



## **Use of Closed-Circuit Television (CCTV) Equipment in the Hotel Sector of Nigeria's Tourism Industry**

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### **Abstract**

*This study investigates the perceptions of selected university staffers of the National Open University of Nigeria (NOUN), among other professionals who may patronise hotels during their leisure or official travels on their choice of hotels based on the availability and use of Closed-Circuit Television (CCTV) equipment. The study adopted a mixed research method for data collection. 100 staff members of the NOUN from its 8 faculties comprising teaching and non-teaching staff were selected as respondents for the study, based on random and stratified sampling techniques. In addition, 16 research participants from the tourism industry and academia were recruited for the study, using the snowballing technique. A questionnaire survey and semi-structured/in-depth interview technique designed based on the technological determinism theory were used to retrieve requisite information from the respondents and research participants. The administered questionnaires gave a return rate of 89% when analysed using tables. The interviews were content analysed. The study found that virtually all staff members of NOUN patronise hotels in Nigeria for various purposes. Even though most respondents and participants were not sure if the deployment of the surveillance equipment in focus would prevent crime, they affirmed that the availability of CCTV equipment at the hotels they stayed in gave them a sense of safety and security. They inferred that CCTV technology deters criminals and would-be criminals. NOUN staff were especially emphatic that deploying CCTV cameras in hotels is not an invasion of their privacy, as the cameras are restricted to open places. Nonetheless, the study recommends that as a matter of policy hotels without CCTV equipment should be made to install such equipment to enhance the safety and security of guests and staffers and for the prevention of crimes.*

**Keywords:** Closed-Circuit Television, Perception, Technology, University staff members

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### **1. Introduction**

The hotel sectors of the tourism industry serve various purposes, and people patronise them for various reasons, some of which are having where to lodge when in transit and enjoying a clean, decent and secure

environment; and temporarily escaping the stress of daily living. Generally, hotels offer an ambience for relaxation and fun. Hotel patronage affords many people the opportunity to take time off from life's troubles, reduce the stress of daily living and



enjoy quality lodging services (Majebi, 2013; Bello & Majebi, 2018; Travel Destination, 2018). Some guests stay in hotels for certain periods to avoid distractions and concentrate on some special projects. Also, people use hotel spaces for functions like wedding ceremonies, birthday celebrations, conferences and various kinds of events. Hotel operations provide job opportunities for a large segment of the population in various areas of specialisation. National Open University of Nigeria (NOUN), Nigeria's premier open and distance learning institution with over 40 study centres across the states in Nigeria, due to the nature of its operations, has cause to send staff out to various stations on official assignment, which would necessitate their lodging in hotels while they execute their duties. Some of such purposes relate to being study centre directors; anchoring the marking of students' examination scripts; anchoring the moderation and defense of students' projects/theses/dissertations; examining students on students' industrial work experience (SIWES) attending retreats, monitoring examinations; monitoring marking of examination scripts; attending training programmes/workshops and conferences. Also, as members of the larger society, NOUN staff patronise hotels for various purposes. Juxtaposing the fact that staff functions could often require lodging in hotels, with news of perilous situations occurring in hotels justified the investigation of the perception of the subjects of hotel surveillance using closed-circuit television (CCTV). The study covers the fields of tourism and hospitality industries, criminology and security studies and communication. It investigates the perceptions of selected university staffers of the National Open University of Nigeria (NOUN), among other professionals who

may patronise hotels during their leisure or official travels on their choice of hotels based on the availability of closed-circuit television equipment.

