

# *Research on emergency management of tourism emergencies in small and medium-sized cities in China based on 4R theory*

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**Abstract:** With the development of tourism, emergencies in tourism will follow one after another, so it is necessary to let the emergency management system run through the whole process before, during and after the event. Although China's small and medium-sized cities have been initially implemented in tourism emergency management, there are still many shortcomings and weaknesses. Based on the 4R emergency management theory, this paper finds out the existing problems in the emergency management of tourism emergencies in small and medium-sized cities in China from four aspects of reducing force, preparation force, response force and resilience, corresponding to the usual protection management of tourism emergencies and the problems in the pre-event, in-event and post-event stages, and then puts forward corresponding countermeasures and suggestions according to the problems in each stage. So as to protect the life safety of tourists and promote the healthy development of tourism economy.

## **1. Introduction**

### **1.1. Research background**

In the 21st century, with the continuous improvement of people's living standards and consumption levels, China's tourism industry has become a strategic pillar industry of the national economy, which has a positive impact on the transformation and upgrading of China's economic structure and the sustainable and healthy development of the national economy. However, due to the special nature of the tourism industry, it is vulnerable, sensitive and substitutable. Extremely affected by external emergencies<sup>[1]</sup>, coupled with the guidance of a large number of public opinions, the tourism industry has brought negative effects and economic losses. China's small and medium-sized popular tourist cities have a large flow of people, coupled with large openness and strong mobility of the tourism industry<sup>[2]</sup>, which greatly increases the probability of tourism emergencies. In order to protect the life safety and personal property of tourists as much as possible, the 4R theory can be applied to stage management in response to emergencies to minimize the occurrence of tourism emergency

emergencies from four dimensions.

## 1.2. Research significance

The rapid development of China's tourism industry has given rise to many new problems, accompanied by the occurrence of various emergencies, and the purpose of emergency management is to use a variety of emergency preparation, emergency rescue and emergency recovery capabilities used by the government and its staff in the face of various tourism emergencies, so as to reduce the loss of people's lives and property. On the basis of other studies on tourism emergencies and the tourism advantages of small and medium-sized cities, this paper uses 4R theory to formulate the emergency management mechanism of Xi'an tourism emergencies from the four stages of emergency incidents, which can also have certain theoretical reference value for the emergency management of tourism emergencies in other regions. After the occurrence of emergency events, the 4R theory is applied to effectively cope with and deal with tourism emergencies from reducing force, preparation force, reaction force and resilience, so as to minimize losses and alleviate public opinion, which is also a direct test for the emergency management and disposal ability of small and medium-sized cities. Therefore, research on the emergency management of tourism emergencies is of great practical significance to promote the good tourism image of small and medium-sized cities, reduce the development cost of tourism, and enhance the emergency management ability of the tourism industry in all regions of our country.

## 1.3. Research status at home and abroad

### 1.3.1. Foreign research status

Foreign countries, especially developed countries, have started the research on emergency management earlier and achieved rich results. For example, the United States, the United Kingdom, Italy and Japan are all countries with relatively developed tourism industries, so the research on tourism emergency management is also relatively rich. Although foreign countries also pay more attention to tourism emergency management, they have not yet put forward clear theories and coping methods for tourism emergencies. It mainly focuses on tourism risk management, tourism crisis management and tourism disaster management.

First of all, in terms of tourism risk management, Andrew (2003) put forward a variety of factors that may cause tourism risks, including political turmoil, terrorism, religious belief, health and diet risks, cultural barriers, etc. Andrew also found that women are more sensitive than men when they perceive health risks and diet risks. Du and Tina (2007) found in their research that some weather phenomena, road conditions, crowd congestion and topography of tourist attractions are closely related to tourism emergencies. Ben Bentley (2008) proposed that the variability, unpredictability and uncertainty of climate in tourism emergencies is one of the risk factors, and it is like an untimed bomb during tourism, which may cause tourism emergencies at any time.

Secondly, in terms of tourism crisis management, Robert Heath first proposed the 4R crisis management theory in his book *Crisis Management* in 1998. He believed that the evolution of a crisis is like a cycle of life, and each stage has different characteristics, so comprehensive management should be carried out in the early, middle and late stages of a crisis, as well as the usual maintenance and adjustment. 4R crisis management theory puts forward four stages of crisis management, namely emergency reduction, emergency preparedness, emergency response and emergency resilience. The core of these four stages is emergency reduction, which is reflected in every link. It mainly starts from the aspects of environment, system, personnel and structure to achieve all-round crisis reduction and establish an emergency management system. To minimize the negative impact of the crisis<sup>[3]</sup>;

Dimitrios and (2014) investigated and studied residents in tourist areas, analyzed the impact of tourism economic development and profits on residents' perceived crisis degree in tourist areas, and found the relationship between them. Theocchi and Michael (2007) investigated some tourism enterprises in Victoria and found that when the crisis came, the tourism enterprises did not take measures in advance, nor did they take safeguards. When the crisis really came, the government, enterprises and citizens could not effectively coordinate the response, so these tourism enterprises were slow in crisis response.

