types, which include persistence of vendors and begging differed significantly in accordance with the informants' age group or not; did unveil that there is no significant difference between informants' age group and harassment types. According to Table 40; Persistence of Vendors [$F_{289}=1,462, p> 0.05$] and Begging [$F_{289}=1.396, p>0.05$]. Therefore, H^{4a} and H^{4b} hypotheses were not accepted.

One-Way ANOVA Test was run to test H^{5a} and H^{5b} hypotheses. The findings related to this analysis are presented in Table 41.

H^5 : There is a significant difference between international tourists' annual income and harassment.

H^{5a} : There is a significant difference between international tourists' annual income and harassment type. [Persistence of Vendors]

H^{5b} : There is a significant difference between international tourists' annual income and harassment type. [Begging]

Table 41: One-Way ANOVA Test [Informants' Annual Income and Harassment]

Types of Harassment	Annual Income (€)	N	X	SD	F	p
Persistence of Vendors	under 9,999	66	3,8872	,52061	1,392	,227
	10,000 - 19,999	59	3,8380	,83946		
	20,000-29,999	54	3,6687	,78047		
	30,000- 39,999	44	3,6742	,70859		
	40,000 -49,999	29	3,5632	,80504		
	50, 000 - over	37	3,8859	,86562		
Begging	under 9,999	66	3,9899	,78294	1,486	,194
	10,000 - 19,999	59	3,8117	,75197		
	20,000-29,999	54	3,9506	,89403		
	30,000- 39,999	44	3,8636	,72835		
	40,000 -49,999	29	3,6743	,82399		
	50, 000 - over	37	4,1381	,78890		

*The mean difference is significant at the 0, 05 level.

One-Way ANOVA Test applied to understand whether harassment types, which include persistence of vendors and begging differed significantly in accordance with the informants' annual income or not; unveiled that there is no significant difference between informants' annual income and harassment types. According to Table 41; Persistence of Vendors [$F_{289}=1,392$, $p>0.05$] and Begging [$F_{289}=1.486$, $p>0.05$]. Therefore, H^{5a} and H^{5b} hypotheses were not accepted.

One-Way ANOVA Test was performed to test H^{6a} and H^{6b} hypotheses. The findings related to this analysis are presented in Table 42.

H^6 : There is a significant difference between international tourists' number of visit to Istanbul and harassment.

H^{6a} : There is a significant difference between international tourists' number of visit to Istanbul and harassment type. [Persistence of Vendors]

H^{6b} : There is a significant difference between international tourists' number of visit to Istanbul and harassment type. [Begging]

Table 42: One-Way ANOVA Test [Informants' Number of Visit to Istanbul and Harassment]

Types of Harassment	Number of Visit	N	X	SD	F	p
Persistence of Vendors	0	73	3,7595	,62800	,766	,597
	1	81	3,6927	,67707		
	2	52	3,8162	,77759		
	3	23	3,6522	,86476		
	4	14	3,8413	1,04569		
	5	15	3,7481	,95162		
	6	31	3,9964	,80660		
Begging	0	73	3,9498	,69266	,398	880
	1	81	3,9369	,73260		
	2	52	3,8440	,96696		
	3	23	3,8502	,92636		
	4	14	3,7460	1,04997		
	5	15	3,8370	,72602		
	6	31	4,0502	,74471		

*The mean difference is significant at the 0, 05 level.

One-Way ANOVA Test applied to understand whether harassment types, which include persistence of vendors and begging differed significantly in accordance with the informants' number of visit to Istanbul or not; unveiled that there is no significant difference between the informants' number of visit to Istanbul and harassment types. According to Table 42; Persistence of Vendors [$F_{289}=,766p>0.05$] and Begging [$F_{289}=,398, p> 0.05$]. Therefore, H^{6a} and H^{6b} hypotheses were not accepted.

One-Way ANOVA Test was run to test H^{7a} and H^{7b} hypotheses. The findings related to this analysis are presented in Table 43.

H^7 : There is a significant difference between international tourists' accommodation preference in Istanbul and harassment.

H^{7a} : There is a significant difference between international tourists' accommodation preference in Istanbul and harassment type. [Persistence of Vendors]

H^{7b} : There is a significant difference between international tourists' accommodation preference in Istanbul and harassment type. [Begging]

Table 43: One-Way ANOVA Test [Informants' Accommodation Preference and Harassment]

Types of Harassment	Accommodation Preference	N	X	SD	F	p
Persistence of Vendors	All-Inclusive	59	3,9096	,81662	2,134	0,77
	Full-Board	61	3,6521	,58566		
	Half-Board	51	3,6645	,80292		
	Bed and Breakfast	86	3,7313	,77702		
	Self-Catering	32	4,0208	,66812		
Begging	All-Inclusive	59	3,9397	,79786	,862	,487
	Full-Board	61	3,7577	,85767		
	Half-Board	51	3,9390	,71087		
	Bed and Breakfast	86	4,0000	,77750		
	Self-Catering	32	3,8958	,88031		

*The mean difference is significant at the 0,05 level.

One-Way ANOVA Test applied to understand whether harassment types, which include persistence of vendors and begging differed significantly in accordance with the informants' accommodation preference/type in Istanbul or not; unveiled that there is no significant difference between the informants' accommodation preference in Istanbul and harassment types. According to Table 43; Persistence of Vendors [$F_{289}=2,134$ $p>0.05$] and Begging [$F_{289}=,862$, $p>0.05$]. Therefore, H^{7a} and H^{7b} hypotheses were not accepted.

One-Way ANOVA Test was run to test H^{8a} and H^{8b} hypotheses. The findings related to this analysis are presented in Table 44.

H^8 : There is a significant difference between international tourists' length of stay in Istanbul and harassment.

H^{8a} : There is a significant difference between international tourists' length of stay in Istanbul and harassment type. [Persistence of Vendors]

H^{8b} : There is a significant difference between international tourists' length of stay in Istanbul and harassment type. [Begging]

Table 44: One-Way ANOVA Test [Informants' Length of Stay and Harassment]

Types of Harassment	Length of Stay	N	X	SD	F	p
Persistence of Vendors	< A week	109	3,8919	,79543	1,874	0,74
	A week	83	3,7631	,59451		
	8-13 nights	45	3,4469	,85756		
	Two weeks	16	3,6458	,67185		
	15-20 nights	8	3,8194	1,07388		
	Three weeks	7	3,8730	,62994		
	Four weeks	9	3,8395	,64576		
	More	12	3,9722	,59765		
Begging	< A week	109	4,0632	,81051	2,410	0,21
	A week	83	3,9893	,67220		
	8-13 nights	45	3,6074	,87924		
	Two weeks	16	3,7847	,58015		
	15-20 nights	8	3,7639	,91516		
	Three weeks	7	3,8254	,56604		
	Four weeks	9	3,3580	1,03902		
	More	12	3,9352	,95518		

*The mean difference is significant at the 0, 05 level.

One-Way ANOVA Test applied to understand whether harassment types, which include persistence of vendors and begging differed significantly in accordance with the informants' length of stay in Istanbul or not; unveiled that there is no significant difference between the informants' length of stay in Istanbul and harassment types. According to Table 44; Persistence of Vendors [$F_{289}=1,874$ $p>0.05$] and Begging [$F_{289}=2,410$, $p> 0.05$]. Therefore, H^{8a} and H^{8b} hypotheses were not accepted.

One-Way ANOVA Test applied to understand; whether there was a significant difference between informants' nationality and types of experiences namely, by whom they were harassed or not. The findings related to this analysis are presented in Tables 45 and 46.

Table 45: One-Way ANOVA Test [Informants' Nationality and Types of Experiences]

Types of Experience	Nationality	N	X	SD	F	p	Types of Experience	Nationality	N	X	SD	F	p
I experienced harassment by vendors or hustlers	Arab	79	2,37	1,052	1,910	,052	I experienced harassment by taxi drivers	Arab	79	2,73	1,402	3,377	,001
	Persian	22	2,64	1,293				Persian	22	3,59	1,623		
	French	22	2,73	1,241				French	22	4,32	1,492		
	German	21	2,29	1,146				German	21	3,24	1,546		
	Russian	18	2,72	1,179				Russian	18	3,72	1,487		
	Spanish	17	1,53	,624				Spanish	17	3,00	1,500		
	English	16	2,00	1,033				English	16	4,06	1,237		
	Italian	16	2,25	1,183				Italian	16	3,25	1,183		
	Ukrainian	12	2,17	1,030				Ukrainian	12	3,08	1,621		
	Austrian	12	2,33	1,453				Austrian	12	3,08	1,676		
I experienced harassment by beggars	Arab	79	2,67	1,140	2,278	,018	I experienced harassment by tour guides	Arab	79	4,49	,972	1,631	,107
	Persian	22	3,09	1,444				Persian	22	4,59	1,054		
	French	22	3,23	1,478				French	22	4,77	1,020		
	German	21	2,43	1,630				German	21	4,48	,873		
	Russian	18	2,83	1,200				Russian	18	4,22	1,114		
	Spanish	17	2,47	1,231				Spanish	17	4,00	,935		
	English	16	2,56	1,413				English	16	4,06	1,124		
	Italian	16	2,81	1,328				Italian	16	4,38	,719		
	Ukrainian	12	2,33	1,303				Ukrainian	12	4,00	1,044		
	Austrian	12	1,42	,515				Austrian	12	3,92	1,084		
I experienced harassment by drug peddlers	Arab	79	4,54	,984	2,817	,004	I experienced harassment by hotel staff	Arab	79	4,61	,741	1,804	,069
	Persian	22	5,14	,468				Persian	22	4,68	,894		
	French	22	5,14	,351				French	22	5,14	,351		
	German	21	4,76	,539				German	21	4,57	,746		
	Russian	18	5,06	,236				Russian	18	4,56	,705		
	Spanish	17	4,82	,393				Spanish	17	4,59	,618		
	English	16	4,63	,885				English	16	5,00	,365		
	Italian	16	4,94	,250				Italian	16	4,63	,806		
	Ukrainian	12	4,83	,389				Ukrainian	12	4,50	,674		
	Austrian	12	4,83	,389				Austrian	12	4,67	,492		
I experienced harassment by beach staff	Arab	79	4,66	1,011	1,119	,350	I experienced harassment by yacht [boat] staff	Arab	79	4,81	,735	1,251	,265
	Persian	22	4,95	,844				Persian	22	4,73	,827		
	French	22	4,95	,653				French	22	4,95	,575		
	German	21	4,57	,978				German	21	4,62	,805		
	Russian	18	4,50	,924				Russian	18	4,72	,826		
	Spanish	17	4,88	,485				Spanish	17	4,53	,624		
	English	16	4,63	1,147				English	16	4,75	,856		
	Italian	16	4,63	,885				Italian	16	4,25	1,183		
	Ukrainian	12	4,42	,996				Ukrainian	12	4,50	,674		
	Austrian	12	5,17	,389				Austrian	12	4,67	,651		

Table 46: One-Way ANOVA Test [Informants' Nationality and Types of Experiences] [C]

Types of Experience	Nationality	N	X	SD	F	p
I experienced harassment by other parties	Arab	79	4,56	1,095	1,057	,396
	Persian	22	4,36	1,465		
	French	22	4,32	1,644		
	German	21	4,67	1,065		
	Russian	18	4,67	1,085		
	Spanish	17	4,71	,849		
	English	16	5,00	,632		
	Italian	16	5,06	,443		
	Ukrainian	12	4,33	1,614		
	Austrian	12	5,00	,000		

*The mean difference is significant at the 0, 05 level.

One-Way ANOVA Test applied to understand whether there was a significant difference between the informants' nationality and types of experiences, which include many harasser groups such as; vendors/hustlers, beggars, drug peddlers, beach staff, taxi drivers, tour guides, hotel staff, yacht [boat] staff, etc. Namely, by whom they were harassed or not; unveiled that there is no significant difference between the informants' nationality and some types of experiences. According to the Tables 45 and 46; Vendors/Hustlers [$F_{289}=1,910$, $p > 0.05$], Beach Staff [$F_{289}=1,119$ $p > 0.05$], Tour Guides [$F_{289}=1,631$, $p > 0.05$], Hotel Staff [$F_{289}=1,804$ $p > 0.05$], Yacht/Boat Staff [$F_{289}=1,251$, $p > 0.05$] and lastly, Other [$F_{289}=1,057$, $p > 0.05$]. On the other hand, the One-Way ANOVA Test did uncover that there is one significant difference between the informants' nationality and some types of experiences that involve; Beggars [$F_{289}=2, 278$, $p < 0.05$], Drug Peddlers [$F_{289}=2,817$, $p < 0.05$] and lastly, Taxi Drivers [$F_{289}=3,377$, $p < 0.05$].

Furthermore, the author employed two of the multiple comparison tests, Tukey Test and Tamhane's Test, two Post-Hoc Tests based on the range distribution in order to understand the individual means, which are significantly from set of means. The findings related to analysis unearthed that informants with the Austrian nationality [$X= 1,42$] were harassed by beggars more than their French [$X= 3,23$], Russian [$X= 2,83$], Italian [$X=2,81$], Arab [$X=2,67$] and lastly, Persian [$X=3,09$] counterparts. Further, informants with the Arab nationality [$X= 4,54$] were harassed by drug peddlers more when compared with their French [$X=5,14$], Russian [$X=5,06$] and lastly, Persian [$X= 5,14$] counterparts.

Finally, informants with Arab nationality [$X=2,73$] were subjected to more harassment by the taxi drivers in comparison with their English [$X= 4,06$] and French [$X= 4,32$] counterparts.

One-Way ANOVA Test applied to understand; whether there was a significant difference between the informants' nationality and behavioral future intentions, which involve satisfaction level, intention to re-visit Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly, sense of regret for visiting Istanbul. The findings related to the analysis are presented in Table 47.

Table 47: One-Way ANOVA Test [Informants' Nationality and Future Intentions]

Types of Harassment	Nationality	N	X	SD	F	p
To what extent are you satisfied with your holiday in Istanbul?	Arab	136	1,95	1,028	1,730	,080
	Persian	39	2,44	1,142		
	English	37	1,84	,958		
	Italian	37	1,92	,894		
	German	36	2,17	1,183		
	French	35	1,94	,968		
	Ukrainian	32	2,19	1,424		
	Russian	29	2,10	1,145		
	Spanish	23	1,70	,876		
	Austrian	16	2,56	1,315		
How likely are you to come back to Istanbul in the future?	Arab	136	1,86	,990	1,734	,079
	Persian	39	2,23	1,038		
	English	37	1,73	,804		
	Italian	37	1,86	,855		
	German	36	2,17	1,298		
	French	35	2,17	1,200		
	Ukrainian	32	2,03	1,379		
	Russian	29	1,97	1,322		
	Spanish	23	1,78	,951		
	Austrian	16	2,69	1,493		
How likely are you to visit another destination in Turkey in the future?	Arab	136	1,63	,885	4,279	,000
	Persian	39	2,18	,970		
	English	37	1,78	,886		
	Italian	37	2,14	1,058		
	German	36	2,58	1,381		
	French	35	1,86	1,033		
	Ukrainian	32	1,97	1,555		
	Russian	29	1,90	1,205		
	Spanish	23	1,83	,937		
	Austrian	16	2,81	1,471		
How likely are you to recommend your holiday in Istanbul to your relatives and friends?	Arab	136	1,74	,991	2,480	,009
	Persian	39	2,08	1,133		
	English	37	1,78	1,031		
	Italian	37	1,97	1,013		
	German	36	2,36	1,199		
	French	35	2,00	1,213		
	Ukrainian	32	2,06	1,458		
	Russian	29	1,97	1,267		
	Spanish	23	1,57	,728		
	Austrian	16	2,75	1,571		
How likely do you feel regret for visiting Istanbul?	Arab	136	3,78	1,348	4,269	,000
	Persian	39	3,79	1,080		
	English	37	4,14	1,084		
	Italian	37	4,08	1,140		
	German	36	3,89	1,326		
	French	35	3,97	1,014		
	Ukrainian	32	4,13	1,212		
	Russian	29	4,17	1,256		
	Spanish	23	2,43	1,308		
	Austrian	16	3,56	1,365		

*The mean difference is significant at the 0, 05 level.

One-Way ANOVA Test applied to understand whether there was a significant difference between the informants' nationality and behavioral future intentions, which include satisfaction level, intention to re-visit Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly, the sense of regret for visiting Istanbul. Namely, whether the informants' nationality differed significantly in line with the behavioral future intentions unearthed that there is no significant difference between informants' nationality and some types of behavioral future intentions. According to Table 47; satisfaction level [$F_{420}=1,730$, $p > 0.05$] and intention to re-visit Istanbul [$t_{420}=1,734$, $p > 0.05$].

On the other hand, the One-Way ANOVA Test revealed that there is a significant difference between the informants' nationality and some types of behavioral future intentions that involve intention to visit another destination in Turkey [$t_{420}=4,279$, $p < 0.05$], intention to recommend Istanbul to relatives and friends [$t_{420}=2,480$, $p < 0.05$] and lastly, sense of regret for visiting Istanbul [$t_{420}=4,269$, $p < 0.05$].

In addition, the author employed two of the multiple comparison tests, Tukey Test and Tamhane's Test, two Post-Hoc Tests based on the range distribution in order to understand the individual means, which are significantly from set of means. The findings uncloaked that informants with Arab nationality [$X=1,63$] were more likely to visit another destination in Turkey when compared with their German [$X=2,58$] and Austrian [$X=2,81$] counterparts.

Further, informants with Arab nationality [$X=1,74$] and Spanish [$X=1,57$] were more likely to recommend Istanbul to relatives and friends when they turned back to their country in comparison with their Austrian [$X=2,75$] counterparts. Lastly, the informants with Spanish nationality [$X=2,43$] were more likely to regret for visiting Istanbul when compared with their English [$X=4,14$], German [$X=3,89$], French [$X=3,97$], Russian [$X=4,17$], Arab [$X=3,78$], Persian [$X=3,79$], Ukrainian [$X=4,13$] and lastly, Italian [$X=4,08$] counterparts.

4.2.5. Man-Whitney U Test and Kruskal-Wallis Test

The Man-Whitney U Test and Kruskal-Wallis Test are two analyses which are applied when the conditions of non-parametric tests are provided (Kalaycı, 2005:76). Man-Whitney U Test is a non-parametric alternative test to Independent Samples t-Test is employed to compare two independent group means that derive from the same population group and to test whether two sample means are equal or not (Coşkun et al .,2015: 206; Seçer, 2015:201; Howitt and Cramer, 2011:181; Milenovic, 2010:73; Karagöz, 2010:23).

On the other hand, the Kruskal-Wallis Test is a non-parametric alternative test to One-Way ANOVA Test and the extension of the Man-Whitney U Test is applied to compare differences significantly on one ongoing dependent variable by a categorical independent variable with two or more than two independent groups (Coşkun et al., 2015:212; Seçer, 2015:205; Howitt and Cramer, 2011:190; Karagöz, 2010:25). Both of these analyses are accepted as non-parametric tests and employed in the quantitative research.

The author applied a series of non-parametric tests such as; Man-Whitney U Test and Kruskal-Wallis Test to understand the significant differences; whether there is one significant difference between informants' harassment types; peddling of drugs, sexual harassment, verbal and physical abuses that international tourists undergo during their holiday in Istanbul and their socio-demographic characteristics, which include gender, nationality, marital status, age group, annual income and holiday-related characteristics that involve the number of visit to Istanbul, accommodation preference/type in Istanbul and length of stay in Istanbul. Therefore, the author ran the Man-Whitney U Test for demographic characteristics that have two groups and the Kruskal-Wallis Test for the demographic characteristics and holiday-related characteristics, which have more than two groups with a 5% level of significance to assess the significant differences. The findings of the analyses are presented in the following tables.

4.2.5.1. Man-Whitney U Test Findings

Man-Whitney U Test was performed to test H^{1c} , H^{1d} , H^{1e} and H^{1f} hypotheses. The findings related to this analysis are presented in Table 48.

H^1 : There is a significant difference between international tourists' gender and harassment.

H^{1c} : There is a significant difference between international tourists' gender and harassment type. [Peddling of Drugs]

H^{1d} : There is a significant difference between international tourists' gender and harassment type. [Sexual Harassment]

H^{1e} : There is a significant difference between international tourists' gender and harassment type. [Verbal Abuse]

H^{1f} : There is a significant difference between international tourists' gender and harassment type. [Physical Abuse]

Table 48: Man-Whitney U Test [Informants' Gender and Harassment]

Types of Harassment	Gender	N	Mean Rank	Sum of Ranks	U	z	p
Peddling of Drugs	Male	122	140,78	17175,50	9672,500	-,977	,328
	Female	167	148,08	24729,50			
Sexual Harassment	Male	122	177,77	21688,50	6188,500	-6,245	,000
	Female	167	121,06	20216,50			
Verbal Abuse	Male	122	155,57	18980,00	8897,000	-1,888	,059
	Female	167	137,28	22925,00			
Physical Abuse	Male	122	145,52	17753,00	10124,000	-,128	,899
	Female	167	144,62	24152,00			

*The mean difference is significant at the 0, 05 level.

Man-Whitney U Test applied to understand whether harassment types, which involve peddling of drugs, sexual harassment, verbal and physical abuses did differ significantly in accordance with informants' gender or not; unearthed that there is no significant difference between the informants' gender and some types of harassment. According to Table 48; Peddling of Drugs [U289= 9672,500, $p > 0.05$], Verbal Abuse [U289= 8897,000, $p > 0.05$] and lastly, Physical Abuse [U289= 10124, 000, $p > 0.05$].

On the other hand, the Man-Whitney U Test unveiled that there is one significant difference between the informants' gender and some types of harassment; Sexual Harassment [U289=6188,500, $p < 0.05$]. Therefore, H^{1c} H^{1e} and H^{1f} hypotheses were not accepted whereas the H^{1d} hypothesis was accepted.

The findings related to analysis did uncover that informants with the female gender [X=121,06] underwent sexual harassment more when it is compared with their male [X= 177,77] counterparts.

4.2.5.2. Kruskal-Wallis Test Findings

Kruskal-Wallis Test was performed to test H^{2c} , H^{2d} , H^{2e} and H^{2f} hypotheses. The findings related to this analysis are presented in Table 49.

H^2 : There is a significant difference between international tourists' nationality and harassment.

H^{2c} : There is a significant difference between international tourists' nationality and harassment type. [Peddling of Drugs]

H^{2d} : There is a significant difference between international tourists' nationality and harassment type. [Sexual Harassment]

H^{2e} : There is a significant difference between international tourists' nationality and harassment type. [Verbal Abuse]

H^{2f} : There is a significant difference between international tourists' nationality and harassment type. [Physical Abuse]

Table 49: Kruskal-Wallis Test [Informants' Nationality and Harassment]

Types of Harassment	Gender	N	Mean Rank	df	X ²	p
Peddling of Drugs	Arab	79	120,15	9	22,300	,008
	Persian	22	146,52			
	French	22	131,73			
	German	21	118,31			
	Russian	18	135,14			
	Spanish	17	95,18			
	English	16	105,78			
	Italian	16	92,22			
	Ukrainian	12	96,29			
	Austrian	12	104,88			
Sexual Harassment	Arab	79	123,04	9	28,875	,001
	Persian	22	145,61			
	French	22	137,61			
	German	21	105,07			
	Russian	18	102,56			
	Spanish	17	113,62			
	English	16	124,41			
	Italian	16	116,56			
	Ukrainian	12	38,25			
	Austrian	12	123,33			
Verbal Abuse	Arab	79	110,81	9	12,873	,168
	Persian	22	123,86			
	French	22	149,61			
	German	21	119,93			
	Russian	18	126,56			
	Spanish	17	113,59			
	English	16	128,22			
	Italian	16	131,53			
	Ukrainian	12	87,42			
	Austrian	12	85,58			
Physical Abuse	Arab	79	115,27	9	10,283	,328
	Persian	22	139,14			
	French	22	129,68			
	German	21	115,10			
	Russian	18	125,94			
	Spanish	17	114,03			
	English	16	99,22			
	Italian	16	119,38			
	Ukrainian	12	112,13			
	Austrian	12	103,67			

*The mean difference is significant at the 0,05 level.

Kruskal-Wallis Test applied to understand whether harassment types, which involve peddling of drugs, sexual harassment, verbal and physical abuses did differ significantly in accordance with the informants' nationality or not; unveiled that there is no significant difference between the informants' nationality and some types of harassment. According to Table 49; Verbal Abuse [X² df=9, N=289, 12,873, p>0,05] and Physical Abuse [X² df=9, N=289, 10,283, p>0,05].

On the other hand, Kruskal-Wallis Test revealed that there is a significant difference between the informants' nationality and some types of harassment; Peddling of Drugs [X² df=9, N=289, 22,300, p<0,05] and Sexual Harassment [X² df=9, N=289, 28,875, p<0,05]. Therefore, H^{2c} and H^{2d} hypotheses were accepted whereas H^{2e} and H^{2f} hypotheses were not accepted.

In addition, the author employed two of the multiple comparison tests, Tukey Test and Tamhane's Test, two Post-Hoc Test based on the range distribution in order to understand the individual means, which are significantly from a set of means. The findings related to analysis unearthed that informants with English nationality [X=105,78] experienced peddling of drugs more in comparison with their Persian [X=146,52] counterparts. Further, informants with Ukrainian nationality [X=38,25] did encounter sexual harassment more when they are compared with their English [X=124,41], French [X=137,61] and lastly, Persian [X=145,61] counterparts.

Kruskal-Wallis Test was performed to test H^{3c}, H^{3d}, H^{3e} and H^{3f} hypotheses. The findings related to this analysis are presented in Table 50.

H³: There is a significant difference between international tourists' marital status and harassment.

H^{3c}: There is a significant difference between international tourists' marital status and harassment type. [Peddling of Drugs]

H^{3d}: There is a significant difference between international tourists' marital status and harassment type. [Sexual Harassment]

H^{3e}: There is a significant difference between international tourists' marital status and harassment type. [Verbal Abuse]

H^{3f}: There is a significant difference between international tourists' marital status and harassment type. [Physical Abuse]

Table 50: Kruskal-Wallis Test [Informants' Marital Status and Harassment]

Types of Harassment	Marital Status	N	Mean Rank	df	X ²	p
Peddling of Drugs	Married	130	145,46	2	,696	,706
	Single	134	142,85			
	Other	25	154,14			
Sexual Harassment	Married	130	154,30	2	4,019	,134
	Single	134	139,24			
	Other	25	127,48			
Verbal Abuse	Married	130	146,40	2	,156	,925
	Single	134	143,04			
	Other	25	148,26			
Physical Abuse	Married	130	148,65	2	1,464	,481
	Single	134	143,51			
	Other	25	133,98			

*The mean difference is significant at the 0, 05 level.

Kruskal-Wallis Test applied to understand whether harassment types, which involve peddling of drugs, sexual harassment, verbal and physical abuses did differ significantly in accordance with the informants' marital status or not; uncovered that there is no significant difference between informants' marital status and harassment types. According to Table 50; Peddling of Drugs [X^2 df=2, N=289, 696, $p>0,05$], Sexual Harassment [X^2 df=2, N=289, 4,019, $p>0,05$], Verbal Abuse [X^2 df =2, N=289, 156, $p>0,05$] and lastly, Physical Abuse [X^2 df=2, N=289, 1,464, $p>0,05$]. Therefore, H^{3c} , H^{3d} , H^{3e} and H^{1f} hypotheses were not accepted.

Kruskal-Wallis Test was performed to test H^{4c} , H^{4d} , H^{4e} and H^{4f} hypotheses. The findings related to this analysis are presented in Table 51.

H^4 : There is a significant difference between international tourists' age group and harassment.

H^{4c} : There is a significant difference between international tourists' age group and harassment type. [Peddling of Drugs]

H^{4d} : There is a significant difference between international tourists' age group and harassment type. [Sexual Harassment]

H^{4e} : There is a significant difference between international tourists' age group and harassment type. [Verbal Abuse]

H^{4f} : There is a significant difference between international tourists' age group and harassment type. [Physical Abuse]

Table 51: Kruskal-Wallis Test [Informants' Age Group and Harassment]

Types of Harassment	Age Group	N	Mean Rank	df	X ²	p
Peddling of Drugs	15-24	80	136,41	5	5,226	,389
	25-34	76	151,78			
	35-44	48	147,64			
	45-54	47	155,29			
	55-64	26	130,38			
	65 and over	12	140,17			
Sexual Harassment	15-24	80	150,76	5	9,035	,108
	25-34	76	145,83			
	35-44	48	116,11			
	45-54	47	153,13			
	55-64	26	154,98			
	65 and over	12	163,46			
Verbal Abuse	15-24	80	141,52	5	2,603	,761
	25-34	76	146,11			
	35-44	48	143,19			
	45-54	47	152,70			
	55-64	26	155,46			
	65 and over	12	115,58			
Physical Abuse	15-24	80	146,27	5	2,991	,701
	25-34	76	148,94			
	35-44	48	150,69			
	45-54	47	140,34			
	55-64	26	129,50			
	65 and over	12	140,67			

*The mean difference is significant at the 0, 05 level.

Kruskal-Wallis Test applied to understand whether harassment types that involve peddling of drugs, sexual harassment, verbal and physical abuses differed significantly in accordance with informants' age group or not; uncovered that there is no significant difference between the informants' age group and harassment types. According to Table 51; Peddling of Drugs [X^2 df=5, N=289, 5,226, $p>0,05$], Sexual Harassment [X^2 df=5, N=289, 9,035, $p>0,05$], Verbal Abuse [X^2 df=5, N=289, 2,603, $p>0,05$] and lastly, Physical Abuse [X^2 df=5, N=289, 2,991, $p>0,05$]. Therefore, H^{4c} , H^{4d} , H^{4e} and H^{4f} hypotheses were not accepted.

Kruskal-Wallis Test was performed to test H^{5c}, H^{5d}, H^{5e} and H^{5f} hypotheses. The findings related to this analysis are presented in Table 52.

H⁵: There is a significant difference between international tourists' annual income and harassment.

H^{5c}: There is a significant difference between international tourists' annual income and harassment type. [Peddling of Drugs]

H^{5d}: There is a significant difference between international tourists' annual income and harassment type. [Sexual Harassment]

H^{5e}: There is a significant difference between international tourists' annual income and harassment type. [Verbal Abuse]

H^{5f}: There is a significant difference between international tourists' annual income and harassment type. [Physical Abuse]

Table 52: Kruskal-Wallis Test [Informants' Annual Income and Harassment]

Types of Harassment	Annual Income (€)	N	Mean Rank	df	X ²	p
Peddling of Drugs	under 9,999	66	151,01	5	7,273	,201
	10,000 - 19,999	59	140,01			
	20,000-29,999	54	139,33			
	30,000- 39,999	44	156,67			
	40,000 -49,999	29	122,97			
	50, 000 - over	37	153,91			
Sexual Harassment	under 9,999	66	150,52	5	5,638	,343
	10,000 - 19,999	59	124,78			
	20,000-29,999	54	148,05			
	30,000- 39,999	44	149,86			
	40,000 -49,999	29	158,10			
	50, 000 - over	37	146,91			
Verbal Abuse	under 9,999	66	155,64	5	6,281	,280
	10,000 - 19,999	59	129,12			
	20,000-29,999	54	145,16			
	30,000- 39,999	44	145,20			
	40,000 -49,999	29	129,36			
	50, 000 - over	37	163,12			
Physical Abuse	under 9,999	66	149,95	5	4,964	,420
	10,000 - 19,999	59	149,98			
	20,000-29,999	54	145,19			
	30,000- 39,999	44	147,00			
	40,000 -49,999	29	123,26			
	50, 000 - over	37	142,61			

*The mean difference is significant at the 0, 05 level.

Kruskal-Wallis Test applied to understand whether harassment types, which involve the peddling of drugs, sexual harassment, verbal and physical abuses did differ significantly in accordance with the informants' annual income or not; found out that there is no significant difference between informants' annual income and harassment types.

According to Table 52; Peddling of Drugs [X^2 df=5, N=289, 7,273, $p>0,05$], Sexual Harassment [X^2 df=5, N=289, 5,638, $p>0,05$], Verbal Abuse [X^2 df=5, N=289, 6,281, $p>0,05$] and lastly, Physical Abuse [X^2 df=5, N=289, 4,964, $p>0,05$]. Therefore, H^{5c} , H^{5d} , H^{5e} and H^{5f} hypotheses were not accepted.

Kruskal-Wallis Test was performed to test H^{6c} , H^{6d} , H^{6e} and H^{6f} hypotheses. The findings related to this analysis are presented in Table 53.

H^6 : There is a significant difference between international tourists' number of visit to Istanbul and harassment.

H^{6c} : There is a significant difference between international tourists' number of visit to Istanbul and harassment type. [Peddling of Drugs]

H^{6d} : There is a significant difference between international tourists' number of visit to Istanbul and harassment type. [Sexual Harassment]

H^{6e} : There is a significant difference between international tourists' number of visit to Istanbul and harassment type. [Verbal Abuse]

H^{6f} : There is a significant difference between international tourists' number of visit to Istanbul and harassment type. [Physical Abuse]

Table 53: Kruskal-Wallis Test [Informants' Number of Visit to Istanbul and Harassment]

Types of Harassment	Number of Visit	N	Mean Rank	df	X^2	p
Peddling of Drugs	0	73	143,87	6	9,692	,138
	1	81	152,40			
	2	52	146,46			
	3	23	111,46			
	4	14	157,93			
	5	15	129,60			
	6	31	152,37			
Sexual Harassment	0	73	147,00	6	2,974	,812
	1	81	135,65			
	2	52	142,22			
	3	23	153,28			
	4	14	142,43			
	5	15	158,03			
	6	31	158,08			
Verbal Abuse	0	73	138,77	6	2,907	,820
	1	81	141,66			
	2	52	145,88			
	3	23	149,87			
	4	14	158,89			
	5	15	132,77			
	6	31	162,95			
Physical Abuse	0	73	147,32	6	4,015	,675
	1	81	143,28			
	2	52	137,18			
	3	23	138,78			
	4	14	149,54			
	5	15	140,87			
	6	31	161,71			

*The mean difference is significant at the 0, 05 level.

Kruskal-Wallis Test applied to understand whether harassment types, which involve peddling of drugs, sexual harassment, verbal and physical abuses did differ significantly in accordance with the informants' number of visit to Istanbul or not; unveiled that there is no significant difference between the informants' number of visit to Istanbul and harassment types. According to Table 53; Peddling of Drugs [X^2 df=6, N=289, 9,692, $p>0,05$], Sexual Harassment [X^2 df=6, N=289, 2,974, $p>0,05$], Verbal Abuse [X^2 df=6, N=289, 2,907, $p>0,05$] and lastly, Physical Abuse [X^2 df=6, N=289, 4,015, $p>0,05$]. Therefore, H^{6c} , H^{6d} , H^{6e} and H^{6f} hypotheses were not accepted.

Kruskal-Wallis Test was performed to test H^{7c} , H^{7d} , H^{7e} and H^{7f} hypotheses. The findings related to this analysis are presented in Table 54.

H^7 : There is a significant difference between international tourists' accommodation preference in Istanbul and harassment.

