

February 2022

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Recommended Citation

Jamader, Asik Rahaman Mr; Das, Puja Ms.; Acharya, Biswaranjan Mr.; and Makkar, Sandhya Dr. (2022)

"Smart Hospitality and Secure Tourism Management using Blockchain Technology: BESHosTM Approach," *International Journal of Computer Science and Informatics*: Vol. 4 : Iss. 3 , Article 3.

DOI: 10.47893/IJCSI.2022.1196

Available at: <https://www.interscience.in/ijcsi/vol4/iss3/3>

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Smart Hospitality and Secure Tourism Management using Blockchain Technology: BESHosTM Approach

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Throughout the age of 5G technology, the majority of contactless banking is made via software that is enabled by a wide range of financial platforms. Several alternative financing channels provide access to a variety of services. The opportunity for hackers to engage in nefarious behaviour such as payment account hacking, identity theft, and payment system assaults stages of clearances with e-tourism, monetary information is kept in a database. Payment issues can be caused by a centralised cloud server. Throughout the periods of heavy congestion, the abovementioned problems are solvable by utilising a decentralised system like blockchain, it allows for the maintenance of trustworthiness between distinct groups of financial institutions, tour companies, airways, and trains are examples of consumers. Cruise ships, accommodations, cafes, as well as regional cabs are all available. Inspired mostly by following the foregoing debate, we suggest the blockchain Enables Secure Smart Hospitality and Tourism Management (BESHosTM) model.

Keywords: Security, secure tourism, blockchain, smart hospitality, BESHosTM

1. Introduction:

In the tourist business, technological advancements as well as digitalization have prepared the way for the creation of customer-centric value offerings. These ideas emphasise data openness, decentralised autonomous value chains, and adaptable modifications (Zheng et al., 2018). As a result, a going to be different beyond old business strategies to consumer ones is required. International visitor arrivals have increased by 6% yearly, as per to the United Nations World Tourism Organization (UNWTO); the sum is approaching to 1.4 billion travellers in 2018. Figure 1 shows the predicted rising trend of an additional 4% through 2020, bringing the total population to shut on the way to one point eight billion. Through 2036, about seven point eight billion people force have flown, up from 4 billion in 2017. Meanwhile, the hotel industry has a market worth USD 500 trillion in 2018 and is expected to triple in size by 2030. Blockchain is one of the most recent network-based technologies, and it is expected to have a substantial influence on a variety of industries, including tourism. Despite the fact that blockchain technology is still in its infancy, technologies like crypto currency, smart contracts, and Decentralised Applications have begun to affect tourism transactions (Nofer et al., 2017). This study aims to highlight the essential features of blockchain technology in relation to the smart city/tourism framework, as well as provide predictions about how the technology will grow and impact the sector. Major concerns and challenges relating to technology, as well as certain myths, are highlighted (Saber et al., 2019). The notion of 'Transport Systems' has grown in popularity, resulting in the birth of the

issue of 'Intelligent International Tourism.' Smarter Tourism Activities make extensive use of information and communication technologies, as well as by implementing sustainability efforts; they may gain a competitive edge and contribute to long-term tourism growth. According to earlier study, 3 kinds such as, Cloud Computing, Internet of Things, and End-User Internet Service System, is critical for the development of Smart Tourism Destinations.

Digital Tourism Activities must provide a technical framework for the sharing of all tourism data among all stakeholders (Zhang et al., 2020). In Smart Tourism Destinations, real-time information exchange is critical for everyone; but, because to the current oligarchy of global distribution system providers, small and local tourism enterprises do not have access to data (Tapscott A & Tapscott D, 2017). This dilemma increases expenses for consumers (both visitors and small tourism enterprises) while allowing suppliers to maintain pricing control. Smart Tourism Destinations also confront privacy difficulties and are attempting to develop a way to conceal tourists' true identity (Chen & Bellavitis, 2020). Blockchain, an emerging cutting-edge technology, might be utilised to address these issues and aid in the creation of Smart Tourism Destinations. However, little study has been done on the potential implications of blockchain in the smart tourism area, particularly in Smart Tourism Destinations. The authors of this paper addressed the potential connections between blockchain technology and smart and sustainable tourism, as well as making speculative predictions for the technology's future growth in the tourist sector. The researchers undertook an exploratory study to see how blockchain technology has been used in the context of smart tourism. In the framework of a Smart Tourism Region, this paper suggests a blockchain-based network for ensuring the origin and provenance of food products. Local food and drink may, in fact, be a fantastic combination for attracting tourists and promoting the area if their provenance is well documented (Casey et al., 2018). We devised and built a blockchain-based system to track food products in an agro-food supply chain. The platform ensures openness, efficiency, and integrity by utilising smart contracts. Because our system integrates with IoT network devices to provide specific information about data monitoring food such as storage temperature, environment humidity, and GPS data, it is particularly well suited to managing cold chains (Garzik & Donnelly, 2018).