Finally, in terms of tourism disaster management, Bill Faulkner (2001) was the first to study tourism disaster. He investigated and analyzed a large number of tourism disasters that had already occurred, and thus established a complete set of tourism disaster management system, including the disposal of tourism disaster management, the basic elements involved and the tasks to be completed. It is also necessary to establish different tourism disaster emergency countermeasures according to regional characteristics; Histad and Keller (2008) investigated and studied the emergency measures taken by tourism enterprises to cope with forest fires in Kelowna City, and proposed an emergency framework for tourism disasters.

### 1.3.2. Domestic research status

Domestic research on tourism emergency management is obviously later than that of foreign countries, mainly after the SARS incident in 2003, China began to focus on the improvement of emergency management capacity and the establishment of emergency system mechanism, coupled with the reform of the ministry system in 2018, China began to establish a special emergency management department. Then the research of tourism emergency management is gradually developed on the basis of tourism emergency management and disaster management.

In terms of the system and mechanism of China's emergency management, first of all, in 2005, China's Tourism Administration issued the "Tourism Emergency Response Plan", which marks the establishment of China's tourism emergency management system from the central to the local; In 2006, the National Tourism Administration and the Ministry of Foreign Affairs of China jointly issued the Contingency Plan for Chinese Citizens' Outbound Tourism, which provided a guarantee for Chinese citizens' outbound tourism. The issuance of these two preplans provided policy support for the government to deal with emergencies and laid the foundation for China's tourism emergency management. It improves the government's emergency management ability in dealing with tourism emergencies<sup>[4]</sup>. Zhang Cheng fu (2015) put forward the theory of comprehensive integration. He believes that the prerequisite for establishing an emergency management system is the support of national laws and regulations and relevant policies. Only with the organization and leadership of government departments and the coordination and interaction between society and citizens can losses be reduced to the greatest extent and the stable development of society be ensured when tourism emergency incidents occur. Wu Lihui, Zhao Xueyu and Luan Xiaomei (2018) proposed that the tourism emergency management mechanism includes the establishment of a sound emergency warning mechanism, emergency management education mechanism, information sharing mechanism, emergency coordination mechanism and emergency support and rescue mechanism.

In terms of emergency management system, Meng Weina (2006) proposed that in order to solve various problems in the process of tourism enterprises responding to tourism emergencies, the emergency management system should be improved from four aspects, including early warning mechanism, information transmission mechanism, emergency handling mechanism and reconstruction and recovery mechanism. From these four aspects, this paper puts forward a system model for tourism enterprises to deal with tourism emergencies. Ge Lijie (2020) believes that the emergency management system of tourism emergencies needs to be strengthened in four stages: risk prediction and institutional mechanism construction should be strengthened in the management stage;

early warning plan mechanism should be established and improved in the preparatory stage; linkage management and collaborative response mechanism should be strengthened in the reaction stage; summary reflection and brand image reconstruction should be done in the recovery stage. In order to establish a better tourism phenomenon in front of tourists.

## **2. Problems existing in the emergency management of tourism emergencies in China's small and medium-sized cities**

### **2.1. Problems existing in the emergency reduction force of tourism emergencies in China's small and medium-sized cities**

#### **2.1.1. The tourism emergency management system is not perfect**

Emergency management is a comprehensive management of some emergencies, and for the emergency incidents occurring in tourism, a set of emergency management and disposal methods and processes are needed to control emergencies, so as to reduce losses and rebuild the tourism image. First of all, the tourism emergency plan of some small and medium-sized cities is not perfect, and the content does not involve the ability of each main body and each link of tourism emergency management. The emergency steps are not perfect, and there is no clear explanation of what each link and each main body should do in the event of an emergency. Secondly, specific measures for key links such as emergency prevention, response and recovery are not explained in the tourism emergency response mechanism. Moreover, relevant tourism departments such as public security, food safety and health, market supervision and transportation are all involved in the emergencies in tourism. If the affairs that need to be managed by each department are not defined, Due to the authority issues between various departments, it is likely to lead to multiple departments in dealing with tourism emergencies, which will result in the phenomenon of "no rules can be relied on".