## **2. Literature Review**

In 1927 Leon Theremin, a Russian inventor developed what could be deemed the progenitor of the closed-circuit television surveillance system. Consisting of a camera and a shortwave radio, the operator used it to watch visitors at the Kremlin in Moscow (Martin, 2024). The closed circuit-television (CCTV), was invented by Walter Bruch and was first used in 1942 in Germany to capture live video footage (Clearway, 2023, Martin, 2024). Users then deployed early versions of the equipment in wartime to monitor V-2 rockets. However, it was in 1949 that CCTV was made available commercially. It garnered interest fast, as an advanced security control and Vericon, the governmental contractor in the United States of America, picked it up (Clearway, 2023). Explaining the history and development of CCTV (which is also known as video surveillance), Jewkes (2015) offers that the workings of visual surveillance equipment is based on the metaphor of panopticon. By this system, certain individuals are allowed to monitor the behaviour of other people. Panopticon was developed by 18th-century reformer, Jeremy Bentham; it was an architectural design which could be used for factories, prisons, schools, workhouses, and other social institutions that required the management and control of a large group of people by a smaller group which had authority over them (Jewkes, 2015, Google Search, <https://www.britannica.com/technology/panopticon>). The principle of panopticism was used to construct the prison in such a way that the activities of prison inmates could be



monitored from the inspection tower by an individual who was shielded by darkness. Knowing they were under surveillance but not knowing exactly when the inmates were therefore made to behave as though they were under surveillance all of the time, and so they conformed to the will of the authorities. The design was deemed effective as the mental state of being seen without being able to see the watcher induced a state that eliminated the need for visible deterrents or overt force (Jewkes (2015).

The method of distribution is the basic difference between closed-circuit television (CCTV) and broadcast television. Unlike broadcast television, however, the signals of the closed-circuit television (CCTV) system are not distributed publicly, and viewership is specific and limited. Signals are checked and observed as a means of surveillance and security. Cameras are placed strategically, and their input is recorded and observed privately on monitors. Using remote control, the operator can focus on a subject and track it (Martin, 2024). The content of broadcast television is meant for the consumption of a mass public audience. Video signals are channelled over the air through satellite networks and are received through television sets that are tuned appropriately (quora.com, undated). Some other differences are that broadcast TV is for purposes such as information, news and entertainment, but CCTV is meant for surveillance and monitoring. Broadcast television is accessible to the public, but CCTV is meant for authorised private personnel. Government agencies regulate the content of broadcast television, but operators of the CCTV are fully the regulators of their system (quora.com, undated).

It is often debated if the use of visual surveillance technology (such as CCTV) is effective in cutting crime or merely reduces public fears about personal safety (Jewkes, 2015).

Ambassador-Brikins (2024) et al in their study of the deployment of CCTV surveillance systems and crime control in hotels in South-West Nigeria, showed that many hotels heed police advice to install surveillance equipment on their premises to prevent crime and to detect crime, peradventure it occurred. Many hotels commence operations with surveillance equipment installed.

Cumulative evidence in the study conducted by Welsh et al (2019) indicate that even though CCTV surveillance is associated with noteworthy crime reduction, such function is modest. They emphasise the importance of security personnel who monitor the surveillance equipment and complement its intervention. In cases where the system is connected directly to a police station, the law enforcers can respond quickly if a crime occurs. Again, business operators and homeowners can access real-time footage on their mobile devices even when they are not by a fixed monitor (Mammoth Security Inc., 2022).

Citing Welsh & Farrington (2008), and Jewkes, (2015) offer that in the United Kingdom, CCTV is “the single most heavily funded crime preventive measure operating outside the criminal justice system”. He however laments that despite this, beyond its effects in car parks, its impact on crime has been described as “modest”. CCTV is no longer a means to deter criminals, but a means of attracting patronage to public places.



Various reports and studies (Onwumere, 2022; Adelagun, 2022; Opinion Nigeria, 2022; Nairaland Forum, 2022; Nairaland Forum, 2023; Sahara Reporters, 2022; Sahara Reporters, 2021; Punch Newspaper, 2023; Ambassador-Brikins et al 2024) reveal that patronage of hotels in Nigeria could turn out to be perilous. As cases such as murder, theft, assault, armed robbery and kidnapping have reportedly taken place in hotels in Nigeria, the victims being generally lodgers and fun seekers. The kind of services hotels provide make them attractive to offenders and operators of criminality. Also, it is believed that those who patronise hotels are wealthy people who own valuable property (Oladele et al, 2023) and lots of cash.

