

THE POSSIBILITY FOR INCREASING SECURITY PERSONNEL IN TOURISM

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Abstract

In this paper, we will aim to identify the need for cooperation on a professional and scientific basis by connecting the profession with the science, between tourism and security institutions in the Republic of Serbia. This paper will address the need and attempt to prove the necessity for increasing cooperation between security entities and travel agencies regarding the engagement of professional security personnel and members of security institutions in providing protection from all forms of threats. Tourist infrastructure in modern times and contemporary civilization is under threat from numerous forms of dangers, hazards and crises, and if it does not embrace greater cooperation with security institutions, it may be significantly endangered. Contemporary threats and risks may be manifested, and may come, from numerous groups, organizations and individuals, such as: terrorist organizations, mafia, criminal groups, destructive sects and individuals embodied in adventure seekers, psychopaths, criminals, mobsters, terrorists, etc. State security, and public sector, institutions in the Republic of Serbia are able to provide necessary, and high-quality, protection.

Key Words: *tourism, hotel industry, threats, risks, protection, security*
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Introduction types and sensitivity of tourism infrastructure

In order to discuss the types and problems associated with tourism infrastructure, it is necessary to explain the problem of tourism, its

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contents and types, which may be the target of various forms of dangers and threats, as well as the sensitivity to these threats and, consequently, the difficulties associated with protecting them.

Traffic infrastructure and threats. - Traffic infrastructure, one of the inevitable forms of infrastructure utilized in every form of infrastructural exploitation, is the initial phase of a successful cooperation with tourism agencies, or other tourism and infrastructural institutions. In this respect, traffic infrastructure, in addition to external factors and forms of endangerment, is in itself often the endangering factor to its own infrastructure and its users.

Possible forms and social threats to traffic infrastructure. - Therefore, possible forms which compromise traffic from the inside, *i.e.* from the carrier of tourism beneficiaries, may endanger in the following manner. Threats and hazards may come from the framework, or from the organization, dealing with traffic or transportation of tourists, itself as follows: fast, or driving too fast, inexperienced drivers, obsolescence of transportation infrastructure, malfunction of vehicles, driver's use of alcohol or narcotics, fatigue, poor road infrastructure, arrogance of drivers of tourism beneficiaries as well as that of other traffic participants. Accordingly, we will point out some threats and hazards to traffic infrastructure. First of all, we would like to point to some definitions related to this issue.

Possible threats and risks influenced by the human factor

Aggressive driving. - "Aggressive driving is almost a 'characteristics' - a relatively stable characteristic of an individual rooted in his consciousness as such" (Kasum et al., 2013). This is one of the definitions in nautical tourism. Authors have pointed to a very common problem that threatens traffic infrastructure, not only in tourism but other activities as well. In our opinion, *aggressive and risky driving during the tourist season is one of the most frequent problems that threaten people, traffic safety, resources and infrastructure.* Hence, in most cases, the arrogance of drivers, both of vehicles transporting tourists and other traffic participants, contributes to aggressive driving. For the most part, aggressive drivers are individuals who are aggressive in their daily lives as well, thus they cannot but behave in this manner while driving. However, a driver's aggressiveness may also be caused by the aggressive behavior of passengers, both amongst the passengers themselves as well

as towards the driver. Therefore, a driver who is easily irritated needs only a little incentive to cause an increase in his/her nervousness level, and hence aggressiveness in a countless number of problems encountered on a journey, as we have already mentioned.

Criminal groups and individuals as a threat to traffic infrastructure. - Traffic infrastructure is vulnerable to and comes under threat from a number of different forms of crime. Among the many forms of threats, we list those that are most common for this field. Individuals and criminal groups also threaten traffic infrastructure. Criminal threats to traffic infrastructure are possible during pursuit by police, when they have to resort to fast and aggressive driving techniques which jeopardize the transportation of tourist resort guests. Secondly, criminals often take their mutual vendettas to the street, and then, in pursuit of their rivals or escaping from them, also resort to aggressive driving. However, members of criminal groups also resort to damaging infrastructure, in order to prevent the police from catching them, by placing heavy objects such as boulders, logs, landslides, as obstacles. Not uncommon are obstacles placed on the route of vehicles transporting tourists with the aim of intercepting them in order to rob passengers and members of the tourism agency. Premises within which tourism agencies are housed may also come under this form of threat, as may other facilities such as resorts, hotels, beaches, ski resorts and other tourism facilities. When it comes to criminality, one of the newer forms of criminality is ecological criminality. Members of these groups collect, in other countries as well as in the Republic of Serbia, radio, chemical, biological and radiological waste, which they pack and bury in the soil, an activity which generates tremendous material benefits for the perpetrators. During 2018, large quantities of this waste were discovered in Obrenovac, Kikinda, Novi Sad and Loznica. In that sense, there is certainly a possibility that such and similar waste will be discarded in tourist areas and facilities.