H^{7c} : There is a significant difference between international tourists' accommodation preference in Istanbul and harassment type. [Peddling of Drugs]

H^{7d} : There is a significant difference between international tourists' accommodation preference in Istanbul and harassment type. [Sexual Harassment]

H^{7e} : There is a significant difference between international tourists' accommodation preference in Istanbul and harassment type. [Verbal Abuse]

H^{7f} : There is a significant difference between international tourists' accommodation preference in Istanbul and harassment type. [Physical Abuse]

Table 54: Kruskal-Wallis Test [Informants' Accommodation Preference and Harassment]

Types of Harassment	Accommodation Preference	N	Mean Rank	df	X ²	p
Peddling of Drugs	All-Inclusive	59	148,82	4	4,740	,315
	Full-Board	61	135,33			
	Half-Board	51	151,62			
	Bed and Breakfast	86	139,66			
	Self-Catering	32	160,19			
Sexual Harassment	All-Inclusive	59	152,68	4	5,200	,267
	Full-Board	61	128,48			
	Half-Board	51	142,66			
	Bed and Breakfast	86	155,06			
	Self-Catering	32	139,03			
Verbal Abuse	All-Inclusive	59	125,86	4	10,426	,034
	Full-Board	61	128,83			
	Half-Board	51	149,26			
	Bed and Breakfast	86	161,20			
	Self-Catering	32	160,78			
Physical Abuse	All-Inclusive	59	141,48	4	,557	,968
	Full-Board	61	143,36			
	Half-Board	51	149,34			
	Bed and Breakfast	86	145,54			
	Self-Catering	32	146,23			

*The mean difference is significant at the 0, 05 level.

Kruskal-Wallis Test applied to understand whether harassment types, which involve peddling of drugs, sexual harassment, verbal and physical abuses did differ significantly in accordance with the informants' accommodation preference in Istanbul or not; did reveal that there is not any significant difference between the informants' accommodation preference in Istanbul and harassment types. According to Table 54; Peddling of Drugs [X^2 df=4, N=289,4,740, $p>0,05$], Sexual Harassment [X^2 df=4, N=289, 5,200, $p>0,05$], Verbal Abuse [X^2 df=4, N=289, 10,426, $p>0,05$] and lastly, Physical Abuse [X^2 df=4, N=289,557, $p>0,05$]. Therefore, H^{7c} , H^{7d} , H^{7e} and H^{7f} hypotheses were not accepted.

Kruskal-Wallis Test was performed to test H^{8c} , H^{8d} , H^{8e} and H^{8f} hypotheses. The findings related to this analysis are presented in Table 55.

H^8 : There is a significant difference between international tourists' length of stay in Istanbul and harassment.

H^{8c} : There is a significant difference between international tourists' length of stay in Istanbul and harassment type. [Peddling of Drugs]

H^{8d} : There is a significant difference between international tourists' length of stay in Istanbul and harassment type. [Sexual Harassment]

H^{8e} : There is a significant difference between international tourists' length of stay in Istanbul and harassment type. [Verbal Abuse]

H^{8f} : There is a significant difference between international tourists' length of stay in Istanbul and harassment type. [Physical Abuse]

Table 55: Kruskal-Wallis Test [Informants' Length of Stay in Istanbul and Harassment]

Types of Harassment	Length of Stay	N	Mean Rank	df	X ²	p
Peddling of Drugs	< A week	109	156,19	7	15,105	,035
	A week	83	136,48			
	8-13 nights	45	147,97			
	Two weeks	16	106,13			
	15-20 nights	8	173,88			
	Three weeks	7	157,93			
	Four weeks	9	138,72			
	More	12	120,96			
Sexual Harassment	< A week	109	152,06	7	9,643	,210
	A week	83	155,22			
	8-13 nights	45	138,49			
	Two weeks	16	114,31			
	15-20 nights	8	134,44			
	Three weeks	7	134,57			
	Four weeks	9	122,83			
	More	12	105,29			
Verbal Abuse	< A week	109	161,83	7	15,302	,032
	A week	83	147,88			
	8-13 nights	45	126,59			
	Two weeks	16	114,56			
	15-20 nights	8	139,13			
	Three weeks	7	135,86			
	Four weeks	9	79,56			
	More	12	140,13			
Physical Abuse	< A week	109	147,37	7	2,574	,921
	A week	83	144,37			
	8-13 nights	45	143,20			
	Two weeks	16	140,56			
	15-20 nights	8	166,63			
	Three weeks	7	152,21			
	Four weeks	9	132,78			
	More	12	131,00			

*The mean difference is significant at the 0, 05 level.

Kruskal-Wallis Test applied to understand whether harassment types, which involve the peddling of drugs, sexual harassment, verbal and physical abuses differed significantly in accordance with the informants' length of stay in Istanbul or not; unearthed that there is no significant difference between the informants' length of stay in Istanbul and harassment types. According to Table 55; Peddling of Drugs [X² df=7, N=289, 15,105, p>0,05], Sexual Harassment [X² df=7, N=289, 9,643, p>0,05], Verbal Abuse [X² df=7, N=289, 15,302, p>0,05] and lastly, Physical Abuse Drugs [X² df=7, N=289, 2,574, p>0,05]. Therefore, H^{8c}, H^{8d}, H^{8e} and H^{8f} hypotheses were not accepted.

4.2.6. Correlation Analysis Findings

Correlation may be defined as the association or relationship between two or more paired variables and principally is regarded with the degree of the interest among variables (Ravid, 2011:126). The Correlation Analysis acts as the statistical instrument that is most widely used to study or measure the closeness, degree or strength of the relationships and associations among two or more quantitative or categorical variables.

About the strength/degree of the relationship, the value of the correlation coefficient does range from +1.00 to -1.00. The value of +1.00 shows a strong level of relationship between two or more variables whereas the correlation coefficient value goes towards -1.00, which does weaken the relationship between the two variables. The relationship's direction is indicated with the sign of the coefficient; a [+] sign shows a positive relationship while a [-] sign shows a negative relationship (Coşkun et al., 2015:228; Seçer, 2015:47; Kozak, 2014:148-149).

Pearson Correlation Coefficient that is the most commonly applied correlation coefficient was performed to understand the linear relationships among the variables. The findings related to the analysis are presented in Table 56.

Table 56: Correlation Analysis Findings

	1	2	3	4	5	6	7	8	9	10	11
1	1	,692** ,000	,553** ,000	,659** ,000	-,235** ,000	-,105 ,074	-,092 ,120	-,209** ,000	-,298** ,000	-,067 ,258	-,158** ,007
2		1	,736** ,000	,763** ,000	-,230** ,000	-,180** ,002	-,151* ,010	-,209** ,000	-,265** ,000	-,085 ,149	-,189** ,002
3			1	,694** ,000	-,193** ,000	-,178** ,002	-,076 ,199	-,236** ,000	-,185** ,002	-,005 ,938	-,194** ,001
4				1	-,264** ,000	-,166** ,005	-,122* ,038	-,227** ,000	-,307** ,000	-,086 ,145	-,178** ,002
5					1	,117* ,046	,019 ,741	,146* ,013	,222** ,000	,113 ,056	,157** ,007
6						1	,113 ,056	,109 ,063	,147* ,012	-,143* ,015	,183** ,002
7							1	,125* ,034	,168** ,004	,140* ,017	,090 ,128
8								1	,342** ,000	,145* ,014	,146* ,013
9									1	,263** ,000	,209** ,000
10										1	,122* ,038
11											1

*Correlation is significant at the 0.05 level (2-tailed).

** Correlation is significant at the 0.01 level (2-tailed).

The author labeled the variables from 1 to 11 in the Table 57 as follows;

Table 57: The Number of Variables

No	Type of Variables
1	Informants' satisfaction level from their holiday in Istanbul
2	Informants' re-visit intention to Istanbul
3	Informants' intention to visit another destination in Turkey
4	Informants' intention to recommend Istanbul to relatives and friends
5	Informants' sense of regret for visiting Istanbul
6	Persistence of Vendors
7	Peddling of Drugs
8	Sexual Harassment
9	Verbal Abuse
10	Physical Abuse
11	Begging

Pearson Correlation Analysis applied to understand the relationships among the variables listed above in Table 56 unearthed that there are both positive and negative relationships among the variables.

According to Table 56; the findings related to analysis uncovered that there is a positive relationship between the informants' satisfaction level from their holiday in Istanbul and informants' re-visit intention to Istanbul [$r=.692$, $p < 0,01$], informants' intention to visit another destination in Turkey [$r=.553$, $p < 0,01$], informants' intention to recommend Istanbul to relatives and friends [$r=.659$, $p < 0,01$]. On the other hand, the Pearson Correlation Analysis did unearth that there is a negative relationship between the informants' satisfaction level from their holiday in Istanbul and informants' sense of regret for visiting Istanbul [$r=-.235$, $p < 0,01$] and harassment types that involve sexual harassment [$r=-.209$, $p < 0,01$], verbal abuse [$r=-.298$, $p < 0,01$] and lastly, begging [$r=-.158$, $p < 0,01$].

According to Table 56; there is a positive relationship between the informants' re-visit intention to Istanbul and informants' intention to visit another destination in Turkey [$r=.736$, $p < 0,01$], informants' intention to recommend Istanbul to relatives and friends [$r=.763$, $p < 0,01$]. On the other hand, the findings related to analysis did unveil that there is one negative relationship between informants' re-visit intention to Istanbul and informants' sense of regret for visiting Istanbul [$r=-.230$, $p < 0,01$] and harassment types, which include persistence of vendors [$r=-.180$, $p < 0,01$], peddling of drugs;

[$r = -.151$, $p < 0,05$], sexual harassment [$r = -.209$, $p < 0,01$], verbal abuse [$r = -.265$, $p < 0,01$] and lastly, begging [$r = -.189$, $p < 0,01$].

The Pearson Correlation Analysis unearthed that there is a positive relationship between informants' intention to visit another destination in Turkey and informants' intention to recommend Istanbul to relatives and friends [$r = .694$, $p < 0,01$]. On the other hand, the findings related to the analysis unclocked that there is a negative relationship between informants' intention to visit another destination in Turkey and informants' sense of regret for visiting Istanbul [$r = -.193$, $p < 0,01$] and harassment types, which involve persistence of vendors [$r = -.178$, $p < 0,01$], sexual harassment [$r = -.236$, $p < 0,01$], verbal abuse [$r = -.185$, $p < 0,01$] and lastly, begging [$r = -.194$, $p < 0,01$]. Further, there is a negative relationship between the informants' intention to recommend Istanbul to relatives and friends and informants' sense of regret for visiting Istanbul [$r = -.264$, $p < 0,01$] and harassment types that involve persistence of vendors [$r = -.166$, $p < 0,01$], peddling of drugs [$r = -.122$, $p < 0,05$], sexual harassment [$r = -.227$, $p < 0,01$] and verbal abuse [$r = -.307$, $p < 0,01$] and lastly, begging [$r = -.178$, $p < 0,01$].

According to Table 56; there is a positive relationship between the informants' sense of regret for visiting Istanbul and harassment types, which involve persistence of vendors [$r = .117$, $p < 0,05$], sexual harassment [$r = .146$, $p < 0,05$], verbal abuse [$r = .222$, $p < 0,01$] and lastly, begging [$r = .157$, $p < 0,01$]. Further, there is a positive relationship between harassment types that include persistence of vendors and verbal abuse [$r = .147$, $p < 0,05$] and lastly, begging [$r = .183$, $p < 0,01$]. However, there is a negative relationship between harassment types that involve the persistence of vendors and physical abuse [$r = -.143$, $p < 0,05$].

In regards to the peddling of drugs; there is one positive relationship between peddling of drugs and sexual harassment [$r = .125$, $p < 0,05$], verbal abuse [$r = .168$, $p < 0,01$] and lastly, physical abuse [$r = .140$, $p < 0,05$]. Further, there is a positive relationship between sexual harassment and verbal abuse [$r = .343$, $p < 0,01$], physical abuse [$r = .145$, $p < 0,05$] and lastly, begging [$r = .146$, $p < 0,05$]. Additionally, there is a positive relationship between verbal abuse and physical abuse [$r = .263$, $p < 0,01$] and begging [$r = .209$, $p < 0,01$]. Finally, there is a positive relation between physical abuse and begging [$r = .122$, $p < 0,05$].

4.2.7. Regression Analysis Findings

Regression refers to a technique/method that is used to make a prediction (Ravid, 2011:138). Regression Analysis is defined as a basic statistical instrument commonly used to make a determination for the possible changes in one variable for the given amount of change in another variable. Besides, it helps to classify which variables do have an impact indeed and does respond questions such as; which drivers matter most, which factors could be ignored, how factors make interaction with one another and perhaps most significantly how certain the researchers are to be about factors (Coşkun et al., 2015:223; Seçer, 2015:136; Kozak, 2014:154).

Simple Linear Regression Analysis was run to understand whether harassment did influence informants' behavioral future intentions that do include satisfaction level from their holiday in Istanbul, re-visit intention to Istanbul, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly, sense of regret visiting Istanbul. The findings related to the analysis are presented in the following tables.

Regression Analysis was performed to test H⁹ hypothesis. The findings related to this analysis are presented in Table 58.

H⁹: Harassment affects international tourists' satisfaction level from their holiday in Istanbul.

Table 58: Regression Analysis [Informants' Satisfaction Level and Harassment]

Variable	B	SE	β	t	p
Constant	2,700	,161	-,219	16,801	,000
Satisfaction Level	-,472	,105		-4,494	,000

*The mean difference is significant at the 0, 05 level.

Regression Analysis applied to understand whether harassment did influence informants' satisfaction level or not revealed that, there is a significant impact between informants' satisfaction level and harassment. According to Table 58; [R=,219, R²=, 048, p<0,05]. Therefore, H⁹ hypothesis was accepted.

Regression Analysis was run to test H¹⁰ hypothesis. The findings related to this analysis are presented in Table 59.

H¹⁰: Harassment affects international tourists' re-visit intention to Istanbul.

Table 59: Regression Analysis [Informants' Re-visit Intention and Harassment]

Variable	B	SE	β	t	p
Constant	2,491	,163	-,171	15,276	,000
Re-visit Intention to Istanbul	-,370	,107		-3,471	,001

*The mean difference is significant at the 0, 05 level.

Regression Analysis applied to understand whether harassment did influence informants' re-visit intention to Istanbul or not did reveal that; there is one significant impact between informants' re-visit intention to Istanbul and harassment. According to Table 59; [$R=,171, R^2=,029, p<0,05$]. Therefore, H^{10} hypothesis was accepted.

Regression Analysis was run to test H^{11} hypothesis. The findings related to this analysis are presented in Table 60.

H^{11} : Harassment affects international tourists' intention to visit another destination in Turkey.

Table 60: Regression Analysis [Informants' Intention to visit Another Destination and Harassment]

Variable	B	SE	β	t	p
Constant	2,514	,164	-,192	15,299	,000
Intention to visit Another Destination in Turkey	-,420	,107		-3,914	,000

*The mean difference is significant at the 0, 05 level.

Regression Analysis applied to understand whether harassment did influence informants' intention to visit another destination in Turkey or not did reveal that, there is one significant impact between informants' intention to visit another destination in Turkey and harassment. According to Table 60; [$R=,192, R^2=,037, p<0,05$]. Therefore, H^{11} hypothesis was accepted.

Regression Analysis was run to test H^{12} hypothesis. The findings related to this analysis are presented in Table 61.

H^{12} : Harassment affects international tourists' intention to recommend Istanbul to relatives and friends.

Table 61: Regression Analysis [Informants' Intention to Recommend Istanbul and Harassment]

Variable	B	SE	β	t	p
Constant	2,456	,168	-,171	14,645	,000
Intention to Recommend Istanbul to Relatives and Friends	-,380	,110		-3,470	,001

*The mean difference is significant at the 0, 05 level.

Regression Analysis applied to understand whether harassment did influence informants' intention to recommend Istanbul to relatives and friends or not revealed that, there is a significant impact between informants' intention to recommend Istanbul to relatives and friends and harassment. According to Table 64; [$R=,171,R^2=,029,p<0,05$]. Therefore, H^{12} hypothesis was accepted.

Regression Analysis was run to test H^{13} hypothesis. The findings related to this analysis are presented in Table 62.

H^{13} : Harassment affects international tourists' sense of regret for visiting Istanbul.

Table 62: Regression Analysis [Informants' Sense of Regret for visiting Istanbul and Harassment]

Variable	B	SE	β	t	p
Constant	3,169	,193		16,413	,000
Sense of Regret for visiting Istanbul	,468	,126	-,182	3,713	,000

*The mean difference is significant at the 0, 05 level.

Regression Analysis applied to understand whether harassment did influence informants' sense of regret visiting Istanbul or not revealed that; there is a significant impact between the informants' sense of regret for visiting Istanbul and harassment. According to Table 62; [$R=,182,R^2=,033,p<0,05$]. Therefore, H^{13} hypothesis was accepted.

4.2.8. Discussion of Findings

The research findings from the quantitative perspective are presented below.

The socio-demographic characteristics of the informants are profiled in Table 18. According to survey findings, 55.0 % of the informants were female with a slight preponderance followed by the 45.0 % that accounts for male informants. Out of 500 informants involved in the survey, 47,6 % of the informants were single followed 45,0 % that represents married informants and lastly, 7,4 % that stands for other informants such as a widow/er, divorced or traveling with one partner, etc. Further, 26,8 % of the informants were aged between 25-34 years old followed by 24,4 % that stands for the 15-24 age group and lastly, 20,2 % that represents the 35-44 age group. The other groups were unveiled as following; 16,2 % of the informants were aged between 45-54, followed by 9,0 % that accounts for the 55-64 age group and lastly, 3,4 % of the informants were aged 65 years old or more. The findings confirm that the majority of the informants belonged to the middle-age group and quantitative data obtained could signify a general dimension.

Regarding educational qualification, the main group was Bachelor Degree that represents 37,4 % of the informants followed by 23,8 % of the informants who did have Master and/or Ph.D. Degree. The other groups were; 20,4 % of the informants had vocational education followed by the 15,8 % that stands for the informants who did have a secondary school education and lastly, 2,6 % of the informants only finished primary school. The findings do confirm that the majority of the informants did have one good educational background, which might increase the quality of the primary quantitative data.

The current position of the informants was categorized into twelve groups. The survey findings unclocked that 18,2 % of the informants were students followed by the professionals that account for 16,6 % of the informants and lastly, 9,6 % of the informants did state that they were skilled employees. The other groups happened as follows; 9,4 % of the informants were middle managers followed by the 9,2 % as senior managers, 8,8 % as directors, 6,8 % as retired people, 6,0 % as semi-skilled workers, 6,0 % as clericals, 4,4 % as unemployed people, 3,0 % as trainee/junior managers and lastly, 2,0 % of the informants stated that they were unskilled employees.

Informants' economic profile on the basis of annual income in terms of currency [€] were distributed in the following way; the main annual income group was under 9,999 € with 23,6 % of the informants followed by 20,6% of the informants who earned 10,000-19,999 € annually and lastly, 20,2 % of the informants did have an annual income that varies 20,000-29,999 €. The other groups were unearthed as follows; 15,0 % of the informants earned annually 30,000-39,999 €, followed by the 11,8% that represents an annual income that varies 50,000-over € and lastly, 8,8% of the informants expressed that they did earn annually 40,000-49,999 €. The findings confirm that the majority of the informants did have an annual income belonged to lower-level and middle-level groups.

Table 19 presents the distribution of the responses given by the informants to the question on nationality. According to survey findings, 27,2 % of the informants were Arab tourists coming from various Arabic countries followed by 7,8 % that represents Persian nationality, 7,4 % that accounts for English nationality, 7,4 % that stands for the Italian nationality, 7,2 % that presents German nationality and lastly, 7,0 % of the informants did have French nationality. The other groups were uncovered as following; 6,4 % of the informants were Ukrainian tourists, followed by the 5,8 % that symbolizes Russian nationality and 4,6 % that stands for Spanish nationality, 3,2 % that accounts for Austrian nationality and lastly, 2,0 % with Dutch nationality. The findings confirm that the number of Arab informants was higher when compared with the other informants with a different nationality.

Table 20 presents the distribution of the responses given by the informants to the question on the country profile. According to survey findings, the main group was Italy that represents 7,8 % of the informants followed by 7,4 % that stands for Germany, 7,4 % that accounts for France, 7,2 % that represents Kuwait, 7,0 % that stands for the Iran, 7,0 % that presents the England and lastly, 6,4 % of the informants were from Ukraine. The other groups were revealed as following; 5,8 % of the informants did come from Russia followed by the 5,6 % that accounts for Israel, 4,8 % that stands for Spain, 3,6 % that accounts for the Egypt, 3,2 % that represents Austria, 2,6 % that symbolizes Bahrain, 2,6 % that stands for Qatar, 2,4 % that accounts for Netherland and lastly, 2,0 % of the informants specified that they came from Palestine.

The findings confirm that the number of informants coming from Arabic countries was higher when compared with the other informants with a different resident country.

Table 21 presents the distribution of the responses given by the informants to the question on the country's region. According to survey findings, the main region group was the Middle East that represents 21,8 % of the informants' countries followed by 21,2 % that stands for the countries situated in Western Europe, 19,4 % that accounts for the Southern Europe and lastly, 16,0 % that represents Eastern Europe. The other groups were revealed as follows; 8,8 % of the informants' countries were located in Northern Europe followed by 8,8 % that stands for South Asia 1,0 % that accounts for North America, 1,0 % that represents South America, 0,8 % that presents Oceania, 0,8 % that symbolizes Sub-Saharan Africa and lastly, 0,4 % that accounts for North Asia. The findings confirm that the majority of the informants' countries were located in the Middle East when compared with the other regions in the world.

The holiday-related characteristics of the informants are profiled in Table 22. According to survey findings, when the informants were examined in terms of their number of visit to Istanbul before, the survey findings were shaped in the following way; 28,6 % of the informants stated that they already visited Istanbul once followed by 24,4 % that represents the informants who specified that this was their first time in Istanbul, Turkey. The other groups were unveiled as follows; 16,2 % of the informants remarked that they were in Istanbul twice before followed by 10,6 % that accounts for six times, 8,2 % that stands for three times, 5,0 % that represents four times and lastly, 7,0 % of the informants indicated that they made a visit to Istanbul five times before. The findings confirm that the number of informants with one or more than one visit to Istanbul before was higher when compared with the other informants who did not visit Istanbul previously.

Concerning the informants' accommodation preference in Istanbul, the survey findings did uncloak that; 29,6 % of the informants stated that they did choose one accommodation type with bed and breakfast followed by the 23,4 % that stands for the informants who preferred an accommodation type with all-inclusive and lastly, 18,8 % of the informants used an accommodation type with half-board.

The other two groups were uncovered as follows; 18,2% of the informants preferred an accommodation type with full board followed by the 10,0 % that accounts for the informants who chose an accommodation type with self-catering. The findings confirm that the majority of the informants did prefer the accommodation type with the bed and breakfast concept in Istanbul.

Further, informants were also asked to reveal their length of stay in Istanbul. The responses given by the informants did happen as following; the main group was less than a week, which represents 37,8 % of the informants followed by the 31,0 % of the informants who did stay for one week in Istanbul and 14,2 % stands for the informants who stayed between 8-13 nights in Istanbul. The other groups were; 5,8 % of the informants stayed for two weeks in Istanbul followed by 3,0 % that accounts for the informants who stayed for 15-20 nights, 2,4 % that stands for three weeks, 2,6 % that accounts for four weeks and lastly, 3,2 % of the informants specified that they stayed more than four weeks in Istanbul. The findings confirm that the number of informants staying less than a week in Istanbul was higher than the other informants staying at least one week or more in Istanbul.

This part involved three more questions with the multiple responses. These questions, which required multiple responses were; the purpose of the current visit, information source about Istanbul and travel companion. The survey findings related to the first question happened as follows; 42,4 % of the informants did note that they visited Istanbul to have holiday followed by the 21,6 % that represents the informants stating that they came to Istanbul to visit cultural attraction, 11,4 % which stands for shopping and lastly, 10,2 % of the informants remarked that they were in Istanbul to visit relatives and friends.

The other groups were unearthed as following; 5,9 % of the informants stated that they did make a visit to Istanbul for business followed by 3,3 % that stands for the informants who were in Istanbul to attend cultural events, 2,2 % of the informants did specify that they did come to Istanbul for other reasons such as; health-related reasons, film festivals, anniversary, etc. 1,7 % that stands for the informants who did come to Istanbul to attend conferences and lastly, 1,3 % of the informants remarked that they came to Istanbul to attend sport events. The findings do confirm that the majority of the informants did visit Istanbul to have a holiday.

In regard to informants' information source they consulted about Istanbul, the survey findings were taken shape as follows; 24,5 % of the informants used internet to have information about Istanbul followed by 21,2 % that stands for the informants who took advise through family members and friends, 12,8 % via using social media, 12,0 % of the informants consulted travel agency and lastly, 8,4 % via brochures and travel guides. The other groups were unveiled as follows; 5,9 % of the informants did have information through books and movies followed by the 4,6% that accounts for the informants who did become aware of Istanbul via the advertisements, 4,0% through articles and news, 3,4% of the informants did consult tour operator, 1,9% via TV/ radio, 0,6 % of the informants received direct mail from Istanbul destination and lastly, 0,6 % of the informants through the other ways including hotel staff, maps, etc. The findings do confirm that the number of informants who received information about Istanbul via internet and social media was higher when compared with the other informants who consulted for other information sources about Istanbul before their arrival.

Further, informants were asked to find out their travel companion. The survey findings revealed that; 32,9 % of the informants traveled to Istanbul with their family and relative members followed by 26,0 % that represents the informants who came to Istanbul with their partner or spouse and lastly, 24,8 % with their friends. The other groups were unearthed as following; 9,7 % of the informants traveled to Istanbul alone followed by 4,8 % with a tour group and lastly, 1,8 % of the informants specified that they traveled to Istanbul with other people. The findings confirm that the number of informants who came to Istanbul accompanied by their relatives and family members was more when compared with the other informants who visited Istanbul with other types of travel companions.

The harassment-related characteristics of the informants are profiled in the following tables including 23, 24 and 25. The author asked four questions to informants to understand their harassment-related characteristics. These questions did involve an initial question asking whether informants did experience any harassment type or not during their holiday in Istanbul. If they did experience harassment, what type of harassment they experienced and how often they were exposed to harassment were also investigated.

The other two questions asked informants to uncover by whom they were harassed, harassment location and harassment prevalence. According to survey findings;

Table 23 presents the distribution of informants' harassment status [i.e. whether they experienced any harassment type or not during their holiday in Istanbul]. There were; out of 500 international tourists involved in the survey, 57,8 % of the informants did experience some type of harassment with a slight preponderance followed by 42,2 % that represents the informants who reported no harassment. The findings do confirm that the number of informants who experienced some type of harassment was higher when they are compared with the other informants who did not encounter any type of harassment during their holiday in Istanbul.

Table 24 presents the distribution of the responses given by the informants to the questions on what type of harassment [i.e.harassment nature] they did experience and how often they were subjected to harassment during their holiday in Istanbul. There were; the prevalence was shaped in the following way. The most commonly encountered harassment type was the persistence of vendors followed by begging, verbal abuse, sexual harassment, physical abuse and lastly, the least commonly encountered harassment type was peddling of drugs. The findings confirm that the persistence of vendors was the most encountered harassment type by the informants during their holiday in Istanbul. In other words, the informants were harassed more by persistent vendors/hustlers when compared with the other types of harasser groups.

Table 25 presents the distribution of the responses given by the informants to the questions on harassment source and how often they were subjected to harassment during their holiday in Istanbul. There were; the prevalence was shaped as follows. The most common harasser type was vendors/hustlers followed by the beggars, taxi drivers, tour guides, other parties which include harassers such as; airport staff, police officers, scammers, con artists, street children including boys and girls, waiters and hairdresser, etc. hotel staff, boat/yacht staff, beach staff and lastly, the least common harasser type was drug peddlers. The findings do confirm that the vendors/hustlers emerged as the number one harasser group specified by the informants during their holiday in Istanbul. In other words, the informants were harassed by the vendors/hustlers more when compared with the other type of harasser groups.

Tables that include 26, 27, 28, 29, 30 and 31 present the distribution of the responses given by the informants to the questions on harassment location [i.e. where exactly harassment happened] and how often informants were exposed to harassment.

Table 26 presents survey findings related to harassment location in terms of the persistence of vendors and its prevalence during informants' holiday in Istanbul. There were; the most commonly encountered place was street followed by the market/bazaar, tourist attraction, shopping center, restaurant/café/bar, transportation; taxi/bus/tramway, tour/trip to a different area, hotel and lastly, other places which did happen as the least common harassment place and did involve places such as airport etc. The findings confirm that the street happened to be the place where the persistence of vendors took place mostly followed by market/bazaar in comparison with the other places. In other words, the informants were harassed by persistent vendors/hustlers on the streets more followed by market/bazaar when compared with the other places during their holiday in Istanbul.

Table 27 presents survey findings related to harassment location in terms of the peddling of drugs and its prevalence during informants' holiday in Istanbul. There were; the most commonly undergone place was street followed by tourist attraction, market/bazaar, restaurant/café/bar, shopping center, tour/trip to a different area, hotel, transportation; taxi/bus/tramway and lastly, other places, which did happen as the least common harassment place and did involve other places. The findings confirm that the street happened to be the place where peddling of drugs took place mostly followed by tourist attraction in comparison with the other places. In other words, the informants were harassed by drug peddlers on the streets more followed by tourist attraction when compared with the other places during their holiday in Istanbul.

Table 28 presents survey findings related to harassment location in terms of the sexual harassment and its prevalence during informants' holiday in Istanbul. There were; the most commonly encountered place was street followed by the market/bazaar, tourist attraction, restaurant/café/bar, transportation; taxi/bus/tramway, shopping center, tour/trip to a different area, hotel and lastly, other places, which happened as the least common harassment place and involved other places. The findings confirm that the street happened to be the place where sexual harassment took place mostly followed by market/bazaar in comparison with the other places.

In other words, the informants were harassed sexually on the streets more followed by market/bazaar when compared with the other places during their holiday in Istanbul.

Table 29 presents survey findings related to harassment location in terms of the verbal abuse and its prevalence during informants' holiday in Istanbul. There were; the most commonly underdone place was street followed by the market/bazaar, tourist attraction, transportation; taxi/bus/tramway, restaurant/café/bar, shopping center, tour /trip to a different area, hotel and lastly, other places which did happen as the least common harassment place and involved other places. The findings confirm that the street happened to be the place where verbal abuse took place mostly followed by the market/bazaar in comparison with the other places. In other words, the informants were harassed verbally on the streets more followed by market/bazaar when compared with the other places during their holiday in Istanbul.

Table 30 presents survey findings related to harassment location in terms of the physical abuse and its prevalence during informants' holiday in Istanbul. There were; the most commonly encountered place was street followed by the transportation; taxi /bus/tramway, market/bazaar, tourist attraction, shopping center, other places which involved other places, hotel, tour/trip to a different area and lastly, restaurant/café/bar which happened as the least common harassment place. The findings confirm that the street happened to be the place where physical abuse took place mostly followed by transportation; taxi/bus/tramway in comparison with the other places. In other words, the informants were harassed physically on the streets more followed by the transportation; taxi/bus/tramway when compared with the other places during their holiday in Istanbul.

Table 31 presents survey findings related to harassment location in terms of the begging and its prevalence during informants' holiday in Istanbul. There were; the most commonly undergone place was street followed by the market/bazaar, tourist attraction, restaurant/café/bar, shopping center, tour/trip to a different area, transportation; taxi/bus/tramway, other places, which involved other places and lastly, hotel, which happened as the least common harassment place. The findings confirm that the street happened to be the place where begging took place mostly followed by market/bazaar in comparison with the other places.

In other words, the informants were harassed by beggars on the streets more followed by the market/bazaar when compared with the other places during their holiday in Istanbul.

The informants' characteristics related to behavioral future intentions are profiled in Table 32. According to survey findings, 41,8 % of the informants remarked that they were satisfied with their holiday in Istanbul followed by 36,0 % that stands for the informants who were highly satisfied with their holiday in Istanbul. On the other hand, 11,8 % of the informants did specify that they were neither satisfied nor dissatisfied with their holiday in Istanbul followed by 6,4 % that represents the informants who were dissatisfied with their holiday in Istanbul and lastly, 4,0 % of the informants indicated that they were highly dissatisfied with their holiday in Istanbul. The findings confirm that the majority of the informants were satisfied with their holiday in Istanbul.

In regard to the informants' future intention to come back to Istanbul; 41,0 % of the informants stated that they would very likely come back to Istanbul in the future followed by 37,8 % that accounts for the informants who specified that they would likely come back to Istanbul in the future. However, 10,0 % of the informants were uncertain on whether or not to come back to Istanbul in the future followed by 6,6 % that represents the informants who would unlikely come back to Istanbul and lastly, 4,6 % of the informants remarked that they would very unlikely come back to Istanbul in the future. The findings do confirm that the majority of the informants would very likely to come back to Istanbul.

Further, 43,0 % of the informants noted that they would very likely visit another destination in Turkey in the future followed by the 36,6 % of the informants who would likely visit another destination in Turkey in the future. On the other hand, 9,4 % of the informants did indicate that they were uncertain on whether or not to visit another destination in Turkey followed by the 6,0% of the informants who would unlikely visit another destination in Turkey in the future and lastly, 5,0 % of the informants did specify that they would very unlikely visit another destination in Turkey. The findings confirm that the majority of the informants would very likely visit another destination in Turkey in the future.

Informants were also asked whether they would recommend their holiday in Istanbul to their relatives and friends when they turn back to their country. The survey findings happened in the following way; 44,8 % of the informants stated that they would very likely recommend their holiday in Istanbul to their relatives and friends when they turned back to their country followed by 34,8 % that represents the informants who would likely recommend their holiday in Istanbul to their relatives and friends. However, 9,2 % of the informants were uncertain whether or not to recommend their holiday in Istanbul followed by 6,6 % that stands for the informants who would unlikely recommend and lastly, 4,6 % of the informants who remarked that they would very unlikely recommend their holiday in Istanbul to their relatives and friends when they turned back to their country. The findings confirm that the majority of the informants would very likely to recommend their holiday in Istanbul to their relatives and friends when they turned back to their country.

In reference to the informants' sense of regret for visiting Istanbul; the survey findings were taken shape as follows; 7,8 % of the informants stated that they would very likely regret for visiting Istanbul followed by the 10,8 % that represents the informants who would likely regret for visiting Istanbul. On the other hand, 13,0 % of the informants were uncertain whether or not to feel regret for visiting Istanbul followed by the 27,6 % that stands for the informants who would unlikely regret for visiting Istanbul and lastly, 40,8 % of the informants specified that they would very unlikely regret for visiting Istanbul. The findings confirm that the majority of the informants would very unlikely regret for visiting Istanbul.

The author applied parametric tests such as the Independent Samples t-Test and One-Way ANOVA Test to understand significant differences; whether there was a significant difference between the harassment types, which included the persistence of vendors and begging that international tourists were subjected to during their holiday in Istanbul and informants' demographic characteristics that did involve gender, nationality, marital status, age group, annual income and informants' holiday-related characteristics that included the number of visit to Istanbul, accommodation preference/type in Istanbul and length of stay in Istanbul.

Table 36 presents the survey findings through Independent Samples t-Test to reveal whether harassment types, which included the persistence of vendors and begging differed significantly in line with the informants' gender or not. The survey findings indicate that there was no significant difference between harassment types that involved the persistence of vendors and begging and informants' gender. In other words, informants' gender did not play any role on their encounter with the harassment types such as persistence of vendors and begging.