Perception refers to being aware of the environment, and interpretation in the light of experience (Merriam-Webster Dictionary, undated); it relates to understanding, a sense of impression and the way a person thinks about something (Collins Dictionary, undated). Perception can be influenced by various factors, such as what one sees, hears or touches in the environment, information from the mass media, past experiences and cultural background. Perception could trigger fear and suspicion. It could conversely assure one of safety, more so when visible security measures such as closed-circuit television surveillance equipment is in place. Considering news of insecurity of various kinds, hotel users' perception of their environment is of importance presently.

### **Theoretical Framework**

#### **Technological Determinism Theory**

Technological determinism theory offers the notion that technological changes influence organisational structure and human relations. The theory indicates that the way members of society reason and the way they

behave are moulded by technological innovations (Communications Capstone, 2001; Communication Theory, 2016; Asemah, Nwanmuo & Nkwam-Uwaoma, 2017;) Even though Karl Max, German philosopher and economist was credited with the first elaboration of the theoretical positioning, Thorstein Veblen, was credited with coinage of the term, "technological determinism", which was further refined by Marshal McLuhan in 1964. Technological determinism operates in different ways in human operations as the introduction of new technology begins to determine the way members of society do things (Communication Theory, 2016). Using the closed-circuit television system to manage security is common in public places, including hotels. Security agents and law enforcers have advised hotel operators to deploy the technology in their operations, and judging from the findings of this study, patrons of hotels expect to have it installed in the facilities for security and communication purposes. So important is this technology that some hotel proprietors access it on their mobile phones.

### **3. Methodology**

Quantitative and qualitative methods were deployed for this study. To ensure a representation of the perception of the generality of NOUN staff towards the use of CCTV systems in hotels in Nigeria, a combination of total enumeration, simple random sampling, stratified sampling and qualified volunteer sampling techniques was deployed to select the sample. Taking counsel from Wimmer & Dominick (2011), Sobowale (2008) and Tejumaye ((2003), one hundred (100) members of staff were selected from among qualified and willing volunteers from the various directorates and faculties of NOUN for the quantitative



segment. However, for the qualitative segment, sixteen (16) key informants, and academic staff members, consisting of both male and female, were selected from the eight (8) faculties in the institution. A questionnaire and an interview guide served as research instruments. One hundred copies of the questionnaire were administered to the sample for the qualitative segment, but 89 copies were properly filled out and returned, giving a return rate of 89%. The interview guide was used to elicit responses from the interviewees (or key informants).

The quantitative data were analysed by the use of the statistical package for social sciences (SPSS) and data is presented in tables. According to Wimmer & Dominick (2011), qualitative data can be analysed with many different techniques. Mihas (2023) notes that concerning qualitative studies, researchers generally do not agree on one single strategy to determine themes; but rather, they could create clusters of codes that seem related and then identify the concept that binds them together. Wimmer & Dominick (2011) note that qualitative research uses a flexible questioning approach as the basic set of questions would normally give rise to other questions. Relevant data collected are grouped into appropriate and meaningful categories and explanations emerge from the data. They offer counsel in favour of qualitative data analysis, which involves data reduction, data display, conclusion drawing and verification. The researchers who conducted this study, before the qualitative analysis again, heeded the counsel of Wimmer & Dominick (2011) by utilising epoche, a psychological system by which the researcher puts aside personal viewpoints in order to objectively view the phenomenon under study. Upon the completion of the interviews, responses were categorised into

explanations tailored to providing answers to the research questions, mostly presented by first-person narrative.

#### 4. Results and Discussion

This research investigated the extent to which selected staff members of National Open University patronised hotels and their perceptions towards the use of closed-circuit television (CCTV) surveillance equipment in hotels in Nigeria. The respondents' responses are presented in Tables 1-8 below.