The NATO aggression over the Federal Republic of Yugoslavia in 1999, bombing raids carried out with the use of chemical, biological, radiological and nuclear materials, is the most terrifying form of pollution, and threat, to the population, living beings and plant life in the history of Serbia, and the region in general. Thus, the most polluted cities are Pančevo, Belgrade, and Novi Sad. Depleted uranium ammunition was used over Kosovo and Metohija, as were rockets and tomahawks (Pavlović, 2012). "When it comes to the discarding of dangerous substances, this implies an accident, *they are considered a deliberate act*

whose goal is the destruction of material values, a healthy life and the murder of people. While, under an accident, it is otherwise considered, "(collisions or accidents) fall into the order of unintentional occurrences" (Jović & Jović, 1989). In this case, an accident occurred which was caused not intentionally but through negligence. However, the most severe substances listed above, have polluted the territory of the Republic of Serbia, and its most important natural resources, water, air and soil, and thus constitute a threat to its tourism facilities.

Terrorist organizations. - Terrorism in its modern form is an international problem that poses a great threat to human lives, infrastructure and material assets as a whole (Pejanović & Stojanović, 2018). There are terrorist organizations from different religions and nations, most of which have ceased their terrorist activities. However, Islamist terrorist organizations are all-inclusive, numerous and active in recent years. Thus, terrorism is "a doctrine, method and means of provoking fear and insecurity among citizens with the systematic use of violence in order to achieve certain, primarily political goals" (Pejanović, 2017). Terrorist organizations often attack and threaten citizens, institutions, the state, government representatives, and may also threaten travel agencies and their infrastructure. Therefore, the target of terrorist organizations may be the tourists themselves as well as tourist infrastructure and other facilities used in tourism. In this regard, some of the many threats to tourist facilities are as follows: one of the latest examples is an attack by the terrorist group Al-Shabab on the luxury hotel Dusit D2 in Nairobi. The attack was performed by a suicide bomber, followed by gunfire from the terrorists, while reported losses were 47 people, according to the terrorists themselves, and 15, according to the authorities, with 700 being evacuated. This group has been very active in Somalia, including a shopping center in Nairobi in 2013 which claimed the lives of 67 people. When it comes to terrorism and terrorist threats, we can say that only a very few have been spared from the consequences of terrorist organizations. When it comes to the Balkans and the Republic of Serbia, our society must learn to deal with threats from these groups. The Republic of Serbia could be under threat from Islamic terrorism and regional terrorist groups. We need to keep in mind that there are over 10,000 registered Wahhabi members in Bosnia and Herzegovina, a large number of whom have been on the battlefields of the Middle East. The same large number of terrorists and Wahhabis is also present in Kosovo and Metohija with some data suggesting that there are as many as 4,000 members of the Wahhabi movement in the Republic of Serbia and 300 in

Montenegro. It is necessary to explain that the Wahhabi movement is not registered as a terrorist group, but rather a movement, but they support terrorism and take part in it. During the month of January, a member of the Wahhabi movement was discovered in Novi Pazar, at which time he was found in possession of terrorist materials, manuals, weapons-knives, explosive materials as well as other items. Regarding terrorist threats and risks to the security of people and property, there are many examples of this form of violence at the international level, and we will now recall one of the most recent examples. A terrorist organization of the Jihad orientation, Abu Sayyaf, activated two bombs, one on the inside and one of the outside of a Christian chapel in the city of Jolo, on the island of Mindanao in the south of the Philippines, killing 21 and seriously wounding 83, before managing to evade capture. The cathedral was full of pilgrims at the time of the attack, something terrorists rely on in order to be able to claim as many victims as possible. This Islamic group was formed in 1991 by Abdurajak Abubakar Janjalani, their current leader being Isnilon Hapilon. The terrorist group's headquarters is in the city of Jolo, their affiliation first being to Al Qaeda, which they changed in 2014 when they pledged allegiance to the Islamic State (ISIS). Their main goal is to implement Sharia law in the Philippines, as well as other states controlled by ISIS. We would like to remind the readers that this is not the only Islamic group, there are many others, but here we are constrained by how much space we can dedicate to dealing with this topic, thus we have only mentioned them as the latest example.

