



# International Conference of Economics, Finance and Accounting Studies

*International Conference of Economics, Finance and Accounting Studies is a double-blind peer-reviewed, open-access journal published to reach excellence on the scope. It considers scholarly, research-based articles on all aspects of economics, finance and accounting. As an international congress aimed at facilitating the global exchange of education theory, contributions from different educational systems and cultures are encouraged. It aims to provide a forum for all researchers, educators, educational policy-makers and planners to exchange invaluable ideas and resources.*

## Safety and Security Technologies in the Hotels of Samarkand

**Akramov Nodirbek**

Student of “Silk Road” International University of Tourism and Cultural Heritage

### ABSTRACT

Safety and security play a crucial role in the hospitality industry as well as in the tourism sphere. It helps to attract more tourists to the country, which leads to the development of the country at the international level. Hotels in Samarkand use technologies such as surveillance cameras, key cards, and fingerprint access to provide a secure atmosphere for guests.

**Keywords:** Safety, security, hotels, Samarkand, Uzbekistan, keyless entry, biometric authentication, surveillance cameras, mobile apps, guest experience, hospitality.

### INTRODUCTION

Samarkand, one of the ancient cities in Uzbekistan as well as in the world, is located in the center of Central Asia and is full of historical and cultural heritage sites. Hotel security methods are an example of how history and modernity may coexist together. For travellers who seek comfort and peace during their stay, these setting-ups are the vanguards of providing remedies to ensure guests' safety as well as the security of their assets. Starting with key cards, and surveillance cameras to high-quality gadgets, Samarkand's hospitality industry combines traditional hospitality with technologies to create an enjoyable and safe environment for tourists to experience from all over the world.

### Literature review

“Advanced security technologies such as facial recognition and biometric systems not only enhance the security of the premises but also add a layer of safety for guests, contributing to a more secure and relaxed stay” says Das (2024) in her article about technology and guest experience.

Fire in hotels is one the common type of threat for the hospitality industry. Because this ultimatum not only damages hotel and its assets but it also may harm guests. According to Sierra et al. (2012), the yearly average number of hotel who has experienced fire was 3970 during 2003-2007, with yearly average number of 11 death and yearly material losses of 63.4 million US dollars. However, hotels who used automatic sprinklers has not experienced any fire caused deaths in this period. Plus, material losses were 73% lower than those hotels that did not use sprinklers.

### Methodology

Data collected using survey methodology to make a clear understanding of hotels' technologies

for security and safety. 11 hotels in Samarkand has responded about their innovations.

Survey questions:

1. Name of the organization (Hotel)?
2. Which technologies are currently used for access control in your hotel?

Key cards

Fingerprint recognition

Facial recognition

PIN codes

Other

You can choose as many options as you want

3. How are surveillance cameras used for security in your hotel?

Monitoring public areas

Monitoring guest rooms

Monitoring back-of-house areas

Other

You can choose as many options as you want

4. Which of the following technologies are used for guest safety in your hotel?

Emergency call buttons

Panic buttons for staff

Mobile apps for emergency notifications

Other

You can choose as many options as you want

5. How often are security systems tested and updated in your hotel?

Regularly

Occasionally

Rarely

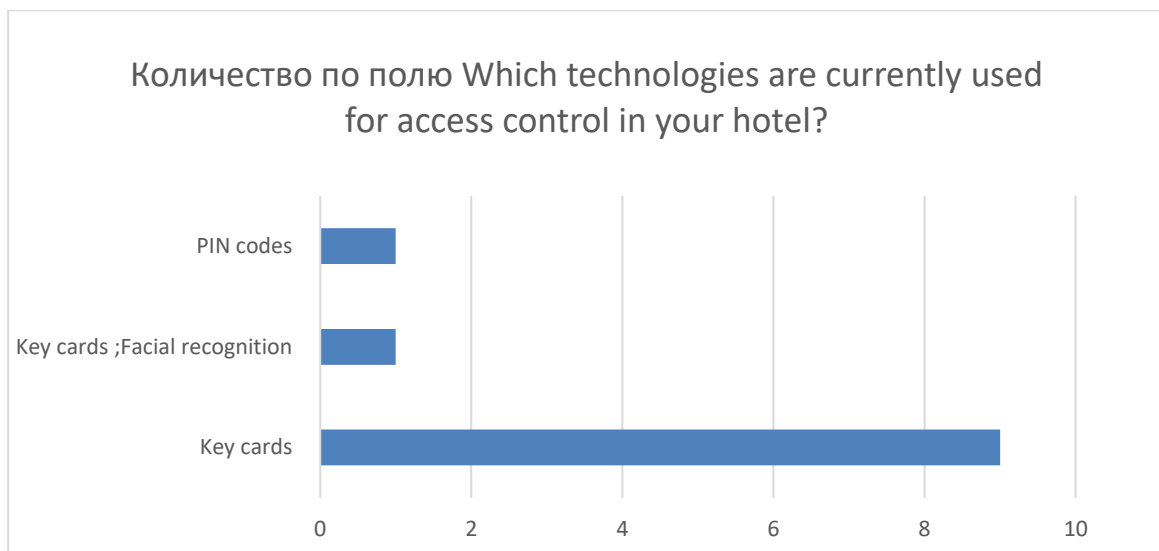
Never

6. Are there any plans to implement new security technologies in your hotel in the near future?

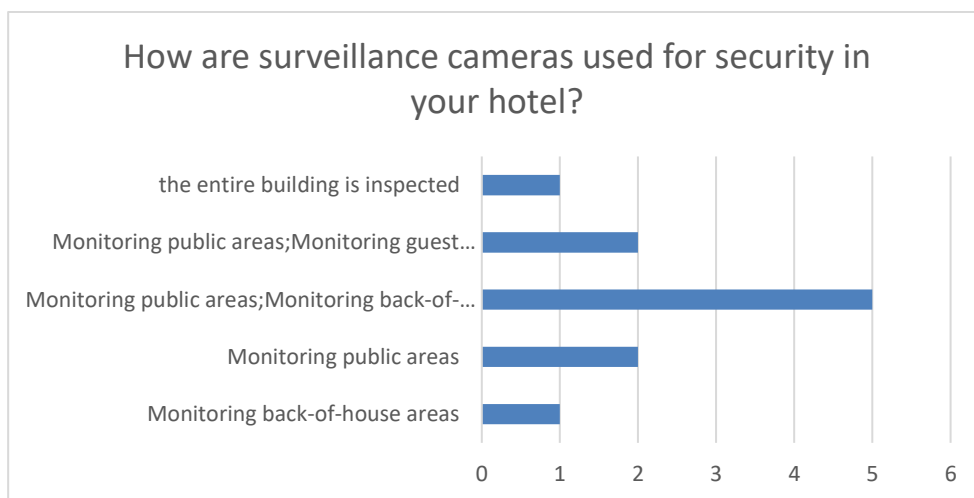
Yes

No

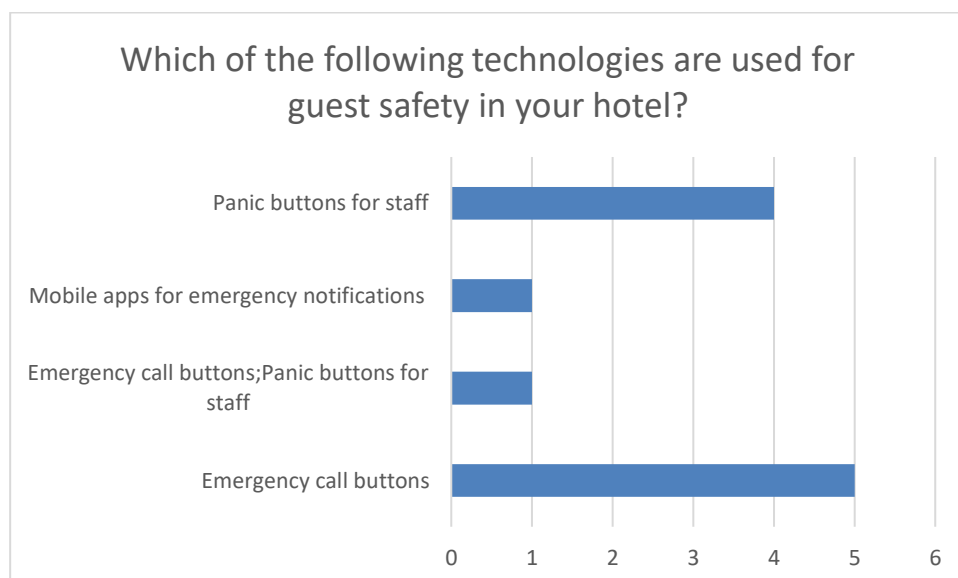
## Results



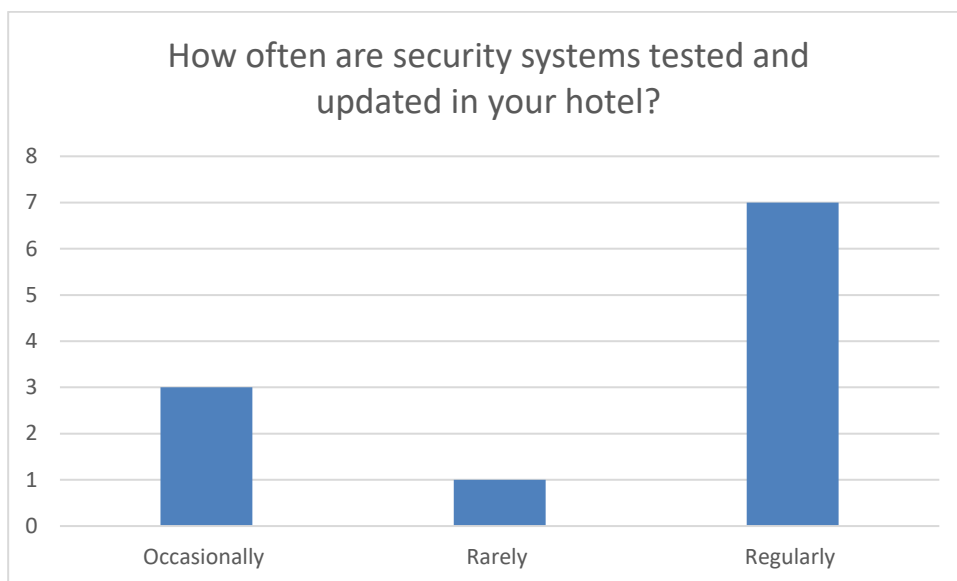
Based on the research that was gathered, most of the hotels in Samarkand use key cards for their access control.



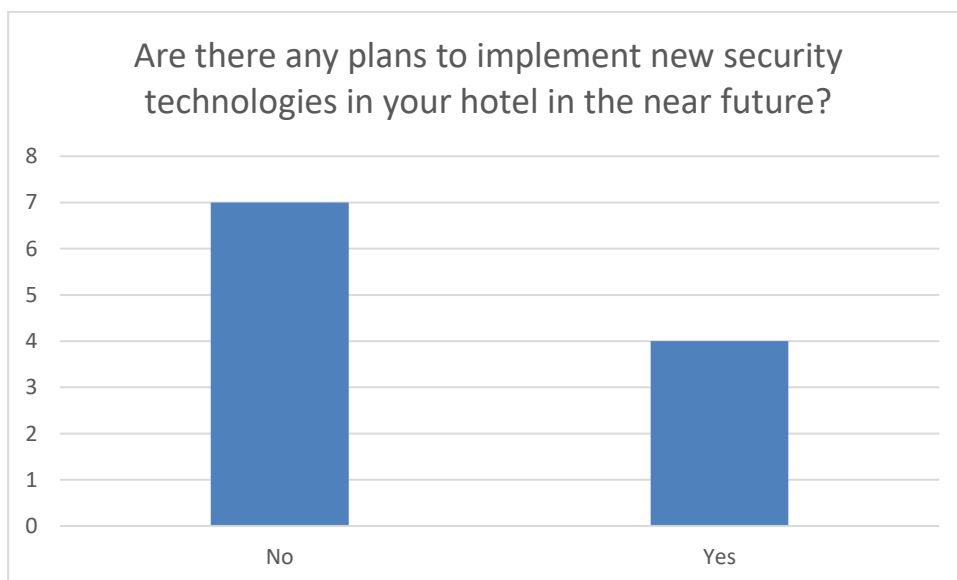
When hotels were asked about what places surveillance cameras take a video. Nearly 50% of hotels answered that cameras mostly take video of public areas and back-of-houses, probably to observe how employees work.



For guest's sake, hotels use mostly emergency call buttons to preserve customers from danger. There are hotels, which uses panic buttons and mobile apps that informs when danger is going to be occurred.



Almost every hotel in Samarkand updated their security system, when it is needed.



More than 50% of hotels that were asked want to implement new technologies and gadgets to ensure security for their customers.

### Conclusion

To sum up all the responses and analytics, it is easy to say that accommodation facilities in Samarkand are improving their security systems as well as their reputation among their competitors.

### Reference:

1. Das, P. (2024, March). *(PDF) technology and guest experience: Innovations reshaping hotel management*. ResearchGate. [https://www.researchgate.net/publication/379411864\\_Technology\\_and\\_Guest\\_Experience\\_Innovations\\_Reshaping\\_Hotel\\_Management](https://www.researchgate.net/publication/379411864_Technology_and_Guest_Experience_Innovations_Reshaping_Hotel_Management)
2. Sierra, F. J. M., Rubio-Romero, J. C., & Gámez, M. C. R. (2012, March 17). *Status of facilities for fire safety in Hotels*. ScienceDirect. <https://www.sciencedirect.com/science/article/abs/pii/S0925753512000094>