Table 37 presents the survey findings through Independent Samples t-Test to reveal whether informants who did experience harassment during their holiday in Istanbul did differ significantly in line with the other informants who reported no harassment on behavioral future intentions such as satisfaction level, intention to re-visit Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly, sense of regret for visiting Istanbul. According to survey findings, there was one significant difference. In other words, the informants who reported no harassment during their holiday in Istanbul were more satisfied with their holiday in Istanbul, they were more likely to re-visit Istanbul in the future, more likely to visit another destination in Turkey in the future, more likely to recommend Istanbul to their relatives and friends when they turned back to their country and lastly, were less likely to have a sense of regret for visiting Istanbul when compared with the other informants who experienced harassment.

Table 38 presents the survey findings through the One-Way ANOVA Test to reveal whether harassment types such as; the persistence of vendors and begging did differ significantly in line with the informants' nationality or not. The survey findings indicate that there was a significant difference between harassment types such as; the persistence of vendors and begging and informants' nationality. In other words, informants with the Spanish nationality did experience harassment type such as; the persistence of vendors more in comparison with their French and Persian counterparts. Besides, informants with Arab nationality were exposed to harassment type such as; begging more than their French and Russian counterparts.

Table 39 presents the survey findings through the One-Way ANOVA Test to reveal whether harassment types such as; the persistence of vendors and begging did differ significantly in line with the informants' marital status or not. The survey findings indicate that there was no significant difference between harassment types such as; the persistence of vendors and begging and informants' marital status. In other saying, informants' marital status did not play any role on their encounter with the harassment types such as; persistence of vendors and begging.

Table 40 presents the survey findings through the One-Way ANOVA Test to reveal whether harassment types such as; the persistence of vendors and begging differed significantly in line with the informants' age group or not. The survey findings indicate that there was no significant difference between harassment types such as; the persistence of vendors and begging and informants' age group. In other words, the informants' age group did not play any role on their encounter with the harassment types such as; persistence of vendors and begging.

Table 41 presents the survey findings through One-Way ANOVA Test to reveal whether harassment types such as; the persistence of vendors and begging did differ significantly in line with the informants' annual income or not. The survey findings indicate that there was no significant difference between harassment types such as the persistence of vendors and begging and informants' annual income. In other words, the informants' annual income did not play any role on their encounter with the harassment types such as; persistence of vendors and begging.

Table 42 presents the survey findings through One-Way ANOVA Test to reveal whether harassment types such as; the persistence of vendors and begging differed significantly in line with the informants' number of visit to Istanbul or not. The survey findings indicate that there was no significant difference between harassment types such as; the persistence of vendors and begging and informants' number of visit to Istanbul. Namely, informants' number of visit to Istanbul did not play any role on their encounter with the harassment types such as persistence of vendors and begging.

Table 43 presents the survey findings through One-Way ANOVA Test to reveal whether harassment types such as; the persistence of vendors and begging did differ significantly in line with the informants' accommodation preference/type in Istanbul or not.

The survey findings do indicate that there was no significant difference between the harassment types such as; the persistence of vendors and begging and informants' accommodation type in Istanbul. In other words, the informants' accommodation preference in Istanbul did not play any role on their encounter with the harassment types such as persistence of vendors and begging.

Table 44 presents the survey findings through One-Way ANOVA Test to reveal whether harassment types such as; the persistence of vendors and begging differed significantly in line with the informants' length of stay in Istanbul or not. The survey findings indicate that there was no significant difference between harassment types such as the persistence of vendors and begging and informants' length of stay in Istanbul. In other words, informants' length of stay in Istanbul did not play any role on their encounter with the harassment types such as; persistence of vendors and begging.

Tables 45 and 46 present the survey findings through One-Way ANOVA Test to reveal whether types of experiences, which included many harassers such as; vendors/hustlers, beggars, drug peddlers, beach staff, taxi drivers, tour guides, hotel staff, yacht [boat] staff, etc. differed significantly in accordance with the informants' nationality or not. The survey findings indicate that there was no significant difference between some types of experiences such as; vendors/hustlers, beach staff, tour guides, hotel staff, yacht/boat staff and informants' nationality whereas there was a significant difference between some types of experiences such as; beggars, drug peddlers and taxi drivers and informants' nationality. Namely, beggars harassed informants with the Austrian nationality more than they harassed their French and Russian, Italian, Arab and lastly, Persian counterparts. In addition, drug peddlers harassed informants with the Arab nationality more than they harassed their French, Russian and lastly, Persian counterparts. Lastly, taxi drivers harassed Arab informants more than they harassed their English and French counterparts.

Table 47 presents the survey findings through One-Way ANOVA Test to reveal whether informants' behavioral future intentions such as; satisfaction level, intention to re-visit Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly, sense of regret for visiting Istanbul differed significantly in accordance with informants' nationality or not.

The survey findings do confirm that there was no significant difference between the informants' some of the behavioral future intentions such as; satisfaction level and intention to re-visit Istanbul in the future and their nationality whereas there was one significant difference between informants' some of behavioral future intentions such as intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly, sense of regret for visiting Istanbul and their nationality. In other saying, informants with Arab nationality were more likely to visit another destination in Turkey when they are compared with their German and Austrian counterparts. Further, informants with the Arab and Spanish nationality were more likely to recommend Istanbul to relatives and friends when they turned back to their country in comparison with their Austrian counterparts. Lastly, informants with the Spanish nationality were more likely to have a sense of regret for visiting Istanbul when they are compared with their English, German and French, Russian, Arab, Persian, Ukrainian and lastly, Italian counterparts.

The author applied non-parametric tests that included Man-Whitney U Test and Kruskal-Wallis Test to understand significant differences; whether there was a significant difference between the harassment types, which did involve peddling of drugs, sexual harassment, verbal and physical abuses that international tourists were subjected to during their holiday in Istanbul and informants' socio-demographic characteristics that involved gender, nationality, marital status, age group, annual income and informants' holiday-related characteristics that did include the number of visit to Istanbul, accommodation preference/type in Istanbul and length of stay in Istanbul.

Table 48 presents the survey findings through Man-Whitney U Test to reveal whether harassment types, which included the peddling of drugs, sexual harassment, verbal and physical abuses differed significantly in accordance with the informants' gender or not. The survey findings do indicate that there was no significant difference between harassment types such as; the peddling of drugs, verbal and physical abuses and informants' gender whereas there was a significant difference between harassment type such as sexual harassment and informants' gender. In other words, the female informants were exposed to harassment type such as sexual harassment more than their male counterparts.

Table 49 presents the survey findings through the Kruskal-Wallis Test to reveal whether harassment types, which included the peddling of drugs, sexual harassment, verbal and physical abuses differed significantly in accordance with the informants' nationality or not. The survey findings indicate that there was no significant difference between harassment types that involved the verbal abuse and physical abuse and informants' nationality whereas there was a significant difference between harassment types such as the peddling of drugs and sexual harassment and informants' nationality. In other saying, informants with English nationality were subjected to the harassment type such as peddling of drugs more when compared with their Persian counterparts. Further, informants with Ukrainian nationality had to endure harassment type such as; sexual harassment more in comparison with their English, French and lastly, Persian counterparts.

Table 50 presents the survey findings through the Kruskal-Wallis Test to reveal whether harassment types, which included the peddling of drugs, sexual harassment, verbal and physical abuses differed significantly in accordance with the informants' marital status or not. The survey findings do indicate that there was no significant difference between the harassment types that involved the peddling of drugs, sexual harassment, verbal and physical abuses and informants' marital status. Namely, the informants' marital status did not play any role on their encounter with the harassment types such as; peddling of drugs, sexual harassment, verbal abuse and physical abuse.

Table 51 presents the survey findings through the Kruskal-Wallis Test to reveal whether harassment types, which included the peddling of drugs, sexual harassment, verbal and physical abuses did differ significantly in accordance with the informants' age group or not. The survey findings indicate that there was no significant difference between harassment types that involved the peddling of drugs, sexual harassment, verbal and physical abuses and informants' age group. In other words, the informants' age group did not play any role on their encounter with the harassment types such as; peddling of drugs, sexual harassment, verbal abuse and physical abuse.

Table 52 presents the survey findings through Kruskal-Wallis Test to reveal whether harassment types, which included the peddling of drugs, sexual harassment, verbal and physical abuses differed significantly in accordance with the informants' annual income or not.

The survey findings do indicate that there was no significant difference between the harassment types that involved the peddling of drugs, sexual harassment, verbal abuse and physical abuse and informants' annual income. In other words, informants' annual income did not play any role on their encounter with the harassment types such as; peddling of drugs, sexual harassment, verbal and physical abuses.

Table 53 presents the survey findings through Kruskal-Wallis Test to reveal whether harassment types, which included the peddling of drugs, sexual harassment, verbal and physical abuses differed significantly in accordance with the informants' number of visit to Istanbul or not. The survey findings indicate that there was no significant difference between harassment types that involved the peddling of drugs, sexual harassment, verbal and physical abuses and informants' number of visit to Istanbul. In other words, informants' number of visit to Istanbul did not play any role on their encounter with the harassment types such as peddling of drugs, sexual harassment, verbal and physical abuses.

Table 54 presents the survey findings through Kruskal-Wallis Test to reveal whether harassment types, which included the peddling of drugs, sexual harassment, verbal and physical abuses differed significantly in accordance with the informants' accommodation preference/type in Istanbul or not. The survey findings indicate that there was no significant difference between the harassment types, which involved the peddling of drugs, sexual harassment, verbal and physical abuses and informants' accommodation preference in Istanbul. In other words, informants' accommodation preference in Istanbul did not play any role on their encounter with the harassment types such as; peddling of drugs, sexual harassment, verbal and physical abuses.

Table 55 presents the survey findings through Kruskal-Wallis Test to reveal whether harassment types, which included the peddling of drugs, sexual harassment, verbal and physical abuses differed significantly in accordance with the informants' length of stay in Istanbul or not. The survey findings do indicate that there was no significant difference between harassment types that involved the peddling of drugs, sexual harassment, verbal and physical abuses and the informants' length of stay in Istanbul. In other words, informants' length of stay in Istanbul did not play any role on their encounter with the harassment types such as; peddling of drugs, sexual harassment, verbal and physical abuses.

The author ran Pearson Correlation Analysis to understand the relations among the variables listed in Table 56. The survey findings through the Pearson Correlation Analysis indicate that;

Table 56 presents that there was a positive relation between the informants' satisfaction level from their holiday in Istanbul and their re-visit intention to Istanbul, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends when they turned back to their country. On the other hand, there was one negative relation between the informants' satisfaction level from their holiday in Istanbul and their sense of regret for visiting Istanbul and harassment types that did include the sexual harassment, verbal abuse and lastly, begging. In other words, the informants who were satisfied with their holiday in Istanbul were more likely to re-visit Istanbul in the future, more likely to visit another destination in Turkey, more likely to recommend Istanbul to their relatives and friends when they turned back to their country when compared with the other informants who were not satisfied with their holiday in Istanbul. However, the informants who were not satisfied with their holiday in Istanbul were more likely to have a sense of regret for visiting Istanbul. Besides, informants who were not satisfied with their holiday in Istanbul were exposed to harassment types such as; sexual harassment, verbal abuse and begging more when compared with the satisfied informants.

Table 56 does present that there was a positive relation between the informants' re-visit intention to Istanbul and their intention to visit another destination in Turkey, intention to recommend Istanbul to their relatives and friends when they turned back to their country. On the other hand, there was one negative relation between the informants' re-visit intention and their sense of regret for visiting Istanbul and the harassment types that did include the persistence of vendors, peddling of drugs, sexual harassment, verbal abuse and lastly, begging. In other words, the informants who were likely to re-visit Istanbul in the future were more likely to visit another destination in Turkey and they were more likely to recommend Istanbul to their relatives and friends when they turned back to their country when compared with the other informants who were not likely to re-visit Istanbul in the future. However, the informants who were not likely to re-visit Istanbul in the future were likely to have more sense of regret for visiting Istanbul.

In addition, the informants who were not likely to re-visit Istanbul were exposed to harassment types such as; persistence of vendors, peddling of drugs, sexual harassment and verbal abuse and lastly, begging in comparison with the other informants who were likely to re-visit Istanbul in the future.

Table 56 presents that there was a positive relation between the informants' intention to visit another destination in Turkey and their intention to recommend Istanbul to relatives and friends when they turned back to their country. On the other hand, there was a negative relation between the informants' intention to visit another destination in Turkey and their sense of regret for visiting Istanbul and harassment types that did involve the persistence of vendors, sexual harassment, verbal abuse and lastly, begging. In other words, the informants who were likely to visit another destination in Turkey were more likely to recommend Istanbul to their relatives and friends when they turned back to their country when they are compared with the other informants who were not likely to visit another destination in Turkey. However, the informants who were not likely to visit another destination in Turkey were likely to have more sense of regret for visiting Istanbul. Furthermore, informants who were not likely to visit another destination in Turkey were exposed to harassment types such as; persistence of vendors, sexual harassment and verbal abuse and lastly, begging in comparison with the other informants who were likely to visit another destination in Turkey.

Table 56 presents that there was a negative relation between the informants' intention to recommend Istanbul to relatives and friends when they turned back to their country and their sense of regret for visiting Istanbul and harassment types that did involve the persistence of vendors, peddling of drugs, sexual harassment, verbal abuse and lastly, begging. In other words, the informants who were likely to recommend Istanbul to relatives and friends when they turned back to their country were exposed to harassment types that included the persistence of vendors, peddling of drugs, sexual harassment, verbal abuse and lastly, begging less when they are compared with the informants who were not likely to recommend Istanbul to relatives and friends when they turned back to their country.

Table 56 presents that there was a positive relation between informants' sense of regret for visiting Istanbul and harassment types that included the persistence of vendors, sexual harassment, verbal abuse and lastly, begging. In other words, the informants who were likely to have a sense of regret for visiting Istanbul were exposed to harassment types that involved the persistence of vendors, sexual harassment, verbal abuse and lastly, begging more in comparison with the other informants who were not likely to have a sense of regret for visiting Istanbul.

Table 56 does present that there was a positive relation between the informants' harassment types that included the persistence of vendors and verbal abuse and begging. On the other hand, there was a negative relation between harassment types that involved the persistence of vendors and physical abuse. In other words, informants who did experience harassment type such as persistence of vendors were also exposed to verbal abuse and begging more when compared with the other informants who did not encounter any harassment type such as; persistence of vendors. However, the informants who did encounter harassment type such as; persistence of vendors were exposed to physical abuse less in comparison with the other informants who did not experience harassment type such as persistence of vendors.

Table 56 does present that there was a positive relation between the informants' harassment types that included the peddling of drugs and sexual harassment, verbal and physical abuses. In other words, the informants who did experience harassment type that did involve the peddling of drugs were also subjected to harassment types such as; sexual harassment, verbal and physical abuses more when compared with the other informants who did not encounter any harassment type such as peddling of drugs.

Table 56 does present that there was a positive relation between informants' harassment types that included the sexual harassment and verbal and physical abuses and lastly, begging. In other words, the informants who experienced harassment type that involved the sexual harassment were also subjected to harassment types such as; verbal abuse and physical abuse and begging more when compared with the other informants who did not encounter any harassment type such as; sexual harassment.

Table 56 does present that there was a positive relation between the informants' harassment types that included the verbal and physical abuses and begging. In other words, the informants who did experience harassment type that did involve the verbal abuse were also subjected to harassment types such as; physical abuse and begging more when compared with the other informants who did not encounter any harassment type such as; verbal abuse.

Table 56 does present that there was a positive relation between the informants' harassment types that involved the physical abuse and begging. In other words, the informants who did experience harassment type that did include the physical abuse were also subjected to harassment types such as; begging more when compared with the other informants who did not encounter any harassment type; physical abuse.

The author ran the Simple Linear Regression Analysis to understand whether harassment types did affect informants' behavioral future intentions or not, which included the satisfaction level from their holiday in Istanbul, re-visit intention to Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and sense of regret for visiting Istanbul. The survey findings through Simple Linear Regression Analysis indicate that;

Table 58 presents that there was a significant impact between the informants' satisfaction level from their holiday in Istanbul and harassment. In other words, the harassment that informants were exposed to during their holiday in Istanbul played a significant role on their satisfaction level from their holiday in Istanbul.

Table 59 presents that there was a significant impact between the informants' re-visit intention to Istanbul in the future and harassment. In other words, the harassment that informants did encounter during their holiday in Istanbul played a significant role on their re-visit intention to Istanbul in the future.

Table 60 presents that there was one significant impact between the informants' intention to visit another destination in Turkey and harassment. In other words, the harassment that informants did experience during their holiday in Istanbul played a significant role on their intention to visit another destination in Turkey.

Table 61 presents that there was a significant impact between the informants' intention to recommend Istanbul to relatives and friends when they turned back to their country and harassment. In other words, the harassment that informants were subjected to during their holiday in Istanbul did play one significant role on their intention to recommend Istanbul to relatives and friends when they turned back to their country.

Table 62 presents that there was a significant impact between the informants' sense of regret for visiting Istanbul and harassment. In other words, the harassment that informants did experience during their holiday in Istanbul played a significant role on their sense of regret for visiting Istanbul.

4.2.9. Summary of Key Findings

The survey findings conclude that;

- * The informants, 55,0 % of them were female with a slight preponderance followed by 45,0 % as male informants.
- * The informants, 47,6 % of them were single followed by 45,0 % that represents married informants and lastly, 7,4 % as other informants such as a widow/er, divorced or traveling with a partner, etc.
- * The informants, 26,8 % of them were aged between 25-34 years old followed by 24,4 % that stands for the 15-24 age group and lastly, 20,2 % having 35-44 age group.
- * The informants, 37,4 % of them had Bachelor Degree followed by 23,8 % of the informants who had Master and/or Ph.D. Degree.
- * The informants, 18,2% of them were students followed by professionals that accounts for 16,6 % of the informants and lastly, 9,6 % of the informants stated that they were skilled employees.
- * The informants, 23,6 % of them did have an annual income 9,999 € followed by 20,6 % of the informants who earned 10,000-19,999 € annually and lastly, 20,2 % of the informants had an annual income that varies between 20,000-29,999 €.
- * The informants, 27,2 % of them were Arab tourists coming from different Arabic countries followed by 7,8% that represents Persian nationality, 7,4 % that accounts for the English nationality, 7,4 % that stands for the Italian nationality, 7,2 % that represents the German nationality and lastly, 7,0% of the informants had French nationality.
- * The informants, 7,8 % of them were from Italy followed by 7,4 % that stands for Germany, 7,4 % France, 7,2 % Kuwait, 7,0% Iran, 7,0 % England and lastly, 6,4 % of the informants were from Ukraine.
- * The informants, 21,8 % of their countries were from the Middle East followed by 21,2 % that stands for the countries situated in Western Europe, 19,4 % Southern Europe and lastly, 16,0 % Eastern Europe.

- * The informants, 28,6 % of them did state that they already visited Istanbul once followed by 24,4 % that represents the informants who remarked that this was their first time in Istanbul.
- * The informants, 29,6 % of them specified that they did choose an accommodation preference/type with bed and breakfast followed by the 23,4 % that stands for the informants who did prefer an accommodation type with all-inclusive and lastly, 18,8 % of the informants used an accommodation type with half-board.
- * The informants, 37,8 % of them indicated that they stayed in Istanbul less than a week followed by 31,0 % of the informants who stayed for a week in Istanbul and 14,2 % stands for the informants staying between 8-13 nights in Istanbul.
- * The informants, 42,4 % of them noted that they visited Istanbul to have holiday followed by the 21,6 % that represents the informants emphasizing that they came to Istanbul to visit the cultural attraction, 11,4 % for shopping and lastly, 10,2 % of the informants specified that they were in Istanbul to visit relatives and friends.
- * The informants, 24,5 % of them did use the internet to have information about Istanbul followed by the 21,2 % that stands for the informants who took advice through family members and friends, 12,8 % using social media, 12,0 % of the informants did consult travel agency and lastly, 8,4 % via brochures and travel guides.
- * The informants, 32,9 % of them traveled to Istanbul with their family and relative members followed by 26,0 % that represents the informants who came to Istanbul with their partner or spouse and lastly, 24,8 % with their friends.
- * The informants, 57,8 % of them did experience some type of harassment with a slight preponderance followed by the 42,2% that represents the informants who reported no harassment.
- * The informants, 57,8 % of them did report some type of harassment. The most common harassment type was the persistence of vendors followed by begging, verbal abuse, sexual harassment, physical abuse and the least common harassment type peddling of drugs.
- * The informants, 57,8 % of them reported some type of harassment. The most common harasser type was vendors/hustlers followed by beggars, taxi drivers, tour guides and lastly, other harasser groups that include airport staff, police officers, scammers, con artists, street children including boys and girls, waiters and hair dresser, etc. On the other hand, the informants specified that the least harasser type was hotel staff followed by boat/yacht staff, beach staff and lastly, drug peddlers.
- * About persistence of vendors, the most problematic place was street followed by the market/bazaar, tourist attraction, shopping centre, restaurant/café/bar and transportation; taxi/bus/tramway, tour/trip to a different area, hotel and lastly, other places such as the airport.
- * About peddling of drugs, the most problematic place was street followed by the tourist attraction, market/bazaar, restaurant/café/bar, shopping centre and tour/trip to a different area, hotel, transportation; taxi/bus/tramway and lastly, other places.

- * About sexual harassment, the most problematic place was street followed by the market/bazaar, tourist attraction, restaurant/café/bar, transportation; taxi/bus/tramway, shopping centre, tour/trip to a different area, hotel and other places.
- * About verbal abuse, the most problematic place was street followed by the market /bazaar, tourist attraction, transportation; taxi/bus/tramway restaurant/café/bar, shopping centre, tour/trip to a different area, hotel and lastly, other places.
- * About physical abuse, the most problematic place was street followed by the transportation; taxi/bus/tramway, market/bazaar, tourist attraction, shopping centre and other places that involve other places, hotel, tour/trip to a different area and lastly restaurant/café/bar, which happened as the least common harassment place.
- * About begging, the most problematic place was street followed by the market/bazaar, tourist attraction, restaurant/café/bar, shopping centre, tour/trip to a different area, transportation; taxi/bus/tramway and other places and lastly hotel, which happened as the least common harassment place.
- * The informants, 41,8 % of them stated that they were satisfied with their holiday in Istanbul followed by the 36,0 % that stands for the informants who were highly satisfied with their holiday in Istanbul. On the other hand, 11,8 % of the informants remarked that they were neither satisfied nor dissatisfied with their holiday in Istanbul followed by 6,4 % that represents the informants who were dissatisfied with their holiday in Istanbul and lastly, 4,0 % of the informants specified that they were highly dissatisfied with their holiday in Istanbul.
- * The informants, 41,0 % of them remarked that they would very likely come back to Istanbul in the future followed by the 37,8 % that accounts for the informants who remarked that they would likely come back to Istanbul in the future. However, 10,0 % of the informants were uncertain on whether or not to come back to Istanbul in the future followed by 6,6 % that represents the informants who would unlikely come back to Istanbul and lastly, 4,6 % of the informants indicated that they would very unlikely come back to Istanbul in the future.
- * The informants, 43,0 % of them specified that they would very likely visit another destination in Turkey in the future followed by the 36,6 % of the informants who would likely visit another destination in Turkey in the future. On the other hand, 9,4 % of the informants stated that they were uncertain on whether or not to visit another destination in Turkey followed by the 6,0% of the informants who would unlikely visit another destination in Turkey in the future and lastly, 5,0 % of the informants indicated that they would very unlikely to visit another destination in Turkey.
- * The informants, 44,8 % of them stated that they would very likely recommend their holiday in Istanbul to their relatives and friends when they turned back to their country followed by 34,8 % that represents the informants who would likely recommend their holiday in Istanbul to their relatives and friends.

However, 9,2 % of the informants were uncertain whether or not to recommend their holiday in Istanbul followed by 6,6 % that stands for the informants who would unlikely recommend and lastly, 4,6 % of the informants who remarked that they would very unlikely recommend their holiday to their relatives and friends in Istanbul when they turned back to their country.

- * The informants, 7,8 % of them reported that they would very likely regret for visiting Istanbul followed by the 10,8 % that represents the informants who would likely regret for visiting Istanbul. On the other hand, 13,0 % of the informants were uncertain whether or not to regret for visiting Istanbul followed by 27,6 % that stands for the informants who would unlikely regret visiting Istanbul and lastly, 40,8 % of the informants stated that they would very unlikely regret for visiting Istanbul.
- * Regarding harassment types such as; persistence of vendors and begging, the survey findings indicated that informants' socio demographic characteristics that include gender, marital status, age group, annual income and the holiday-related characteristics, which do involve the number of visit to Istanbul, accommodation preference/type in Istanbul and length of stay in Istanbul did not play any role on their encounter with the harassment types such as; persistence of vendors and begging.
- * There was a significant difference between the informants who did experience harassment types and other informants who reported no harassment on behavioral future intentions that include satisfaction level, intention to re-visit Istanbul in the future and intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly, sense of regret for visiting Istanbul.
- * Concerning harassment types such as; persistence of vendors and begging, the survey findings indicated that informants' nationality played a significant role on their encounter with the harassment types that involve persistence of vendors and begging. The informants with Spanish nationality did experience persistence of vendors more when compared with their French counterparts. Besides, informants with Arab nationality had to endure begging more in comparison with their French counterparts.
- * There was a significant difference between types of experiences and informants' nationality. The informants with Austrian nationality did experience harassment by beggars more than their French, Russian, Italian, Arab and lastly, Persian counterparts. In addition, informants with the Arab nationality were exposed to harassment by the drug peddlers more than their French, Russian and Persian counterparts. Lastly, informants with Arab nationality did encounter harassment by taxi drivers more than their English and French counterparts.
- * There was one significant difference between the informants' behavioral future intentions and their nationality. The informants with Arab nationality were more likely to visit another destination in Turkey more than their German and Austrian counterparts. Besides, informants with Arab and Spanish nationality were more likely to recommend Istanbul to relatives and friends more than their Austrian counterparts.

Lastly, informants with the Spanish nationality were more likely to have the sense of regret for visiting Istanbul than their English, German, French, Russian, Arab, Persian, Ukrainian and Italian counterparts.

- * About harassment types such as peddling of drugs, verbal and physical abuses, the survey findings indicated that informants' gender did not play any role on their encounter with the harassment types that include peddling of drugs, verbal abuse and physical abuse. On the other hand, informants' gender did play a significant role on their encounter with the harassment type such as sexual harassment.
- * There was a significant difference between informants' nationality and harassment types that involve peddling of drugs, sexual harassment, verbal and physical abuses. The informants with English nationality were exposed to peddling of drugs more than their Persian counterparts. Besides, informants with the Ukrainian nationality experienced sexual harassment more when compared with their English, French and Persian counterparts.
- * Regarding the harassment types that include peddling of drugs, sexual harassment, verbal and physical abuses, the survey findings indicated that informants' socio-demographic characteristics that involve marital status, age group, annual income and holiday-related characteristics that include the number of visit to Istanbul, accommodation preference/type in Istanbul and length of stay in Istanbul did not play any role on their encounter with the harassment types such as; peddling of drugs, sexual harassment, verbal and physical abuses.
- * There was a positive relation between the informants' satisfaction level from their holiday in Istanbul and their re-visit intention to Istanbul, intention to visit another destination in Turkey and intention to recommend Istanbul to relatives and friends. However, there was a negative relation between informants' satisfaction level and their sense of regret for visiting Istanbul and harassment types such as; sexual harassment, verbal abuse and begging.
- * There was a positive relation between the informants' re-visit intention to Istanbul and their intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends. On the other hand, there was a negative relation between the informants' re-visit intention to Istanbul and their sense of regret for visiting Istanbul and harassment types such as persistence of vendors, peddling of drugs, sexual harassment, verbal abuse and begging.
- * There was a positive relation between the informants' intention to visit another destination in Turkey and their intention to recommend Istanbul to relatives and friends. However, there was a negative relation between the informants' intention to visit another destination in Turkey and their sense of regret for visiting Istanbul and harassment types such as; persistence of vendors, sexual harassment, verbal abuse and begging.
- * There was a negative relation between the informants' intention to recommend Istanbul to relatives and friends and their sense of regret for visiting Istanbul and harassment types that include persistence of vendors, peddling of drugs, sexual harassment, verbal abuse and begging.

- * There was a positive relation between the informants' sense of regret for visiting Istanbul and harassment types such as; persistence of vendors, sexual harassment, verbal abuse and begging.
- * There was one positive relation between the harassment type that involves persistence of vendors and other harassment types such as; verbal abuse and begging. However, there was a negative relation between the persistence of vendors and physical abuse.
- * There was a positive relation between the harassment type that includes peddling of drugs and other harassment types such as; sexual harassment, verbal abuse and physical abuse.
- * There was one positive relation between the harassment type that involves sexual harassment and other harassment types such as; verbal abuse, physical abuse and begging.
- * There was one positive relation between the harassment type that involves verbal abuse and other harassment types such as physical abuse and begging.
- * There was a positive relation between the harassment type that includes physical abuse and other harassment type such as; begging.
- * Harassment including its six types that were encountered by the informants such as; persistence of vendors, peddling of drugs, sexual harassment, verbal and physical abuses and begging did play an important role on informants' satisfaction level from their holiday in Istanbul and behavioral future intentions such as; re-visit intention to Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and sense of regret for visiting Istanbul.

CONCLUSION AND RECOMMENDATIONS

The industry of tourism is usually referred to as the world's one of the largest service industries and it is regarded as one way to achieve development in tourism destinations across the globe and offering benefits and making contribution to the local economy of the countries around the world. Considering that the tourism industry is planned well, it might generate profits and costs in terms of economy, community and lastly, environment as one multi-faceted industry in any country or tourism destination via different ways that include enhancing the number of international tourist arrivals and the amount of tourism revenues as well as creating employment opportunities for local people. In addition, tourism phenomena is accepted as the main key to prosperity, development and community well-being. In today's world, an increasing number of the tourism destinations have opened up to and have made investments in the tourism industry worldwide, making tourism a fundamental factor of socio-economic progress via export revenues, infrastructure development, creation of employment possibilities and lastly, business enterprises. In the past sixty years, tourism has experienced an ongoing diversification and expansion, turning into one of the biggest and fastest-growing economic industries in the world.

Tourism is a very sensitive and fragile industry to any negativity by its nature. In the global economy, the share of the tourism industry is increasing dramatically and thus, intensifying competition among the growing number of tourism destinations, which offer similar products and services to have a greater share from the pie, is getting fiercer. Therefore, all tourism destinations are supposed to find out their strengths and weaknesses better to tackle threats more easily and enable them to create opportunities that are more effective and creative ideas for business enterprises to keep the success and sustainability in their operations. The nature of tourists' travel-related experiences often do account for the close and intense interactive relationship with both the local communities and service providers. In this sense, the interactive relationship between international tourists as guests and local people as hosts shows up as one fundamental component of the tourism experience in tourism destinations worldwide.

Both domestic and international tourists, when they go on a vacation in a tourism destination, they stay in hotels, eat in the food and beverage business enterprises, make shopping and use local transportation facilities and visit various and important places. In other words, they interact with local people in the host community. This host-guest interactive relationship which is being viewed as one of the positive characteristics of the tourism industry does enable international tourists to become acquainted with one new culture as well as increasing their novelty as one part of their holistic tourism experience. Concurrently, local people do receive some benefits from this interactive relationship in various ways mostly by gaining economic outcomes from the financial perspective. Therefore, any individual/person related to the regional tourism sector directly or indirectly obviously do play role in one way or another when to provide a qualified service that leads to tourist satisfaction which is one of the vital ingredients of the recipe for the success or failure on the international tourists' behavioral future intentions such as; to make a re-visit to the same destination, to visit another tourism destination in the same country and to recommend the destination to other people via word-of-mouth recommendation.

On the one hand, the positive interaction between international tourists and local people could increase favorable tourism experience and thus, it does lead to tourist satisfaction and desirable behavioral future intentions. On the other hand, the lack of positive interactive relationship between these two mentioned parties may potentially affect the tourism experience negatively. The issue of tourist harassment broadly does emerge as one major drawback when local people as hosts do happen to engage in inappropriate attitudes and behaviors, which might annoy and threaten international tourists potentially because of the mutual interaction.

Tourist harassment is presumably one of the main global problems, which does negatively affect the sustainability, reputation, development and well-being of the tourism industry in a wide range of tourism destinations across the globe, located in Europe, the Middle East, Asia, Africa and lastly, the Caribbean Region. As one global problem, tourist harassment is generally conceptualized into five different types. The first one; the persistence of vendors emerges when international tourists feel harassed because of being asked insistently to make a purchase.

The second one; sexual harassment arises when tourists no matter regardless of gender are approached by people who do solicit an undesired sexual relationship either for payment or voluntarily. The third one; verbal abuse happens by virtue of using obscene or unsavory language or gestures to make tourists feel annoyed and threatened. The fourth one; physical abuse exists when tourists are approached aggressively such as; abusive manner and insult, bodily mistreatment, etc. The fifth one; peddling of drugs comes up when the crime-oriented matter dealings in relation to drugs (Z.Alrawadieh, Z. Alrawadieh and Kozak, 2019; Z.Alrawadieh and Z.Alrawadieh, 2019; Koçak, 2017; Badu-Baiden et al., 2016; Wen and Li, 2015; Pathirana and Athula Gnanapala, 2015; Üngüren et al., 2015; Nicely and Ghazali, 2014; Chepkwony and Kangogo, 2013; Skipper, 2009; McElroy et al., 2007a; Kozak, 2007; De Albuquerque and McElroy, 2001).

Apart from the most commonly perpetrated types of tourist harassment, which are mostly cited in the most leading articles from the academic perspective, last but not least, the begging that stands for persistently being asked to give especially money or food in an urgent and humble manner is commonly regarded as one of the types of tourist harassment, which does arise as the sixth type of tourist harassment that tourists particularly, international ones are subjected to in the worldwide popular tourism destinations (Qiao et al., 2016; Andriotis, 2016; Pathirana and Athula Gnanapala, 2015; Chepkwony and Kangogo, 2013; Wardhaugh, 2009).

As one of the most vexing problems that does face all the tourism destinations around the world, the previously carried out studies consistently do suggest that tourist harassment negatively influences tourists' holiday satisfaction, holiday quality, tourism experience, destination loyalty, tourist expenditure; revenues and profits, behavioral future intentions such as; repeat visit intention to the same destination and intention to visit another destination in the same country and the intention to recommend the destination to other people, particularly to friends, family members and relatives via word-of-mouth recommendation as well as the destination image and reputation.

Besides, harassment does reduce tourists' enjoyment since international tourists avoid engagement in certain activities including going outside to interact with local people and oblige to remain inside within their hotels that eventually have the potential to result in the limited tourism revenues and economic advantage and to jeopardize the competitive advantage and the well-being of the tourism destinations.

Furthermore, international tourists might develop unfavorable perceptions of the safety and hostility towards the tourism destination where they were subjected to harassment problem since they consider safety as a top priority, which is gaining increasing prominence on the national agendas of many tourist-receiving countries.

Even though harassment presents itself as a grey area making it one of the least investigated areas in the academic research in terms of the tourism perspective, a wide range of academic studies have started to address this neglected, under-studied but certain problem to both domestic and international tourists over the past two decades. In other words, tourist harassment, as one major challenge and threat that affects international tourists' personal safety and their perceptions of tourism destinations has received some attention in recent years.