#### **2.1.2. There is a shortage of professionals in the field of tourism emergency management**

China's emergency management started to develop relatively late, and the establishment of special emergency management departments was also relatively late, which made it difficult for local emergency management professionals to be completely established. In addition, some people have a stereotype of emergency management, believing that there is no need to devote attention to emergency management, and there will be few emergencies, while ignoring the establishment of professional emergency management teams. With the gradual rise of emergency management in recent years, many colleges and universities have begun to set up emergency management related majors, and the government has also set up emergency management departments one after another, and begun to train emergency teams to deal with urban emergencies. The same is true for small and medium-sized cities, but most of them learn and train emergency training and exercises on natural disasters or anti-terrorism. There is little study and training on emergencies in tourism, and there are more emergencies in some popular tourist cities. However, there are few talents for tourism emergency management, and the personnel of emergency management department are not professional enough, so they cannot be properly handled when corresponding emergencies occur.

## **2.2. The problems of tourism emergency preparedness in China's small and medium-sized cities**

### **2.2.1. The tourism emergency plan is not perfect**

Although China's small and medium-sized cities have formulated emergency plans for dealing with emergencies, they have not classified various emergencies, so there is no emergency plan

specifically for tourism emergencies. In addition, the existing emergency plans of some small and medium-sized cities are just copies of the previous version of emergency plans, without updating many innovative contents and measures. The specific division of powers and responsibilities and personnel management are not clearly written in the emergency plan, which is easy to lead to unclear powers and responsibilities among various departments when emergencies occur, and blame each other, resulting in emergencies being solved in the first time, and there is no prior prediction and evaluation before making emergency plans. For all kinds of emergencies, it is necessary to collect enough information to draw experience and lessons, and no corresponding emergency plans have been formulated according to the characteristics of the city, nor have some modifications and improvements been made according to the actual situation. Some small and medium-sized cities in China have become popular cities for tourism. Coupled with the gradual fading of the novel coronavirus epidemic, the number of tourists has increased greatly, which has correspondingly increased the probability of tourism emergencies. If we cannot bring a sense of security and good experience to tourists, we may face strong attacks from public opinion.

### **2.2.2. The coordination of dealing with tourism emergencies is not strong**

Emergency handling is never just a department of emergency management, but requires multiple departments to cooperate with each other. If a related department fails to deal with its own affairs in a timely manner, a chain reaction will occur, which will affect the rhythm and affairs of other departments in handling emergencies. Therefore, it is necessary to have a perfect emergency linkage and coordination mechanism. Some small and medium-sized cities have a complete emergency plan and the coordination mechanism of relevant departments when dealing with other emergencies such as flood, fire and ground collapse. However, in terms of tourism emergencies, the coordination and handling of various departments are not good enough, and the emergency plan does not reflect the details of the joint treatment of various departments. When dealing with tourism emergencies, each department did not elaborate step by step, but only began to consider what should be done at each level after the emergencies really happened. Nor did a unified standard be established in terms of division of labor, which made each department deal with tourism emergencies according to its own ideas, which would greatly reduce the efficiency of dealing with emergencies.

## **2.3. Problems existing in the emergency response capacity of tourism emergencies in China's small and medium-sized cities**

### **2.3.1. The professional rescue force for tourism emergencies is insufficient**

Due to the gradual development of tourism in China's small and medium-sized cities, each scenic spot also arranges more staff, strengthens the security force, and sets up the emergency rescue station of the corresponding scenic spots, but most of the tourist spots in response to emergencies emergency rescue team is only composed of staff and service personnel of each post, and does not have its professionalism. After the occurrence of tourism emergencies, they can only leave their posts at the first time to form a temporary emergency rescue team for mass evacuation and emergency rescue, but there are no professional emergency rescue personnel, so there will be mistakes in the handling of emergencies or they simply do not know how to start. When dealing with emergencies, the emergency rescue work can only be carried out after the arrival of professional emergency rescue teams from relevant government departments, which greatly reduces the efficiency of handling emergencies. In terms of emergency response, some scenic spots are not even equipped with security personnel, which means that emergencies cannot be dealt with in time. It will even threaten the life safety of tourists, which will trigger public opinion and cause certain loss and reputation damage<sup>[5]</sup>.