Destructive sects. - When it comes to destructive sects, it is necessary to say that not all sects are destructive. Destructive sects are those that commit criminal and terrorist acts thus posing a threat to both the safety of their members and their families. Professor Simeunović's research has led him to the conclusion that some destructive sects are the forerunners of contemporary terrorism. This assumption is founded on their activities and customs which are closest to terrorism. Zealots, Thuggees, Assassins, etc. (Simeunović, 2009). In order to connect terrorism and sects, with similar or the same forms of violence, it is necessary to refer to the definition of both groups. "Terrorism is primarily political violence and a deliberate activity for the intimidation of masses and individuals, with the people and representatives of authorities, as well for achieving material goals and domination over a particular society" (Pejanović, 2016). Given that we have defined terrorism as an act, or phenomenon, it is necessary to try to define sects, something which is in itself very difficult as these associations are very different from terrorist ones. *Religious sects are*

associations that try to establish their own church and represent their own God while annulling existing and recognized churches as well as the existing God. They are characterized by persistence, consistency, fanaticism, and a willingness to convince others that they are the ones to believe, and not the ones thus far believed in. They use fraud, seizure of property, crimes as well as other unlawful activities. In order to confirm this definition, we shall refer to some traits of sects that are the forerunners of terrorism. Thuggees are a religious sect, in conjunction with road robbers and religious fanatics, who believe in their goddess Kali. In order to ingratiate themselves to the goddesses they kill their victims, as sacrifice to the goddesses, while keeping money, gold and other valuables for themselves. The religious sect Assassins is a branch of the, Muslim Shia sect, Ismailis in the Arabian Caliphate, and are considered a tribal religion. The religious Jewish sect Zealots are portrayed as true freedom fighters for the Jewish people. However, in modern times we have witnessed numerous satanic and destructive sects among which are: Satanists, a satanic sect originating in India, who perpetrate violence both against their own members, as well as their families. Followed by the Aum Shinrikyo, the Black Rose, the Red Rose, etc., which have much in common with the sect of the Ancient and Middle Ages (Assassins, Thuggees, Zealots).

If we were to look at the characteristics of and our experiences with destructive sects, we can assume that they can pose a threat to either members of agencies, agencies or the users of tourist packages.

Russia banned destructive sects in 2018 precisely because of the unlawful actions and activities we have mentioned. This year, security services are checking the property of members of the Jehovah's Witnesses.

"There are as many as tens of thousands of sectarians in our country who are members of sects that have totalitarian and destructive goals. Many of them hide under the guise of various organizations", warns Srđan Mijaljević. Mijaljević pointed out that there are satanic, as well as Eastern sects which are equally dangerous, in Serbia. According to him, the most dangerous sects in Serbia are those that have totalitarian and destructive goals and activities contained in their teachings and practices, and which are primarily secular organizations that propagate that their members should completely, drastically and quickly change their way of life and work. Dangerous sects forbid medical treatments and impose alternatives that they administer themselves, forbidding blood transfusion, in any

form. The satanic cult The Cult of Satan has been a presence in our country for a long time and is, unfortunately, still very present, says Mijaljević, who places Satan's church, O.T.O., The Black Rose, Satan's Knights, the Doors of Hell, Hell's Fire and various witchcraft organizations that accept Satanism directly, in the forefront. In addition to the numerous ritual events and the commission of crimes, these sects urge children to suicide, their victims being of all ages” (Stošić, 2017). One of the forms of the struggle against, and protection from, sects is teaching and learning about sects.