Following the pioneering and seminal study of De Albuquerque and McElroy (2001), tourist harassment as a study area has drawn the attention of some scholars in the tourism field and was investigated in a number of tourism destinations across the globe. These destinations where the previous works investigating the issue of tourist harassment were performed are; Jamaica (Nicely, Day, Sydnor and Ghazali, 2015; Nicely and Ghazali, 2014; Skipper, 2009; Ajagunna, 2006), Barbados (DeAlbuquerque and McElroy (2001), Ghana (Badu-Baiden, Adu-Boahen and Elvis Otoo, 2016), Jordan (Z.Alrawadieh, Z. Alrawadieh and Kozak, 2019; Z.Alrawadieh and Z. Alrawadieh, 2019), Sri-Lanka (Wijesundara and Athula Gnanpala, 2019;Pathirana and Athula Gnanpala, 2015;Rathnayake and Wijesundara,2015;Jayasiri and Kalansooriya, 2015), Kenya (Chepkwony and Kangogo, 2013;Chepkwony, 2013), Portugal, Spain, Italy, Greece and Cyprus (Calafat et al., 2012) and lastly, Turkey (Koçak and Enser, 2017; Koçak, 2017; Kirova, 2016; Üngüren, Arslan and Kaçmaz, 2015; Doğan, 2015; Kozak, 2007; Mimaroglu, 2004).

In Turkey, tourist harassment seems to be an important problem in highly tourist-populated regions and tourism destinations when to consider the harassment-related news and negative incidents and happenings in both written and visual press and the reports of national public and non-governmental organizations.

In these relevant news and reports, it is mentioned that harassment does bring more detriments and does affect negatively the image and the reputation of the country and tourism destinations in particular, discourage tourist arrivals, reduce the tourist expenditure, in short, it causes serious damages to the tourism industry in the country.

Although harassment that tourists are exposed to during their stay in Turkey, particularly the international ones is dealt with frequently by both press and public and non-governmental organizations and despite its importance as one of the broadening challenges, the fact that academic literature is still scant and the majority of the above-listed academic studies show that the number of the studies tackling and shedding light into harassment phenomenon in Turkey seems to be limited, which does enhance the value of present and future studies in Turkey. Rather, it is clear that the majority of the academic studies seem to be carried out abroad. Therefore, as mentioned previously, this research utilizing one of the most commonly applied/used quantitative research instruments entitled *Survey Method* which enabled the author to provide one comprehensive analysis of the research problem/s, to understand better, to make more reliable and more valid inferences through quantitative research findings in order to construct and grasp one detailed picture of the research question/s and depending on the presumption that tourist harassment does constitute one of the main reasons of tourist dissatisfaction, mainly does address the issue of tourist harassment phenomenon, which international tourists visiting Istanbul, Turkey are exposed to and comes up for debate both in print and visual press as a global problem for tourism destinations across the globe in detail and investigates its possible impact on the tourism experience.

During the primary data collection process, the author paid great attention when to find the informants to take part in the survey study since they did need to show the maximum diversity from the perspective of the socio-demographic and holiday-related characteristics. Therefore, the quantitative primary data, which were obtained via questionnaire survey forms could signify a general dimension. The informants who participated in the quantitative research did seem to have variety in their socio-demographic and holiday-related characteristics. Moreover, the informants did have diversity in terms of the nationality and resident country as well; the author personally surveyed the informants with 40 different nationalities, 45 countries located in 11 regions in 8 main languages around the world.

First, the author asked informants whether they did experience any harassment-related incident or not during their holiday in Istanbul, Turkey. For the quantitative research, it was understood that; out of 500 international tourists who participated in the survey study, 57,8 % of them were exposed to harassment encounter with its six different major types in one way or another with a slight preponderance followed by the 42,2 % that represents the informants reporting no harassment during their holiday in Istanbul.

The quantitative research; asked informants to reveal what types of harassment [i.e.harassment nature] they were exposed to during their holiday in Istanbul, Turkey. Following the analysis of the primary data, it was understood that the informants taking part in the survey study did undergo harassment with its six different major types in one way or the other during their holiday in Istanbul. The findings, which were obtained from the quantitative research unveiled that the informants underwent the six major types of tourist harassment such as follows; the prevalence order was persistence of vendors, begging, verbal abuse, sexual harassment, physical abuse and lastly, the peddling of drugs.

Namely, the majority of the informants stated that they did undergo these above-mentioned harassment types respectively during their holiday in Istanbul. Taking the fact into consideration that the harassment type, harassment location and harasser type might show changes in accordance with the culture, tourism destination, region and country, these findings broadly support the findings of the previous academic studies carried out by the different researchers on tourist harassment subject across the globe including (Koçak and Enser,2017;Wen and Li, 2015;Pathirana and Athula Gnanapala, 2015; Üngüren et al.,2015;Nicely and Ghazali, 2014; Chepkwony and Kangogo, 2013; Skipper, 2009; Kozak, 2007; De Albuquerque and McElroy, 2001).

Among these foregoing major harassment types,the most frequently encountered type happened to be the persistence of vendors followed by the begging, verbal abuse, sexual harassment, physical abuse and lastly, the peddling of drugs. The persistence of vendors may have the financial reasons particularly, commercial ones. Namely, the local people' high level of eagerness/ambition to make more money in order to keep their business and its sustainability, which might result in the harsh competition among the local business enterprises operating in the tourism industry and their employees.

These findings are also highlighted with the findings of the past academic studies such; (Koçak and Enser, 2017; Pathirana and Athula Gnanapala, 2015; Üngüren et al., 2015; Nicely and Ghazali, 2014; Chepkwony and Kangogo, 2013; Chepkwony, 2013; Skipper, 2009; Kozak, 2007; De Albuquerque and McElroy, 2001). Furthermore, the high number of the shops, stores and restaurants, which provided the similar products and services might result in the harsh competition that may become one of the triggers of harassment; persistence of vendors on international tourists in Istanbul. Namely, the inadequate local planning with poorly organized shops, stores and restaurants in terms of the tourist services and human relationships might cause the harassment; persistence of vendors on international tourists by causing a harsh competition among the business enterprises and their employees in Istanbul.

Another important reason of the persistence of vendors to be the most commonly undergone harassment type might stem from the usual stereotyped thoughts and feelings of some local people, especially the ones who are working in the tourism industry such as; vendors, touts, salespersons and other types of parties, which claims that there is nothing wrong with their persistent type of selling methods since they thought that the international tourists would like being encouraged to make purchase by the others. Local people, at least some of them might perceive international tourists particularly, the ones coming from oil-rich Gulf countries as an easy target from whom, they could get financial profits easily since they were temporary visitors and were likely return within a few days back to their country. This finding mainly does support the findings of the past research performed by the various researchers on tourist harassment across the globe that confirms the local people' prejudiced and stereotyped feelings/thoughts as one of the reasons of the harassment; persistence of vendors (Üngüren et al., 2015; Pathirana and Athula Gnanapala, 2015; Wen and Li, 2015; Nicely and Ghazali, 2014; Chepkwony and Kangogo, 2013; Skipper, 2009; Kozak, 2007; McElroy et al., 2007; Harper, 2001; De Albuquerque and McElroy, 2001; Ryan, 1993).

For the local Turkish vendors, to make the sale, the vendors must be aggressive, which they did regard as one of the hallmarks of the good and effective salesmanship and it was normal to call out loudly to potential international tourists as customers to encourage in the public places since they simply did consider themselves doing their business, not doing anything wrong while they were approaching international tourists.

Furthermore, for local people, international tourists might be perceived as the symbol of capitalism in tourism destinations since local people may think that tourists are rich people who come from the more developed countries with one good economic profile, do have more money to spend when they are compared with the local people and thus, they could become an important potential source of financial power in the eyes of local residents. In other words, the economic gap between the international tourists and local people could trigger the harassment encounter with the persistence of vendors.

The vulnerability of the international tourists [the vulnerable characteristics of the international tourists] might be attributed to one of the explanations of the high level of persistence of vendors in Istanbul. For local people, this situation might constitute an advantage which they could use to get more money and make more sales since the tourists are obvious in their appearance and they possibly carry wealth items that are easily disposable belongings such as; large amount of cash money, passports, cameras hanging around their necks etc. Furthermore, they usually do not speak the language of the visited destination resulting in language barrier; they use maps or ask directions look around and take pictures and they are generally relaxed, off guard and do seem less confident in their surroundings, which could encourage the local vendors /peddlers in their intentions. This finding is mainly highlighted in previous academic studies carried out by the various researchers on tourist harassment around the world (Skipper, 2009; Hodgkinson and Tilley, 2007; Holcomb and Pizam, 2006; Ajagunna, 2006; Garraway, 2002; Cavlek, 2002; Levantis and Gari, 2002 ;Harper, 2000; Allen, 1999; Ryan, 1993).

Begging, the second mostly undergone harassment type might be best explained with the high levels of poverty-based problems of local people in Istanbul. In addition, the high level of the begging in Istanbul could be also attributed to the presence of the Syrian refugees as they might contribute to the increase in the number of beggars in Istanbul. According to Anadolu Agency (2019), following the open border policy of the Turkish government since the beginning of the recent crises that happened in the Middle East, nearly 3,8 million Syrians displaced by the ongoing conflict in Syria and the other asylum seekers who fled the war-affected countries arrived Turkey following the crises and conflicts that happened in the Middle East as a natural result of the open border policy of Turkey.

Only 100.000 Syrians are currently living in camps, which are close to Turkish-Syrian Border whereas the majority of Syrian refugees are known to be living in Turkish cities and they are mostly engaged in begging to support their lives. Besides, the begging might be perceived by some local people and refugees as a lucrative business in which they could get great financial profits via mendicancy in Istanbul. This finding broadly does confirm the findings of other previously carried out academic studies performed by the various researchers on tourist harassment and unveiling poverty-based problems triggering harassment problem; begging (Andriotis, 2016; Qiao et al., 2016; Pathirana and Athula Gnanapala, 2015; Nicely and Ghazali, 2014; Chepkwony and Kangogo, 2013; Lozanski, 2013; Chepkwony, 2013; Skipper, 2009; Wardhaugh, 2009; Henry, 2009; De Albuquerque and McElroy, 2001).

In other respects, several factors including unfair income distribution, economic inequality in the world and international tourists' consumption levels are higher than local people' consumption level regarding the unbalance between international tourists as guests and local people as hosts did also play a significant role on the emergence of harassment in Istanbul which was another important pattern of harassment presence; begging. In other saying, the economic gap between rich international tourists as guests and poor local people as hosts seemed to cause harassment in Istanbul, which broadly does share well with the findings of the past academic studies carried out by various researchers on tourist harassment around the world (George, 2003; H.S.Dunn and L.L. Dunn, 2002; Olsen and Pizam, 1999; Boxill, 1995; Ryan, 1993).

The third mostly perpetrated harassment type as unveiled in the research verbal abuse might have commercial roots like the persistence of vendors. Because some of the street vendors, peddlers and sellers might verbally abuse international tourists with their unpleasant talks and comments and even saucy jokes when tourists decide not to buy any products or services from them or simply refuse to communicate. In a similar manner, the taxi drivers may verbally scold them when tourists found out about their fraud and objected to paying more. The local sellers may yell at tourists to make them get in their shops or restaurants, which may be perceived as verbal abuse by the tourists because of cultural differences.

In other words, the cultural differences, which emerged when tourists and hosts did communicate with each other, exchanged greetings and established relationships might be one root cause of the harassment as one major factor influencing the interactions between tourists and local people in Istanbul, Turkey. This finding generally supports the findings of the previously conducted academic studies performed by various researchers on tourist harassment across the globe (Wen and Li, 2015; Nicely and Ghazali, 2014; Chepkwony and Kangogo, 2013; Skipper, 2009; Kozak, 2007; H.S. Dunn and L.L. Dunn, 2002; De Albuquerque and McElroy, 2001; Reisinger and Turner, 1998).

For instance, on the one hand, some local Turkish sellers did regard inviting international tourists into their shops, stores and restaurants to make the sale as one way to encourage business and help tourists, being a hallmark of good salesmanship. On the other hand, international tourists particularly, the ones coming from the western European countries perceived this situation as being harassed owing to their culture since the customers are expected to initiate shopping first. Being verbally abused by the local sellers, peddlers, street vendors and other parties might be related to the tendency of purchase and cultural differences, which emerge when the international tourists and local people do communicate with one another, exchange the greetings and establish relationships.

Unlike what the author predicted prior to the application of the research, sexual harassment happened to be the fourth mostly encountered harassment type. The root causes of the sexual harassment might be attributed to the prejudiced and stereotyped perceptions of some local people about international female tourists. For some local people, particularly men, international female tourists, the ones traveling alone might be perceived as women looking for sexuality and relationships randomly on vacation. Apart from this, they may think that international female tourists are more liberated sexually and thus, they might expect a different response from female tourists than they do from their Turkish counterparts. In this sense, this situation could generate the best plausible explanation of some local men' common habit of staring at international female tourists disturbingly for a long time.

Because Turkey is still a male-oriented country where the relations between men and women are not quite the same as those in the West. Besides, the expansion of the tourism industry did enable Turkish men to learn to feel at ease in spite of the fact that few of them could fluently speak any foreign language and the majority of them were not sure how to treat one foreign woman. Therefore, it makes Turkish men not to behave freely with their own women in Turkey. Furthermore, international female tourists, especially with the traditional Slavic and Baltic origin, may draw the attention of local men more than their Turkish counterparts because of their appearance [blonde and tall women] from birth, which also triggered the sexual harassment in Istanbul. In this vein, Turkish local men, at least some of them have an unusual interest and intensive wish to communicate with international female tourists particularly, the ones coming from the above-mentioned countries and western countries for different reasons.

Another reason for the emergence of the sexual harassment might stem from the conscious and unconscious provocation of some international female tourists such as; making too much make-up, getting dressed too openly in transparent clothes in public places in Istanbul, flirting with every passerby, showing their willingness for the sexual relationships with any type of male and consuming so much alcohol. This finding does parallel with the findings of the academic study performed by Kozak (2007) in Marmaris, Turkey.

The major harassment types that the informants had to endure in Istanbul became intense in the first four harassment types. Despite the infrequency of the other two types of harassment such as; physical abuse and peddling of drugs, a minority of the informants pointed out that they were subjected to physical abuse and peddling of drugs during their holiday in Istanbul, which is in accord with the past academic studies that were performed by the various researchers around the world (Koçak, 2017; Koçak and Enser, 2017; Chepkwony and Kangogo, 2013; Chepkwony, 2013; Skipper, 2009; McElroy et al., 2007a; Kozak, 2007; De Albuquerque and McElroy, 2001). Perhaps, the best plausible explanation for this scenario might be because Turkey has strict laws against crime-oriented matters and happenings including the peddling of drugs and physical abuse. Furthermore, these two types of harassment have one closer characteristic of crime when compared with the other types of harassment.

The quantitative research; asked informants to reveal the source of harassment [i.e.the exact person/party by whom they were harassed] during their holiday in the province of Istanbul. Following the analysis of the primary data, it was understood that the possible sources of the harassment as emphasized by the informants did involve a wide range of harasser groups and parties ranging from the vendors/hustlers to beggars and from taxi drivers to tour guides as well as the other harasser groups including drug peddlers, boat/yacht staff, beach staff and lastly, hotel staff.

The findings drawn from the quantitative research unveiled that the informants were harassed respectively by vendors/hustlers, beggars, taxi drivers, tour guides and other harasser groups such as; airport staff, police officers, scammers, con artists, street children including boys and girls, waiters and lastly, hairdressers. On the other hand, the harasser groups such as; hotel staff, boat/yacht staff, beach staff and lastly, drug peddlers happened as the least happened harassment sources, which are undergone by the minority of the informants.

Taking the fact into consideration that the harassment type, harassment location and harasser type might show changes in accordance with the culture, tourism destination, region and country, these findings are also highlighted with the past academic studies carried out by the varying researchers on tourist harassment around the world (Pathirana and Athula Gnanapala, 2015;Chepkwony and Kangogo, 2013;Chepkwony ,2013; Skipper, 2009; Kozak, 2007; McElroy et al., 2007a; De Albuquerque and McElroy, 2001). The presence of high number of the harasser groups and parties including hawkers, harassers, scammers, con artists, etc. could be attributed to lack of sufficient and deterrent rules, regulations and precautions or it was because of lack of inspection in hot tourist spots and key locations in Istanbul.

The quantitative research; asked informants to uncover the locations of the harassment [i.e.where exactly the harassment did happen] they did experience during their holiday in Istanbul. Following the analysis of the primary data, it was comprehended that the locations, where the harassment took place as noted by the informants included a wide range of places, which ranged from the streets to markets/bazaars and from tourist attractions to hotels as well as the other places such as; restaurants, cafes, bars, shopping centers, transportation types such as; taxis, tramways and buses.

The findings, which were collected from the quantitative research unveiled that the locations, where the informants were harassed happened respectively; the streets especially, the crowded ones including Istiklal Avenue, Beyoğlu Street and Taksim Square, markets/bazaars particularly, the traditional ones such as; Grand Bazaar and Spice [Egyptian] Bazaar in Istanbul and the most frequently visited tourist attractions and archeological sites including Topkapı Palace, Dolmabahçe Palace, Hagia Sophia, Sultan Ahmet Mosque, located in the historical peninsula of Istanbul.

Taking the fact into consideration that the harassment type, harassment location and harasser type might show changes in accordance with the culture, tourism destination, region and country, these findings broadly support the findings of the previous academic studies that were undertaken by different researchers on tourist harassment around the world (Koçak and Enser, 2017; Koçak, 2017; Chepkwony and Kangogo, 2013; Skipper, 2009; Ajagunna, 2006; Kozak, 2007; De Albuquerque and McElroy, 2001). This scenario might be best explained with the fact that there were not enough deterrent rules, regulations and precautions. Another reason might be attributed to the lack of inspection in the hot tourist spots and key locations located in the historical peninsula, particularly as there were many hawkers, harassers, scammers, shoe shiners and lastly, con artists in these above-mentioned locations in Istanbul.

On the other hand, the findings unveiled that the places where the harassment happened at the very least level were hotels, shopping centers, restaurants/cafes/bars as the informants emphasized them, which do correspond well to the findings of the past academic studies performed by various researchers across the globe (Koçak and Enser, 2017; Skipper, 2009; Kozak, 2007; Mimaroglu, 2004). Lastly, the informants participating in the quantitative research remarked that they did encounter harassment neither often nor occasionally in some certain places such as; transportation; taxi/bus/tramway, tour/trip to a different area and lastly, other places in Istanbul as well.

The quantitative research did ask the informants to uncloak the interval of the harassment encounter, [i.e.how often they were exposed to harassment], which they did undergo during their holiday in Istanbul, Turkey. Following the analysis of the primary data, it was found out that the majority of the informants came to an agreement indicating that the informants did experience the harassment types such as; persistence of vendors and begging frequently whereas they stated that they did encounter harassment types such as; verbal abuse and sexual harassment neither constantly nor occasionally. These findings are broadly in accord with the findings of the past academic studies performed by the various researchers on tourist harassment across the globe including Skipper, (2009) in Jamaica and Kozak (2007) in Marmaris, Turkey.

Lastly, the informants participating in the quantitative research remarked that they underwent harassment types such as; physical abuse and peddling of drugs despite the infrequency. These findings are similar to the findings of the other academic studies undertaken by the different researchers on tourist harassment and confirmed that the harassment types; peddling of drugs and physical abuse as two major harassment types (Koçak, 2017; Koçak and Enser, 2017; Badu-Baiden et al., 2016; Wen and Li, 2015; Pathirana and Athula Gnanapala, 2015; Üngüren et al., 2015; Skipper, 2009; McElroy et al., 2007a; Kozak, 2007; De Albuquerque and McElroy, 2001).

The author undertook both parametric tests [Independent Samples t-Test and One-Way ANOVA Test]and non-parametric tests [Man-Whitney U Test and Kruskal-Wallis Test] since some part of the primary quantitative data did not show normality value to interpret significant differences; to test the assumption whether there was one significant difference between the harassment types; persistence of vendors, peddling of drugs, sexual harassment, verbal and physical abuses and begging that international tourists underwent during their holiday in Istanbul and their socio-demographic characteristics that involved gender, nationality, marital status, age group, annual income and holiday-related characteristics, which included the number of visit to Istanbul, accommodation preference in Istanbul and lastly, length of stay in Istanbul.

To put it another way, the nature of harassment might be a subject to differences in tourists' socio-demographic background or partly does act of their holiday-related characteristics. For instance, international tourists who visit for the first time might be expected to experience more harassment encounters than the repeater tourists who may have already become familiar with the local traditions and location. Similarly, elderly tourists may be less aware about harassment problem due to their intentions to stay mostly in their hotels or take part in trips to other places under the protection of the guided tours when compared with the younger tourists who do act adventurously and visit nightclubs, beaches and lastly, other places as well. Furthermore, to investigate the relationship between harassment encounter and annual income might be promising as well. It could be predicted that international tourists with the higher levels of income and make bigger number of purchases from vendors are less possibly harassed.

On the contrary, the typical international tourist groups with the lower levels of annual income generally choose cheaper tourism destinations and thus, they would be at more risk to undergo harassment since they do have less money to spend at the first place and would more possibly cruise the shops and stores without purchasing. As for the impact of the accommodation preference, it may be predicted that international tourists staying at a big holiday complex or choosing an all-inclusive type of holiday would be less possibly harassed. In a similar vein, the international tourists staying in hotels with three stars or less and self-catering properties might appear to encounter harassment more than the other tourists using other accommodation types. The best plausible explanation for this scenario might be; the former group does have more freedom to go out and experience the interactive relationship with local people and service providers whilst the latter group does prefer to stay in and get benefits from their facilities and service offer. This research tried to gain insight into such relationships as well.

Following the data analyzing process, it was clear to understand that the socio-demographic and holiday-related characteristics of informants did not only converge with one another but they also partially converged and diverged from one another. In other words, some parts of the variables did show some discernible differences while some of them indicated partial discernible differences and some others even did not show any discernible difference.

For instance, the findings confirmed that the harassment with its six different types such as; persistence of vendors, peddling of drugs, sexual harassment, verbal and physical abuses and lastly, begging did not show any difference significantly in accordance with the informants' socio-demographic characteristics such as; marital status, age group, annual income and holiday-related characteristics including the number of visit to Istanbul, accommodation preference and lastly, length of stay in Istanbul.

In other words, these afore-mentioned variables did not play any role on the encounter with the harassment problem from the perspective of the informants during their holiday in Istanbul in contrast to what the author's thoughts and predictions prior to research implementation and to the findings of the previous studies performed on tourist harassment issue by different researchers around the world such as; marital status (Chepkwony and Kangogo, 2013), age group, (Chepkwony and Kangogo, 2013; Mopeli, 2009; De Albuquerque and McElroy, 2001), accommodation preference (Koçak and Enser, 2017; Skipper, 2009; Ajagunna, 2006; Alleyne and Boxill, 2003), number of visit (Badu-Baiden et al., 2016; Chepkony and Kangogo, 2013; Boakye, 2012; Mopeli, 2009; Mimaroglu, 2004; De Albuquerque and McElroy, 2001).

The status of all the research hypotheses, which the author developed prior to the implementation of the research were indicated in Tables 63 and 64. The majority of the research hypotheses were rejected, as the statistically carried out analyses could not confirm the presence of the significant differences providing no empirical evidence between the harassment encounter and informants' majority of the socio-demographic characteristics and holiday-related characteristics.

The findings also confirmed that informants' socio-demographic and holiday-related characteristics did diverge in terms of some variables as well. For instance, while the harassment types such as; persistence of vendors, peddling of drugs, verbal and physical abuses and begging did not show any significant difference in accordance with the informants' gender, the situation was not the same for the other informants with the type of harassment such as; sexual harassment. The sexual harassment differed in accordance with the informants' gender.

In other words, the gender of the informants showed a partial significant difference and the female informants were exposed to sexual harassment more than their male counterparts during their holiday in Istanbul, which is similar to the findings of the previous studies which were undertaken by different researchers on tourist harassment subject across the globe (Chepkwony and Kangogo, 2013; Mopeli, 2009; Kozak, 2007; De Albuquerque and McElroy, 2001).

On the one hand, the quantitative findings confirmed that there was a significant difference between harassment types such as; persistence of vendors and begging and informants' nationality. In other words, informants with the Spanish nationality did experience harassment type such as; persistence of vendors more in comparison with their French and Persian counterparts. Besides, informants with the Arab nationality were exposed to harassment type such as; begging more than their French and Russian counterparts. On the other hand, the findings confirmed that there was not a significant difference between harassment types that involve verbal abuse and physical abuse and informants' nationality whereas there was a significant difference between harassment types such as; peddling of drugs and sexual harassment and informants' nationality. In other saying, informants with the English nationality were subjected to the harassment type such as; peddling of drugs more when compared with their Persian counterparts.

Further, informants with the Ukrainian nationality had to endure harassment type such as; sexual harassment more in comparison with their English, French and lastly, Persian counterparts. Perhaps, the best plausible explanation for this scenario might be the perception difference of the international tourists with different nationality groups. Namely, taking the fact that the harassment concept may vary in accordance with the cultural background of the informants as a departure point and thus, some nationality groups might be more sensitive about harassment encounters when they are compared with the other nationality groups, the differences which do derive from the informants' nationality groups on the harassment type could be best explained with the cultural differences of the informants. Further research might be recommended to obtain in-depth information about the relationships between the harassment issue and nationality groups.

The research findings uncovered other significant differences in accordance with the informants' nationality variable as well. For example, the informants' nationality differed in accordance with the type of harassment/harasser group in Istanbul. The survey findings did indicate that there was no difference significantly between some types of experiences such as; vendors/hustlers, beach staff, tour guides, hotel staff, yacht/boat staff and other types of harasser groups and informants' nationality groups whereas there was one significant difference between some types of experiences such as follows; beggars, drug peddlers and lastly, taxi drivers and informants' nationality. Namely, beggars harassed informants with the Austrian nationality more than they did harass their French and Russian, Italian, Arab and lastly, Persian counterparts. In addition, drug peddlers harassed informants with the Arab nationality more than they harassed their French, Russian and lastly, Persian counterparts. Lastly, taxi drivers harassed informants with Arab nationality more than they harassed their English and French counterparts.

The research findings did uncloak other discernible differences in accordance with the informants' satisfaction levels and behavioral future intentions as well. The survey findings indicated that there was no difference significantly between the informants' satisfaction levels and some of the behavioral future intentions such as; intention to re-visit Istanbul in the future and their nationality whereas there was a significant difference between informants' some of behavioral future intentions such as; intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends and lastly sense of regret for visiting Istanbul and their nationality. In other saying, the informants with Arab nationality were more likely to visit another destination in Turkey when compared with their German and Austrian counterparts. Further, the informants with the Arab and Spanish nationality groups were more likely to recommend Istanbul to relatives and friends when they turned back to their country in comparison with their Austrian counterparts. Lastly, the informants with Spanish nationality group were more likely to have a sense of regret for visiting Istanbul when compared with their English, German, French, Russian, Arab, Persian, Ukrainian and lastly, Italian counterparts.

The quantitative research asked informants to engender the possible impact of the harassment they underwent during their holiday in Istanbul, Turkey on their overall tourism experience. In other words, they were requested to provide one response on whether the harassment encounter did affect their tourism experience or not; if yes, to what extent the harassment problem did affect the informants' tourism experience in Istanbul. In this vein, the informants taking part in the quantitative research were asked to provide responses to the questions shedding light into their satisfaction level with the holiday in Istanbul and behavioral future intentions such as; re-visit intention to Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends when they do turn back to their country and lastly, the sense of regret feeling for visiting Istanbul or not.

For the quantitative research, the author ran [Regression Analysis] to investigate whether harassment encounter did affect the informants' satisfaction levels with the holiday in Istanbul and behavioral future intentions such as; re-visit intention to Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends when they turn back to their country and lastly, the sense of regret for visiting Istanbul or not. Following the analysis process, it was understood that the harassment which the informants did encounter in Istanbul did have one significant impact on the informants' foregoing satisfaction levels and behavioral future intentions mentioned above. In other words, the harassment that the informants were exposed to in Istanbul played an important role when to determine their satisfaction levels and to decide their behavioral future intentions.

Furthermore, the author applied [Independent Samples t-Test] to determine whether the informants who did experience harassment during their holiday in Istanbul differed from the informants who reported no harassment on satisfaction levels with the holiday in Istanbul and behavioral future intentions such as; re-visit intention to Istanbul in the future, intention to visit another destination in Turkey, intention to recommend Istanbul to relatives and friends when they turn back to their country and lastly, the sense of regret feeling for visiting Istanbul or not. There were considerable differences between the informants who did report the absence and presence of the harassment problem.

As expected, the informants who underwent harassment in Istanbul were less satisfied with their holiday in Istanbul, less willing to make a re-visit to Istanbul in the future, less willing to visit another destination in Turkey, less willing to recommend their holiday in Istanbul to their relatives and friends when they turn back to their country and lastly, were more likely regret for visiting Istanbul.

Conversely, the research findings which were obtained from the quantitative research did converge that the harassment problem, which informants underwent in Istanbul during their holiday did affect greatly their satisfaction levels with the holiday and behavioral future intentions, which were mentioned above in the text. In other words, the informants pointed out that the harassment encounter played an important role when to determine their satisfaction levels and to decide their behavioral future intentions. These findings do broadly confirm the findings of the previously performed academic studies carried out on tourist harassment by the various researchers across the globe and do indicate that harassment problem causing lower satisfaction levels and diminishing the tendency of the behavioral future intentions (Wijesundara and Athula Gnanapala, 2019; Z. Alrawadieh and Z. Alrawadieh, 2019; Z. Alrawadieh, Z. Alrawadieh and Kozak, 2019; Koçak, 2017; Koçak and Enser, 2017; Badu-Baiden et al., 2016; Üngüren et al., 2015; Pathirana and Athula Gnanapala, 2015; Wen and Li, 2015; Nicely and Ghazali, 2014; Baloğlu, Henthorne and Şahin, 2014; Henthorne, George and Smith, 2013; Chepkwony and Kangogo, 2013; Chepkwony, 2013; Skipper, 2009; Kozak, 2007; McElroy et al, 2007a; De Albuquerque and McElroy, 2001).

Table 63: The Status of Research Hypotheses

H¹: There is a significant difference between international tourists' gender and harassment.			Status
Gender	H ^{1a}	There is a significant difference between international tourists' gender and persistence of vendors.	Rejected
	H ^{1b}	There is a significant difference between international tourists' gender and begging.	Rejected
	H ^{1c}	There is a significant difference between international tourists' gender and peddling of drugs.	Rejected
	H ^{1d}	There is a significant difference between international tourists' gender and sexual harassment.	Accepted
	H ^{1e}	There is a significant difference between international tourists' gender and verbal abuse.	Rejected
	H ^{1f}	There is a significant difference between international tourists' gender and physical abuse.	Rejected
H²: There is a significant difference between international tourists' nationality and harassment.			Status
Nationality	H ^{2a}	There is a significant difference between international tourists' nationality and persistence of vendors.	Accepted
	H ^{2b}	There is a significant difference between international tourists' nationality and begging.	Accepted
	H ^{2c}	There is a significant difference between international tourists' nationality and peddling of drugs.	Accepted
	H ^{2d}	There is a significant difference between international tourists' nationality and sexual harassment.	Accepted
	H ^{2e}	There is a significant difference between international tourists' nationality and verbal abuse.	Rejected
	H ^{2f}	There is a significant difference between international tourists' nationality and physical abuse.	Rejected
H³: There is a significant difference between international tourists' marital status and harassment.			Status
Marital Status	H ^{3a}	There is a significant difference between international tourists' marital status and persistence of vendors.	Rejected
	H ^{3b}	There is a significant difference between international tourists' marital status and begging.	Rejected
	H ^{3c}	There is a significant difference between international tourists' marital status and peddling of drugs.	Rejected
	H ^{3d}	There is a significant difference between international tourists' marital status and sexual harassment.	Rejected
	H ^{3e}	There is a significant difference between international tourists' marital status and verbal abuse.	Rejected
	H ^{3f}	There is a significant difference between international tourists' marital status and physical abuse.	Rejected
H⁴: There is a significant difference between international tourists' age group and harassment.			Status
Age Group	H ^{4a}	There is a significant difference between international tourists' age group and persistence of vendors.	Rejected
	H ^{4b}	There is a significant difference between international tourists' age group and begging.	Rejected
	H ^{4c}	There is a significant difference between international tourists' age group and peddling of drugs.	Rejected
	H ^{4d}	There is a significant difference between international tourists' age group and sexual harassment.	Rejected
	H ^{4e}	There is a significant difference between international tourists' age group and verbal abuse.	Rejected
	H ^{4f}	There is a significant difference between international tourists' age group and physical abuse.	Rejected

Table 64: The Status of Research Hypotheses [C]

H⁵: There is a significant difference between international tourists' annual income and harassment.			Status
Annual Income	H ^{5a}	There is a significant difference between international tourists' annual income and persistence of vendors.	Rejected
	H ^{5b}	There is a significant difference between international tourists' annual income and begging.	Rejected
	H ^{5c}	There is a significant difference between international tourists' annual income and peddling of drugs.	Rejected
	H ^{5d}	There is a significant difference between international tourists' annual income and sexual harassment.	Rejected
	H ^{5e}	There is a significant difference between international tourists' annual income and verbal abuse.	Rejected
	H ^{5f}	There is a significant difference between international tourists' annual income and physical abuse.	Rejected
H⁶: There is a significant difference between international tourists' number of visit and harassment.			Status
Number of Visit	H ^{6a}	There is a significant difference between international tourists' number of visit and persistence of vendors.	Rejected
	H ^{6b}	There is a significant difference between international tourists' number of visit and begging.	Rejected
	H ^{6c}	There is a significant difference between international tourists' number of visit and peddling of drugs.	Rejected
	H ^{6d}	There is a significant difference between international tourists' number of visit and sexual harassment.	Rejected
	H ^{6e}	There is a significant difference between international tourists' number of visit and verbal abuse.	Rejected
	H ^{6f}	There is a significant difference between international tourists' number of visit and physical abuse.	Rejected
H⁷: There is a significant difference between international tourists' accommodation preference and harassment.			Status
Accommodation Preference	H ^{7a}	There is a significant difference between international tourists' accommodation preference and persistence of vendors.	Rejected
	H ^{7b}	There is a significant difference between international tourists' accommodation preference and begging.	Rejected
	H ^{7c}	There is a significant difference between international tourists' accommodation preference and peddling of drugs.	Rejected
	H ^{7d}	There is a significant difference between international tourists' accommodation preference and sexual harassment.	Rejected
	H ^{7e}	There is a significant difference between international tourists' accommodation preference and verbal abuse.	Rejected
	H ^{7f}	There is a significant difference between international tourists' accommodation preference and physical abuse.	Rejected
H⁸: There is a significant difference between international tourists' length of stay and harassment problem.			Status
Length of Stay	H ^{8a}	There is a significant difference between international tourists' length of stay and persistence of vendors.	Rejected
	H ^{8b}	There is a significant difference between international tourists' length of stay and begging.	Rejected
	H ^{8c}	There is a significant difference between international tourists' length of stay and peddling of drugs.	Rejected
	H ^{8d}	There is a significant difference between international tourists' length of stay and sexual harassment.	Rejected
	H ^{8e}	There is a significant difference between international tourists' length of stay and verbal abuse.	Rejected
	H ^{8f}	There is a significant difference between international tourists' length of stay and physical abuse.	Rejected
H⁹: Harassment does influence international tourists' satisfaction level from their holiday in Istanbul.			Accepted
H¹⁰: Harassment does influence international tourists' re-visit intention to Istanbul in the future.			Accepted
H¹¹: Harassment does influence international tourists' intention to visit another destination in Turkey.			Accepted
H¹²: Harassment does influence international tourists' intention to recommend Istanbul to relatives and friends.			Accepted
H¹³: Harassment does influence international tourists' sense of regret feeling for visiting Istanbul.			Accepted

Therefore, it may be interpreted that the lack of harassment tends to promote a positive tourism experience and thus, does affect positively the satisfaction levels with the holiday and behavioral future intentions such as; re-visit intention, intention to visit another destination in the country, intention to recommend the destination to relatives and friends and lastly, the sense of regret feeling for visiting the destination. For this reason, to reject to engage in harassment problem will probably decrease international tourists' satisfaction levels and the tendency of the behavioral future intentions. In this sense, it may be commented that the failure in one service attribute might give rise to other service failures in other attributes as one natural result of the domino effects or alternately one failure in one service attribute might not be made compensation with one success on other service attributes. Hereby, to handle the tourist harassment issue successfully is crucial to avoid the increasing complaints.