### **2.3.2. Information sharing of tourism emergencies is not smooth**

In the era of rapid development of information, government departments and commercial activities have begun to use big data for management and event processing, and the processing of emergencies also requires timely sharing of information to be handled in a timely manner. Some small and medium-sized cities in China do not do a good job of information smooth in tourism emergencies. Most tourist attractions should be coordinated between various departments. If there is an emergency in one place of the scenic spot, the information cannot be sent to the staff of other departments of the scenic spot for collaborative processing. Information asymmetry will cause the staff of the scenic spot to be unable to rescue the emergency in the first time when dealing with the emergency, resulting in a great reduction in disposal efficiency. In addition, when the staff of the scenic spot and the government emergency management department fail to share information in a timely manner, they cannot deal with the emergency according to the professional advice of the emergency department, which is not conducive to the formulation of the emergency plan of the scenic spot. Finally, some scenic spots do not have information equipment or platforms for tourists to contact the staff of the scenic spot. As a result, when tourists encounter emergencies anywhere in the scenic spot, they cannot seek the help of the staff in time, so that the information they first get can not be transmitted in time, which greatly affects the experience of tourists and the service quality of the scenic spot.

## **2.4. Problems existing in the resilience of tourism emergencies in China's small and medium-sized cities**

### **2.4.1. Lack of strategic plan for restoration and reconstruction of tourist attractions**

When tourism emergencies occur, they will not only cause great losses to tourist attractions, but also have certain impacts on tourists, tourist attractions and the region where the tourist attractions are located, and bring great difficulties to the reconstruction of tourist attractions. Therefore, scientific and perfect restoration and reconstruction plans are needed to carry out timely and multifaceted construction of the restoration and reconstruction after tourism emergencies. China's small and medium-sized cities do a better job in dealing with emergencies, but the emergency management department and the relevant personnel of scenic spots only pay more attention to how to rescue and deal with tourism emergencies after the occurrence of tourism emergencies, and do not pay much attention to the recovery and reconstruction work afterward, nor do they specifically develop emergency recovery plans for post-disaster reconstruction. Most scenic spots attach importance to rescue, which will lead to incomplete treatment of reconstruction of scenic facilities, restoration of scenic staff and investor confidence after dealing with tourism emergencies, and damage to the image of scenic spots and cities.

### **2.4.2. Subsequent reward and punishment measures are not in place**

The occurrence of emergencies means that the staff of tourist attractions, the emergency management department of the government and relevant departments do not take appropriate emergency measures on a daily basis, so it is necessary to have a corresponding supervision and accountability mechanism and incentive mechanism. All departments in small and medium-sized cities need to strengthen their handling of emergency incidents. Emergency management and other relevant departments dealing with emergencies in small and medium-sized cities usually do not pay attention to the daily inspection of scenic spots and the gradual improvement of their own emergency capacity. Although they have made some achievements in the punishment measures after emergency treatment, if the staff of the corresponding positions in the scenic spots fail to take corresponding measures in time when tourism emergencies occur, they will not be able to do so. Or the relevant

departments are not professional enough or delay time when dealing with emergencies, resulting in the spread of the impact of emergencies, involving more tourists and facilities, corresponding punitive measures will be taken to order rectification, but some areas believe that handling emergencies is the responsibility of various departments and scenic spots, and do not need corresponding rewards. The positive reinforcement of incentive measures is an effective means to deal with emergencies, so it causes the imbalance between incentive measures and punishment measures, and is not conducive to improving the level of dealing with tourism emergencies.

### **3. Countermeasures and suggestions of tourism emergency management in small and medium-sized cities in China**

#### **3.1. Countermeasures of reducing capacity of tourism emergencies in small and medium-sized cities in China**

##### **3.1.1. Improve the tourism emergency management early warning mechanism**

If a tourism emergency cannot be detected and measures taken in the first time, it may cause some unnecessary casualties and property losses. Therefore, it is necessary to establish and improve the early warning mechanism on tourism emergency management. Tourist attractions need to set up corresponding early warning facilities to inform the staff of the scenic spot to provide assistance in the first time after tourists encounter danger. In addition to the distribution of relevant security personnel in various places of the scenic spot, the alarm button system should be set up in the remote and unmanned places of the scenic spot. If the security personnel change shift or work slack during the tourist can still notify the relevant staff through the alarm system to be dealt with in time, and the scenic spot should also do a good early warning investigation in usual times. Professional inspection personnel are invited to conduct spot checks on the hidden dangers of infrastructure construction in the scenic area, the staff's ability to deal with emergencies, and professional detection tools are used to detect and investigate disaster factors in the scenic area, so as to achieve early warning and protection in advance<sup>[6]</sup>. During the tourist peak season, it is necessary to increase the number of early warning and investigation, and not to be careless, so as to nip major risks in the bud. Finally, it is necessary to timely report the early warning investigation information and hidden danger report to the relevant departments and publish it on the public number or relevant websites to ensure that tourists come to play.

