

## **ABSTRACT**

Tourist police service plays an imperative role in building tourist confidence in safety aspect while they are on tourist destinations. Since less attention in tourism research focuses on tourist police service and its importance, the current study is to fill the gap in the literature by examining Tourist Police Intervention on Travellers' Protection during their Stay in Sri Lanka. Southern province being the research area to this qualitative study, structured interviews were conducted using 4 tourist police officers in the police stations in southern province and 6 tourism service providers at Mirissa, Hikkaduwa and Galle area in order to collect the primary data to identify the tourist police officers experience and perception about involving with the tourism industry and how it effect to the country and their perception about the challenges, strength, weakness, strategies and future plans that will implement for ensure the travellers protection. And industry service provider's perception towards the tourist police officers intervention and their suggestions for making the safe environment for travellers. The collected data was entered to Microsoft Excel 2012 and analyzed through thematic analysis. The findings of this study gave that making the safe environment for travellers, Tourist Police officers indirectly positively affect to the society and for the country economy, Tourist police officers required special skills and knowledge such as foreign languages, communication skills and special knowledge about the law enforcement related to the tourism and about the import export procedures, existing custom procedures and immigration procedures. According to the findings most of the issues reported from the southern province are physical and sexual harassments, verbal abuses and fraudulent activities and in order to prevent those issues Tourist Police officers already implemented the human and technical measures such as in charging the community service providers such as communicators and using modern technology for give a better and fast service. Tourist police officers are planning to implement the mobile app that tourist can easily communicate with the Tourist Police from anywhere any time in argent situations. When consider about the community perception, that include the suggestions such as increasing the number of police officers in the area, making more awareness programs and billboards that include the details regarding the safety tips and the Tourist police contact numbers.

**Keywords: Tourist police, Tourism industry, Travellers' protection**