This research investigated the tourist harassment problem and its possible impact on the tourism experience in Istanbul, Turkey by using a quantitative research method. The findings of this research from Istanbul, Turkey mostly confirmed the findings of the other previously undertaken studies on tourist harassment subject except for a few changes. This research unveiled six major harassment types; persistence of vendors, begging, verbal abuse, sexual harassment, physical abuse and lastly, peddling of drugs. Unlike the past research studies carried out in the different parts of the world, this research could not find major differences between the harassment encounter and the socio-demographic and holiday-related characteristics of the informants excluding the gender variable, especially for the sexual harassment. Besides, the nationality of the informants played an important role when to encounter harassment type, harasser group and behavioral future intentions.

The findings of this research from Istanbul, Turkey do have some important theoretical contributions and practical implications. From the theoretical standpoint of view, the present research provides insights significantly into the tourist harassment phenomenon and its relation with the tourism experience including some important variables; satisfaction level and behavioral future intentions such as; re-visit intention to Istanbul, to visit another destination in Turkey, to recommend Istanbul to friends and relatives and family members and lastly, sense of regret for visiting Istanbul.

By drawing on quantitative data from international tourists visiting Istanbul, Turkey in the summer of 2017, which accounts for August, the present research did address a neglected subject in the scant literature on tourist harassment and added to the tourist harassment literature with the focus on tourism experience. This is important to guide further research on this subject. In this sense, the quantitative data provided important insights, which suggest that tourist harassment does play an important role when to shape several significant variables such as; satisfaction level and behavioral future intentions of the international tourists by investigating one of the most popular tourism destinations in a developing country. Furthermore, this research was carried out in the province of Istanbul, Turkey. To the author's best knowledge, the issue of tourist harassment was not investigated in Istanbul province previously despite the presence of some small-scale research studies performed on tourist harassment issue partly or wholly in the different parts of Turkey. Therefore, this research makes a contribution to the limited literature on tourist harassment subject via providing empirical evidence from one of the most important tourism destinations of the world; Istanbul, Turkey.

From the practical standpoint of view, the findings of this research unveiled the significant role played by tourist harassment on tourism experience of the international tourists and thus, the important impact of tourist harassment on satisfaction level and behavioral future intentions. Therefore, it becomes necessary and even a must to curtail the harassment. In this sense, it would be right to use the findings of this research in order to enlarge the point of view of local people and service providers.

All the stakeholders who act as host party should be made to understand the level of seriousness of the tourist harassment and its adverse impacts in the long-term for the sustainability, economy, development and success of the tourism destinations. They should also be made to realize the great loss on the condition that harassment problem for the tourists particularly, the international ones is not handled effectively or at least minimized. Furthermore, the findings of this research could be used by the local and central governments to focus on tourist harassment mitigation efforts on the possible harasser groups as well as to design effective strategies by a wide range of stakeholders such as; tourism officials, policy makers, tour operators, travel agencies and destination managers and other relevant authorities.

Following the completion of the research study, the author did develop several recommendations in order to overcome the problem of harassment or at least minimize based on his own experiences and observations in the tourism industry as well as the mutual information exchange with the informants informally during the data collection process. Furthermore, the views of the international tourists who were on vacation in Turkey particularly, in Istanbul and with whom the author did have acquaintance previously did also make contribution to the shaping process of these below-mentioned recommendations.

These recommendations are; the first recommendation might be proposed as the education of all stakeholders including local people, industry representatives and sector employees in order that they could understand the significance of the tourism industry in general terms as an important asset in terms of Turkey's economy and development and tourist harassment's adverse impacts, which do have an important role on the international tourists' perceptions, satisfaction levels and behavioral future intentions in the long-term and have the potential to jeopardize the tourism demand and thus, restricting the economic benefits of the tourism industry since the international tourists might leave the country in an unsatisfied way with possibly less inclination for the promising behavioral future intentions from Istanbul, Turkey. In other words, the education for a wide range of stakeholders in the tourism industry, as the best long-term strategy might be proposed as the most effective remedy in the long term.

To set an example, the local associations might play a more effective role by making collaboration with the tourism experts from both academia and the industry to organize several conscious-raising seminars, informative courses, education programs, trainings and lastly workshops, which do address the subject of tourist harassment so as to create awareness and increase it among the different stakeholders who directly or indirectly do play role in the tourism industry. Furthermore, through these above-mentioned informative activities, local people particularly, the ones working in the tourism industry might find the opportunity to improve their language-related skills and do have information roughly about the other important subjects such as; tourism industry in general terms, tourism sociology, tourist psychology, consumer [tourists] behaviors, business ethics, cultural differences, etc.

In this vein, the education of the employees working in the tourism industry will be realized and this probably will increase the service quality which will result in the high levels of satisfaction and encouraging behavioral future intentions. Furthermore, the education might be applied as the best solution in order to eradicate the prejudiced and stereotyped thoughts and feelings of some local people that are related to harassment.

Incorporating the subject of tourist harassment in both high schools in tourism field and other undergraduate tourism and hospitality curriculums could be deemed as one appropriate long-term strategy in terms of education. Because the students who will graduate from these education institutions will be tomorrow's tourism and hospitality leaders, industry representatives and employees. Practically, the subject might be incorporated as part of the courses addressing relative issues such as; safety and security, sustainability and responsible tourism as well.

Another important recommendation related to education might be proposed to make the local people who are working in the tourism industry to know and apply the principles of the Ahi Community, which was founded by one Turkish philosopher Ahi-Evran in the 13th century. The tradition of Ahilik, which used to gather craft and merchant masters in the territory from Anatolia to Central Asia under one single roof and used to support them in any kind was an important phenomenon, which did promote ethical behaviors for the commercial and social life of Turkey and it lasted 700 years in the Turkish society.

The main motivation of the organization, which was related to the brotherhood and combination of the artisanship, trade and profession with the maturity, morality and truth was to promote the equal and fair distribution of income, fair price strategy, efficient production, cooperation among the stakeholders, humanity generosity and professional ethics. Perhaps, the codes of conduct and other relevant rules and regulations imposed by Ahi Community might be implemented in tourism industry in order to provide the sector authorities, representatives and its employees with one good education and training, which could possibly result in promising quality standards of the services and products offered within the industry and preventing the inappropriate behaviors and attitudes, selling methods and lastly, harassment with its different types perpetrated by the persistent vendors, sellers, peddlers and other parties.

The codes of conduct might be applied under six main categories such as; cooperation, education and training, auto control, hospitality and care, quality and fairness and trust. Not only do these efforts will help to curtail harassment-related problems but they will also enhance favorable shopping experience which will ensure higher levels of tourist satisfaction, more economic profits and sustainable tourism development.

The second recommendation might be suggested that international tourists could be provided with the hassle-free environment in order that they could experience the city, do what they want and have a satisfying tourism experience. This could stem from the necessity of the international tourists so as to have the freedom, particularly while shopping before they are asked whether any help is needed or not with the fair pricing system and appropriate attitudes, behaviors and lastly, selling methods. Therefore, their satisfaction could be increased and they would make more purchases if they are given freedom and thus, they might have promising behavioral future intentions such as; re-visit intention, intention to visit another destination in Turkey and recommend the destination to other people on their arrival back to their country.

On the contrary, the more the vendors ask the tourists to purchase persistently, the more tourists do lose their enthusiasm to buy. Therefore, it is obvious that this type of persistent selling method will cause more damage in the long-term rather than it provides the profit in the short-term. Therefore, it may be suggested that one positive anti-harassment campaign could be organized, which will emphasize the responsibility of the local people, business enterprises and other relevant stakeholders to protect the international tourists and make them welcome in Istanbul.

The third recommendation could be attributed to taking both legal actions and precautions and implement rules and regulations to curtail harassment-related happenings in Istanbul. The local parties both people and business enterprises involved in the harassment-related incidents needed to be stopped via deterrent precautions and other punishments such as; charging the harassers/hustlers with one crime and to prosecute, making the perpetrators to pay a heavy fine and close the business enterprises [shops, stores and restaurants] for a certain time upon the conviction of an offense. Despite the fact that to criminalize harassment seems to be inevitable, it may be questionable to determine its effectiveness process in the long-term.

Therefore, the local people who do perceive nothing wrong in harassing international tourists should be involved in a more sustainable and healthy business environment, which does guarantee them financial outcomes without the need to harass tourists. In this sense, they might spontaneously give up harassment-related behaviours.

The related local and/or central authorities might create some report centers for the international tourists to make a complaint about the harassment encounters they did undergo in Istanbul province even when they returned back to their country. Moreover, international tourists should be given an opportunity to send e-mail as these written complaints would serve to map out on the high concentrations of the harassers and types of harassment in Istanbul.

Organizing all the stakeholders to set up one committee via the participatory approach to address the issue of the tourist harassment and to deploy information desks in the different parts of the most commonly visited tourist hot spots and key locations in order to solve the problems stemming from harassment and to provide the necessary information may be deemed as necessary steps that should be taken by the authorities to clamp down harassment-related incidents in Istanbul. Furthermore, the committee should propagandize and educate the local people particularly the ones working in the tourism industry and other stakeholders to sensitize them towards misbehaviours with the international tourists in Istanbul and let them know the importance of international tourists for their economic development and sustainability, particularly in long term.

The arriving international tourists could be informed about the most basic rules and regulations, customs, traditions about Turkish culture with a leaflet or brochure or a short in-house video might be prepared for showing on airlines, cruise ships and in hotels that would take the note of certain cultural differences in order that international tourists know what to expect. Such videos could be prepared with cartoons or in a light manner in order not to upset tourists, but rather to assure them that is not inappropriate to say *no* and they do have rights in the case of a continued harassment. Further, to install the hidden cameras to keep the constant surveillance in hot tourist spots and key locations, where tourism is lived hecticly could be one another way to find out the perpetrators of harassment and to act quickly in case of emergence of any harassment-related incident.

Since the high number of the business enterprises operating in the tourism industry might be thought as one of the triggers, which caused harsh competition among the employees, resulting in harassment, to limit the number of the local business enterprises such as; shops, stores and restaurants in Istanbul province in order to eliminate the problem of harassment. In other words, a better town planning including the limit and control the number and size of the local business enterprises would reduce the competition and thus, likely decrease the need for hustlers. Interestingly, the author's personal observations put forth that some local business enterprises did hang a note as their door or window expressing that, as a part of their efforts to improve their image and marketing strategies, there is no hassle at all in their shops, stores or restaurants. It was obvious that the both supply and demand sides in tourism industry did become aware of the harassment-related incidents and happenings as an important problem as well as its reasons and potential consequences.

The local people who are begging to support their lives and Syrian refugees and other refugees with one different nationality might be helped via charity organizations and social responsibility projects with the active participation of all stakeholders such as local and central governments, private and public institutions and non-governmental organizations. Taking the poverty-based problems as one of the basic triggers of tourist harassment particularly, begging, it could be stated that the tourist harassment will unfortunately remain an important continuing problem in the highly tourist-populated countries, where the international tourists as rich guests do have interactive relationship with the local people as poor hosts around the world unless the necessary precautions are taken.

The greater the number of the people with the poverty-based problems in tourist-receiving countries, the greater the number of the beggars will be there so as to harass international tourists for obtaining profits except for the other beggars who perceived begging as a lucrative business instead of working in a job with regular payment. To set up an example, the Syrian refugees and their children could be employed by some of the Turkish entrepreneurs so as to remove the language problem of Arabic tourists in some local business enterprises in Istanbul.

This could be extended to other refugees with different nationalities and continued through a social responsibility project in order to solve the problem of begging on the streets of Istanbul since there were many refugees, especially Syrian refugees as beggars mostly harassing international tourists and soliciting them to give money or other types of alms.

One more recommendation might be proposed to increase the number of the law-enforcement officers and wardens such as; police officers, security guards and plain-clothes police officers in order to clamp down the harassment-related problems and deter potential harassers and perpetrators around the most visited hot tourist spots and key locations, which are located in Istanbul, particularly in the historical peninsula, where international tourists are populated in order to hamper tourist harassment.

This recommendation could provide a contribution in the short-term since the existence of visible police and security officers might diminish the vulnerability of international tourists and make them feel safer. However, it will be questionable to be an effective solution in the long term. Namely, the presence of more police officers and security guards around might result in the tourists' being nervous and having a notorious perception about Istanbul. Furthermore, they needed to be chosen from the ones who do like working with international tourists and educated as well particularly to make them speak at least one foreign language to communicate with tourists directly without any translator or translation service. They should be made to become sensitive towards international tourists and their problems including crime and harassment, to become extroverted and to consider the cultural differences. All the stakeholders in Istanbul might collaborate to play one more effective role. For example, to organize informative education programs or seminars, which will address the issue of tourist harassment might be quite helpful with the participation of local organizations and associations as well as tourism experts from both the industry and academia.

Tourist harassment is one major challenging issue affecting the competitiveness of a number of tourism destinations around the world and an ongoing problem without having easy specific remedies. Besides, tourist harassment is a difficult subject to make research because of the high level of sensitivity. The concept of tourist harassment may show changes in accordance with the cultural differences as well.

For example, some behaviors or attitudes might be accepted as harassment in some cultures whilst they do not constitute any harassment type in some other cultures. In this sense, to draw the frontiers of some tourist harassment types is almost impossible. Therefore, the findings from Istanbul, Turkey does confirm the necessity for further research about tourist harassment in order to have more detailed information from different point of views.

This research investigated the tourist harassment issue from one quantitative perspective like the majority of the past research performed on the tourist harassment subject. Namely, this research was carried out in terms of the quantitative research methods in nature. Further research might be considered by using the qualitative or mixed-method research methods in order to provide a deep understanding of the tourist harassment problem. In addition, the interest on tourist harassment issue as to both theoretical and practical perspectives needs to grow in order that future research might be encouraged. In this way, the more effective interactive relationships possibly might be established between the international tourists as guests and local people as hosts particularly, among the tourist-receiving and tourist-generating countries, which are culturally diversified from one another.

Another suggestion for further pursuit might be to extend the research of tourist harassment subject in developed countries since the majority of the existing literature was centered on developing countries making the research in developed countries very limited. In this sense, to make comparison of tourist harassment between developing and developed countries might be possible. The further research applying different sample groups, research areas, research seasons and research methods could have the potential to uncover different dimensions of the tourist harassment. For instance, this research was carried out in Istanbul, which is a tourism destination with a variety of a number of tourism types. However, if there is the probability to expand the research to other types of tourism destinations particularly focused on the mass tourism such as; Antalya, İzmir, Muğla with their popular important destinations, then the research of tourist harassment might have one much broader reach. The more research is being carried out on tourist harassment subject, the more information is being obtained.

Last but not least, the majority of the existing academic research on the tourist harassment issue were focused on harassment by local people as hosts. However, little is known relatively about the harassment which is perpetrated by tourists particularly, international ones towards local people, which also constitutes a lack of research area and may be suggested to investigate for future studies.

Lastly, the author informally did ask the informants to share their comments that are related to the issue of tourist harassment and this Ph.D. thesis research freely in an informal way. In reply to the question, the informants taking part in the quantitative research shared their fruitful and encouraging comments with the author. To sum up, the informants briefly did point out the significance of the tourist harassment issue, tourist satisfaction, tourist loyalty and lastly behavioral future intentions for all tourism destinations worldwide and explained the causes why the subject of tourist harassment needed to be handled seriously and if possible to be stopped. If not possible, then it is supposed to be minimized at least. Finally yet importantly, the informants expressed that they were happy to contribute to an academic research dwelling into an important subject and wished good luck to the author with his thesis research and some of them asked the author to send the summary of the research findings with the key points following the completion and presentation of the research.

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LIST OF APPENDICES

Appendix 1: The Official Request to the General Directorate of Security Affairs, The Ministry of Interior.

MAİL CEVAP FORMU

MAİL GÖNDEREN	Adı-Soyadı	Mehmet Yavuz ÇETİKAYA
	Mail Adresi	mehmetyavuzcetinkaya@hotmail.com
	Gönderdiği Tarih-Saat	23.03.2017 14:13
MAİLİN KONUSU	Bilgi Talebi	
MAİLE VERİLECEK CEVAP		
<p>4982 sayılı Bilgi Edinme Hakkı Kanununun 6. Maddesi kapsamında elektronik ortamda yapmış olduğunuz başvuruda, yazının kimden neşet ettiğinin tespitine yarayacak yasal olarak belirlenebilir bilgiler bulunmamaktadır.</p> <p style="text-align: right;">Emniyet Genel Müdürlüğü Koordinasyon Daire Başkanlığı</p>		
04/04/2017		

Appendix 2: The Official Request for Questionnaire Form.

2017-04-16 13:14 GMT+03:00 m.kozak <m.kozak@superonline.com>:

Anket formu ektedir... Doktora tez çalışmanızda kullanmanız üzere izin veriyorum. Kolaylıklar dilerim.
Metin Kozak

2017-04-15 23:23, Mehmet ÇETİNKAYA yazmış:

Merhaba Metin Hocam,

Nasılsınız? Umarım her şey sizin için yolundadır. Beni hatırlar mısınız bilmiyorum ama sizinle Umman/Maskat'da düzenlenen bir uluslararası konferansta tanışmıştık. Adım Mehmet Yavuz ÇETİNKAYA, İzmir Kâtip Çelebi Üniversitesinde Turizm İşletmeciliği alanında doktora yapıyorum. Metin Hocam sizden bir konuda yardım talebim olacaktı;

Doktora tez konumu oluşturma aşamasındayım ve konu olarak turist tacizi, boyutları, nedenleri, çözümleri, turist memnuniyetine, deneyimine ve yeniden ziyarete etkisi konusunda doktora tezi yazmak istiyorum. Hocam turist tacizi bildiğiniz gibi hem Türkiye'de hem de yurt dışında çok fazla araştırma yapılmış bir alan değil maalesef. Bu nedenden dolayı araştırma yöntemimi belirleme konusunda biraz sıkıntı yaşıyorum. Literatür taraması yaparken sizin 2007 yılında yapmış olduğunuz "*Tourist Harassment: A Marketing Perspective*" isimli çalışmanıza rastladım. Eğer sizin de izniniz olursa makalenizde kullandığınız ölçeği revize ederek kullanmak istiyorum. Makalede kullandığınız ölçek sorularının büyük bir kısmını çıkardım ama özellikle turistlerin tatil deneyimleri ve yeniden ziyareti konusunda etkiye sahip tüm değişkenlerin ve genel memnuniyet üzerinde etkili olan tüm değişkenlerin hepsi makalede geçmediği için tam olarak bu soruları çıkaramadım/anlayamadım. Hocam sizin için de eğer uygun olursa bana bu konuda yardımcı olabilirsiniz çok memnun olurum. Yardımanız ve ilginiz için şimdiden teşekkür eder, iyi akşamlar dilerim.

Saygılarımla

Mehmet Yavuz ÇETİNKAYA

Doktora Öğrencisi
İzmir Kâtip Çelebi Üniversitesi
mehmetyavuzcetinkaya@hotmail.com

Appendix 3: The Questionnaire Form [English]



Questionnaire No: ...

Date:.././...

Dear Guest,
 This questionnaire form has been prepared as a part of the Ph.D. thesis which is entitled as “ **Tourist Harassment and Its Impact on Tourism Experience in Istanbul**. This research is being undertaken at İzmir Katip Çelebi University, Graduate School of Social Sciences within the Program of Tourism Management in order to address the issue of tourist harassment phenomenon which international tourists visiting Istanbul, Turkey are exposed to and comes up for debate both in print and visual press as a global problem for tourism destinations across the globe in detail and investigates its possible impact on the tourism experience. The findings will be kept confidential and will only be used for academic purposes. Thank you very much in advance for your assistance.
Ph.D. Student: Mehmet Yavuz ÇETİNKAYA
Supervisor: Prof. Dr. Zafer ÖTER
İzmir Katip Çelebi University Çiğli Main Campus Area 35620 İzmir/ **E-mail:** mehmetyavuzcetinkaya@hotmail.com

PART-I: HOLIDAY EXPERIENCES

***Please answer the following questions by putting (X) in the spaces allocated below or giving short answers...

1. Have you ever experienced any harassment or annoying behavior during your holiday/visit in Istanbul?
 Yes [Please go on with the next question]
 No [Please go to PART II on Page IV]
2. Please indicate the nature of harassment you have experienced in Istanbul.

TYPES OF INCIDENTS		Very Often	Often	Neither Often Nor Occasionally	Occasionally	Never	No Opinion
1	Persistence of Vendors <i>[persistently being asked to visit shops or pestered to make a purchase]</i>						
2	Peddling of Drugs <i>[crime-oriented matter of dealings in relation to drugs]</i>						
3	Sexual Harassment <i>[approached soliciting an unwanted sexual relationship either for a payment or on a volunteer basis]</i>						
4	Verbal Abuse <i>[use of obscene language or gestures to make tourists feel annoyed or threatened]</i>						
5	Physical Abuse <i>[a physical encounter, or abuse and insult can suggest that physical abuse is likely]</i>						
6	Begging <i>[persistently being asked to give especially money or food in an urgent and humble manner]</i>						

3. By whom are you likely to have experienced harassment?

TYPES OF EXPERIENCES		Very Often	Often	Neither Often Nor Occasionally	Occasionally	Never	No Opinion
1	I experienced harassment by vendors [or hustlers]						
2	I experienced harassment by beggars						
3	I experienced harassment by drug peddlers						
4	I experienced harassment by beach staff						
5	I experienced harassment by taxi drivers						
6	I experienced harassment by tour guides						
7	I experienced harassment by hotel staff						
8	I experienced harassment by yacht [boat] staff						
9	Other [please specify].....						

4. Please tick the most appropriate answer about where you experienced harassment in Istanbul.

TYPES OF EXPERIENCES		Very Often	Often	Neither Often Nor Occasionally	Occasionally	Never	No Opinion
PERSISTENCE OF VENDORS							
1	I experienced persistence of vendors on the street						
2	I experienced persistence of vendors in the hotel						
3	I experienced persistence of vendors in market/bazaar						
4	I experienced persistence of vendors in a tourist attraction						
5	I experienced persistence of vendors in the restaurant/café/pub						
6	I experienced persistence of vendors in the transportation [taxi/bus]						
7	I experienced persistence of vendors in the shopping centre						
8	I experienced persistence of vendors on a tour/trip to a different area						
9	I experienced persistence of vendors in other [please specify].....						
PEDDLING OF DRUGS							
10	I experienced peddling of drugs on the street						
11	I experienced peddling of drugs in the hotel						
12	I experienced peddling of drugs in the market/bazaar						
13	I experienced peddling of drugs in a tourist attraction						
14	I experienced peddling of drugs in the restaurant/café/pub						
15	I experienced peddling of drugs in the transportation [taxi/bus]						
16	I experienced peddling of drugs in the shopping centre						
17	I experienced peddling of drugs on a tour/trip to a different area						
18	I experienced peddling of drugs in other [please specify].....						
SEXUAL HARASSMENT							
19	I experienced sexual harassment on the street						
20	I experienced sexual harassment in the hotel						
21	I experienced sexual harassment in the market/bazaar						
22	I experienced sexual harassment in a tourist attraction						
23	I experienced sexual harassment in the restaurant/café/pub						
24	I experienced sexual harassment in the transportation [taxi/bus]						
25	I experienced sexual harassment in the shopping centre						
26	I experienced sexual harassment on a tour/trip to a different area						
27	I experienced sexual harassment in other [please specify].....						
VERBAL ABUSE							
28	I experienced verbal abuse on the street						
29	I experienced verbal abuse in the hotel						
30	I experienced verbal abuse in the market/bazaar						
31	I experienced verbal abuse in a tourist attraction						
32	I experienced verbal abuse in the restaurant/café/pub						
33	I experienced verbal abuse in the transportation [taxi/bus]						
34	I experienced verbal abuse in the shopping centre						
35	I experienced verbal abuse on a tour/trip to a different area						
36	I experienced verbal abuse in other [please specify].....						
PHYSICAL ABUSE							
37	I experienced physical abuse on the street						
38	I experienced physical abuse in the hotel						
39	I experienced physical abuse in the market/bazaar						
40	I experienced physical abuse in a tourist attraction						
41	I experienced physical abuse in the restaurant/café/pub						
42	I experienced physical abuse in the transportation [taxi/bus]						
43	I experienced physical abuse in the shopping centre						
44	I experienced physical abuse on a tour/trip to a different area						
45	I experienced physical abuse in other [please specify].....						
BEGGING							
46	I experienced begging on the street						
47	I experienced begging in the hotel						
48	I experienced begging in the market/bazaar						
49	I experienced begging in a tourist attraction						
50	I experienced begging in the restaurant/café/pub						
51	I experienced begging in the transportation [taxi/bus]						

52	I experienced begging in the shopping centre						
53	I experienced begging on a tour/trip to a different area						
54	I experienced begging in other [please specify].....						

PART-II: FUTURE INTENTIONS

*** Please answer the following questions by putting (X) in the spaces allocated below or giving short answers...

5. To what extent are you satisfied with your holiday in Istanbul?

Very Satisfied Satisfied Neither Satisfied Nor Dissatisfied Dissatisfied Very Dissatisfied

6. How likely are you to come back to Istanbul in the future?

Very Likely Likely Uncertain Unlikely Very Unlikely

7. How likely are you to visit another destination in Turkey in the future?

Very Likely Likely Uncertain Unlikely Very Unlikely

8. How likely are you to recommend your holiday in Istanbul to your relatives and friends?

Very Likely Likely Uncertain Unlikely Very Unlikely

9. How likely do you feel regret visiting Istanbul?

Very Likely Likely Uncertain Unlikely Very Unlikely

PART-III: PERSONAL CHARACTERISTICS

*** Please answer the following questions by putting (X) in the spaces allocated below or giving short answers...

10. Please indicate your nationality.....

11. Please indicate your country of residence.....

12. Please indicate your gender. Male Female

13. Please indicate your marital status. Married Single Other [please specify].....

14. Please indicate your age group. 15-24 25-34 35-44 45-54 55-64 65 and Over

15. What is your highest level of educational qualification? Primary School Secondary School Vocational Education Bachelor Degree Master and/or Doctoral Degree

16. Which of the following categories best describes your current position?

<input type="checkbox"/> Director	<input type="checkbox"/> Middle Manager	<input type="checkbox"/> Professional	<input type="checkbox"/> Skilled	<input type="checkbox"/> Unskilled	<input type="checkbox"/> Student
<input type="checkbox"/> Senior Manager	<input type="checkbox"/> Trainee/Junior Manager	<input type="checkbox"/> Clerical	<input type="checkbox"/> Semi-skilled	<input type="checkbox"/> Retired	<input type="checkbox"/> Unemployed

17. Which category approximately best describes your annual household gross income group?

Under 9,999 € 10,000-19,999 € 20,000-29,999 € 30,000-39,999 € 40,000-49,999 € 50,000-Over €

18. How many times have you been to Istanbul before? 0 1 2 3 4 5 6 >

19. Please indicate your accommodation preference in Istanbul. All-Inclusive Full-Board Half-Board Bed and Breakfast Self-Catering Flight Only

20. How long did you stay in Istanbul? < Week A Week 8-13 Nights Two Weeks 15-20 Nights Three Weeks Four Weeks More

21. What was the primary purpose of your current visit? [Please check all that apply]

<input type="checkbox"/> Holiday	<input type="checkbox"/> Business	<input type="checkbox"/> Attend a Cultural Event	<input type="checkbox"/> Sport Event	<input type="checkbox"/> Other
<input type="checkbox"/> Visit a Cultural Attraction	<input type="checkbox"/> Conference	<input type="checkbox"/> Visiting Relatives and Friends	<input type="checkbox"/> Shopping	<input type="checkbox"/> [please specify]

22. What sources of information did you consult about Istanbul? [Please check all that apply]

<input type="checkbox"/> Travel Agency	<input type="checkbox"/> Advertisements	<input type="checkbox"/> Brochures/Travel Guides	<input type="checkbox"/> Books/Movies
<input type="checkbox"/> Family/Friends Advise	<input type="checkbox"/> TV/Radio	<input type="checkbox"/> Tour Operator	<input type="checkbox"/> Social Media
<input type="checkbox"/> Articles/News	<input type="checkbox"/> Internet	<input type="checkbox"/> Direct Mail from Destination	<input type="checkbox"/> Other[please specify]

23. Whom were you travelling on this holiday with? [Please check all that apply]

Alone Partner/Spouse Family/Relatives Friends Tour Group Other[please specify]

The questionnaire is now complete. Thank you for your assistance....

Appendix 3: The Questionnaire Form [German]



Umfrage Nr: ...

Datum:.././...

Sehr Geehrter Gast,
 Diese Umfrage ist Teil einer Doktorarbeit mit dem Titel **“Das Offenlegen von Belästigungen gegenüber Touristen und dessen mögliche Auswirkung auf das Reiseerlebnis in Istanbul.“**. Diese Untersuchung wird von der İzmir Katip Çelebi Universität, Hochschule für Sozialwissenschaften im Rahmen des Studiengangs Tourismusmanagement durchgeführt. Ziel der Forschungsarbeit ist es, das Problemfeld der Belästigung von Touristen zu erforschen, die Istanbul, Türkei besuchen. Nicht nur in Istanbul, sondern weltweit ist das Thema von aktueller inhaltlicher Relevanz und es wird sowohl in Print- als auch in Online-Medien debattiert, wie sich die Belästigung von Touristen auf deren weiteres Reiseerlebnis auswirkt. Sämtliche Informationen werden vertraulich behandelt und werden nur für akademische Zwecke genutzt. Vielen Dank für Ihre Mithilfe!
Ph.D. Schüler: Mehmet Yavuz ÇETİNKAYA
Betreuer: Prof. Dr. Zafer ÖTER
İzmir Katip Celebi Universität Çigli Main Campus Bereich 35620 İzmir/ E-mail: mehmetyavuzcetinkaya@hotmail.com

TEIL-I: URLAUBSERFAHRUNGEN

***Bitte beantworten Sie die folgenden Fragen, indem Sie (X) in die unten aufgeführten Räume setzen oder kurze Antworten geben...

1. Haben Sie jemals irgendeine Belästigung oder ärgerliches Verhalten während Ihres Urlaubs / Besuchs in Istanbul erlebt?
 Ja [Bitte mit der nächsten Frage weitergehen]
 Nein [Bitte zum Teil 2 auf Seite 4]
2. Bitte geben Sie die Art der Belästigung an, die Sie in Istanbul erlebt haben.

ARTEN VON BELÄSTIGUNGEN		Sehr Oft	Oft	Weder Oft Noch Gelegentlich	Gelegentlich	Niemals	Keine Meinung
1	Persistenz der Verkäufer [<i>Beharrlich gefragt, um Geschäfte zu besuchen oder belästigt, um einen Kauf zu machen</i>]						
2	Drogenhändler [<i>Kriminalpolitische Angelegenheit von Handlungen in Bezug auf Drogen</i>]						
3	Sexuelle Belästigung [<i>Angefangen, eine unerwünschte sexuelle Beziehung entweder für eine Zahlung oder auf freiwilliger Basis anzufordern</i>]						
4	Mündlicher Missbrauch [<i>Gebrauch von obszöner Sprache oder Gesten, um Touristen zu verärgern oder bedroht zu machen</i>]						
5	Physischer Missbrauch [<i>Eine physische Begegnung oder Missbrauch und Beleidigung kann darauf hindeuten, dass körperlicher Missbrauch wahrscheinlich ist</i>]						
6	Betteln [<i>Beharrlich gefragt, um besonders Geld oder Nahrung in einer dringenden und demütigen Weise zu geben</i>]						

3. Von wem haben Sie wahrscheinlich eine Belästigung erlebt?

ARTEN DER ERFAHRUNGEN		Sehr Oft	Oft	Weder Oft Noch Gelegentlich	Gelegentlich	Niemals	Keine Meinung
1	Ich habe eine Belästigung von Anbietern [oder Verkäufern] erlebt						
2	Ich habe eine Belästigung von Bettlern erlebt						
3	Ich habe eine Belästigung von Drogenhändlern erlebt						
4	Ich habe eine Belästigung von Strandpersonal erlebt						
5	Ich habe eine Belästigung von Taxifahrern erlebt						
6	Ich habe eine Belästigung von Reiseführern erlebt						
7	Ich habe eine Belästigung von Hotelmitarbeitern erlebt						
8	Ich habe eine Belästigung von Yacht [Boot] Personal erlebt						
9	Sonstiges [bitte angeben].....						