##### **3.1.2. Strengthen the construction of tourism emergency management professionals**

At present, there are still some problems in the handling of tourism emergencies in small and medium-sized cities, one of the important reasons is the shortage of talents in the field of emergency management. First of all, we should strengthen the emergency management level of existing personnel in the emergency management department and security personnel in scenic spots, do a good job in daily emergency training, and incorporate the training into daily work. Only through regular training can we effectively improve the ability of emergency management departments and the staff of tourist attractions to deal with emergencies, and also carry out relevant drills frequently. Only by simulating real emergencies can we really deal with everything in an orderly manner when tourism emergencies arrive and maintain a sense of crisis at any time. Secondly, it is necessary to attract more talents in the field of emergency management. Strategic cooperation can be reached for emergency management departments and tourism enterprises in small and medium-sized cities through universities with emergency management majors, and emergency management professionals can be transported. It is also possible to select professionals for emergency management positions from the national civil service examination, formulate talent reward policies, and introduce more talents to take root in small and medium-sized cities.

## **3.2. Countermeasures of tourism emergency preparedness in China's small and medium-sized cities**

### **3.2.1. Improve tourism emergency plans**

Although some small and medium-sized cities have formulated relevant emergency plans, there are still many problems, and the emergency management plans need to be classified, such as natural disaster events, public security events, tourism formulation time, etc., for each different emergency events to develop appropriate emergency plans. Tourism emergencies should also be based on the geographical and humanistic characteristics of the city, and the geographical location, architectural structure and number of tourists of each scenic spot are different. Emergency response methods should also be flexible and innovative according to the actual situation. For popular scenic spots with large passenger flow and heavy traffic, various factors should be taken into account when dealing with tourism emergencies, and people should be evacuated in time. For the non-popular scenic spots in the suburbs, far away from the city center, with relatively less pedestrian flow but relatively complex terrain, there may be wild animals and injuries, building facilities do not pass customs, falling rocks, etc., and the tourism risk is greater, it is necessary to do daily inspection and maintenance, so it is necessary to revise and supplement the emergency plan in time according to the development focus and geographical environment of small and medium-sized cities. Form an integrated tourism emergency management plan system<sup>[7]</sup>.

### **3.2.2. We will improve the mechanism for coordinating tourism emergencies**

Due to the suddenness, destructiveness and difficulty of dealing with tourism emergencies, they not only involve the relevant staff of scenic spots and the government emergency management department, but also need to be handled jointly by multiple parties, including relevant government departments, tourism enterprises and the people. Therefore, it is necessary to improve the collaborative handling mechanism of tourism emergencies. The establishment of an efficient, coordinated and orderly emergency handling mechanism can deal with tourism emergencies well<sup>[8]</sup>. It is necessary to divide powers and responsibilities among relevant government departments to prevent buck-passing in case of emergencies, which will ultimately greatly reduce the efficiency of handling emergencies. The handling of tourism emergencies may involve health departments, urban construction departments, transportation departments, market supervision departments, public security departments, etc. When major tourism emergencies occur, After defining the management authority of each department, it is necessary to report to the superior department, quickly coordinate the relevant departments to arrive at the scene, and jointly take charge of the corresponding matters, so as to unite the emergency rescue forces of all parties to efficiently deal with emergencies, and provide corresponding conditions for the effective solution of emergencies, so as to ensure the safety of tourists.

## **3.3. Countermeasures of tourism emergency response in middle and small cities of China**

### **3.3.1. Enhance the professional rescue force for tourism emergencies**

Some tourist attractions in small and medium-sized cities do not have professional talents in emergency rescue, and tourism enterprises also think that as long as they are equipped with relevant security personnel and daily training is enough, which leads to many scenic spots in the face of various emergencies will be at a loss, only the first time to call the relevant departments to deal with, prolong the rescue time, resulting in unnecessary losses. If the relevant personnel of the scenic spot can make corresponding rescue measures in the first time, it can reduce losses and protect the life safety of tourists. Tourism enterprises should include some professional emergency rescue personnel and medical personnel, who can rescue and deal with the injured in the first time when an emergency



occurs, reduce the workload when the relevant departments arrive, and even save the lives of tourists in time. Therefore, this can not only greatly reduce the dissatisfaction of tourists, but also reduce the losses caused by emergencies, eliminate the impact of emergencies on the scenic spot, and make tourists feel satisfied not only will not affect the tourist image of the scenic spot, but also establish a better image in the minds of tourists because of the timeliness and professionalism of handling emergencies<sup>[9]</sup>.