Traditional systems allow all relevant parties to communicate data and information in a more efficient, transparent, and tamper-proof manner. The ultimate customer may view the whole agro-food chain of the purchased product in full transparency and verify provenance by obtaining all comprehensive information stored in the blockchain public ledger (Xu et al., 2019). The suggested system was created using the ABCDE approach, a recently developed agile development methodology for achieving greater software quality in order to build a broad blockchain system using software engineering standards (Das et al., 2019). At the conclusion of the paper, a practical case study based on local Sardinian goods is proposed. Digital technologies are desperately needed in the traditional tourism industry to reduce costs and improve efficiency. Blockchain, as a new technology, has the potential to transform the tourism sector by providing a secure platform for connecting tourism companies with travellers. Existing blockchain-based smart tourism solutions, on the other hand, are either hypothetical or restricted in their ability to address basic tourist concerns (Jamader et al.,

2019). We offer BlockTour, a blockchain-based smart tourism platform with a specialised solution to handle issues and a real-world prototype deployment in this article. We designed BlockTour's general system architecture in particular to connect travellers and destinations in a secure manner. Furthermore, an effective consensus process is created with incentives for travellers to visit additional places. Finally, we construct BlockTour and undertake thorough performance assessment trials. BlockTour is a practical and high-performance smart tourism platform, according to the findings of the experiments. As a result, tourists and hotel and recreation businesses must preserve confidence (Nayak et al., 2022). It offers comfortable operations like increasing the cost as well as transactions, as well as a data transmission route among different travellers. Existing centralized approaches, however, are incapable of dealing in the above abnormalities. As a result, a decentralized method is required to expand the client based hospitality sector's prospects. Visitor's needs are met through blockchain, which adds transactions to a distributed ledger that cannot be altered with, so providing trustworthiness, openness, security, as well as believability. Figure 1 depicts blockchain technology's multiple uses in hospitals, banking, academia, micro grids, the Internet of Things, and government (Jamader et al., 2021). Customers may connect directly with multiple stakeholders using blockchain in the tourist sector, removing necessity 3rd-party event planners. Furthermore, the airfare and lodging industries perform consensus protocol amongst organizations that are linked to visitor accounting transactions.

This offers a unified picture of a single debit and credit file along with allows consumer to purchase transport token, tavern bookings, as well as eating place reservations using a single coin from the same blockchain-based software. The following are the benefits of implementing blockchain in the tourist and hospitality business, as depicted in Figure 1.

- **Visitor Reviews and Business Ratings:** Travellers give feedback as well as organization evaluations of various service suppliers, which are not always, correct. Appropriate in the direction of bazaar competitiveness and profit-making, hotels and restaurants also supply phoney ratings to clients. Customers can see the authentic evaluations while the blockchain record is communal in addition to tamper-proof. This guarantees that the feedback method is transparent.
- **Transportation Authentication System:** Presently, passengers must provide their identity card at many points throughout their voyage, including when reserving, embarking, accommodation, and lastly when trying to check into the accommodation. Outstanding on the way to the fact that blockchain make debit and credit statistics to every nodes, the consumer be able to become digital throughout their journey. Furthermore, tourists are not obliged to undergo authentication process, ensuring a stress-free journey for them.
- **Secure and Traceable Transaction Mechanism:** All bit coin transactions are verifiable and transparent in the network, resulting in protected safeguards as well as control of faults. As a result, traveller safeties as well as rehabilitation from liability in the event of adverse encounters are preserved. Several tour operators compensate loyal consumers with incentives and enticing deals (Jamader et al., 2021). Clients will be

able to verify their earned points, which could then be traded for crypt currency coins to begin payouts, thanks to blockchain.