4. Bitte kreuzen Sie die passende Antwort an, wo Sie in Istanbul eine Belästigung erlebt haben.

ARTEN DER ERFAHRUNGEN		Sehr Oft	Oft	Weder Oft Noch Gelegentlich	Gelegentlich	Niemals	Keine Meinung
PERSISTENZ DER ANBIETER/VERKÄUFER							
1	Ich habe die Beharrlichkeit der Verkäufer auf der Straße erlebt						
2	Ich habe die Beharrlichkeit der Verkäufer im Hotel erlebt						
3	Ich erlebte die Beharrlichkeit der Verkäufer im Markt/Basar						
4	Ich erlebte die Beharrlichkeit der Verkäufer in einer Touristenattraktion						
5	Ich habe die Beharrlichkeit der Verkäufer im Restaurant /Café/Pub erlebt						
6	Ich erlebte die Beharrlichkeit der Verkäufer im Transport [Taxi/Bus]						
7	Ich habe die Beharrlichkeit der Verkäufer im Einkaufszentrum erlebt						
8	Ich habe die Hartnäckigkeit der Verkäufer bei einem Ausflug erfahren						
9	Ich habe die Beharrlichkeit der Verkäufer in anderen Gebieten erlebt [bitte angeben]....						
DROGENHÄNDLER							
10	Ich habe eine Belästigung von Drogenhändler auf der Straße erlebt						
11	Ich habe eine Belästigung von Drogenhändler im Hotel erlebt						
12	Ich habe eine Belästigung von Drogenhändler auf dem Markt/Basar erlebt						
13	Ich habe eine Belästigung von Drogenhändler in touristischen Gebieten erlebt						
14	Ich habe eine Belästigung von Drogenhändler im Restaurant /Café/Kneipe erlebt						
15	Ich habe eine Belästigung von Drogenhändler im Transport [Taxi/Bus] erlebt						
16	Ich habe eine Belästigung von Drogenhändler im Einkaufszentrum erlebt						
17	Ich habe den Drogenhandel bei einem Ausflug mitbekommen.						
18	Ich habe eine Belästigung von Drogenhändler in anderen erlebt [bitte angeben].....						
SEXUELLE BELÄSTIGUNG							
19	Ich habe sexuelle Belästigung auf der Straße erlebt						
20	Ich habe sexuelle Belästigung im Hotel erlebt						
21	Ich habe sexuelle Belästigung auf dem Markt/Basar erlebt						
22	Ich habe sexuelle Belästigung in einer Touristenattraktion erlebt						
23	Ich habe sexuelle Belästigung im Restaurant /Café/Pub erlebt						
24	Ich habe sexuelle Belästigung im Transport [Taxi/Bus] erlebt						
25	Ich habe sexuelle Belästigung im Einkaufszentrum erlebt						
26	Ich habe sexuelle Belästigung auf einer Tour/Reise zu einem anderen Bereich erlebt						
27	Ich habe sexuelle Belästigung in anderen [bitte angeben]						
ANMACHE							
28	Ich habe eine Anmache auf der Strasse erlebt						
29	Ich habe eine Anmache im Hotel erlebt						
30	Ich habe eine Anmache auf dem Markt/Basar erlebt						
31	Ich habe eine Anmache in einer Touristenattraktion erlebt						
32	Ich habe eine Anmache im Restaurant/Café/Pub erlebt						
33	Ich habe eine Anmache im Transport [Taxi/Bus] erlebt						
34	Ich habe eine Anmache im Einkaufszentrum erlebt						
35	Ich habe eine Anmache auf einer Tour / Reise zu einem anderen Bereich erlebt						
36	Ich habe eine Anmache in anderen erlebt [bitte angeben].....						
MISSHANDLUNG / KÖRPERLICHE BELÄSTIGUNG							
37	Ich habe eine Misshandlung auf der Strasse erlebt						
38	Ich habe eine Misshandlung im Hotel erlebt						
39	Ich habe eine Misshandlung auf dem Markt/Basar erlebt						
40	Ich habe eine Misshandlung in einer Touristenattraktion erlebt						
41	Ich habe eine Misshandlung im Restaurant/Café/Pub erlebt						
42	Ich habe eine Misshandlung im Transport [Taxi/Bus] erlebt						
43	Ich habe eine Misshandlung im Einkaufszentrum erlebt						
44	Ich habe eine Misshandlung auf einer Tour/Reise zu einem anderen Bereich erlebt						
45	Ich habe eine Misshandlung in anderen erlebt [bitte angeben].....						
BETTELN							
46	Ich habe eine Misshandlung von Bettlern auf der Strasse erlebt.						
47	Ich habe eine Misshandlung von Bettlern im Hotel erlebt.						
48	Ich habe eine Misshandlung von Bettlern auf dem Markt/Basar erlebt.						
49	Ich habe eine Misshandlung von Bettlern in einer Touristenattraktion erlebt						

50	Ich habe eine Misshandlung von Bettlern im Restaurant/Café/Pub erlebt						
51	Ich habe eine Misshandlung von Bettlern im Transport [Taxi/Bus] erlebt						
52	Ich habe eine Misshandlung von Bettlern im Einkaufszentrum erlebt						
53	Ich habe Betteln auf einem Ausflug in eine andere Gegend erfahren						
54	Ich habe eine Misshandlung von Bettlern in anderen erlebt [bitte angeben].....						

TEIL-II: ZUKÜNFTIGE PLÄNE

***Bitte beantworten Sie die folgenden Fragen, indem Sie (X) in die unten aufgeführten Räume setzen oder kurze Antworten geben...

5. Inwiefern sind Sie mit Ihrem Urlaub in Istanbul zufrieden?

Sehr Zufrieden Zufrieden Weder Zufrieden Noch Zufrieden Nicht Zufrieden Sehr Unzufrieden

6. Wie wahrscheinlich kommen Sie in die Zukunft zurück nach Istanbul?

Sehr Wahrscheinlich Wahrscheinlich Nicht Sicher Unwahrscheinlich Sehr Unwahrscheinlich

7. Wie wahrscheinlich sind Sie in der Zukunft ein anderes Ziel in der Türkei?

Sehr Wahrscheinlich Wahrscheinlich Nicht Sicher Unwahrscheinlich Sehr Unwahrscheinlich

8. Wie wahrscheinlich ist das, dass Sie einen Urlaub in Istanbul Ihren Verwandten und Freunden empfehlen?

Sehr Wahrscheinlich Wahrscheinlich Nicht Sicher Unwahrscheinlich Sehr Unwahrscheinlich

9. Wie wahrscheinlich fühlen Sie sich bereuen, Istanbul zu besuchen?

Sehr Wahrscheinlich Wahrscheinlich Nicht Sicher Unwahrscheinlich Sehr Unwahrscheinlich

TEIL-III: ZUR PERSON

***Bitte beantworten Sie die folgenden Fragen, indem Sie (X) in die unten aufgeführten Räume setzen oder kurze Antworten geben...

10. Bitte geben Sie Ihre Staatsangehörigkeit an

11. Bitte geben Sie Ihr Land an

12. Bitte Ihr Geschlecht

Männlich Weiblich

13. Bitte Ihr Familienstand

Verheiratet Ledig Sonstiges [bitte angeben].....

14. Bitte Ihre Altersgruppe

15-24 25-34 35-44 45-54 55-64 65 und Über

15. Was ist Ihre höchste Ausbildung?

Grundschule Mittelschule Berufliche Ausbildung Bachelor Magister oder Dissertation

16. Bitte Ihr Beruf?

<input type="checkbox"/> Direktor/Leiter	<input type="checkbox"/> Mittlerer Manager	<input type="checkbox"/> Professionel	<input type="checkbox"/> Fachmann	<input type="checkbox"/> Einfacher Arbeitende	<input type="checkbox"/> Schüler/Student
<input type="checkbox"/> Senior Manager	<input type="checkbox"/> Auszubildender/Junior Manager	<input type="checkbox"/> Sekretär/in	<input type="checkbox"/> Mittlerer Fachmann	<input type="checkbox"/> Rentner	<input type="checkbox"/> Arbeitslos

17. Welche Kategorie beschreibt am besten Ihre jährliche Bruttoeinkommensgruppe?

9,999 € und weniger 10,000-19,999 € 20,000-29,999 € 30,000-39,999 € 40,000-49,999 € 50,000-und mehr €

18. Wieviel mal waren Sie schon in Istanbul?

0 1 2 3 4 5 6 >

19. Bitte geben Sie Ihre Unterkunft in Istanbul an.

Alles inklusiv Vollpension Halbpension Übernachtung und Frühstück Selbstverpflegung Nur Flug

20. Wie lange sind Sie in Istanbul?

< Eine Woche Eine Woche 8-13 Nächte Zwei Wochen 15-20 Nächte Drei Wochen Vier Wochen Mehr/Länger

21. Was war der Hauptzweck Ihres aktuellen Besuchs? [Bitte wähle alle aus, die zutreffen]

<input type="checkbox"/> Urlaub	<input type="checkbox"/> Geschäft	<input type="checkbox"/> Teilnahme an einer kulturellen Veranstaltung	<input type="checkbox"/> Sportveranstaltung	<input type="checkbox"/> Sonstiges [bitte angeben]
<input type="checkbox"/> Besuchen eine Kulturerziehung	<input type="checkbox"/> Konferenz	<input type="checkbox"/> Besuch von Verwandten und Freunden	<input type="checkbox"/> Einkaufen	

22. Welche Informationsquellen haben Sie über Istanbul besprochen? [Bitte wähle alle aus, die zutreffen]

<input type="checkbox"/> Reisebüro	<input type="checkbox"/> Werbung	<input type="checkbox"/> Broschüre/Reiseleiter	<input type="checkbox"/> Bücher/Filmen
<input type="checkbox"/> Empfehlen von Freunden/Familie	<input type="checkbox"/> TV/Rundfunk	<input type="checkbox"/> Reiseveranstalter	<input type="checkbox"/> Soziale Medien
<input type="checkbox"/> Artikel/Nachrichten	<input type="checkbox"/> Internet	<input type="checkbox"/> Direktmail vom Bestimmungsort	<input type="checkbox"/> Sonstiges [bitte angeben]

23. Mit wem waren Sie zusammen in diesem Urlaub? [Bitte wähle alle aus, die zutreffen]

Allein Partner/Ehepartner Familie/Verwandte Freunde Reisegruppe Sonstiges [bitte angeben]

Der Fragebogen ist nun fertig. Vielen Dank für Ihre Hilfe...

Appendix 3: The Questionnaire Form [French]



Questionnaire Non ...

La Date: /.../...

Mesdames, Messieurs,
Ce questionnaire a été élaboré dans le cadre d'une thèse de doctorat intitulée "Dévoilement du Harcèlement des Touristes et de Ses Possible Impacts sur l'Expérience Touristique à Istanbul". Cette recherche est entreprise à l'Université d'İzmir Katip Çelebi, École Supérieure de Sciences Sociales au sein du Programme de Management Touristique. afin d'aborder la question du phénomène d'harcèlement touristique auxquels les touristes en visite à Istanbul, Turquie sont confrontés. Il est débattu dans la presse écrite et télévisé comme un problème mondial pour les destinations touristiques à travers le monde. Quel est son possible impact sur l'expérience touristique? Les résultats seront tenus confidentiels et ne seront utilisés qu'à des fins académiques.
Merci d'avance pour votre aide.

Doctorant: Mehmet Yavuz ÇETİNKAYA
Directeur de Thèse: Prof. Dr. Zafer ÖTER

İzmir Katip Çelebi Université Çiğli La Principale Zone Du Campus 35620 İzmir/ **E-mail:** mehmetyavuzcetinkaya@hotmail.com

PARTIE-I: EXPERIENCE DE VACANCES

***S'il vous plaît répondez aux questions suivantes en marquant un (X) dans les espaces alloués ci -dessous ou répondez brièvement...

1. Avez-vous déjà vécu du harcèlement ou des comportements ennuyeux lors de vos vacances/visites à Istanbul?
 - Ouis [Veuillez passer directement à la question suivante]
 - No [Veuillez passer à la page IV de la deuxième partie]
2. S'il vous plaît vous pouvez indiquer la nature de l'harcèlement vécu à Istanbul.

TYPES D'INCIDENTS		Tr Essouvent	Souvent	Ni Souvent Ni Occasionnellement	Occasionnellement	Jamais	Pas d'Opinion
1	Persistance des Vendeurs <i>[on demande constamment de visiter les magasins ou de faire des achats]</i>						
2	Trafic de Drogue <i>[activités criminelles relationner avec la drogue]</i>						
3	Harcèlement Sexuel <i>[solliciter une relation sexuelle indésirable payé ou volontaire]</i>						
4	Violence Verbal <i>[usage d'un langage grossier ou des gestes obscènes pour que les touristes se sentent agacés ou menacés]</i>						
5	Violence physique <i>([un affrontement physique, l'abus et des insultes qui peuvent provoquer des affrontements physiques])</i>						
6	Mendicité <i>[demander constamment de l'argent ou de la nourriture d'une façon urgente et hamble]</i>						

3. Par qui êtes-vous susceptible d'avoir subi un harcèlement?

TYPES DES EXPERIENCES		Tr Essouvent	Souvent	Ni Souvent Ni Occasionnellement	Occasionnellement	Jamais	Pas d'Opinion
1	J'ai vécu le harcèlement par les vendeurs [ou les arnaqueurs]						
2	J'ai vécu le harcèlement par mendiants						
3	J'ai vécu le harcèlement par les vendeurs de drogues						
4	J'ai vécu le harcèlement par le personnel de la plage						
5	J'ai vécu le harcèlement par les chauffeurs de Taxis						
6	J'ai vécu le harcèlement par les guides touristiques						
7	J'ai vécu le harcèlement by le personnel de l'hôtel						
8	J'ai vécu le harcèlement by le personnel du Yaght [Bateau]						
9	Autre [veuillez préciser].....						

4. Veuillez cocher la réponse la plus appropriée à propos de l'endroit où vous avez subi un harcèlement à Istanbul.

TYPES DES EXPERIENCES		Tr	Essouvent	Souvent	Ni Souvent Ni Occasionnellement	Occasionnellement	Jamais	Pas d'Opinion
PERSISTANCE DES VENDEURS								
1	Les vendeurs ont été particulièrement insistant dans la rue							
2	Les vendeurs ont été particulièrement insistant à l'hôtel							
3	Les vendeurs ont été particulièrement insistant dans les marchés/bazaar							
4	Les vendeurs ont été particulièrement insistant dans les attractions touristiques							
5	Les vendeurs ont été particulièrement insistant dans les restaurants/café/pubs							
6	Les vendeurs ont été particulièrement insistant dans les transports [taxi/bus]							
7	Les vendeurs ont été particulièrement insistant dans les centres commerciaux							
8	Les vendeurs ont été particulièrement insistant lors de visites d'autres zones							
9	Les vendeurs ont été particulièrement insistant dans d'autres cas [Merci de préciser].....							
TRAFIC DE DROGUE								
10	J'ai été confronté au trafic de drogue dans la rue							
11	J'ai été confronté au trafic de drogue à l'hôtel							
12	J'ai été confronté au trafic de drogue dans les marchés/bazaar							
13	J'ai été confronté au trafic de drogue dans les attractions touristiques							
14	J'ai été confronté au trafic de drogue dans les restaurants/café/pubs							
15	J'ai été confronté au trafic de drogue dans les transports [taxi/bus]							
16	J'ai été confronté au trafic de drogue dans les centres commerciaux							
17	J'ai été confronté au trafic de drogue lors de visites d'autres zones							
18	J'ai été confronté au trafic de drogue dans d'autres cas [Merci de préciser]							
HARCELEMENT SEXUEL								
19	J'ai été confronté au harcèlement sexuel dans la rue							
20	J'ai été confronté au harcèlement sexuel à l'hôtel							
21	J'ai été confronté au harcèlement sexuel dans les marchés/bazaar							
22	J'ai été confronté au harcèlement sexuel dans les attractions touristiques							
23	J'ai été confronté au harcèlement sexuel dans les restaurants/café/pubs							
24	J'ai été confronté au harcèlement sexuel dans les transports (taxi/bus)							
25	J'ai été confronté au harcèlement sexuel dans les centres commerciaux							
26	J'ai été confronté au harcèlement sexuel lors de visites d'autres zones							
27	J'ai été confronté au harcèlement sexuel dans d'autres cas [Merci de préciser]							
VIOLENCE VERBALE								
28	J'ai été confronté à de la violence verbale dans les rues							
29	J'ai été confronté à de la violence verbale à l'hôtel							
30	J'ai été confronté à de la violence verbale au marché/bazaar							
31	J'ai été confronté à de la violence verbale dans les attractions touristiques							
32	J'ai été confronté à de la violence verbale dans les restaurant/café/pub							
33	J'ai été confronté à de la violence verbale dans les transports [taxi/bus]							
34	J'ai été confronté à de la violence verbale dans les centres commerciaux							
35	J'ai été confronté à de la violence verbale dans les visites d'autres zones							
36	J'ai été confronté à de la violence verbale dans d'autres cas [Merci de préciser]							
VIOLENCE PHYSIQUE								
37	J'ai été confronté à de la violence physique dans les rues							
38	J'ai été confronté à de la violence physique à l'hôtel							
39	J'ai été confronté à de la violence physique au marché/bazaar							
40	J'ai été confronté à de la violence physique dans les attractions touristiques							
41	J'ai été confronté à de la violence physique in the restaurant/café/pub							
42	J'ai été confronté à de la violence physique dans les transports [taxi/bus]							
43	J'ai été confronté à de la violence physique dans les centres commerciaux							
44	J'ai été confronté à de la violence physique dans les visites d'autres zones							
45	J'ai été confronté à de la violence physique dans d'autres cas [Merci de préciser]							

MENDICITÉ						
46	J'ai été confronté à la mendicité on dans les rues					
47	J'ai été confronté à la mendicité à l'hôtel					
48	J'ai été confronté à la mendicité au marché/bazaar					
49	J'ai été confronté à la mendicité dans les attractions touristiques					
50	J'ai été confronté à la mendicité dans les restaurant/café/pub					
51	J'ai été confronté à la mendicité dans les transports [taxi/bus]					
52	J'ai été confronté à la mendicité dans les centres commerciaux					
53	J'ai été confronté à la mendicité dans les visites d'autres zones					
54	J'ai été confronté à la mendicité dans d'autres cas [Merci de préciser].....					

PARTIE-II: INTENTIONS FUTURES

***S'il vous plaît répondez aux questions suivantes en marquant un (X) dans les espaces alloués ci -dessous ou répondez brièvement...

5. Dans quelle mesure êtes-vous satisfait de vos vacances à Istanbul?

Très Satisfait Satisfait Ni Satisfait Ni Insatisfait Insatisfait Très Insatisfait

6. Quelle est la probabilité de votre retour à Istanbul dans le futur?

Très Probable Probable Incertain Improbable Hautement Improbable

7. Quelle est la probabilité de visiter une autre destination en Turquie dans le futur?

Très Probable Probable Incertain Improbable Hautement Improbable

8. Quelle est la probabilité de recommander vos vacances à Istanbul à vos proches et à vos amis?

Très Probable Probable Incertain Improbable Hautement Improbable

9. À quel point as-tu le sentiment de regret de visiter Istanbul?

Très Probable Probable Incertain Improbable Hautement Improbable

PARTIE III: CARACTÉRISTIQUES PERSONNELLES

***S'il vous plaît répondez aux questions suivantes en marquant un (X) dans les espaces alloués ci -dessous ou répondez brièvement...

10. Veuillez indiquer votre nationalité.....

11. Veuillez indiquer votre pays de résidence.....

12. Veuillez indiquer votre sexe

Homme Femme

13. Indiquez votre état matrimonial

Marié Célibataire Autre [veuillez préciser]...

14. Veuillez indiquer votre groupe d'âge

15-24 25-34 35-44 45-54 55-64 65 et plus

15. Quel est votre niveau le plus élevé des études?

École Primaire École Secondaire Formation Professionnelle Licence Master et/ou Doctorat

16. Laquelle des catégories correspond le mieux votre position actuelle?

<input type="checkbox"/> Directeur	<input type="checkbox"/> Cadre Intermediaire	<input type="checkbox"/> Professionnel	<input type="checkbox"/> Qualifié	<input type="checkbox"/> No Qualifié	<input type="checkbox"/> Étudiant
<input type="checkbox"/> Cadre Supérieur	<input type="checkbox"/> Stagiaire/Cadre débutant	<input type="checkbox"/> Administratif	<input type="checkbox"/> Semi-qualifié	<input type="checkbox"/> Retraité	<input type="checkbox"/> Sans Emploi

17. Laquelle des catégories correspond le mieux votre revenu annuel brut ?

Moins 9,999 € 10,000-19,999 € 20,000-29,999 € 30,000-39,999 € 40,000-49,999 € Plus 50,000 €

18. Combien de fois avez-vous déjà visiter Istanbul ?

0 1 2 3 4 5 6 >

19. Veuillez indiquer votre préférence d'hébergement à Istanbul?

Tout-inclus Pension Complété Demi-Pension Chambres d'hôtes «B&B » Indépendant Juste le Vol

20. Combien de temps avez - vous passé sur Istanbul?

< Une Semaine Une Semaine 8-13 Nuits Deux Semaines 15-20 Nuits Trois Semaines Quatre Semaines Plus

21. Quel était le principal objectif de votre visite actuelle? [Veuillez vérifier tous en bas]

<input type="checkbox"/> Vacances	<input type="checkbox"/> Affaires	<input type="checkbox"/> Assister à un événement culturel	<input type="checkbox"/> Événement sportif	<input type="checkbox"/> Autres
<input type="checkbox"/> Visite Culturelle	<input type="checkbox"/> Conférence	<input type="checkbox"/> Visite de la famille et les amis	<input type="checkbox"/> Achats	[veuillez préciser]

22. Quelle source d'information avez-vous consultez pour préparer votre visite à Istanbul? [Veuillez vérifier tous en bas]

<input type="checkbox"/> Agence de Voyage	<input type="checkbox"/> Publicité	<input type="checkbox"/> Brochures/ Guides de Voyage	<input type="checkbox"/> Livres /Films
<input type="checkbox"/> Famille/Amis	<input type="checkbox"/> TV/Radio	<input type="checkbox"/> Tour Operateur	<input type="checkbox"/> Réseaux Sociaux
<input type="checkbox"/> Articles/Informations	<input type="checkbox"/> Internet	<input type="checkbox"/> Publicité direct de la part des gestionnaires de la destination	<input type="checkbox"/> Autres [veuillez préciser]

23. Avec qui voyager-vous durant vos vacances à Istanbul? [Veuillez vérifier tous en bas]

Seul Partenaire/Époux Famille /Proches Amis Groupes Touristiques Autres.....[Veuillez spécifier]

Le questionnaire est maintenant terminé.. Merci pour votre collaboration ...

Appendix 3: The Questionnaire Form [Spanish]



Cuestionario No: ...

Fecha:.././...

Querido Huésped,
 Este cuestionario ha sido elaborado como parte de la tesis Ph.D. titulada **“Revelando el acoso turístico y su posible impacto en la experiencia turística en Estambul”**. Esta investigación se está llevando a cabo en la Universidad İzmir Katip Çelebi, Escuela de Ciencias Sociales dentro del Programa de Gestión del Turismo, con el fin de abordar el fenómeno del acoso turístico al que están expuestos los turistas internacionales que visitan Estambul, Turquía esta expuesta al debate en prensa impresa y audiovisual como un problema global de los destinos turísticos en todo el mundo e investiga su posible impacto en la experiencia turística. Los resultados serán confidenciales y solo se utilizarán con fines académicos. Muchas gracias de antemano por su ayuda.
Estudiante de doctorado: Mehmet Yavuz CETİNKAYA
Supervisor: Prof.Dr. Zafer ÖTER
Universidad İzmir Katip Çelebi Campus Cigli Área 35620 İzmir/ **E-mail:** mehmetyavuzcetinkaya@hotmail.com

PARTE-I: EXPERIENCIA VACACIONAL

***Por favor responda las siguientes preguntas con una X en los espacios designados, o con respuestas cortas...

1. ¿Experimentó algún tipo de acoso o conducta molesta durante su visita a Estambul?
 Sí [Por favor pase a la siguiente pregunta]
 No [Por favor pase a la PARTE II en página IV]
2. Por favor indique el tipo de acoso que vivió en Estambul.

TIPO DE INCIDENTE		Muy Frecuentemente	Frecuentemente	No Muy a Menudo	Ocasionalmente	Nunca	Sin Opinión
1	Persistencia de los vendedores <i>[ser invitado insistentemente a visitar la tiendas o a comprar algo]</i>						
2	Tráfico de drogas <i>[materia orientada por el delito de trato en relación con las drogas]</i>						
3	Acoso sexual <i>[invitación a una relación sexual no deseada, pagada o de forma voluntaria]</i>						
4	Abuso verbal <i>[uso de lenguaje obsceno o gestos que provocaron una sensación incómoda o de amenaza en el turista]</i>						
5	Abuso físico <i>[un encuentro físico o insulto que sugieran que se puede llegar al plano físico en la agresión]</i>						
6	Mendicidad <i>[petición persistente de dar dinero o comida en una forma humilde o urgente]</i>						

3. ¿Por quién es probable haber experimentado acoso?

TIPOS OF EXPERIENCIAS		Muy Frecuentemente	Frecuentemente	No Muy a Menudo	Ocasionalmente	Nunca	Sin Opinión
1	Experimenté acoso por vendedores [o estafadores]						
2	Experimenté acoso por mendigos						
3	Experimenté acoso por vendedores ambulantes de droga						
4	Experimenté acoso por personal de la playa						
5	Experimenté acoso por taxistas						
6	Experimenté acoso por guías turísticos						

7	Experimenté acoso por personal del hotel						
8	Experimenté acoso por personal de yates/ botes						
9	Otro [por favor especifique].....						

4. Por favor seleccione la respuesta más adecuada en cuanto a dónde experimentó acoso en Estambul

TIPOS OF EXPERIENCIAS		Muy Frecuentemente	Frecuentemente	No Muy a Menudo	Ocasionalmente	Nunca	Sin Opinión
INSITENCIA DE LOS VENDEDORES							
1	Experimenté insistencia de los vendedores en la calle						
2	Experimenté insistencia de los vendedores en el hotel						
3	Experimenté insistencia de los vendedores en el mercado/bazar						
4	Experimenté insistencia de los vendedores en una atracción turística						
5	Experimenté insistencia de los vendedores en restaurante/café/bar						
6	Experimenté insistencia de los vendedores en el transporte [taxi/autobús]						
7	Experimenté insistencia de los vendedores en centro comercial						
8	Experimenté insistencia de los vendedores en el tour/viaje a otro sitio						
9	Experimenté insistencia de los vendedores en otro [por favor especifique].....						
TRÁFICO DE DROGAS							
10	Experimenté tráfico de drogas en la calle						
11	Experimenté tráfico de drogas en el hotel						
12	Experimenté tráfico de drogas en el mercado/bazar						
13	Experimenté tráfico de drogas en una atracción turística						
14	Experimenté tráfico de drogas en restaurante/café/bar						
15	Experimenté tráfico de drogas el transporte [taxi/autobús]						
16	Experimenté tráfico de drogas en centro comercial						
17	Experimenté insistencia de los vendedores en el tour/viaje a otro sitio						
18	Experimenté tráfico de drogas en otro [por favor especifique].....						
ACOSO SEXUAL							
19	Experimenté acoso sexual en la calle						
20	Experimenté acoso sexual en el hotel						
21	Experimenté acoso sexual en el mercado/bazar						
22	Experimenté acoso sexual en una atracción turística						
23	Experimenté acoso sexual en restaurante/café/bar						
24	Experimenté acoso sexual el transporte [taxi/autobús]						
25	Experimenté acoso sexual en centro comercial						
26	Experimenté acoso sexual en el tour/viaje a otro sitio						
27	Experimenté acoso sexual en otro [por favor especifique].....						
ABUSO VERBAL							
28	Experimenté abuso verbal en la calle						
29	Experimenté abuso verbal en el hotel						
30	Experimenté abuso verbal en el mercado/bazar						
31	Experimenté abuso verbal en una atracción turística						
32	Experimenté abuso verbal en restaurante/café/bar						
33	Experimenté abuso verbal el transporte [taxi/autobús]						
34	Experimenté abuso verbal en centro comercial						
35	Experimenté abuso verbal en el tour/viaje a otro sitio						
36	Experimenté abuso verbal en otro [por favor especifique].....						
ABUSO FÍSICO							
37	Experimenté abuso físico en la calle						
38	Experimenté abuso físico en el hotel						
39	Experimenté abuso físico en el mercado/bazar						
40	Experimenté abuso físico en una atracción turística						
41	Experimenté abuso físico en restaurante/café/bar						
42	Experimenté abuso físico el transporte [taxi/autobús]						
43	Experimenté abuso físico en centro comercial						

44	Experimenté abuso físico en el tour/viaje a otro sitio						
45	Experimenté abuso físico en otro [por favor especifique].....						
LIMOSNEROS							
46	Me pidieron limosna en la calle						
47	Me pidieron limosna en el hotel						
48	Me pidieron limosna en el mercado/bazar						
49	Me pidieron limosna en una atracción turística						
50	Me pidieron limosna en restaurante/café/bar						
51	Me pidieron limosna el transporte [taxi/autobús]						
52	Me pidieron limosna en centro comercial						
53	Me pidieron limosna en el tour/viaje a otro sitio						
54	Me pidieron limosna en otro [por favor especifique].....						

PARTE-II: PLANES PARA EL FUTURO

***Por favor responda las siguientes preguntas poniendo (X) en los espacios asignados a continuación o con respuestas cortas...

5. ¿Hasta qué punto está usted satisfecho con sus vacaciones en Estambul?

Muy satisfecho Satisfecho Incierto Poco Satisfecho Nada Satisfecho

6. ¿Qué probabilidades hay de que regrese a Estambul en el futuro?

Muy Probable Probable Incierto Poco Probable Puy Poco Probable

7. Tan probable es que visite otro destino en Turquía en el futuro?

Muy Probable Probable Incierto Poco Probable Puy Poco Probable

8. ¿Qué tan probable es que recomiende sus vacaciones en Estambul con sus familiares y amigos?

Muy Probable Probable Incierto Poco Probable Puy Poco Probable

9. ¿Qué probabilidad hay de que regrese a visitar Estambul?

Muy Probable Probable Incierto Poco Probable Puy Poco Probable

PARTE-III: CARACTERÍSTICAS PERSONALES

***Por favor responda las siguientes preguntas poniendo (X) en los espacios asignados a continuación o con respuestas cortas...

10. Por favor indique su nacionalidad

11. Por favor indique su país de residencia

12. Por favor indique su sexo Hombre Mujer

13. Por favor indique su estado civil

Casado Soltero Otro.....[por favor especifique]

14. Por favor indique su grupo etario

15. Por favor indique su escolaridad 15-24 25-34 35-44 45-54 55-64 65 y más

Primaria Secundaria Escuela Vocacional Licenciatura Maestría y/ o Doctorado

16. ¿Cuál de las siguientes categorías que mejor describe su posición actual?

<input type="checkbox"/> Director	<input type="checkbox"/> Administrador	<input type="checkbox"/> Professional	<input type="checkbox"/> Oficio	<input type="checkbox"/> No Capacitado	<input type="checkbox"/> Estudiante
<input type="checkbox"/> Gerente	<input type="checkbox"/> En Entrenamiento/Aprendiz	<input type="checkbox"/> Clero	<input type="checkbox"/> Semi-oficio	<input type="checkbox"/> Jubilado	<input type="checkbox"/> Desempleado

17. ¿Cuál categoría describe su ingreso anual?

Menos de 9,999 € 10,000-19,999 € 20,000-29,999 € 30,000-39,999 € 40,000-49,999 € 50,000-y Más €

18. ¿Cuántas veces antes ha estado en Estambul?

0 1 2 3 4 5 6 >

19. Por favor, indique su preferencia de alojamiento en Estambul.

Todo-Incluido Pensión Completa Media Pensión Cama y Desayuno Autoservicio Sólo el Vuelo

20. ¿Cuánto tiempo se quedó en Estambul?

< Semana Una Semana 8-13 Noches Dos Semanas 15-20 Noches Tres Semanas Cuatro Semanas Más

21. ¿Cuál fue el propósito principal de su visita actual? [Por favor marque todos los que apliquen]

<input type="checkbox"/> Vacaciones	<input type="checkbox"/> Negocios	<input type="checkbox"/> Asistir a un evento cultural	<input type="checkbox"/> Evento deportivo	<input type="checkbox"/> Otro.....
<input type="checkbox"/> Visitar una atracción cultural	<input type="checkbox"/> Conferencia	<input type="checkbox"/> Visitar amigos y familiares	<input type="checkbox"/> Compras	[por favor especifique]

22. ¿Qué fuentes de información consultó sobre Estambul? [Por favor marque todos los que apliquen]

<input type="checkbox"/> Agencia de viajes	<input type="checkbox"/> Publicidad	<input type="checkbox"/> Folletos/Guías de viaje	<input type="checkbox"/> Libros/ Películas
<input type="checkbox"/> Consejo de amigos/familia	<input type="checkbox"/> TV/Radio	<input type="checkbox"/> Operador Turístico	<input type="checkbox"/> Medios de comunicación
<input type="checkbox"/> Artículos/ Noticias	<input type="checkbox"/> Internet	<input type="checkbox"/> Correo electrónico directo del destino	<input type="checkbox"/> Otro...[por favor especifique]

23. ¿Con quién viajó estas vacaciones? [Por favor marque todos los que apliquen]

Solo Pareja/ Esposo Familia/Parientes Amigos Grupo de Tour Otro[por favor especifique]

El cuestionario ha sido completado. Gracias por su ayuda....

Appendix 3: The Questionnaire Form [Italian]



Questionario N°: ...

Data: .../.../...

Gentile Ospite,
 Il presente questionario è stato preparato come parte della tesi Ph.D. intitolata “Studio sulle molestie ai turisti e il loro possibile impatto sul turismo ad Istanbul”. Questa ricerca è stata intrapresa alla Izmir Katip Celebi University, Scuola di specializzazione per le scienze sociali, nell’ambito del programma di Tourism Management allo scopo di studiare il fenomeno delle molestie ai turisti alle quali sono esposti i viaggiatori che visitano Istanbul, Turchia e stimolare il dibattito, sia sulla stampa cartacea che virtuale, riconoscendo il problema come fenomeno globale per mete turistiche di tutto il mondo ed investigare sui possibili effetti dello stesso sulle esperienze di viaggio. I risultati verranno mantenuti riservati ed utilizzati esclusivamente per studi accademici. Grazie in anticipo per la vostra collaborazione.

Studente di Dottorato: Mehmet Yavuz ÇETİNKAYA
Supervisore: Prof. Dr. Zafer ÖTER

İzmir Katip Çelebi Üniversitesi Cigli Principale Del Campus 35620 İzmir/ **E-mail:** mehmetyavuzcetinkaya@hotmail.com

PARTE I: ESPERIENZE IN VACANZA

***Risponda alle seguenti domande mettendo (X) negli spazi designati o dando brevi risposte...

1. Ha mai avuto modo di sperimentare molestie o comportamenti fastidiosi durante il suo soggiorno a Istanbul?

- Sì [Vada alla prossima domanda]
 No [Vada alla PARTE II a Pagina IV]

2. Indicare la natura della molestia che ha sperimentato a Istanbul.

TIPI DI EPISODI		Molto Spesso	Spesso	Né Spesso Né Occasionalmente	Occasionalmente	Mai	Nessuna Opinione
1	Insistenza dei Venditori [richiesta continua di visitare negozi o spinta insistente per effettuare un acquisto]						
2	Spaccio di Droghe [interazioni criminali relative a droghe]						
3	Molestia Sessuale [approccio che sollicita una relazione sessuale non voluta, a pagamento o volontaria]						
4	Abuso Verbale [uso di linguaggio o gesti osceni atti a irritare o far sentire minacciati i turisti]						
5	Abuso Fisico [scontro fisico, o offese e insulti che possano suggerire un probabile scontro fisico]						
6	Richiesta di elemosina [richiesta continua, fatta in modo urgente e umile, principalmente di denaro o cibo]						

3. Chi le ha fatto sperimentare una molestia, e con quale frequenza?

TIPI DI ESPERIENZA		Molto Spesso	Spesso	Né Spesso Né Occasionalmente	Occasionalmente	Mai	Nessuna Opinione
1	Sono stato/a molestato/a da venditori [o truffatori]						
2	Sono stato/a molestato/a da mendicanti						
3	Sono stato/a molestato/a da spacciatori						
4	Sono stato/a molestato/a da personale di spiaggia						
5	Sono stato/a molestato/a da autisti di taxi						
6	Sono stato/a molestato/a da guide turistiche						

7	Sono stato/a molestato/a da personale alberghiero						
8	Sono stato/a molestato/a da personale di yacht [barca]						
9	Altro [specificare].....						