Social threats from HAARP and Chemtrails systems. - Chemtrails represent white traces in the air discharged from the jet, i.e, chemical that disperse and spread through the air causing new occurrences in the form of a cloud (Pejanović, 2015).

HARP (abbreviation for the High Frequency Active Auroral Research Program) is a program of active high-frequency research that aims to "understand, stimulate and control processes in the ionosphere that can change the performance of communication and monitoring systems." It started in 1993 and was proposed to last 20 years. The project takes place near the city of Gakona, Alaska. The equipment for the HAARP project consists of a huge number of high-power radio transmitters and corresponding deduction instruments, *i.e.*, 180 high-power antennas. Six generators of 3.6 thousand horsepower emit more than 3,000,000 watts on a daily basis. The main objectives of the project are to study the phenomenon of polar lights and radio communication. The project was terminated at the end of 2014.”.

Note: The old center in Florida was closed due to obsolescence and a state-of-the-art center was formed in Nevada, USA. In this respect, we transmit knowledge of others.

The High Frequency Active Auroral Research Program is an antenna that emits high-frequency (HF) radio radiation. These antennas, located in the vicinity of Gakona, Alaska, serve to explore the ionosphere. The structure of this article is such that it provides the basis for the terminology needed for the reader to draw a conclusion as to the raised question, without stating the authors conclusion.

When it comes to Serbia, the unusual occurrence of spiderwebs, which appeared to a greater extent in various parts of Belgrade, disturbed the

citizens of the capital. The image of trees and electronic poles covered with fibers have once again fostered the theory that secret experiments are being carried out above our heads and that the spiderwebs are associated with unusual traces in the Serbian sky. Mysterious fibers have appeared throughout Serbia, over all urban centers. Every city in this country was afflicted by a large number of spiderwebs. At the end of October, when the temperatures are from 10 to 12 degrees Celsius, natural spiderwebs cannot appear, claims the president of the ecological movement of Novi Sad, Nikola Aleksić, in an interview with Sputnik, the author of a scientific paper on Chemtrails that was presented at the international ecological conference.

"According to claims from independent researchers, HAARP can also be used to manipulate climatic conditions. The heating effect is used to change air currents subtly and to create a massive, cumulative meteorological effect over a specific area, which can take days and weeks" (Habuš et al., 2018).

"Visible on numerous Internet addresses are photographs of the interior of airplanes with built-in metal tanks, in place of passenger seats, with chemicals scattered around the globe. The photographs were secretly taken by the airplane mechanic who worked at the companies hired to redesign the seats in the passenger compartment so as to leave enough space, as per order from the company, or people from the companies working under NATO orders, for working with the chemtrails discharge devices" (Habuš et al., 2016).

Thus, HAARP and Chemtrails are a unified system within which these two systems function. Neither one would be able to show any results in individual activities, they are co-dependent and are always within the same system. When it comes to the HAARP system, it is an electronic and magnetic system that is remotely-operated via special repeaters, with directed magnetic waves towards the chemicals released from the aircraft. The Chemtrails system involves the disposal (processing) of chemical substances from the aircraft into airspace and once the magnetic waves collide with the chemical substances they cause natural disasters which are controlled via these systems. In accordance with the above, we point to a pilot's confession, who performed these tasks. "Finally, a military pilot has completely revealed the truth on the chemical pollution of the planet in which he himself had participated in. It is an unlawful and

extremely destructive project called the Chemtrails Global Program. With this information, he risked his life as well as the lives of his family.

Elementary disasters and catastrophes. - Natural sources of endangerment of social values are observed in geographical position, territory and climate, which arise from the occurrence of natural phenomena and disasters, such as: lightning or lightning, fires, floods, winds, snow deposits, ice, frosts, earthquakes, droughts, avalanches and the like (Pejanović et al., 2018).

In addition to the social threats which endanger tourist infrastructure, natural disasters are often the cause of disasters and accidents, both on a global and domestic level. Therefore, natural elementary disasters often cause threats, hazards, risks and disasters, both natural and, often, influenced by man. The most frequent elementary disasters that can jeopardize tourist infrastructure are floods, fires, earthquakes or disturbances, snowfall, rain, hail, ice, landslides, or rockfalls, storms or winds, droughts, volcanic eruptions, etc. In this respect, all of the abovementioned natural disasters are the result of natural reactions and actions, some of which have been artificially caused by man.