- Cargo as well as Property Monitoring: A tourist's identification includes profiling maintenance that connects their belongings. Because blockchain automates ID verification, users can follow their luggage and assets during their voyage (Jamader et al., 2019).

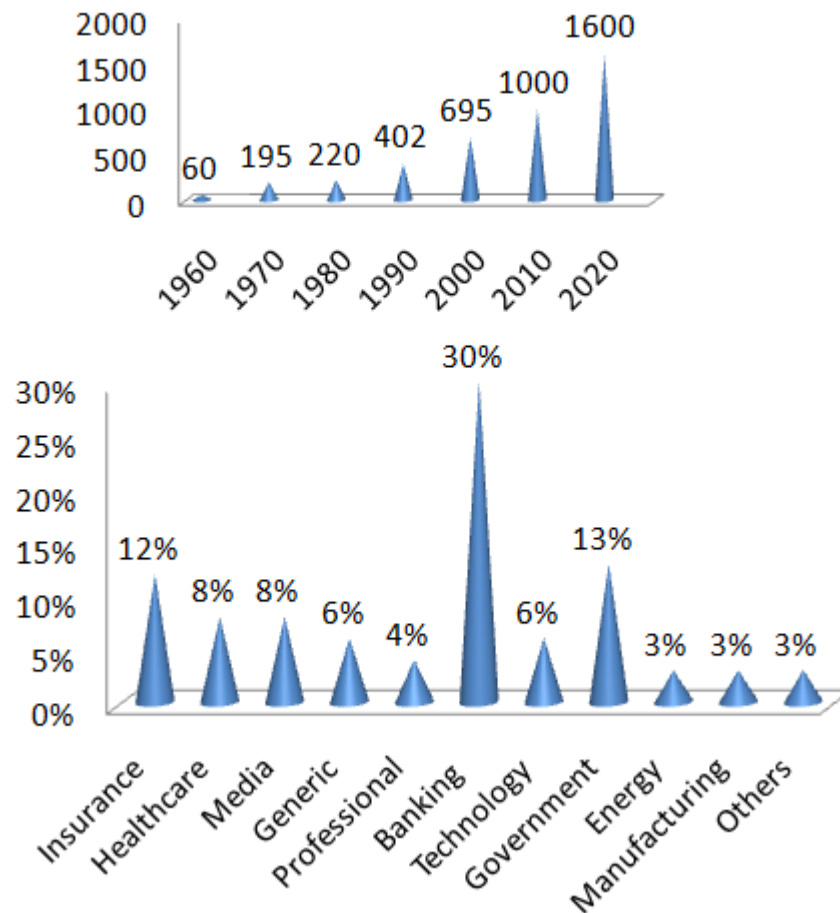


Figure 1 By 2020, there will be a technological revolution in the tourism business, as well as a projected increase in visitor arrivals globally.

2. Proposed BESHosTM Methodology

The BESHosTM framework comprises many stages, which are detailed in the subsections below. Using his wallet address, a visitor (or user) registers on the blockchain. A programme that runs on a mobile device each user can have a unique profile. He has a crypto currencies chip in the pocketbook. As a result, they can use a crypto currency exchange server to trade their tokens to preserve procedural consistency consequently, numerous parties are involved, have used their wallets to sign up for the tourist blockchain. The cryptographic protocol framework is suggested in BESHosTM to offer interoperability across users and stakeholders, which runs numerous transactions to facilitate compatibility between all parties.

After a user agrees there in blockchain, prospectors use Concrete evidence (CE) to verify transaction. CE offers confidentiality elements to create on Less-Knowledge-Proofs (LKP), in which cooperative actors check financial information against a set of desirable attributes. LKP offers an automatic proofing system that is based on a specific time. As a result of the regular communication between a tourist blockchain and the CE applies to both the user and the stakeholder. Each previous client the itineraries are sent into a Deep Learning task as data. is taught to produce appropriate assessments of visited places .The former users' suggestions for destinations and accommodations. As a result, educated decisions may be made. It is advisable to access that specific place or accommodation derived from previous evaluations, which automates the whole tourist and hospitality industry, the hospitality industry suggested BESHosTM from a larger perspective where Figure 2 depicts the conceptual model (Önder & Treiblmaier, 2018).