4. Spunti la risposta più appropriata riguardante il luogo dove ha sperimentato delle molestie a Istanbul.

TIPI DI ESPERIENZE		Molto Spesso	Spesso	Né Spesso Né Occasionalmente	Occasionalmente	Mai	Nessuna Opinione
INSISTENZA DEI VENDITORI							
1	Sono stato/a molestato/a da venditori per strada						
2	Sono stato/a molestato/a da venditori in hotel						
3	Sono stato/a molestato/a da venditori in un mercato/bazaar						
4	Sono stato/a molestato/a da venditori in un'attrazione turistica						
5	Sono stato/a molestato/a da venditori al ristorante/bar/pub						
6	Sono stato/a molestato/a da venditori su un mezzo di trasporto [taxi/bus]						
7	Sono stato/a molestato/a da venditori in un centro commerciale						
8	Sono stato/a molestato/a da venditori in un tour/viaggio a un altro luogo						
9	Sono stato/a molestato/a da venditori in altro [specificare].....						
SPACCIO DI DROGHE							
10	Sono stato/a molestato/a da spacciatori per strada						
11	Sono stato/a molestato/a da spacciatori in hotel						
12	Sono stato/a molestato/a da spacciatori in un mercato/bazaar						
13	Sono stato/a molestato/a da spacciatori in un'attrazione turistica						
14	Sono stato/a molestato/a da spacciatori al ristorante/bar/pub						
15	Sono stato/a molestato/a da spacciatori su un mezzo di trasporto [taxi/bus]						
16	Sono stato/a molestato/a da spacciatori in un centro commerciale						
17	Sono stato/a molestato/a da spacciatori in un tour/viaggio a un altro luogo						
18	Sono stato/a molestato/a da spacciatori in altro [specificare].....						
MOLESTIE SESSUALI							
19	Ho ricevuto molestie sessuali per strada						
20	Ho ricevuto molestie sessuali in hotel						
21	Ho ricevuto molestie sessuali in un mercato/bazaar						
22	Ho ricevuto molestie sessuali in un'attrazione turistica						
23	Ho ricevuto molestie sessuali al ristorante/bar/pub						
24	Ho ricevuto molestie sessuali su un mezzo di trasporto [taxi/bus]						
25	Ho ricevuto molestie sessuali in un centro commerciale						
26	Ho ricevuto molestie sessuali in un tour/viaggio a un altro luogo						
27	Ho ricevuto molestie sessuali in altro [specificare].....						
ABUSO VERBALE							
28	Ho ricevuto insulti per strada						
29	Ho ricevuto insulti in hotel						
30	Ho ricevuto insulti in un mercato/bazaar						
31	Ho ricevuto insulti in un'attrazione turistica						
32	Ho ricevuto insulti al ristorante/bar/pub						
33	Ho ricevuto insulti su un mezzo di trasporto [taxi/bus]						
34	Ho ricevuto insulti in un centro commerciale						
35	Ho ricevuto insulti in un tour/viaggio a un altro luogo						
36	Ho ricevuto insulti in altro [specificare].....						
ABUSO FISICO							
37	Sono stato/a attaccato/a fisicamente per strada						
38	Sono stato/a attaccato/a fisicamente in hotel						
39	Sono stato/a attaccato/a fisicamente in un mercato/bazaar						
40	Sono stato/a attaccato/a fisicamente in un'attrazione turistica						
41	Sono stato/a attaccato/a fisicamente al ristorante/bar/pub						
42	Sono stato/a attaccato/a fisicamente su un mezzo di trasporto [taxi/bus]						
43	Sono stato/a attaccato/a fisicamente in un centro commerciale						
44	Sono stato/a attaccato/a fisicamente in un tour/viaggio a un altro luogo						

45	Sono stato/a attaccato/a fisicamente in altro [specificare].....						
RICHIESTA DI ELEMOSINA							
46	Mi hanno chiesto l'elemosina per strada						
47	Mi hanno chiesto l'elemosina in hotel						
48	Mi hanno chiesto l'elemosina in un mercato/bazaar						
49	Mi hanno chiesto l'elemosina in un'attrazione turistica						
50	Mi hanno chiesto l'elemosina al ristorante/bar/pub						
51	Mi hanno chiesto l'elemosina su un mezzo di trasporto [taxi/bus]						
52	Mi hanno chiesto l'elemosina in un centro commerciale						
53	Mi hanno chiesto l'elemosina in un tour/viaggio a un altro luogo						
54	Mi hanno chiesto l'elemosina in altro [specificare].....						

PARTE II: INTENZIONI FUTURE

***Risponda alle seguenti domande mettendo (X) negli spazi designati o dando brevi risposte...

5. In quale misura è soddisfatto/a del suo soggiorno a Istanbul?

Molto Soddisfatto/a Soddisfatto/a Né Soddisfatto/a Né Insoddisfatto/a Insoddisfatto/a Molto Insoddisfatto/a

6. È probabile che torni a Istanbul in futuro?

Molto Probabile Probabile Non So Improbabile Molto Improbabile

7. È probabile che visiti un'altra destinazione in Turchia in futuro?

Molto Probabile Probabile Non So Improbabile Molto Improbabile

8. È probabile che raccomandi la sua vacanza a Istanbul ad amici e famiglia?

Molto Probabile Probabile Non So Improbabile Molto Improbabile

9. È probabile che rimpianga di aver visitato Istanbul?

Molto Probabile Probabile Non So Improbabile Molto Improbabile

PARTE III: CARATTERISTICHE PERSONALI

*** Risponda alle seguenti domande mettendo (X) negli spazi designati o dando brevi risposte...

10. Nazionalità.....

11. Paese di residenza.....

12. Genere

Maschio Femmina

Sposato/a Celibe/Nubile Altro [specificare].....

13. Stato civile

14. Fascia d'età

15. Qual è il suo livello d'istruzione?

15-24 25-34 35-44 45-54 55-64 65 e oltre

Quinta Elementare Diploma di Maturità Formazione Professionale Laurea Triennale Laurea Magistrale e/o Dottorato di Ricerca

16. Quale delle seguenti categorie descrive al meglio la sua posizione lavorativa?

<input type="checkbox"/> Direttore/Direttrice	<input type="checkbox"/> Libero/a Professionista	<input type="checkbox"/> Non specializzato/a	<input type="checkbox"/> Middle Manager	<input type="checkbox"/> Pensionato/a	<input type="checkbox"/> Studente
<input type="checkbox"/> Senior Manager	<input type="checkbox"/> Tirocinante/Junior Manager	<input type="checkbox"/> Specializzato/a	<input type="checkbox"/> Semi-specializzato/a	<input type="checkbox"/> Impiegato/a	<input type="checkbox"/> Disoccupato/a

17. Quale categoria descrive meglio approssimativamente il suo reddito lordo annuale?

Meno Di 9,999 € 10,000-19,999 € 20,000-29,999 € 30,000-39,999 € 40,000-49,999 € 50,000- E Più €

18. Quante volte è già stato/a a Istanbul?

0 1 2 3 4 5 6 >

19. Indichi il tipo di alloggio preferito a Istanbul.

All-Inclusive Mezza Pensione Pensione Completa Letto e Colazione Vitto Escluso Solo il Volo

20. Quanto è durato il suo soggiorno a Istanbul?

< Di una Settimana Una Settimana 8-13 Notti Due Settimane 15-20 Notti Tre Settimane Quattro Settimane Più Tempo

21. Qual è stato lo scopo principale di questo soggiorno? [Selezioni tutte le risposte possibili]

<input type="checkbox"/> Vacanza	<input type="checkbox"/> Lavoro	<input type="checkbox"/> Partecipare a un evento culturale	<input type="checkbox"/> Evento Sportivo	<input type="checkbox"/> Altro
<input type="checkbox"/> Visitare un'Attrazione Culturale	<input type="checkbox"/> Conferenza	<input type="checkbox"/> Visita a amici e parenti	<input type="checkbox"/> Shopping	..[specificare]

22. Dove ha trovato informazioni su Istanbul? [Selezioni tutte le risposte possibili]

<input type="checkbox"/> Agenzia di Viaggi	<input type="checkbox"/> Pubblicità	<input type="checkbox"/> Brochure/Guide Turistiche	<input type="checkbox"/> Libri/Film	<input type="checkbox"/> Articoli/Notizia	<input type="checkbox"/> Posta dalla Destinazione
<input type="checkbox"/> Consiglio di Amici/Parenti	<input type="checkbox"/> TV/Radio	<input type="checkbox"/> Operatori Turistici	<input type="checkbox"/> Social Media	<input type="checkbox"/> Internet	<input type="checkbox"/> Altro ...[specificare]

23. Con chi ha speso questo soggiorno? [Selezioni tutte le risposte possibili]

Da Solo Partner/Coniuge Famiglia/Parenti Amici Gruppo Turistico Altro[specificare]

Il questionario è completo. Grazie per il suo aiuto...

Appendix 3: The Questionnaire Form [Russian]



Анкета номер: ...

Дата:.../.../...

Уважаемый гость,
 Эта анкета является частью работы над кандидатской диссертацией, озаглавленной «**Туристическое преследование как глобальная проблема туризма: исследование в Стамбуле**». Это исследование проводится в университете Катип Челеби (Измир, Турция), в Высшей школе социальных наук, в рамках программы управления туризмом. Цель исследования - выяснить, есть ли у иностранных туристов, посещающих Стамбул, какие-либо жалобы на преследования во время отпуска/визита. Если да, то о каких именно преследованиях идёт речь и могут ли гости Стамбула предложить какие-либо советы по решению этой проблемы. Если вы считаете, что какой-либо вопрос Вам не подходит, вы можете пропустить его и перейти к следующему. Для заполнения анкеты потребуется всего 10 минут. Все данные и выводы строго конфиденциальны и будут использованы только в академических целях. Заранее благодарю Вас за помощь.

Соискатель: Мехмет Явуз Четинкая
Научный руководитель: Доцент, канд. Наук Зафер Отер

Измир Катип Челеби Университет Главный кампус Площадь 35620 Измир /почта:mehmetyavuzcetinkaya@hotmail.com

ЧАСТЬ-I: ОТПУСК

*** Пожалуйста, ответьте на следующие вопросы, ставя (X) на указанных ниже полях или давая короткие ответы...

1. Испытывали ли Вы когда-либо притеснения или некорректное поведение во время вашего отпуска /вашей поездки в Стамбул?
 - Да [Пожалуйста, перейдите к следующему вопросу]
 - Нет [Пожалуйста, перейдите к части II на странице IV]
2. Прошу указать характер притеснений или некорректного поведения, которые вы испытали в Стамбуле.

ТИПЫ ИНЦИДЕНТОВ		Очень часто	Часто	Не очень часто	Время от времени	Никогда	Нет мнения
1	Излишняя настойчивость продавцов <i>[настойчиво попросили посетить магазины или сделать покупку]</i>						
2	Предложение купить наркотики на улице <i>[уголовно наказуемое распространение наркотических средств]</i>						
3	Сексуальные домогательства <i>[предложение сексуальных отношений за плату или на добровольной основе]</i>						
4	Словесное оскорбление <i>[использование ненормативной лексики или жестов в отношении туристов]</i>						
5	Физическое оскорбление <i>[физическое нападение или агрессивное словесное оскорбление, ведущее к возможному физическому нападению]</i>						
6	Попрошайничество <i>[Настойчивые и жалобные просьбы о деньгах или пище]</i>						

3. С чьей стороны вы можете ожидать/испытали вышеуказанные негативные действия?

ТИПЫ ОПЫТА		Очень часто	Часто	Не очень часто	Время от времени	Никогда	Нет мнения
1	Я испытал(-а) притеснения со стороны продавцов <i>[в том числе уличных торговцев, ловкачей]</i>						
2	Я испытал(-а) притеснения со стороны попрошайек						
3	Я испытал(-а) притеснения со стороны торговцев наркотиками						
4	Я испытал(-а) притеснения со стороны пляжного персонала						

5	Я испытал(-а) притеснения со стороны водителей такси						
6	Я испытал(-а) притеснения со стороны экскурсоводов						
7	Я испытал(-а) притеснения со стороны персонала отеля						
8	Я испытал(-а) притеснения со стороны персонала яхты [лодки]						
9	Другое [пожалуйста, укажите].....						

4. Пожалуйста, отметьте наиболее подходящий ответ о том, где вы испытали притеснения в Стамбуле.

ТИПЫ ОПЫТА		Очень часто	Часто	Не очень часто	Время от времени	Никогда	Нет мнения
НАСТОЙЧИВОСТЬ ПРОДАВЦОВ							
1	Я испытал(-а) настойчивость продавцов на улице						
2	Я испытал(-а) настойчивость продавцов в отеле						
3	Я испытал(-а) настойчивость продавцов на рынке/базаре						
4	Я испытал(-а) настойчивость продавцов в туристических местах						
5	Я испытал(-а) настойчивость продавцов в ресторане/кафе/баре						
6	Я испытал(-а) настойчивость продавцов в транспорте [такси/автобус]						
7	Я испытал(-а) настойчивость продавцов в торговом центре						
8	Я испытал(-а) настойчивость продавцов во время тура/поездки						
9	Я испытал(-а) настойчивость продавцов в других местах [просьба указать].....						
ПРЕДЛОЖЕНИЕ НАРКОТИКОВ							
10	Мне предложили купить наркотики на улице						
11	Мне предложили купить наркотики в отеле						
12	Мне предложили купить наркотики на рынке/базаре						
13	Мне предложили купить наркотики в туристических местах						
14	Мне предложили купить наркотики в ресторане/кафе/баре						
15	Мне предложили купить наркотики в транспорте [такси/автобус]						
16	Мне предложили купить наркотики в торговом центре						
17	Мне предложили купить наркотики во время тура/поездки						
18	Мне предложили купить наркотики в других местах [просьба указать]						
СЕКСУАЛЬНОЕ ДОМОГАТЕЛЬСТВО							
19	Я испытал(-а) сексуальные домогательства на улице						
20	Я испытал(-а) сексуальные домогательства в отеле						
21	Я испытал(-а) сексуальные домогательства на рынке/базаре						
22	Я испытал(-а) сексуальные домогательства в туристических местах						
23	Я испытал(-а) сексуальные домогательства в ресторане/кафе/баре						
24	Я испытал(-а) сексуальные домогательства в транспорте [такси/автобус]						
25	Я испытал(-а) сексуальные домогательства в торговом центре						
26	Я испытал(-а) сексуальные домогательства во время тура/поездки						
27	Я испытал(-а) сексуальные домогательства в других местах [просьба указать]						
СЛОВЕСНОЕ ОСКОРБЛЕНИЕ							
28	Я испытал(-а) словесные оскорбления на улице						
29	Я испытал(-а) словесные оскорбления в отеле						
30	Я испытал(-а) словесные оскорбления на рынке/базаре						
31	Я испытал(-а) словесные оскорбления в туристических местах						
32	Я испытал(-а) словесные оскорбления в ресторане/кафе/баре						
33	Я испытал(-а) словесные оскорбления в транспорте [такси/автобус]						
34	Я испытал(-а) словесные оскорбления в торговом центре						
35	Я испытал(-а) словесные оскорбления во время тура/поездки						
36	Я испытал(-а) словесные оскорбления в других местах [просьба указать]						
ФИЗИЧЕСКОЕ ОСКОРБЛЕНИЕ							
37	Я испытал(-а) физическое оскорбление на улице						
38	Я испытал(-а) физическое оскорбление в отеле						
39	Я испытал(-а) физическое оскорбление на рынке/базаре						
40	Я испытал(-а) физическое оскорбление в туристических местах						
41	Я испытал(-а) физическое оскорбление в ресторане/кафе/баре						
42	Я испытал(-а) физическое оскорбление в транспорте [такси/автобус]						
43	Я испытал(-а) физическое оскорбление в торговом центре						
44	Я испытал(-а) физическое оскорбление во время тура/поездки						
45	Я испытал(-а) физическое оскорбление в других местах [просьба указать]						

ПОПРОШАЙНИЧЕСТВО							
46	Я испытал(-а) попрошайничество на улице						
47	Я испытал(-а) попрошайничество в отеле						
48	Я испытал(-а) попрошайничество на рынке/базаре						
49	Я испытал(-а) попрошайничество в туристических местах						
50	Я испытал(-а) попрошайничество в ресторане/кафе/баре						
51	Я испытал(-а) попрошайничество в транспорте [такси/автобус]						
52	Я испытал(-а) попрошайничество в торговом центре						
53	Я испытал(-а) попрошайничество во время тура/поездки						
54	Я испытал(-а) попрошайничество в других местах [просьба указать]						

ЧАСТЬ II: БУДУЩИЕ НАМЕРЕНИЯ

*** Пожалуйста, ответьте на следующие вопросы, ставя (X) на указанных ниже полях или давая короткие ответы...

5. В какой степени вы удовлетворены отдыхом в Стамбуле?

Очень доволен Удовлетворен В целом удовлетворён Неудовлетворён Очень неудовлетворён

6. Насколько вероятно, что вы вернетесь в Стамбул в будущем?

Очень вероятно Вероятно Не уверен Вряд ли Маловероятно

7. Насколько вероятно, что вы посетите другое место в Турции в будущем?

Очень вероятно Вероятно Не уверен Вряд ли Маловероятно

8. Насколько вероятно, что вы посоветуете отпуск в Стамбуле своим близким и друзьям?

Очень вероятно Вероятно Не уверен Вряд ли Маловероятно

9. Насколько вероятно, что Вы пожалуете о визите в Стамбул?

Очень вероятно Вероятно Не уверен Вряд ли Маловероятно

ЧАСТЬ III: ПЕРСОНАЛЬНЫЕ ХАРАКТЕРИСТИКИ

*** Пожалуйста, ответьте на следующие вопросы, ставя (X) на указанных ниже полях или давая короткие ответы...

10. Пожалуйста, укажите Ваше гражданство

11. Пожалуйста, укажите страну проживания

12. Пожалуйста, укажите свой пол

Мужской Женский

13. Пожалуйста, укажите свой семейный статус

В браке Не в браке Другое [пожалуйста уточните]

14. Пожалуйста, укажите Вашу возрастную группу

15-24 25-34 35-44 45-54 55-64 65 лет и старше

15. Каков Ваш уровень образования?

Начальная школа средняя школа профессиональное училище бакалавр магистр и / или докторская степень

16. Какая из следующих категорий лучше всего описывает Ваш рабочий статус?

<input type="checkbox"/> Директор	<input type="checkbox"/> Средний менеджер	<input type="checkbox"/> Профессионал	<input type="checkbox"/> Квалифицированный рабочий	<input type="checkbox"/> Неквалифицированный рабочий
<input type="checkbox"/> Старший менеджер	<input type="checkbox"/> Стажер / Младший менеджер	<input type="checkbox"/> Клерк	<input type="checkbox"/> Полуквалифицированный рабочий	<input type="checkbox"/> Пенсионер
		<input type="checkbox"/> Не работаю	<input type="checkbox"/> Студент	

17. Какая категория лучше всего описывает Ваш годовой доход?

ниже 9,999 € 10,000-19,999 € 20,000-29,999 € 30,000-39,999 € 40,000-49,999 € 50,000-и вы

18. Сколько раз вы были в Стамбул раньше?

0 1 2 3 4 5 6 >

19. Пожалуйста, укажите вид отельного обслуживания в Стамбуле.

Все включено Полный пансион Полупансион Кровать и завтрак Самообслуживание Только полет

20. Сколько времени Вы провели в Стамбуле?

меньше недели неделю 8-13 ночей две недели 15-20 ночей три недели Четыре недели Более

21. Какова была основная цель Вашего визита? [Пожалуйста, отметьте все, что имеет отношение]

<input type="checkbox"/> Отпуск	<input type="checkbox"/> Бизнес	<input type="checkbox"/> Посещение культурных мероприятий	<input type="checkbox"/> Другое
<input type="checkbox"/> Посещение культурных достопримечательностей	<input type="checkbox"/> Конференции	<input type="checkbox"/> Посещение родственников и друзей	[Пожалуйста уточните]
	<input type="checkbox"/> Магазины	<input type="checkbox"/> Спортивные мероприятия	

22. Какие источники информации о Стамбуле Вы использовали? [Пожалуйста, отметьте все, что имеет отношение]

<input type="checkbox"/> Агентство путешествий	<input type="checkbox"/> Объявления	<input type="checkbox"/> Брошюры / Полезная информация	<input type="checkbox"/> Книги / Фильмы
<input type="checkbox"/> Семья / Друзья	<input type="checkbox"/> ТВ / Радио	<input type="checkbox"/> Туроператор	<input type="checkbox"/> Социальные медиа
<input type="checkbox"/> Статьи / Новости	<input type="checkbox"/> Интернет	<input type="checkbox"/> Прямая почтовая рассылка	<input type="checkbox"/> Другое
			[Просьба указать]

23. С кем вы путешествовали? [Пожалуйста, отметьте все, что имеет отношение]

В одиночку С партнером/супругом С семьёй/родственниками С друзьями Туристическая группа Другое [Пожалуйста, уточните]

Анкета завершена. Спасибо за сотрудничество...

Appendix 3: The Questionnaire Form [Persian]



.... عدد پرسشنامه

.../.../... تاریخ

مهمان گرامی:
این پرسشنامه، جهت پایان نامه دکتری با عنوان "آزار و اذیت ناخواسته و اثر آن بر تجربه توریستی در استانبول" می باشد. این پژوهش تحت نظارت دانشگاه "ازمیر کاتیپ سلیمی" در دانشکده علوم اجتماعی در رشته مدیریت گردشگری برای شناسایی آزار و اذیت توریست های بین المللی در استانبول ترکیه طراحی و انجام می گردد. با توجه به این که این موضوع در رسانه های نوشتاری و بصری مورد مناقشه قرار گرفته است و بیان شده است که امکان دارد به عنوان مسئله ای که بتواند تجربه گردشگری مهمانان را تحت تأثیر قرار دهد شناخته شده، این پژوهش انجام می گردد. یافته های این پژوهش به صورت مجرمانه باقی خواهد ماند و تنها مورد استفاده تحقیقاتی خواهد داشت. پیشاپیش از حسن نظر و توجه شما کمال تشکر و سپاسگزاری را دارد.
دانشجوی دکتری: مهمت یاووز سنتینکایا
استاد راهنما: پروفسور ظفر اوتر
دانشگاه ازمیر: پردیس سیگلی، منطقه 35620 ازمیر، ایمیل: mehmetyavuzcetinkaya@hotmail.com

بخش یک: تجربیات سفر / تعطیلات

** لطفا پاسخ سوالات زیر را به علامت ضربدر (X) مشخص نمایید:

- آیا در تعطیلات/ سفر خود در استانبول، تجربه آزار و اذیت یا رفتار ناخوشایند داشته اید؟
 بله (لطفا به سوال بعدی بروید)
 خیر (لطفا به بخش 2 در صفحه 4 بروید)
- لطفا نوع آزار و اذیتی که در تعطیلات/ سفر خود در استانبول تجربه نمودید را با پاسخ گویی سوالات زیر مشخص نمایید:

نظری ندارم	هیچگاه	موارد اندکی	برخی از موارد	اغلب موارد	همیشه
					1 اصرار فروشندگان [مداوما از شما درخواست می کنند که مغازه آنها را مشاهده کنید یا شما را برای خرید تحت فشار می گذارند]
					2 فروش مواد مخدر [فروش مجرمانه مواد مخدر بدون درخواست شما]
					3 آزار جنسی [تقاضای رابطه جنسی ناخواسته از شما در قبال پول یا داوطلبانه]
					4 آزار کلامی [استفاده از لحن و کلامی که منجر به آزار یا احساس ناراحتی شما شود]
					5 آزار فیزیکی [نگاه آزار دهنده یا تماس فیزیکی به شما یا توهینی کلامی در رابطه با بدن شما]
					6 تکیه گری [درخواست پول یا غذا به صورتی که شما را مورد آزار قرار دهند]

3. توسط چه کسی شما دچار این آزار و اذیت شده اید؟

نظری ندارم	هیچگاه	اندکی از	برخی از اوقات	اغلب اوقات	همیشه
					1 من این آزار و اذیت را از سوی فروشندگان یا کارکنان تجربه کردم.

2	من این آزار و اذیت را از سوی متکدیان تجربه کردم.					
3	من این آزار و اذیت را از سوی فروشندگان مواد مخدر تجربه کردم.					
4	من این آزار و اذیت را از سوی کارکنان تفریحات ساحلی تجربه کردم.					
5	من این آزار و اذیت را از سوی رانندگان تاکسی تجربه کردم.					
6	من این آزار و اذیت را از سوی راهنمای تورهای گردشگری تجربه کردم.					
7	من این آزار و اذیت را از سوی کارکنان هتل تجربه کردم...					
8	من این آزار و اذیت را از سوی کارکنان تفریحات آبی (قایق های توریستی) تجربه کرده ام.					
9	سایرین [لطفا مشخص نمایید چه افرادی بودند:.....]					

4. لطفا مکانی را که شما دچار آزار و اذیت شدید مشخص نمایید:

نوع تجربه	همیشه	اغلب اوقات	برخی از اوقات	اندکی از اوقات	هیچگاه	نظری ندارم
اصرار فروشندگان						
1	من اصرار فروشندگان را در خیابان تجربه کردم.					
2	من اصرار فروشندگان را در هتل تجربه کردم.					
3	من اصرار فروشندگان را در بازار تجربه کردم.					
4	من اصرار فروشندگان را در جاذبه های گردشگری (مانند مکان های تاریخی) تجربه کردم.					
5	من اصرار فروشندگان را در رستوران ها / کافه ها / بارهای نوشیدنی تجربه کردم.					
6	من اصرار فروشندگان را در وسایل نقلیه عمومی مانند تاکسی و اتوبوس تجربه کردم.					
7	من اصرار فروشندگان را در مال ها (مجمع های فروشگاههای) تجربه کردم.					
8	من اصرار فروشندگان را در تورهای گردشگری و تفریحی تجربه کردم.					
9	من اصرار فروشندگان را در سایر مکان ها تجربه کردم [لطفا مشخص نمایید:.....]					
فروش مواد مخدر						
10	من اصرار برای فروش مواد مخدر را در خیابان تجربه کردم.					
11	من اصرار برای فروش مواد مخدر را در هتل تجربه کردم.					
12	من اصرار برای فروش مواد مخدر را در بازار تجربه کردم.					
13	من اصرار برای فروش مواد مخدر را در جاذبه های گردشگری (مانند مکان های تاریخی) تجربه کردم.					
14	من اصرار برای فروش مواد مخدر را در رستوران ها / کافه ها / بارهای نوشیدنی تجربه کردم.					
15	من اصرار برای فروش مواد مخدر را در وسایل نقلیه عمومی مانند تاکسی و اتوبوس تجربه کردم.					
16	من اصرار برای فروش مواد مخدر را در مال ها (مجمع های فروشگاههای) تجربه کردم.					
17	من اصرار برای فروش مواد مخدر را در تورهای گردشگری و تفریحی تجربه کردم.					
18	من اصرار برای فروش مواد مخدر را در سایر مکان ها تجربه کردم [لطفا مشخص نمایید:.....]					
آزار و اذیت جنسی						
19	من آزار و اذیت جنسی را در خیابان تجربه کردم.					
20	من آزار و اذیت جنسی را در هتل تجربه کردم.					
21	من آزار و اذیت جنسی را در بازار تجربه کردم.					
22	من آزار و اذیت جنسی را در جاذبه های گردشگری (مانند مکان های تاریخی) تجربه کردم.					
23	من آزار و اذیت جنسی را در رستوران ها / کافه ها / بارهای نوشیدنی تجربه کردم.					
24	من آزار و اذیت جنسی را در وسایل نقلیه عمومی مانند تاکسی و اتوبوس تجربه کردم.					
25	من آزار و اذیت جنسی را در مال ها (مجمع های فروشگاههای) تجربه کردم.					

26	من آزار و اذیت جنسی را در تورهای گردشگری و تفریحی تجربه کردم.						
27	من آزار و اذیت جنسی را در سایر مکان ها تجربه کردم [لطفا مشخص نمایید:.....]						
آزار و اذیت کلامی							
28	من آزار و اذیت کلامی را در خیابان تجربه کردم.						
29	من آزار و اذیت کلامی را در هتل تجربه کردم.						
30	من آزار و اذیت کلامی را در بازار تجربه کردم.						
31	من آزار و اذیت کلامی را در جاذبه های گردشگری (مانند مکان های تاریخی) تجربه کردم.						
32	من آزار و اذیت کلامی را در رستوران ها/ کافه ها/ بارهای نوشیدنی تجربه کردم.						
33	من آزار و اذیت کلامی را در وسایل نقلیه عمومی مانند تاکسی و اتوبوس تجربه کردم.						
34	من آزار و اذیت کلامی را در مال ها (مجمع های فروشگاه) تجربه کردم.						
35	من آزار و اذیت کلامی را در تورهای گردشگری و تفریحی تجربه کردم.						
36	من آزار و اذیت کلامی را در سایر مکان ها تجربه کردم [لطفا مشخص نمایید:.....]						
آزار و اذیت فیزیکی							
37	من آزار و اذیت فیزیکی را در خیابان تجربه کردم.						
38	من آزار و اذیت فیزیکی را در هتل تجربه کردم.						
39	من آزار و اذیت فیزیکی را در بازار تجربه کردم.						
40	من آزار و اذیت فیزیکی را در جاذبه های گردشگری (مانند مکان های تاریخی) تجربه کردم.						
41	من آزار و اذیت فیزیکی را در رستوران ها/ کافه ها/ بارهای نوشیدنی تجربه کردم.						
42	من آزار و اذیت فیزیکی را در وسایل نقلیه عمومی مانند تاکسی و اتوبوس تجربه کردم.						
43	من آزار و اذیت فیزیکی را در مال ها (مجمع های فروشگاه) تجربه کردم.						
44	من آزار و اذیت فیزیکی را در تورهای گردشگری و تفریحی تجربه کردم.						
45	من آزار و اذیت فیزیکی را در سایر مکان ها تجربه کردم [لطفا مشخص نمایید:.....]						
تکدی گری							
46	من تکدی گری را در خیابان تجربه کردم.						
47	من تکدی گری را در هتل تجربه کردم.						
48	من تکدی گری را در بازار تجربه کردم.						
49	من تکدی گری را در جاذبه های گردشگری (مانند مکان های تاریخی) تجربه کردم.						
50	من تکدی گری را در رستوران ها/ کافه ها/ بارهای نوشیدنی تجربه کردم.						
51	من تکدی گری را در وسایل نقلیه عمومی مانند تاکسی و اتوبوس تجربه کردم.						
52	من تکدی گری را در مال ها (مجمع های فروشگاه) تجربه کردم.						
53	من تکدی گری را در تورهای گردشگری و تفریحی تجربه کردم.						
54	من تکدی گری را در سایر مکان ها تجربه کردم [لطفا مشخص نمایید:.....]						

بخش دو: تصمیمات آتی

*** لطفا پاسخ سوالات زیر را به علامت ضربدر (X) مشخص نمایید:

5. تا چه حد از تعطیلات خود در استانبول رضایت داشتید؟
 کاملاً راضی راضی نه راضی و نه ناراضی ناراضی کاملاً ناراضی
6. چقدر احتمال دارد که مجدداً به استانبول بازگردید؟
 بسیار محتمل محتمل نمی دانم نامحتمل بسیار نامحتمل
7. چقدر احتمال دارد که شما شهری دیگر را نیز در ترکیه بازدید نمایید؟
 بسیار محتمل محتمل نمی دانم نامحتمل بسیار نامحتمل
8. چقدر احتمال دارد که استانبول را برای تعطیلات/ سفر به دوستان و آشنایان خود پیشنهاد نمایید؟

بسیار محتمل محتمل نمی دانم
 نامحتمل بسیار نامحتمل

9. چقدر احتمال دارد که از دیدن استانبول پیشمان شوید؟

بسیار محتمل محتمل نمی دانم
 نامحتمل بسیار نامحتمل

بخش سه: ویژگی های شخصی

** لطفا پاسخ سوالات زیر را به علامت ضربدر (X) مشخص نمایید یا به طور کوتاه پاسخ دهید:
 10. لطفا ملیت خود را مشخص نمایید:.....

11. لطفا کشور محل اقامت خود را مشخص نمایید:.....

12. لطفا جنسیت خود را مشخص نمایید:
 زن مرد

متأهل مجرد سایر موارد (لطفا مشخص نمایید:.....)

13. لطفا وضعیت تأهل خود را مشخص نمایید:
 14. لطفا بازه سنی خود را مشخص نمایید:
 15. مدرک تحصیلی شما چیست؟

15-24 25-34 35-44 45-54 55-64 65 و بالاتر

ابتدایی سیکل و دیپلم دیپلم فنی حرفه ای کارشناسی کارشناسی ارشد و یا دکتری
 16. شغل شما در کدام دسته جای می گیرد؟

<input type="checkbox"/> دانش آموز <input type="checkbox"/> بیکار	<input type="checkbox"/> کارگر ساده <input type="checkbox"/> بازنشسته	<input type="checkbox"/> کارگر ماهر <input type="checkbox"/> کارگر نیمه ماهر	<input type="checkbox"/> کارشناس کارمند ساده	<input type="checkbox"/> مدیر میانی <input type="checkbox"/> سرپرست	<input type="checkbox"/> مدیرعامل <input type="checkbox"/> مدیرعالی سازمانی
--	--	---	--	--	--

17. کدام یک از دستهای زیر حدود درآمد شما را نشان می دهد؟ (اعداد به یورو)

زیر 9,999 یورو 10,000 تا 19,999 یورو 20,000 تا 29,999 یورو 30,000 تا 39,999 یورو 40,000 تا 49,999 یورو 50,000 یورو و بالاتر

18. تا پیش از این چند بار به استانبول آمده بودید؟
 19. کدام یک از سرویس های هتل را ترجیح می دهید؟

0 1 >6 5 4 3 2

سرویس یو آل سرویس با صبحانه، ناهار و شام سرویس با ناهار یا شام سرویس با صبحانه خودتان آشپزی کنید سرویس اقامت بدون غذا

20. چند مدت در استانبول اقامت داشتید؟

کمتر از یک هفته یک هفته 8 تا 13 شب دو هفته 15 تا 20 شب سه هفته چهار هفته بیشتر از چهار هفته

21. هدف شما از اقامت کنونی خود در استانبول چیست؟ (لطفا کلیه گزینه هایی که مد نظرتان هست را انتخاب نمایید)

<input type="checkbox"/> سایر موارد (لطفا مشخص نمایید:.....)	<input type="checkbox"/> رویداد ورزشی <input type="checkbox"/> خرید	<input type="checkbox"/> شرکت در یک رویداد فرهنگی <input type="checkbox"/> بازدید از دوستان و آشنایان	<input type="checkbox"/> کسب و کار <input type="checkbox"/> شرکت در کنفرانس	<input type="checkbox"/> تعطیلات <input type="checkbox"/> بازدید از جاذبه های فرهنگی
--	--	--	--	---

22. برای کسب اطلاعات جهت بازدید از استانبول از کدام یک از موارد زیر استفاده نمودید؟ (لطفا کلیه گزینه هایی که مد نظرتان بوده را انتخاب نمایید)

<input type="checkbox"/> کتابها / فیلم ها <input type="checkbox"/> شبکه های اجتماعی <input type="checkbox"/> سایر [لطفا مشخص نمایید:.....]	<input type="checkbox"/> بروشور و کتاب های راهنمای سفر <input type="checkbox"/> متصدی های تور <input type="checkbox"/> ایمیل به هتل مقصد	<input type="checkbox"/> تبلیغات <input type="checkbox"/> رادیو و تلویزیون <input type="checkbox"/> اینترنت	<input type="checkbox"/> آژانس های مسافرتی <input type="checkbox"/> توصیه های دوستان و آشنایان <input type="checkbox"/> مقالات و اخبار
--	--	---	--

23. در این سفر با چه کسانی همسفر هستید؟

با هیچ کس همسر/ پارتنر خانواده/ اقوام دوستان گروهی از همسفران تور سایر [لطفا مشخص نمایید:.....]