The artificial influence of man and the occurrence of natural disasters, and consequently catastrophes, are also caused by scientific institutions dealing with nature. Among many others, the scientific institutions which are most often the cause of an impact on nature are the American NASA in cooperation with NATO through two, of the most famous, systems, HAARP and Chemtrails, which successfully contribute to artificial natural disasters and catastrophes. While listening or reading this story, keep in mind that Chemtrails dusts 24 hours a day, seven days a week. This is only part of the testimony of a man who carries out the dusting. First of all, I would like to say that I do not agree with what I do, or the tasks I receive. But what can a soldier do? Some of us think that we are doing wrong and the opposite of good. I have to say that they keep us completely in the dark when it comes to getting an honest answer about what we are releasing over the earth. If it is revealed that I, or someone from my family, has been making inquiring about Chemtrails, automatic and rapid disciplinary measures follow. HAARP and Chemtrails are two concepts that we are forbidden from inquiring about or researching...” (Marić, 2015).

Bearing in mind the limitations of this paper, and a very broad topic which we could only partially present, we wish to address your attention to the website under footnote number 15.

However, we are confronted with one of the most dangerous threats to modern civilization through the disposal of chemicals, coal dust, ash from thermal power plants, *etc.* All of which is being released, over our planet, slowly and quietly extinguishing future life. Readers may learn much more by going to websites containing the name HAARP and Chemtrails, as well as by reading published works.

Technological and technical incidents and accidents. - Technological and technical incidents, accidents and disasters are also phenomena that greatly endanger the safety of people, as well as material valuables, both domestically and globally. Technological and technical threats are all types of collisions, traffic accidents, rail accidents, air traffic accidents, river accidents, as well as technical shortcomings that often contribute to crashes. Since travel agencies and institutions regularly use all of these forms of transportation, any of the abovementioned accidents may endanger their clients, passengers and representatives. For that reason, precautionary measures, in the form of requirements placed before transportation operators, as well as conditions which must be fulfilled by transportation vehicles, drivers, engineers, pilots, insurance companies and others, are indispensable. Under technological accidents we mean deficiencies in a technological product and its impact on transportation vehicles, technological collisions within institutes, industry, power plants, heating plants and similar plants. Therefore, tourists encounter all these deficiencies and can always be endangered.

Risks, crises and emergency situations

In order to be able to identify and define risks, crises and emergencies, it is necessary to answer each of the questions raised in this paper. Strictly speaking, all the aforementioned threats lead to crisis, and in a state of crisis there are certain consequences which have conditioned society to place them under crisis and, finally, emergency situations. Therefore, a group of threats in which the causative agent is a purely human factor may, or may not, lead to a consequence on life, health or body, or the destruction of property or social values. Each of these forms of threats can lead to a change in the status quo, in a crisis situation or at the end of an emergency situation. Likewise, natural disasters are either caused by

natural causes or a human factor, often they can lead to the emergence of a crisis, to the society as a whole or to one of its parts. In this case there is a threat to human lives, health and body as well as the destruction of material valuables, either to a part or all of society, or several countries. All this leads to a crisis of a small, medium or large scale, causing an emergency situation in one part, a larger part, or the entire territory.

Technological and technical threats, risks and consequences take the form of various incidents, accidents and finally disasters. All of which lead to injuries, illnesses and the loss of human lives, as well as the destruction of material assets or social values. Crises and emergencies can cause any of the aforementioned threats at the municipal, city-wide, regional and ultimately state levels. Regardless of the level of crisis or emergency situations, both involve infrastructure used for tourism purposes and which, together with others, can be found in a crisis or extraordinary situation. In order to minimize the consequences or bring them down to the least possible number or measure, tourism agencies and state institutions agree on the protection and implementation of security measures for people, their property, the property of tourism agencies and, ultimately, national values.

Concept and definitions of crises and risks in a state or institution

First of all, we wish to point to the possibility of a crisis, crisis situations, and an emergency situation, caused by any form of these threats and risks. Any of the mentioned groups can lead to a crisis in tourist infrastructure, if there was to be an attack or a natural disaster, as well as a technical accident of medium or large proportions.