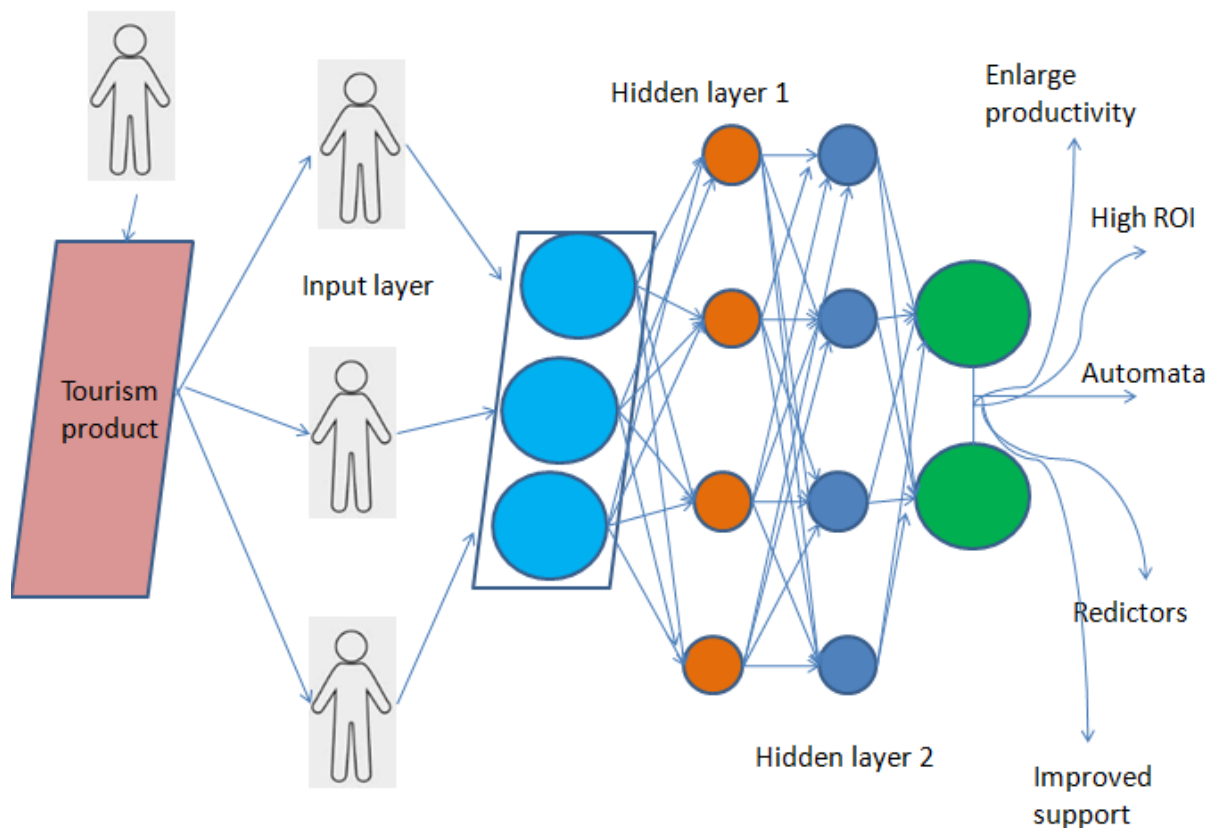


Figure 2 Proposed BESHosTM conceptual models

As illustrated in Figure 3, the consumer wallet holds private data about visitors, because the customers summary (User-name, photo, address, and user-ID) as well as prior reservation particulars. Whenever a customer submits for the blockchain programme, the wallet data are issued to a digital wallet. The payment location is made up of a pair of public and private keys j^{nm} denoted by the L_{P1}^{aug} along with L_{P1}^{gs} as follows. As a result, the bank account has the different indicators:

$$V_k = \langle X^k cred, D_t^k FA, RV, VS \rangle \quad (1)$$

Everywhere $X^k cred$ denote the consumer recommendation in favour of the kvf user, dt_s denote the earlier reservation particulars FA maintain the record of preceding itinerant places, furthermore RV captured the debit and credit form i.e., the digital payment A_k which the voyager uses intended for creation disbursement. Vs signify the itinerant form the consumer opts similar to train way, airlines as well as maritime travel. After that, the $X^k cred$ is additional section hooked on subsequent counting,

$$X^k cred = \langle Idk, Name, picture, address \rangle \quad (2)$$

Everywhere, Idk signifies the online marker, $name$, $picture$, as well as $address$ stand for the name, picture along with residence of the voyager. This statistics is worn for signin as well as listing process to the tourist blockchain function.

Every tourist $S = (S_1, S_2, \dots, S_i, \dots, S_{n-1}, S_n)$ $k \in (1, Q)$ has $L_{P_1}^{dug}$ furthermore $L_{P_1}^{gs}$, correspondingly. The consumer require in the direction of shop $L_{P_1}^{gs}$ firmly along with nearby by way of themselves. The $L_{P_1}^{gs}$ is worn to generate the fundamental concentrate on signified via Pk , consequent en route for the j^{nm} consumer. After that, Pk , is correlated in the direction of a digital currency platform concentrate on Fk via a classification period pound *nonce* worth showing like ψ as well as then hashed by means of the j^{nm} consumer communal input. Which is as follows?

$$Fk < Z(L_{P_1}^{dug}, \psi) \quad (3)$$

After that, all customers produce an exceptional indication in the direction of simultaneous to the wallet concentrate on Fk by means of consumer's identifier IDk as follows.

$$\Sigma k < [L_{P_1}^{dug}, (Idk) \mid (L_{P_1}^{dug}, Pk, \psi)] \quad (4)$$

The signature Σk is correlated in the direction of the Pk in favour of the j^{nm} user. Then, the user registers to the traveller blockchain system through the projected Algorithm.


```

1: Process
2:   if faith present
3:     every consumer k present
4:       XGk < MADE_XG( Pk,  $\Sigma k$ , Ak)
5:       GqrB < XGk
6:       Sxk < dabit & credir ( B, Pk,  $\Sigma k$ , Ak)
7:       if Sxk is flourishing then
8:         Sxk < Βαδδρεσσ
9:         ουτπυτ ACCEPET
10:        blocking the mine  $\Sigma k$ as well as sum period stamp S
11:         $\Sigma k$  has been added(+) to chain
12:       else
13:         Back as well as REJECT output
14:         All peers made transaction to the broadcast Dk1
15:       end if
16:     end for
17:   end while
18: end process