Table 1. Respondents' demographic details

| S/N | Items  | Frequency | Percentage (%) |
|-----|--------|-----------|----------------|
| a   | Gender | Male      | 67.4           |
|     |        | Female    | 32.6           |
|     | Total  | 89        | 100            |
| b   | Age    | 18-25     | 1.1            |
|     |        | 26-33     | 6.7            |
|     |        | 34-41     | 21.3           |



|              |       |           |            |
|--------------|-------|-----------|------------|
|              | 42-49 | 29        | 32.6       |
|              | 49-ab | 34        | 38.2       |
| <b>Total</b> |       | <b>89</b> | <b>100</b> |

Source: Authors' (Fieldwork, 2024).

Respondents' demographic data as shown in Table 1 revealed that male staff of NOUN were in the majority (67.4%); those who were above the age of 49 were in the majority (38.2%), followed by those who were within the age range of 42 and 49 years (32.6%); followed by those who indicated that they were between 34 and 41 years (21.3%). Six (6) subjects (6.7%) reported that their ages fell within the range of 26 and 33 years, while 1.1% were between 18 and 25 years.

For the qualitative data, eight of the subjects were male and eight were female, all academic staff from the eight faculties, with ranking ranging from Lecturer II to Professor, 15 being doctorate degree holders and one who had the degree in view.

**Table 2.** Respondents' patronage of hotels

| S/N | Items                                   | Frequency | Percentage (%) |
|-----|---|-----------|----------------|
| a   | Lodgers in the rooms                    | 55        | 61.8           |
| b   | Guests in the event halls               | 23        | 25.8           |
| c   | Diners in the banquet halls/restaurants | 8         | 9.0            |

|              |                            |           |            |
|--------------|----------------------------|-----------|------------|
| d            | Swimmers in pools          | 1         | 1.1        |
| e            | Guests at the bars/gardens | 2         | 2.2        |
| <b>Total</b> |                            | <b>89</b> | <b>100</b> |

Source: Authors' (Fieldwork, 2024).

As shown in Table 2, all respondents indicated that they patronised hotels for various purposes. Going by the details revealed by data, 61.8% of them (being in the majority) indicated that the manner of their patronage was as lodgers in the rooms; followed by those (25.8%) who were in such facilities as guests in the events halls; 9% were at some time diners in the banquet halls/restaurants; 2.2% of respondents were guests at hotel bars/gardens and 1.1% were in hotels as swimmers in the swimming pools.

All the interviewees indicated that they patronised hotels mainly as lodgers when they had to travel to various locations on official duty. However, all except one reported that they patronised hotels for purposes other than lodging. "Apart from lodging in hotels when I travel, I do not patronise hotels at all. I have to travel relatively often. I hardly attend social events, but the ones I remember attending did not take place in hotels", offered a key informant, of professorial ranking.

**Table 3.** Respondents' awareness of CCTV equipment

| S/N          | Items | Frequency | Percentage (%) |
|--------------|-------|-----------|----------------|
| a            | Yes   | 63        | 70.8           |
| b            | No    | 26        | 29.2           |
| <b>Total</b> |       | <b>89</b> | <b>100</b>     |

Source: Authors' (Fieldwork, 2024).



As shown in Table 3, the majority of the respondents (70.8%) of them, being in the majority responded in the affirmed their awareness of CCTV in the hotels, while 29.2% reported that they were not aware of the use of such equipment when they patronised hotels.

All the subjects who were interviewed indicated that they were aware that the hotels they patronised had CCTV cameras installed on their premises in most cases. According to one key informant, “Many hotels have CCTV surveillance technology, even though I think lodging could have been cheaper if such equipment were not in use.”

**Tables 4 – 8.** Subjects’ Perception of the Use of CCTV Surveillance Equipment in the Hotels.

**Table 4.** Respondents' perceptions of the use of CCTV for crime prevention

| S/N          | Items    | Frequency | Percentage (%) |
|--------------|----------|-----------|----------------|
| a            | Yes      | 49        | 55.1           |
| b            | No       | 22        | 24.7           |
| c            | Not sure | 18        | 20.2           |
| <b>Total</b> |          | <b>89</b> | <b>100</b>     |

Source: Authors’ (Fieldwork, 2024).