In order to be able to discuss the issue of a crisis, it is necessary and useful to explain the conceptual determination and definition of a crisis and crisis situations, as well as the risks that follow the crisis.

"A *crisis situation* is a form of organized activity by an internal political opponent and enemy, which uses objective difficulties and subjective weaknesses, its objective being to destabilize the situation in society and bring down the existing constitutional order. The crisis is caused by the structure of internal political opponents and enemies which are, most often, directed and lead by intelligence services of some of the more aggressive states. A crisis consists of provoking riots, strikes, conflicts when, under these conditions, the confidence felt by the majority of the

population, in political structures and state bodies, is weakened.” (Đorđević, 1986). In other words, "crisis in all critical situations, direct reaction of individuals and organizations directed towards damage control” (Čengić, 2016).

„In security theory and practice, there essential differences in the conceptual definition of corporate security within the national state and its enviroment, and therefore the view of its content” (Pejanović et al., 2018). In order to be able to give an answer to the problem of endangering security, tourism or social systems, it is necessary to explain crisis and the conditions for provoking a crisis. In this case, we consider a crisis to be all performed activities, or one activity, if it has triggered an activity over a broader social area there, a threat and, finally, consequences, regardless of whether the system was under threat or the system was attacked. Therefore, all the above mentioned forms of threats, to all of the Republic of Serbia or its parts, can cause a crisis, either in one part of the state or its entire area. Serbian society has been a frequent target of dangers and threats, amongst which were the NATO aggression, international sanctions, conflicts and civil war on the territories of the Republic of Croatia, the Republic of Bosnia and Herzegovina, conflicts in Kosovo and Metohija, as well as other forms of threats and crimes. Each of the aforementioned forms of threats causes a particular crisis, whether military or security (Mitrofanova & Vladimirovna, 2005), that crisis slip out of state control, it can turn into a military crisis and, thus, the emergence of war or civil conflict.

Hence, a national state crisis, in global political and security relations, is often faced primarily with the globalization process and the issue of disturbed relations, in which event the national state, in this case the Republic of Serbia, may face unpleasant challenges, as may its institutions.

Globalization is first an economic process and only then a political and cultural. It differs from the growth of interdependence, the convergence or integration of the economies of different states. Globalization changes the qualitative characteristics of national economies, transforming them from relatively closed systems into elements of a single global economy. The notion of a *national economy* loses its meaning as economy is less and less connected with the *nation* state and the needs of its citizens.

In this regard, the former Yugoslavia was, among a number of other states, torn apart by globalization, with an exceptionally high foreign factor from some Western European states and the help of internal destructive forces acting on the national plane. Secondly, by causing civil inter-ethnic intolerances and conflicts, the resulting political, economic and security crisis led to the dismantling of the state and the formation of independent national states, including the Republic of Serbia. However, the disintegration of a relatively well-regulated state of Yugoslavia is, precisely, the ultimate reflection of a general reduction in the state's role in international relations. Independent countries and developing countries are in fact trying to close and adapt to the region, considering these ventures as one, or perhaps the only, way to protect themselves from globalism. However, the above definitions refer to the state and, through it, to its institutions, among which are tourist destinations.

Concept and definition of risk and conflict in a state or institution

In order to discuss, explain and provide answers to the issue of risk, its causes, origins and consequences, it is necessary to define the concept and definition of risk in general, and hence the risk it possesses to the safety of society. "*Risk*, ital. conscious exposure to danger with the aim of achieving a favorable outcome. In carrying out combat actions may cause unwanted consequences, (failure of a particular action leading to excessive losses), but also remarkable success. The character and size of the risk depends on the situation - the abilities of own forces, the strength of the enemy, the size of the land, etc." (Ratković & Petrović, 1981).

Riskiness too is the exposure to some risk and danger that may arise. "Riskiness (from Italian, riskare - exposure to danger); putting oneself at risk, bringing into question a life and a goal, gambling with, the factors (action/decision)..." (Bošković, 2015).