```

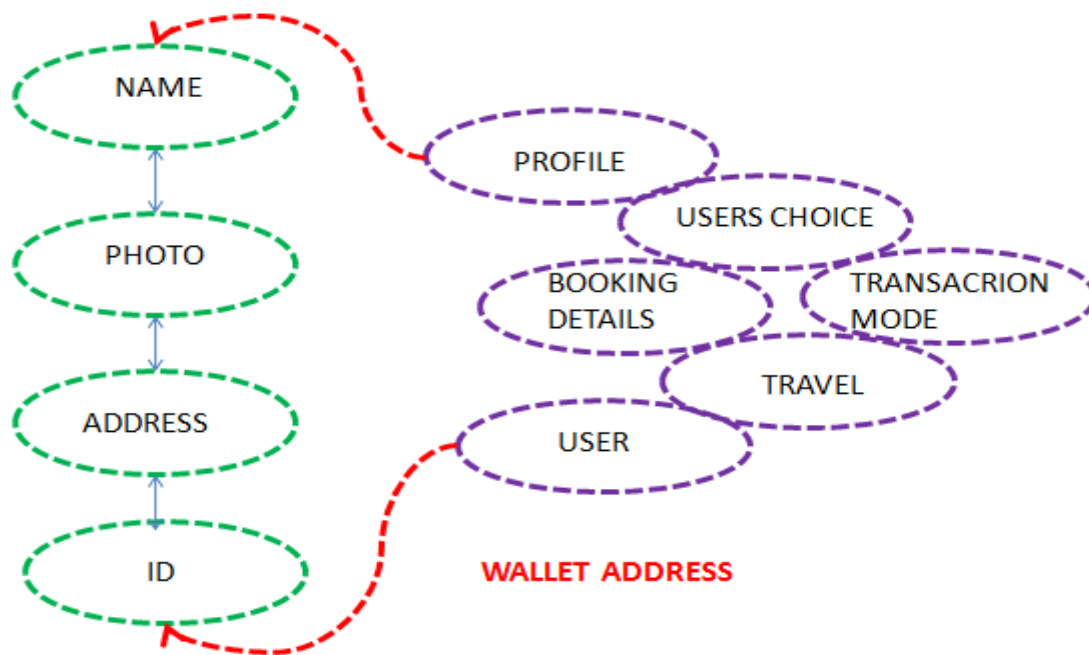


Figure 3 Voyagers wallet in the BESHosTM model

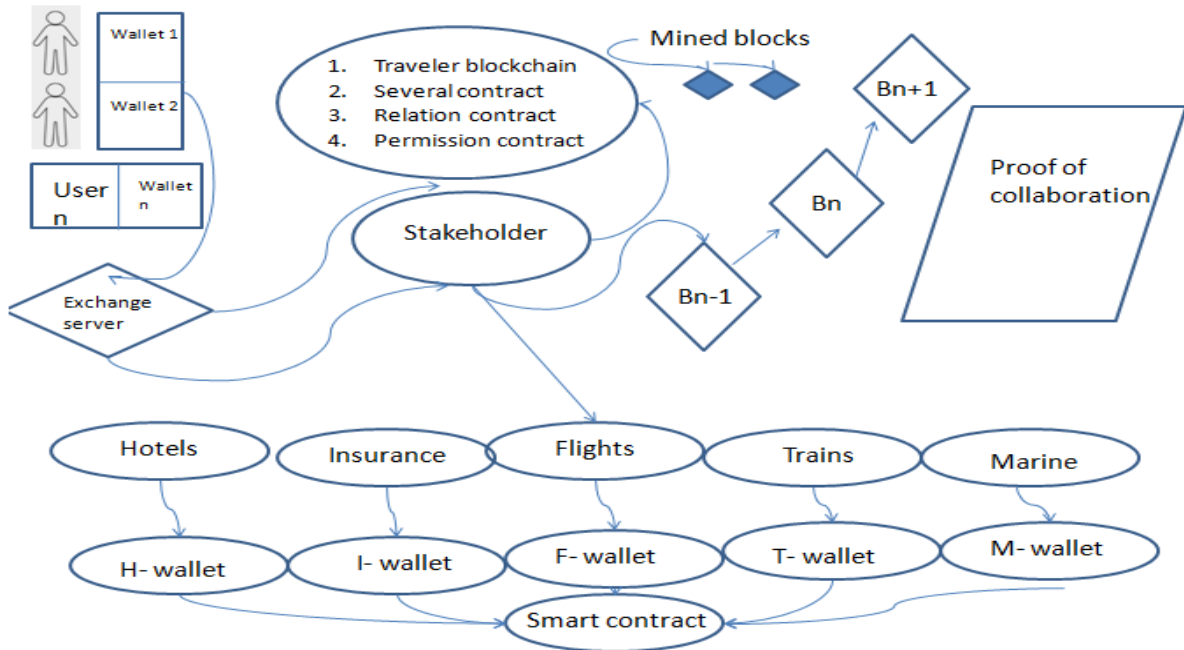


Figure 4 Planning of BESHosTM conceptual models

3. Smart and Secure contract

That each passenger in the network has a public key in the blockchain software, as well as a crypto currency token connected with the wallet. The purse is connected towards the blockchain for tourism. Figure 4 shows how to use a bit coin exchange server. The chain is home to a variety of smart contracts. To provide the appropriate level of interoperability, the smart contract layer is use consumers as well as network operators who are connected to the the similar chain.