**Table 5.** Respondents’ perceptions of installed CCTV in hotel rooms

| S/N          | Items    | Frequency | Percentage (%) |
|--------------|----------|-----------|----------------|
| a            | Yes      | 18        | 20.2           |
| b            | No       | 38        | 42.7           |
| c            | Not sure | 33        | 37.1           |
| <b>Total</b> |          | <b>89</b> | <b>100</b>     |

Source: Authors’ (Fieldwork, 2024).

**Table 6.** Respondents’ perceptions of installed CCTV in Bathrooms

| S/N | Items    | Frequency | Percentage (%) |
|-----|----------|-----------|----------------|
| a   | Yes      | 2         | 2.2            |
| b   | No       | 53        | 59.6           |
| c   | Not sure | 34        | 38.2           |

| Total | 89 | 100 |
|-------|----|-----|
|-------|----|-----|

Source: Authors’ (Fieldwork, 2024).

**Table 7.** Respondents’ perceptions of installed CCTV in open places only

| S/N          | Items    | Frequency | Percentage (%) |
|--------------|----------|-----------|----------------|
| a            | Yes      | 52        | 58.4           |
| b            | No       | 9         | 10.1           |
| c            | Not sure | 28        | 31.5           |
| <b>Total</b> |          | <b>89</b> | <b>100</b>     |

Source: Authors’ (Fieldwork, 2024).

**Table 8.** Respondents' perceptions of installed CCTV as an Infringement on their rights to privacy in hotels

| S/N          | Items    | Frequency | Percentage (%) |
|--------------|----------|-----------|----------------|
| a            | Yes      | 15        | 16.9           |
| b            | No       | 59        | 66.3           |
| c            | Not sure | 15        | 16.9           |
| <b>Total</b> |          | <b>89</b> | <b>100</b>     |

Source: Authors’ (Fieldwork, 2024).

As to their perception of the deployment of CCTV equipment in hotels, the majority of respondents (71.9%) reported that it would give hotel users a sense of security, as 39.3% reported that, “It gives people an assurance of the safety of their lives and property” and 32.6% said people would be confident that “the hotel is not a hideout for criminals”. However, 19% said the presence of the equipment in focus would not give users a sense of security while 9.0% were indifferent towards the use of CCTV systems in hotels.

All sixteen key informants reported that the presence of CCTV surveillance systems in the hotels they patronised gave them a sense of security. “Yes, with CCTV cameras, I am sure of my safety and the safety of my property. I am assured that the place is not a hiding place for criminals,” offered a key informant; and the majority were of this



positioning. However, two of the key informants said that in as much as they were of the view that CCTV surveillance technology should be used in hotels, they were not bothered about its use in the hotels they patronised. “Whether CCTV cameras are used in the hotels or not, does not bother me; after all, I do not stay beyond a few days at a time.” said one key informant. One informant recalled that in a particular case of alleged homicide, the hotel owners were accused of culpability; however, said he, “Even though the equipment did not prevent the crime, the CCTV footage was said to have given the perpetrators away”.

However, as to whether the use of CCTV cameras in hotels would only record crime but would not reduce or prevent crime, the majority of subjects (55.1%) affirmed this to be their position; 24.7% inferred that it could help reduce or prevent criminal activities, while 20.2% were not sure of this.

All the 16 key informants reported that the presence of CCTV cameras in hotels would reduce the rate of crime in such places. “I would not like to have criminals around me; lodging in a hotel with the surveillance video could be relatively expensive, but it is better to be safe than to be sorry”, said a key informant. According to another, even if the system needs repair and is temporarily out of use, its presence will keep criminals away and greatly reduce crime and criminality in hotels”.

The majority of respondents (42.7%) were confident that CCTV cameras were not installed in the bedrooms in hotels.