برسشنامه با کمک شما به پایان رسید، از همراهی و مشارکت شما سپاسگزارم...

Appendix 3: The Questionnaire Form [Arabic]



استبيان رقم

---/---/---: بتاريخ

عزيزي المشارك:
في إطار بحث لنيل درجة الدكتوراه في التسيير السياحي بالمدرسة العليا للعلوم الاجتماعية جامعة كاتب شلبي إزمير تركيا ، نقوم بدراسة تحت عنوان "مشاكل التحرش السياحي معضلة للتنمية في الوجهات السياحية مدينة اسطنبول نموذجا".
الهدف الرئيسي للدراسة هو الفهم العميق لمختلف المضايقات والتحرشات التي يتعرض لها السائح الأجنبي أثناء زيارته لمدينة اسطنبول و لهذا فان مساعدتكم لنا و مشاركتكم في الإستبيان عزيزي المشارك ستمكنا من الوقوف على حقائق و معرفة دوافع هذه المشاكل التي تؤثر على السياحة التركية رغبة في إيجاد الحلول الناجعة والخروج بتوصيات مهمة للنهوض بالسياحة في اسطنبول و السهر على راحة السياح والزوار.
مدة الإجابة على الأسئلة عزيزي المشارك لا تتجاوز 10 دقائق مع وجود امكانية التوجه الى الأسئلة الموالية في حالة عدم فهم السؤال ليكن في علمكم عزيزي المشارك أن هذا التحقيق ذو غاية علمية بحثية، إضافة إلى ذلك نضمن لكم سرية المعلومات لذا نرجو منكم إعطاء العناية الكافية في ملء هذه الاستمارة، وتحلي الموضوعية والصدق في الإجابة لأن جودة وفعالية النتائج تعتمد على موضوعية وجودة المعلومات المقدمة. شكرا جزيلنا على مشاركتكم تفهمكم وتعاونكم.
الطالب: محمت يافوز شتن كايا
المشرف: الأستاذ الدكتور طافر أوتر
جامعة إزمير كاتيب جلبي منطقة الحرم الجامعي الرئيسي لسيجلي / إزمير 35620: البريد الإلكتروني mehmetyavuzcetinkaya@hotmail.com

تجربة السفر: الجزء الأول

*** ضع علامة (X) أمام الإجابة الصحيحة من فضلك

- هل واجهت تحرشات أو سلوكيات المزعجة أثناء عطلتكم / زيارتكم إسطنبول؟
 نعم : إذا كانت الإجابة بنعم يرجى التوجه إلى السؤال رقم -2 .
 لا: إذا كانت الإجابة بالنفي يرجى التوجه إلى السؤال رقم IV من الجزء الثاني من هذا الإستبيان.
- هل يمكنكم تحديد طبيعة المضايقات التي واجهتكم أثناء زيارتكم أو تواجدكم في مدينة إسطنبول؟

نوع رأي	أبدا	نادرا	أحيانا	معظم الأوقات	كثيرا	أنواع المضايقات والتحرشات
						1 إلاحاح التجار [الإلاحاح لزيارة المتجر مع الإلاحاح في النبي و التخفيض على الشراء بطريقة جد مزعجة]
						2 ترويج أو بيع المخدرات [مضايقات مرتبطة ببيع المخدرات]
						3 لتحرش الجنسي [الإلاحاح بإقامة علاقة جنسية مؤدى عنها ل أو دون مقاب]
						4 العنف اللفظي [استعمال كلمات نابية وساقطة بغرض ازعاج السياح]
						5 العنف الجسدي [المواجهة الجسدية أو التلطف بالفاظ نابية من أجل خلق عراك جسدي]
						6 التسول [طلب الصدقة بطريقة مزعجة ومثيرة للشفقة]

- من بين الأشخاص الآتي ذكرهم تعرضتم للتحرش والمضايقات هل يمكنكم تحديد مدى مضايقتهم لك؟

نوع رأي	أبدا	نادرا	أحيانا	معظم الأوقات	كثيرا	أنواع التجارب
						1 تعرضت للتحرش والمضايقات من طرف التجار
						2 تعرضت للتحرش والمضايقات من طرف المتسولين
						3 تعرضت للتحرش والمضايقات من الباعة المتجولين
						4 تعرضت للتحرش والمضايقات من المشرفين على الشاطئ
						5 تعرضت للتحرش والمضايقات من طرف سائقي الطاكسي
						6 تعرضت للتحرش والمضايقات من طرف المرشدين السياحيين
						7 تعرضت للتحرش والمضايقات من طرف العاملين في الفندق
						8 تعرضت للتحرش والمضايقات من طرف العاملين في البحت أو على ظهر السفينة
						9 تعرضت للتحرش والمضايقات من طرف أشخاص آخرين [أعط مثلا من فضلك.....]

4. من فضلك هل يمكنك تحديد نوع التحرش والمضايقات التي تعرضت لها؟

نوع رأي	أبدا	نادرا	أحيانا	معظم الأوقات	كثيرا	أنواع التجارب
						الإحاح التجاري والبياعون
						1 تعرضت للإحاح من طرف التجار والبياعين
						2 تعرضت للإحاح البياعين داخل الفندق
						3 تعرضت للإحاح البياعين في داخل الأسواق و البازارات
						4 تعرضت للإحاح البياعين في الأماكن السياحية
						5 تعرضت للإحاح الباعة داخل المطاعم المقاهي والنوادي الليلية
						6 تعرضت للإحاح الباعة داخل الاماكن السياحية
						7 تعرضت للإحاح البياعين داخل النقل العمومي
						8 تعرضت للإحاح الباعة أثناء السفر والجولات السياحية
						9 تعرضت للإحاح البياعين في أماكن أخرى [أعط مثلا من فضل.....]
						ترويج المخدرات
						10 عرض علي شراء المخدرات في الشارع
						11 عرض علي شراء المخدرات داخل الفندق
						12 عرض علي شراء المخدرات داخل الأسواق و البازارات
						13 عرض علي شراء المخدرات داخل الاماكن السياحية
						14 عرض علي شراء المخدرات المطاعم المقاهي والنوادي الليلية
						15 عرض علي شراء المخدرات داخل المراكز التجارية
						16 عرض علي شراء المخدرات داخل النقل العمومي
						17 عرض علي شراء المخدرات داخل المراكز التجارية
						18 عرض علي شراء المخدرات أثناء السفر والجولات السياحية [أعط مثلا من فضل.....]
						التحرش الجنسي
						19 تعرضت للتحرش الجنسي في الشارع
						20 تعرضت للتحرش الجنسي داخل الفندق
						21 تعرضت للتحرش الجنسي داخل الأسواق و البازارات
						22 تعرضت للتحرش الجنسي داخل الاماكن السياحية
						23 تعرضت للتحرش الجنسي داخل المطاعم المقاهي والنوادي الليلية
						24 تعرضت للتحرش الجنسي داخل المراكز التجارية
						25 تعرضت للتحرش الجنسي داخل النقل العمومي
						26 تعرضت للتحرش الجنسي أثناء السفر والجولات السياحية
						27 تعرضت للتحرش الجنسي في أماكن أخرى [أعط مثلا من فضل.....]
						العنف اللفظي
						28 تعرضت للعنف اللفظي في الشارع
						29 تعرضت للعنف اللفظي في الفندق
						30 تعرضت للعنف اللفظي داخل الأسواق و البازارات
						31 تعرضت للعنف اللفظي داخل الاماكن السياحية
						32 تعرضت للعنف اللفظي داخل المطاعم المقاهي والنوادي الليلية
						33 تعرضت للعنف اللفظي داخل النقل العمومي
						34 تعرضت للعنف اللفظي داخل المراكز التجارية
						35 تعرضت للعنف اللفظي أثناء السفر والجولات السياحية
						36 تعرضت للعنف اللفظي [أعط مثلا من فضل.....]
						العنف الجسدي
						37 تعرضت للعنف الجسدي داخل الشارع
						38 تعرضت للعنف الجسدي داخل الفندق
						39 تعرضت للعنف الجسدي داخل الأسواق و البازارات
						40 تعرضت للعنف الجسدي داخل الاماكن السياحية
						41 تعرضت للعنف الجسدي داخل المطاعم المقاهي والنوادي الليلية
						42 تعرضت للعنف الجسدي داخل المطاعم المقاهي والنوادي الليلية
						43 تعرضت للعنف الجسدي داخل النقل العمومي
						44 تعرضت للعنف الجسدي المراكز التجارية
						45 رضت للعنف الجسدي أثناء السفر والجولات السياحية [أعط مثلا من فضل.....]

التسول	
46	كنت عرضة للتسول في الشارع
47	كنت عرضة للتسول في الفندق
48	كنت عرضة للتسول داخل البازارات والأسواق
49	كنت عرضة للتسول داخل الأماكن السياحية
50	كنت عرضة للتسول داخل المقاهي المطاعم الملاهي
51	كنت عرضة للتسول داخل النقل العموم
52	كنت عرضة للتسول داخل المراكز التجارية
53	كنت عرضة للتسول أثناء السفر والجولات السياحية
54	كنت عرضة للتسول في أماكن أخرى [أعط مثالا من ف.....]

الجزء الثاني: التصورات المستقبلية

*** ضع علامة (X) أمام الإجابة الصحيحة من فضلك

5. كيف تقيم أو تقيمي تجربتك في زيارة اسطنبول؟
 مسرور جدا مسرور عادي منزعج منزعج جدا

6. هل من المحتمل عودتكم أو زيارتكم مرة ثانية لإسطنبول؟

محتمل جدا محتمل أشك غير محتمل غير محتمل قطعاً

7. هل من المحتمل زيارة مدن و مناطق سياحية أخرى في تركيا؟

محتمل جدا محتمل أشك غير محتمل غير محتمل قطعاً

8. ما مدى احتمال توصياتكم للأصدقاء و المعارف بزيارة اسطنبول؟

محتمل جدا محتمل أشك غير محتمل غير محتمل قطعاً

9. هل من المحتمل الشعور بالندم لزيارتكم مدينة اسطنبول؟

محتمل جدا محتمل أشك غير محتمل غير محتمل قطعاً

الجزء الثالث: المعلومات الشخصية

*** ضع علامة (X) أمام الإجابة الصحيحة من فضلك أو اع جواب مختصرة:

10. مليئة:

11. بلد:

ذكر أنثى

12. الجنسية

13. الحالة الإجتماعية

14. السن:

15. المستوى الدراسي:

ابتدائي اعدادي تكوين مهني اجازة ماجستير أو دكتوراة

16. ما هو عملك الوظيفي؟

التلميذ عامل عادي عامل ماهر خبير مشرف المدير التنفيذي

عاطل عن العمل متقاعد عامل شبه مهارة كاتب ملفات مدير المستوى المتوسط المدير الأعلى

17. الدخل السنوي أو الراتب السنوي

أقل من 9,999 يورو 10,000 تا 19,999 يورو 20,000 تا 29,999 يورو 30,000 تا 39,999 يورو 40,000 تا 49,999 يورو أكثر من 50,000 يورو

18. عدد الزيارات اسطنبول؟

19. نوعية الفندق أو الإقامة؟

اجراءة ممولة ذاتياً سكن مع وجبة واحدة رحلة شاملة تذكرة اسفر المبيت مع الفطور سكن كامل مع الواجبات

20. مد الإقامة؟

أقل من أسبوع أسبوع 8 الى 13 ليالي أسبوعين 15 الى 20 ليالي ثلاث اسابيع أربع اسابيع أكثر من أربع اسابيع

21. الهدف الرئيسي للزيارة ضع علامة أمام الإجابة الصحيحة، ويمكنك اختيار أكثر من إجابة ايضاً

اغراض اخرى حضور حدث رياضي المشاركة في حدث تفاعلي اعمال عطلة

التسوق زيارة الأهل و الأصدقاء عدوات سياحة تفاعلية

22. الوسائل المساعدة لتحضير السفر لإسطنبول

مقالات/أخبار مطوية/ الدليل السياحي مطوية/أخبار

انترنت المنظمون السياحيون الأصدقاء أو العائلة الأصدقاء أو العائلة

عبر البريد الإلكتروني للمكتب السياحي الشبكات العنكبوتية كتب/ أقلام أخرى

23. من هو رفيقك في السفر خلال رحلتك أو زيارتك لإسطنبول؟

وحيد شريك/ زوج العائلة/ اقوام الأصدقاء رحلة سياحية أخرى

شكراً و جزيلاً على مشاركتكم تفهمكم و تعاونكم...

Appendix 4: The Official Document [International Ataturk Airport, Istanbul]



T.C.
İZMİR KÂTİP ÇELEBİ ÜNİVERSİTESİ
Sosyal Bilimler Enstitüsü



Sayı : 97968431-100-E.1700049547
Konu : Doktora Tezi İzin Talebi

24/07/2017

İSTANBUL ATATÜRK ULUSLARARASI HAVALİMANI TAV İŞLETME
HİZMETLERİ A.Ş.

İzmir Katip Çelebi Üniversitesi Sosyal Bilimler Enstitüsü Turizm İşletmeciliği Anabilim Dalı D141302007 numaralı doktora (ingilizce) öğrencisi Mehmet Yavuz ÇETİNKAYA (T.C. 32467497956); Orjinal başlığı "*Tourist Harassment as a Global Problem for Tourism for Destinations: A Research in Istanbul Destination*" olan; turizm destinasyonları için küresel bir problem olarak kabul edilen turizm tacizinin, turistleri ziyaretleri süresince rahatsız edici davranışların ve boyutlarının incelenmesi ve detaylı bir şekilde ortaya çıkarılmasını amaçlayan doktora tez çalışması hazırlamaktadır.

Doktora tez çalışmasının araştırma kısmında kapsam olarak 2017 yılı Ağustos ayında İstanbul'u ziyaret eden yabancı turistler oluşturmakta ve örneklem olarak 500 yabancı turiste anket çalışması yapmayı planlamaktadır. Tez araştırma sorularının; yabancı turistlerin İstanbul'da geçmiş olduğu tatil deneyiminin sonunda onları tatil süresince rahatsız eden veya maruz kaldıkları rahatsız edici davranışların tam anlamıyla anlatabilmelerine imkan sağlaması ve araştırmanın turistlerin tatil deneyiminin sonunda yapılması zorunlu olduğu gerçeğinden yola çıkılarak, araştırma Atatürk Hava Limanı Dış Hatlar Terminalinde pasaport kontrol noktası geçildikten sonra yapılması planlanmaktadır. Bu bağlamda 10-20 Ağustos tarihleri arasında hava limanındaki trafiği aksatmayacak şekilde Atatürk Hava Limanında Dış Hatlar Terminalinde öğrencimizin doktora tezinin araştırma kısmını yapabilmesi için gerekli yasal iznin verilmesi hususunda;

Bilgilerinizi ve gereğini arz ederim.

[Belge Doğrulama İçin: <http://abs.izmir.koc.edu.tr/ERMS/RecordConfirmationPsn/Index> adresinden 9T4EU77 kodu girerek belgeyi doğrulayabilirsiniz.](http://abs.izmir.koc.edu.tr/ERMS/RecordConfirmationPsn/Index)

Adres : İzmir Katip Çelebi Üniversitesi Çiğli Ana
Yerleşkesi 35620 Çiğli/İzmir - TÜRKİYE

Bilgi İçin İrtibat : Habil DEMİREL - Memur
Telefon : (0 232) 3293535 (Sakral)
Belgeçer No : (0 232) 3860888
İnternet Adresi : www.izmir.koc.edu.tr

e-posta : habil.demirel@izmir.koc.edu.tr



24.07.2017 tarihli ve 1700049547 numaralı belge, 5070 sayılı Elektronik İmza Kanununun 5. maddesi gereğince Özer KOPELİ tarafından gönderil elektronik imza ile imzalanmıştır.

1/2



T.C.
İZMİR KÂTİP ÇELEBİ ÜNİVERSİTESİ
Sosyal Bilimler Enstitüsü



Sayı : 97968431-100-E.1700049558
Konu : Doktora Tezi İzin Talebi

24/07/2017

İSTANBUL SABİHA GÖKÇEN ULUSLARARASI HAVALİMANI YATIRIM YAPIM VE
İŞLETME A.Ş. (İSG)

İzmir Katip Çelebi Üniversitesi Sosyal Bilimler Enstitüsü Turizm İşletmeciliği Anabilim Dalı D141302007 numaralı doktora (ingilizce) öğrencisi Mehmet Yavuz ÇETİNKAYA (T.C. 32467497956); Orjinal başlığı "*Tourist Harassment as a Global Problem for Tourism for Destinations: A Research in Istanbul Destination*" olan; turizm destinasyonları için küresel bir problem olarak kabul edilen turizm tacizinin, turistleri ziyaretleri süresince rahatsız edici davranışların ve boyutlarının incelenmesi ve detaylı bir şekilde ortaya çıkarılmasını amaçlayan doktora tez çalışması hazırlamaktadır.

Doktora tez çalışmasının araştırma kısmında kapsam olarak 2017 yılı Ağustos ayında İstanbul'u ziyaret eden yabancı turistler oluşturmakta ve örneklem olarak 500 yabancı turiste anket çalışması yapmayı planlamaktadır. Tez araştırma sorularının; yabancı turistlerin İstanbul'da geçirmiş olduğu tatil deneyiminin sonunda onları tatil süresince rahatsız eden veya maruz kaldıkları rahatsız edici davranışların tam anlamıyla anlatabilmelerine imkan sağlaması ve araştırmanın turistlerin tatil deneyiminin sonunda yapılması zorunlu olduğu gerçeğinden yola çıkılarak, araştırma Sabiha Gökçen Hava Limanı Dış Hatlar Terminalinde pasaport kontrol noktası geçildikten sonra yapılması planlanmaktadır. Bu bağlamda 10-20 Ağustos tarihleri arasında hava limanındaki trafiği aksatmayacak şekilde Sabiha Gökçen Hava Limanında Dış Hatlar Terminalinde öğrencimizin doktora tezinin araştırma kısmını yapabilmesi için gerekli yasal izin verilmesi hususunda;

Bilgilerinizi ve gereğini arz ederim.

[Bilgi Dismlemek İçin: http://bilgi.izmir.ku.edu.tr/ERMS/Secim/Confirmation/Doc/Index](http://bilgi.izmir.ku.edu.tr/ERMS/Secim/Confirmation/Doc/Index) adresinden EYACFE7 kodu girerek belgenin durumunu bilirsiniz.

Adres : İzmir Katip Çelebi Üniversitesi Çiğli Ana
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Bilgi İçin İletişim : Habil DEMİREL - Memur
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Belgegeçer No : (0 232) 3860888
İnternet Adresi : www.ikc.edu.tr



24.07.2017 tarihli ve 1700049558 numaralı belge, 5070 sayılı Elektronik İmza Kanununun 5. maddesi gereğince Özer KÖPELİ tarafından güvenli elektronik imza ile imzalanmıştır.

Appendix 5: The Official Permission Document [International Sabiha Gokcen Airport]



İSTANBUL SABİHA GÖKÇEN
ULUSLARARASI HAVAYOLU
YATIRIM VE İŞLETİM A.Ş.

Sayı :
Kuru : Değişik Giriş Belgesi

08 AGU 2017

SABIHA GÖKÇEN HAVALİMANI MÜLKI İDARE AMİRLİĞİNE

Aşağıdaki tablodaki isimler yazılı kişilerin Geçici Giriş Belgesi varifedilmesi için gereken formalizasyon yapılması ve onayın verilmesi hususunda görevleri arz edilmektedir.

ÖMER YILMAZ
DOKÜMAN KONTROL VE AKIŞLUZMANI

ISG

Güncelleme Tarihi: 08.08.2017 11:09:12

ADI	SOYADI	T.C. NO	GELİŞ NEDENİ	KURUMU	BAŞLANGIÇ TARİHİ	SON TARİHİ	KARTTA AÇIK BÖLLÜMLER
MEHMET YAVUZ	ÇETINKAYA	22462407958	ANKET ÇALIŞMASI	İSİ (KURUMSAL İLETİŞİM)	10.08.2017	20.08.2017	12

MÜR NO: 531021



531021

1/1 MÜR TİPİ: KİŞİ GEÇİCİ BELGE

ÜCRET:

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EKLERİ:

1: Kimlik Fotokopisiadet

2: Pasaport Fotokopisiadet

Emniyet Şb. Md.
Gümrük Md. ve
Mülki İdare Amirliği
Yardımcısı
Yardımcısı

HEAŞ

SGM EMNİYET ŞB. MÜD.

SGM GÜMRÜK MÜD.

Emniyet Şb. Md.

08.08.2017

Mehmet UYSAL
Polis Memuru

T.Sicil No: 656447

İstanbul Sabiha Gökçen Uluslararası Havalimanı Yatırım Yapım ve İşletme A.Ş.

İstanbul Pendik Sanayi Mah. İhsan Akın İş. Mer. Cad.

No:111/1 K. No: 1 Pendik 34006, İSTANBUL

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ISG-F-000-02 Rev.05

		
SABIHA GÖKÇEN HAVALİMANI GEÇİCİ GİRİŞ BELGESİ		
Adı	: MEHMET YAVUZ	
Soyadı	: ÇETİNKAYA	
T.C. No	: 32467497956	
Kurumu	: ISG	
Geliş Nedeni	: ANKET ÇALIŞMASI	
İzin Başlangıç	: 10/08/2017	
İzin Bitiş	: 20/08/2017	
İZİN VERİLEN ALAN		TANZİM EDEN
1	2	HAKAN GENÇ_A
		DEFTER NO/SAYFA
		07-95

CURRICULUM VITAE

MEHMET YAVUZ ÇETİNKAYA

📍 Yunus Emre Mah. Hürmet Sokak. Doğu Şehir Sitesi
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EDUCATION

Doctorate	Tourism Management, İzmir Katip Çelebi University	2015-2020
	Thesis: Tourist Harassment and Its Impact on Tourism Experience in Istanbul (<i>Turkish:İstanbul'da Turist Tacizi ve Tacizin Turizm Deneyimi Üzerine Etkisi</i>) Supervisor: Prof.Dr. Zafer Öter	
Master's Degree	Tourism Management, İzmir Katip Çelebi University	2012-2015
	Thesis: Role of Tour Guides on Tourist Satisfaction Level in Guided Tours and Impact on Tourist Re-Visiting Intention: A Research in Istanbul (<i>Turkish: Rehberli Turlarda Tur Rehberlerinin Turist Memnuniyeti Üzerinde Oynadığı Rol ve Bu Bağlamda Yeniden Ziyaret Eğilimine Etkisi:İstanbul'da Bir Araştırma</i>) Supervisor: Assoc.Prof.Dr. Zafer Öter	
Bachelor's Degree	Tour/Tourist Guiding and Tourism, Başkent University	2004-2009
	Interest of Area:Tourism, Tour Guiding, Cultural Heritage	
High School	Anatolian Hotel Management and Tourism High School	1999-2003

WORK EXPERIENCE

Pamukkale University / Denizli	07/2019-Present
Research Assistant	
Atatürk University / Erzurum	02/2016-07/2019
Research Assistant	
İzmir Katip Çelebi University / İzmir	02/2012-02/2016
Research Assistant	
Odeon Tours / Muğla	03/2011-01/2012
Professional Tour Guide	
Akdem Gondola Travel / Antalya	03/2010-02/2011
Professional Tour Guide	
Peninsula Tours / Antalya	03/2009-02/2010
Professional Tour Guide	

THESIS & PROJECTS

Scientific Research Project	2014-2015
(İzmir Katip Çelebi University; The Coordinatorship of Scientific Research Projects)	
Worked as one member of a two-person team. Applied a quantitative research method through structured questionnaire form to understand the role played by the tour guides on tourist satisfaction in guided tours in Istanbul and their impact on behavioral future intentions such as re-visit intention, intention to recommend, intention to visit another destination in Turkey and lastly, sense of regret for visiting Istanbul, Turkey.	

(İzmir Katip Çelebi University, Graduate School of Natural and Applied Sciences, Pine Bay Hotel, Kuşadası, Aydın / Turkey)

Worked as an organizing committee member. Met the participants particularly the international ones at the airport, realized their transportation to the hotels. Made translation from the English language to the Turkish language and vice versa during the conference. Conducted a cultural trip and guided international participants in the surrounding area.

ADMINISTRATIVE DESIGNATIONS

Academic Consultant (İzmir Katip Çelebi University, Recreation and Excursion Student Community)	2013-2016
Academic Representative (İzmir Katip Çelebi University, Faculty of Tourism)	2012-2016
Academic Representative (İzmir Katip Çelebi University, Graduate School of Social Sciences)	2012-2016

PUBLICATIONS [Articles Published in Peer Revived International Journals]

Çetinkaya, Neslihan and Çetinkaya, Mehmet Yavuz (2020). **“Investigation of Physical Environment As A Part of Micro Dimension in Restaurants: A Study on Local Consumers”** (Turkish:Restoranlarda Mikro Boyutun Bir Parçası Olarak Fiziksel Ortamın İncelenmesi: Yerel Tüketiciler Üzerine Bir Araştırma). Gastroia:Journal of Gastronomy and Travel Research.Vol.4, No.2 ,pp.218-250.

Öter, Zafer and Çetinkaya, Mehmet Yavuz (2016).**“Interfaith Tourist Behaviour at Religious Heritage Sites: House of Virgin Mary in Turkey”** (Turkish:Dini Mekanlarında İnançlar Arası Turist Davranışı:Türkiye MeryemAna EviÖrneği).International Journal of Religious Tourism and Pilgrimage Vol.4, No.4, pp.1-18.

Serçeoğlu, Neslihan, Işık, Zennube and Çetinkaya, Mehmet Yavuz (2016).**“The Impact of Workplace Bullying on Turnover Intention: A Research on Staff Working in Hospitality Business Enterprises”** (Turkish: İşyeri Zorbalığının İşten Ayrılma Niyeti Üzerine Etkisi: Konaklama İşletmelerinde Çalışan Personel Üzerinde Bir Araştırma). Journal of International Social Research. Vol.9,No.45,pp.1099-1108.

Çetinkaya, Mehmet Yavuz and Öter, Zafer (2016).**“Role of Tour Guides on Tourist Satisfaction Level in Guided Tours and Impact on Re-Visiting Intention: A Research in Istanbul”** (Turkish: Rehberli Turlarda Turist Memnuniyeti Üzerinde Tur Rehberlerinin Rolü ve Tekrar Ziyaret Niyetine Olan Etkisi: İstanbul'da Bir Araştırma). European Journal of Tourism and Hospitality Recreation. Vol.7,No.1,pp.40-54.

Çetinkaya, Mehmet Yavuz, Serçeoğlu, Neslihan and Uzan, Hacı Arslan (2016).**“The Impact of Cittaslow on Life Satisfaction: A Research on Attitudes and Perceptions of Local People in Uzundere-Erzurum”** (Turkish: Yavaş Şehir Hareketinin Yaşam Doyumu Üzerindeki Etkisi: Erzurum-Uzundere Halkının Tutum ve Algıları Üzerine Bir Araştırma).Journal of International Social Research.Vol.9,No.45,pp.1065-1073.

Çetinkaya, Mehmet Yavuz and Öter, Zafer (2015). **“Sustainable Valorization of Cultural Heritage via Tour Guides: Turkish Case of Ephesus Ancient City”** (Turkish:Kültürel Mirasın Sürdürülebilir Kıymetlendirme Sürecinde Tur Rehberlerinin Katkıları: Türkiye Efes Antik Kenti Örneği). Journal of Tourism and Cultural Heritage. Vol.13, No.6, pp.1401-1412.

Çelik, Serkan and Çetinkaya, Mehmet Yavuz (2015).“**The Place and Importance of Music in Education: The Case of Hellen Society**” (Turkish:Helen Toplumunda Müziğin Eğitimdeki Yeri ve Önemi).Journal of Art Education. Vol.3, No.1, pp-63-74.

Çelik, Serkan and Çetinkaya, Mehmet Yavuz (2013).“**Festivals in Event Tourism: The Case of International Izmir Art Festival**” (Turkish:Etkinlik Bağlamında Festivaller: Uluslararası İzmir Sanat Festivali Örneği). International Journal of Contemporary Economics and Administrative Sciences. Vol.3, No.2, pp.1-21.

PUBLICATIONS [Articles Published in Peer Revived National Journals]

Çetinkaya, Mehmet Yavuz (2013).“**On the Ethical Stake in Tourism Research**” (Turkish: Turizm Araştırmalarında Etik Üzerine)(Translated Article).Journal of Travel and Hospitality Management. Vol.10, No.1, pp.87-99.

PUBLICATIONS [Papers Delivered in International Conferences and Printed as Proceedings]

Çetinkaya, Mehmet Yavuz and Öter, Zafer (2015).“**Sustainable Valorization of Cultural Heritage via Tour Guides: Turkish Case of Ephesus Ancient City**” (Turkish:Kültürel Mirasın Sürdürülebilir Kıymetlendirme Sürecinde Tur Rehberlerinin Katkıları: Türkiye Efes Antik Kenti Örneği). I. Eurasia International Tourism Congress:Current Issues, Trends and Indicators, 28-30 May, Selçuk University-Konya, Turkey. Proceedings, pp. 118-129.

Çetinkaya, Mehmet Yavuz and Öter, Zafer (2014).“**Role of Tourist Guides on Tourist Satisfaction Level in Guided Tours and Impact on Re-Visiting Intention: A Research in Istanbul**” (Turkish:Rehberli Turlarda Turist Memnuniyetinde Turist Rehberlerinin Rolü ve Tekrar Ziyaret Niyeti ne Olan Etkisi: İstanbul’da Bir Araştırma). VII. International Tourism Congress: The Image and Sustainability of Tourist Destinations, 02-04 December, Sultan Qaboos University-Muscat, Sultanate of Oman. Proceedings, pp. 118-129.

Öter, Zafer and Çetinkaya, Mehmet Yavuz (2013).“**Behavioral Differences of Muslim and Non-Muslim Visitors at Holy Sites: Case of Mother Mary House**” (Turkish:Müslüman ve Gayrimüslim Ziyaretçilerin Kutsal Mekânlarda Sergiledikleri Davranışsal Farklar: Meryem Ana Evi Örneği). International Conference on Religious Tourism and Tolerance, 09-12 May, Necmettin Erbakan University-Konya,Turkey. Proceedings, pp. 43-56.

Bayram, Yıldırım and Çetinkaya, Mehmet Yavuz (2012).“**Sustainability of Tourism and Climate Change: Case of İzmir (Smyrna) A Candidate City of EXPO 2020**” (Turkish: Sürdürülebilir Turizm ve İklim Değişikliği: EXPO 2020 Aday Şehri İzmir Örneği). 13th International Joint World Cultural Tourism Conference, 12-14 October, University of Phayao-Bangkok, Thailand. Proceeding, pp.318-333.

PUBLICATIONS [Papers Delivered in National Conferences and Printed as Proceedings]

Çetinkaya, Mehmet Yavuz and Serçeoğlu, Neslihan (2016).“**Contributions of International Sport Events on Cities in the Context of Event Tourism:The Case of European Youth Olympic Winter Festival (EYOWF)**” (Turkish:Etkinlik Turizmi Bağlamında Uluslararası Spor Etkinliklerinin Şehirlere Katkıları:Avrupa Gençlik Kış Olimpiyatları Festivali (EYOWF) Örneği).I.National Alternati ve Tourism Congress, 07-09 April, University of Erzincan, Erzincan,Turkey. Proceeding, pp.122-139.

Çetinkaya, Mehmet Yavuz, Serçeoğlu, Neslihan and Uzan, Hacı Arslan (2016).“**The Impact of Cittaslow on Life Satisfaction: A Research on Attitudes and Perceptions of Local People in Uzundere-Erzurum**” (Turkish: *Yavaş Şehir Hareketinin Yaşam Doyumu Üzerindeki Etkisi: Erzurum-Uzundere Halkının Tutum ve Algıları Üzerine Bir Arşatırma*). **II. National Sustainable Tourism Congress**, 28-30 April, Akdeniz University, Antalya, Turkey. Proceeding, pp.485-496.

PUBLICATIONS [Books and Sections in Books Published Nationally]

Çetinkaya, Mehmet Yavuz and Arslan, Aytuğ (2016).“**Tour Operators and Travel Agencies**” (Turkish: *Tur Operatörlüğü ve Seyahat Acentacılığı*) in Öter, Zafer (Eds) **Tourism Management**. Ankara,Turkey: Nobel Publishing, pp.225-268.

Öter, Zafer and Çetinkaya, Mehmet Yavuz (2014). “**Visitor Behaviour at Holy Sites As Part of Faith Tourism**” (Turkish: *İnanç Turizmi Mekânlarında Ziyaretçi Davranışı*) in Bilim, Yasin and Özgür, Özer (Eds), **Faith Tourism: Selected Themes**. Konya, Turkey: Çizgi Publishing, pp.63-90.

AWARDS, GRANTS & SCHOLARSHIPS

LLP Erasmus Student Exchange Program (Department of Tourism Management, Faculty of Tourism, Girona University, Spain)	2014-2014
TUBITAK-Grant for Participating in International Scientific Meetings (The Scientific and Technological Research Council of Turkey)	2012-2012
Scholarship of Russian Language and Literature (Lipetsk State Pedagogy University, Russian Federation)	2009-2010

ADDITIONAL EDUCATION & CERTIFICATES

I.National Alternative Tourism Congress (University of Erzincan, Erzincan / Turkey)	2016
II. National Sustainable Tourism Congress (Akdeniz University, Antalya / Turkey)	2016
Chef Hygiene Certificate, Food and Beverage Services (İzmir Katip Çelebi University,İzmir / Turkey)	2015
Athena Fides Front Office and Reservation Management System (İzmir Katip Çelebi University,İzmir / Turkey)	2015
I. Eurasia International Tourism Congress (Selçuk University, Konya / Turkey)	2015
VII. International Tourism Congress (Sultan Qaboos University, Muscat / Sultanate of Oman)	2014
International Conference on Religious Tourism and Tolerance (Necmettin Erbakan University, Konya / Turkey)	2013
I. National Young Scientists Symposium (İstanbul Aydın University, İstanbul / Turkey)	2013
13th International Joint World Cultural Tourism Conference (University of Phayao, Bangkok / Thailand)	2012
Russian Language Certificate (Lipetsk State Pedagogy University, Lipetsk / Russian Federation)	2010
Certificate of Licensed Tourist Guide in English and Russian (Ministry of Culture and Tourism, Ankara / Turkey)	2009
Certificate of Russian Language (Başkent University, Ankara / Turkey)	2008
Training Internship; Tour Around Turkey (Başkent University, Ankara, Ministry of Culture and Tourism, Ankara / Turkey)	2007

COMPUTER SKILLS

RMOS Systems Front Office Automatisation: Excellent
A to Z Systems Front Office Automatisation : Excellent
Athena Fides Front Office Automatisation : Excellent

LANGUAGE SKILLS

English Reading: Advanced, Writing: Advanced, Speaking: Advanced
Russian Reading: Advanced, Writing: Advanced, Speaking: Advanced

CLUB & ASSOCIATION MEMBERSHIPS

Member of TUREB, Professional Tourist Guide
(The Association of Turkish Tourist Guides in Turkey)
Member of IZRO, Professional Tourist Guide
(The Chamber of Turkish Tourist Guides in İzmir)

PERSONAL INFORMATION

Title : Research Assistant; Official Tour Guide
Date of Birth : 01/07/1985
Nationality : Turkish
Marital Status : Married
Sex : Male
Driving License : B (2007)
Military Service : Completed (2011)