- **Relation Contract:** In the tourism blockchain, these contracts describe the relationships between the numerous tourists and service providers. For the corresponding j^{nm} user, the association is kept through wallet address Fk .
- **Service Contracts:** It uses the blockchain to maintain the state of the passenger's connection with the connected service supplier. Depending on the existing affiliations, this status may be ACTIVE or INACTIVE. Several affiliations with much the same client are feasible and might even be distinguished based on the cryptographic protocol blockchain addresses of the machines that execute the smart contracts. As a result, a traveller may be guaranteed of access to data, levels of access, as well as the ability to check all transaction records from the past.
- **Authority Contracts:** This keeps track of the information in a network that may be retrieved via authorization contracts. Whenever a resource is produced, it is associated with such permissions. The following are the variety of admittance stages so as to the authorization contracts ensure (Valeri & Baggio, 2021).
 - a. Read: Request information from a certain node.
 - b. Write: Search or alter the data of an unit.

- c. Transfer: For exchange servers, it transfers the contents of one node's data to some other network.
- d. Administrator: This symbolises the data type controller, who seems to have complete control over the node and may make any modifications necessary (Thees et al., 2020).

4. Case study

The block chain technology, which would be a decentralised log about which Bitcoin and other crypt currencies are built, according to Don Tapscott, CEO of the Tapscott Group, will have much more possible applications than it appears. This will, significantly, transfer wealth in the international economy through altering economic growth mechanisms. According to Don Tapscott, blockchain technology would enable billions of individuals who do not yet have financial transactions to do so identities in order to participate in the digitalization. They'll accomplish this by employing cell devices to conduct monetary operations through a mentoring system. Consumers may now conduct cash activities well over Smartphone utilizing funds in the driver's wallet or via a mobile banking service like Kenya's M-Pesa. Customers could, nevertheless, lose their money if something happens to the operator. By committing transactions without involving a third party, the blockchain-based mobile payment system cAN eliminates such risks. Some of those who had no access to financial services will now is able to participate in the globalised era.

The firms Airbnb and Uber are sometimes referred to as profit making ambassadors. Tapscott, on the other hand, opposes, claiming that such corporations are really "intermediaries of commodities" that are more interested with generating money than with distributing.

The tourist sector was previously flipped upside down by Airbnb as well as Reservation. That has never been has it been so simple to interact with a property owner or to rent a home or condominium. Convenience and ease, the booking commission has not vanished, and it has been charged just on website recently. Flowing branch, a Swiss quasi, appears to have managed to find a way around the communications council. The company has developed a specific blockchain - based platform that enables users to interact and transact on transport matters even without following intermediaries. Certain trading fees will persist, but they will not be similar to those already in place. Extra travel fees can be avoided thanks to blockchain technology. As a consequence, this will benefit both visitors as well as landowners. Nevertheless, similar efforts are unlikely to be overlooked by Airbnb and other platforms. Airbnb as well as other similar businesses will strive to come up with a solution since sites like Winding Tree pose a serious threat to their company.

Anton Dzyakovsky, co-founder of the blockchain startup, believes that block chain technology would demolish tourism industries like Expedia.com, Travelocity.com, Priceline.com, but even Airbnb, and also that blockchain will effect Local networks like Aviasales, Onetwotrip, and many others in the next. Distributed systems will accomplish the same thing as blockchain, allowing customers to complete all transactions between the buyer and the seller in real time, which is faster and cheaper. Large corporations are also investigating the capabilities of blockchain technology and examining alternatives for establishing an internal system of distributed registries that will aid in the optimization of business operations and, as a result, lower service prices. As a result, it's impossible to say

whether tiny businesses will be able to push monopolists aside or just survive, because the more likely scenario is that monopolists will take up promising start-ups and grow even stronger. Innovations will aid in the resolution of various issues that are a part of every tourism experiences. Furthermore, travellers will have more options to vacation alone.

5. Conclusion

This article provides readers with important information on the usefulness of blockchain technology - based in the tourist as well as tourism industries, wherein cyber security is a top priority. In this research, we offer the Blockchain Enables Secure Smart Hospitality and Tourism Management (BESHosTM) architecture for tourist user registration via an unified political crypto currency technological systems. The tourist stakeholders then register and execute smart contracts for interoperability using the same application. BESHosTM made use of a number of technological contract levels that may be employed in the smart contract layer.

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