All the 16 key informants were confident that the use of CCTV technology in hotels was not a violation of their rights to privacy, as ordinarily, cameras were not installed in the bedrooms.

### **Discussion of Findings**

The study investigated the perception of National Open University of Nigeria staff members towards the use of closed-circuit television surveillance equipment in Nigerian hotels. It sought to determine the extent to which the staff members of the National Open University of Nigeria patronised hotels in Nigeria and their perception towards the use of closed-circuit television (CCTV) surveillance technology in such facilities. Both quantitative and qualitative methods were deployed in the survey. By a combination of total enumeration, simple random sampling, stratified sampling and qualified volunteer sampling techniques, 100 members of staff of the university were selected for the quantitative segment of the study and 16 academic staff members were selected from the eight faculties for the qualitative segment. A questionnaire and an interview guide were research instruments. The administration of the questionnaire gave a return rate of 89%.

The study found that virtually all staff members of the National Open University of Nigeria patronised hotels in Nigeria; first as lodgers, then as guests in the events halls, diners in the banquet halls/restaurants, guests at the bars and gardens and as swimmers in the swimming pools. Even though most respondents were not sure if the deployment of the surveillance equipment in focus would prevent crime, they affirmed that knowledge that the CCTV equipment was in place gave them a sense of security. They were thus sure of the safety of their persons and of that of their property. They inferred that having such technology in place would deter criminals and would-be criminals, so they could lodge in decent company. This equivocal disposition of the subjects of study towards CCTV technology





reflects the notion offered by some critics who argue that the technology in focus fails to prevent crime (Martin, 2024). If the subjects of study do not think it prevents crime, why does its presence assure them of safety? However, their indication that it would keep criminals away is very much in keeping with the findings of Ambassador-Brikins et al (2024), who found that a mere indication of the availability of surveillance cameras in a hotel was enough to caution undesirable elements, even if the equipment was not functioning. However, under normal circumstances, if a crime occurred, shots of the perpetrator(s) would be shown so clearly as to enable their identification. In cases where security personnel man the monitor, they would respond to crime immediately (Mammoth Security Inc., 2022). This study validates the technological determinism theory as hotel guests' expectation of hotel services now include CCTV surveillance equipment; its discovery, availability and use now shape patrons' choices and expectations due to its availability. The study affirms the findings of Majebi (2023) which suggests that people are mindful of their safety and security, especially at a destination with a high level of perceived risks. The NOUN's staff members were emphatic that the deployment of CCTV cameras in hotels is not an invasion of their privacy, as the cameras are restricted to open places.

### **5. Conclusion and Recommendations**

This study investigated the extent to which staff of the National Open University of Nigeria (NOUN) patronised hotels in Nigeria and their perception towards the use of closed-circuit television (CCTV) surveillance equipment in hotels. The NOUN's staff members patronise hotels in Nigeria for various purposes, including for

work and leisure. They expect the hotel operators to along with other services, provide security with the use of closed-circuit television surveillance technology. This assures them of the safety and security of their persons and property. They are affirmed that the use of the technology is not a violation of their rights to privacy.

This study recommends the need for the deployment and enforcement of CCTV equipment in the hotel sector of the tourism industry by the relevant authorities in collaboration with the sector operators in Nigeria for the security and safety of hotel customers and other members of the public. This is important as this study's findings revealed that it doesn't seem that some of the hotels used by the respondents had CCTV equipment deployed, nor were they told that the equipment was in use. Guests at hotels must be informed of the deployment of CCTVs at hotels, so that they would not consider it as an intrusion on their privacy. It is also important that hotel management and relevant authorities carry out a routine check on installed CCTV equipment to ensure they are in good working condition. This study's findings reflect the perceptions of the NOUN's staff members who are knowledgeable on the merits of the deployment of CCTV equipment in hotels. Consequently, there is a need for further studies to investigate the perceptions of other members of the public on the use of CCTV, including those with artificial intelligence tools in public places, other than hotels to corroborate the findings or otherwise of this study in similar contexts.

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