Therefore, any thought, threat, appearance and execution of a threat is always a risk, either for the executor or the victim. The occurrence of a risky activity may even result in consequences for both the executor and the victim. In other words, risky threats or activities are less often felt by the executor, and more often by the victim, occasionally the executor may find him/herself in a risky situation, as in the following cases: The executor activates an explosive device intending to kill or destroy its target, but is delayed in throwing the explosive device so that it explodes

in his/her hands causing the executor to lose his/her life while the potential victims are not compromised (Bošković, 2015).

When it comes to our issue, *risks* as a threat or a security consequence arise in the event of a planned dangerous activity that provoke a victim or consequence for some value, creating a risky situation for the safety of people or social values. In this case, someone will lose a life and will have his/her property endangered, in this case, the lives and values of the society of the Republic of Serbia.

Thus, *risks* to the security or social systems arise in cases of military threats or armed attacks, terrorist activities with weapons or explosive devices, criminal groups or individuals with weapons or other injuries, civil armed conflicts and similar activities. Risk and conflict situations are the consequence of any of the above threats resulting in consequences for the safety of health and life of people, other living beings, as conflicting events for society and its values.

In order to fully answer the problem presented in this paper, it is necessary to explain the definition and its function on conflict and conflict situations.

Therefore, *conflict* (lat. Conflictus), a verbal confrontation (argument) or a physical altercation, a struggle between two or more subjects and tendencies that are mutually exclusive under certain conditions. A conflict of opposed opinions, tendencies and attitudes about the subject matter of a dispute. It is manifested through emotions and the practical behavior of an individual” (Bošković, 2015).

When we speak about a conflict between groups or societies, we imply a certain misunderstanding, a dispute and verbal altercation that can be verbally avoided and resolved without physical conflict, whether it is about two or more persons, as well as the state. Therefore, every conflict can be resolved if both parties give in, tolerate, and ultimately agree to end the problem. Conflict is prolonged if two or more states have unresolved national, political, economic or security misunderstandings which they attempt to resolve verbally, unsuccessfully. Then, conflict is prolonged, enlarged, and leads to physical clashes or conflicts, whether military or civil, with the use of weapons. If this conflict persists then there will be a break in diplomatic and other relations, or war, in which both parties lose and the problem remains unresolved.

In this regard, conflict situations imply, primarily, the emergence of threats, and then conflicts or disagreements. "Any situation in which two or more social entities or parties (whether defined or structured) perceive that they have mutually inconsistent objectives" (Đurić & Subotić, 2010). Strictly speaking, under conflict we mean sources of threats, situations, behaviors and attitudes. A person may find themselves in a conflict, or conflict situation, each time they have a conflicting personality, institution or group in the opposite position. When it comes to conflict situations under normal circumstances, or a regular state, a person or society resolves conflict situations by rationally reviewing important events which may be changed in favor of reducing, or eliminating, conflicts. These situations will change if both sides in a conflict act rationally.

When it comes to, one side, reinforcing or increasing frustrations and this is answered by the other side, in the same measure, then there will be a conflict, an attack and aggression. In this case, aggression implies hope, intensification or extension of aggressive frustration which, here, lead to conflict and an aggressive state. "The classification of social conflicts includes the following: 1. primary, and secondary; 2. irreconcilable and reconcilable; 3. internal and intergroup; 4. internal and external realistic, and 5. unrealistic, functional and group" (Đurić & Subotić, 2010).

Therefore, our research focuses on the third group of causes, related to the social sphere in which a key role is played by international relations, as well as disturbed inter-ethnic relations and the goals of economically-developed societies. These groups are instrumental in deciding whether there will be conflict, or not, the extent of the conflict between societies, and whether this will result in conflict or war.

However, our expressed opinion and findings related to all types of social conflicts and risks, which relate to the influence of the human factor. Therefore, the human factor is not decisive for the occurrence, these events are greatly influenced by natural factors which contribute to the emergence, increase and deepening of risks. "Over the past 20 million years, more than 20 of these super-eruptions have been identified. This indicates that the average super-eruption occurs at least once every 50,000 years. However, it is possible that there were other super-eruptions that have not yet been identified in geological traces" (Bostrum & Ćirković, 2011). Global damage from climate changes and natural disasters cause inestimable damages almost every year, even in the Republic of Serbia, an example of which is Obrenovac in 2014.

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