### **3.3.2. Establish a tourism emergency management information sharing platform**

The key to timely response and rapid handling of tourism emergencies and joint handling with various departments is to establish a shared and interoperable tourism emergency management information sharing platform, open up information transmission channels, so that the staff of tourist attractions can exchange information with the relevant departments of small and medium-sized cities in a timely manner, so as to improve the processing speed of emergencies<sup>[10]</sup>. Small and medium-sized cities should increase investment and use scientific and technological means to build an information sharing platform connecting various departments and tourist attractions, so as to ensure that relevant departments can get comprehensive information in the first time when an emergency occurs in the scenic spot, so as to exclude suitable teams and rescue equipment according to the nature of the emergency and the degree of damage caused. It can also coordinate the mobilization of various relevant departments, and retain rescue information after emergencies, absorb experiences and lessons, and help to better deal with similar emergencies in the future. It is also necessary to do a good job in online public opinion detection, control the direction of public opinion after emergencies, and control the public opinion fermentation of emergencies in the embryonic stage or minimize the impact.

## **3.4. Countermeasures of tourism emergency resilience in small and medium-sized cities in China**

### **3.4.1. A strategic plan for the restoration and reconstruction of tourist attractions will be released in a timely manner**

After various departments cooperate to deal with tourism emergencies, it is to restore tourist attractions, mainly the maintenance of hardware facilities of tourist attractions and the restoration of the image of scenic spots. First of all, if the tourism emergencies cause great damage to the scenic spots and damage some hardware facilities of the scenic spots, relevant tourism enterprises must invest funds in the maintenance of scenic spot facilities. Moreover, it is necessary to ask professional inspection personnel to test the hardware facilities and other facilities of the scenic spot, eliminate various hidden dangers, and release recovery information and relevant testing reports through relevant public accounts and websites, so that tourists can rest assured to play in the future; Secondly, it is necessary to re-establish the image of the scenic spot. By releasing comprehensive information on the handling of emergencies on relevant platforms, tourists should be shown the serious attitude of the scenic spot in this incident, and tourists and citizens should be reassured, tourists should be better protected, and a good positive image of the scenic spot should be re-established.

### **3.4.2. Improve incentive system and accountability system**

After the completion of emergency handling, the recovery work should be carried out. In addition to public opinion control and information release, the emergency handling personnel of relevant departments and the staff participating in the emergency in the scenic spot should be rewarded and held accountable. If the emergency handling is smooth or the collectives and individuals with outstanding performance in the emergency have successfully completed the emergency rescue task. It reduces the loss of scenic spots, casualties and public opinion, and maintains the good image of

various scenic spots in small and medium-sized cities. The staff of these scenic spots and various relevant departments collectively or individually should be awarded the title of outstanding employees, or a certain incentive bonus should be issued to commend their excellent performance in this emergency; Secondly, we should improve the accountability system, which enables all departments to clarify their management authority and be more conscientious when dealing with various emergencies. Before accountability, we should first find out who needs to be held accountable and the emergencies involved. In accountability, we should not avoid heavy responsibilities, nor should we be punished lightly or excessively because of our position<sup>[11]</sup>.

#### 4. Conclusion

Tourism is an important industry and an important economic source in our small and medium-sized cities. Therefore, for the life safety and healthy economic development of city citizens and foreign tourists, we need to improve the emergency management system on tourism in our small and medium-sized cities, which depends on the joint efforts of the government, various relevant departments and the masses. From the four aspects of emergency reduction force, emergency preparation force, emergency response force and emergency recovery force, the handling of tourism emergencies is improved and perfected, the weak links and shortcomings are found out, and corresponding countermeasures and suggestions are put forward<sup>[12]</sup>. This paper aims to improve the emergency management response capacity and processing capacity of small and medium-sized cities in China from four aspects: improving the early warning mechanism and strengthening the construction of talent team, improving the coordination mechanism of tourism emergency plan, enhancing the professional rescue force and establishing an information sharing platform, releasing the recovery and reconstruction plan, and improving the incentive mechanism and accountability system, so as to facilitate the healthy development of the tourism industry.

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