

Residents' perception of tourism: a systematic review from 1978 to 2019

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Abstract. Residents are crucial stakeholders in tourism development and their perceptions towards this activity have been studied since the 1970s. Since then, studies in this area have expanded considerably, including review papers. The purpose of this paper is to evaluate this evolution and to explore critically methodologies applied in studies about residents' perceptions towards tourism between 1978 and 2019 and published in the ten most impactful tourism journals according to the Scimago Journal Ranking (2018). In a total of 260 papers, the main results showed that Tourism Management was the journal with the largest number of papers published. Most studies were quantitative in nature and atheoretical. The Social Exchange Theory has been the theory most frequently applied to date. The papers focused on residents' perceptions, specifically in tourism destinations, natural areas, events and mega-events. New lines of research in future studies about this subject are suggested to provide new perspectives in this study area.

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1. Introduction	32
2. Methodology	33
3. Results	34
4. Discussion and conclusions	40
References	42

1. Introduction

Analysis of the evolution of a thematic is fundamental to understanding its status and identifying future directions (Nunkoo et al., 2013). It allows us to revisit the past, construct the present and visualise the future in a particular field (Sampieri et al., 2013), while also identifying gaps in the existing literature.

In tourism, this research commonly addresses different areas, including specific segments, such as Sports Tourism (Weed, 2006; Martin & Assenov, 2012), Event Tourism (e.g., Mair & Whitford, 2013; Getz & Page, 2016) or Wine Tourism (e.g., Charters & Ali-Knight, 2002; Carlsen, 2004). Also, there has been research into some traditional and less traditional stakeholders, such as tourist profiles (e.g., Law et al., 2016; Mudarra-Fernández et al., 2019) and resident perceptions (Harrill, 2004; Deery et al., 2012;; Scalabrini et al., 2014; Sharpley, 2014). Some other thematics have been of great interest in this kind of studies, such as clusters in tourism (e.g., Capone, 2016) and tourism planning (Tosun & Jenkins, 1998; Cobbinah et al., 2017; Costa, 2019), among many other subjects related to tourism activity.

Considering that residents are crucial stakeholders in tourism development, understanding their perceptions about tourism is fundamental if policies are to be proposed that may foster tourism sustainability over the short and long term.

Research into residents' perceptions has addressed several of these issues since the 1970s. Pioneering authors in this theme include: Doxey (1975), who established the Irridex Index to measure residents' attitudes in different stages of a destination's life cycle; Rothman (1978), who analysed community reaction to seasonal visitors in two resort areas in the USA; Buttel et al. (1979), who measured the tourism community attachment considering migration and size of place; Belisle & Hoy (1980), who developed a study in Santa Marta, Colombia, identifying the negative and positive aspects of tourism in this local community; Butler (1980), who presented the famous Lifecycle Theory, where residents' perceptions and their involvement were considered in different stages of tourism development; Pearce (1980), who developed a model considering intercultural contact between tourists and hosts; and Brougham & Butler (1981), who suggested an explanatory model of residents' attitudes towards tourism's social impact in Sleat (Scotland).

In the 1980s, various authors devoted themselves to studies about resident perceptions (e.g., Var et

al., 1985; Ahmed, 1986; Cater, 1987; Perdue et al., 1987; Gunn, 1988; and Brayley et al., 1989), analysing positive and negative impacts of this important activity on communities of different regions of the world. Subsequently, a widely cited study was developed by Lankford & Howard (1993). It was widely cited because of the development and testing of the Tourism Impact Attitude Scale (TIAS). This scale was composed of 27 items, divided into tourism benefits and costs. It has been replicated in different studies. By August 2021, this paper had been cited 1,542 times, according to Google Scholar. This research was criticised by Ap & Crompton (1993), who subsequently developed another tourism impact scale (Ap & Crompton, 1998).

Moreover, resident perceptions are commonly analysed using tourism impacts, which can be presented in economic, socio-cultural and environmental terms, analysing the tourism benefits and costs to a destination (Gursoy et al., 2019). Several studies reveal that residents positively evaluate the economic impacts (e.g., Gursoy et al., 2002; Andereck et al., 2005). On the other hand, the sociocultural and environmental impacts (e.g., Jurowski et al., 1997; Gursoy & Rutherford, 2004; Sinclair-Maragh & Gursoy, 2017) tend to be evaluated negatively once these directly affect residents' daily routine.

Residents from different regions and countries have been studied in these articles. The USA has the greatest number of studies, followed by China. Some countries are emerging, such as Portugal (Vareiro et al., 2013; Lopes et al., 2019) and Brazil (Gursoy et al., 2017; Scalabrini & Remoaldo, 2020). However, there is not a significant number of articles to date.

In this context, seeking a better understanding of the subject, some relevant reviews about resident perceptions towards tourism have been made by Harrill (2004), Deery et al. (2012), Nunkoo et al. (2013), Sharpley (2014), Gursoy et al. (2019) and Hadinejad et al. (2019).

An interesting review focused on tourism planning was developed by Harrill (2004), who examined resident attitudes towards tourism related to socio-economic and spatial factors, economic dependency, theoretical perspectives, resident and community typologies and measures of resident attitudes to tourism development. This study should assist policymakers in their efforts to establish tourism planning.

Focusing on different social impacts, Deery et al. (2012) presented a new research agenda that highlighted these impacts and concluded that this subject may be divided into four stages: definitions and concept development; model of development;

instrument design and development; and instrument testing and refinement. The authors concluded that this subject has the potential for in-depth research. From our perspective, it is a relevant study since it considers the sociocultural impacts when defining tourism policies.

Recently, Nunkoo et al. (2013) produced a thorough analysis of 140 papers published between 1984 to 2010 in high impact journals, such as *Annals of Tourism Research*, *Tourism Management*, and *Journal of Travel Research*. The main limitation of these updated reviews is that the authors only selected the three journals of highest impact factor in tourism. In 2019, this study was updated by Hadinejad et al. (2019), who analysed 90 articles from the period between 2011 and 2017 in *Annals of Tourism Research*, *Journal of Travel Research*, *Tourism Management*, and *Journal of Sustainable Tourism*, wherein they added this last journal to the list of those analysed. The authors also pointed out that review studies were not common in the period between 2011 and 2017. Only two papers were identified, one in *Tourism Management* (Sharpley, 2014) and the other in *Journal of Sustainable Tourism* (Nunkoo et al., 2013).

Sharpley (2014) performed a progress review, in which he explored the development of research into resident perceptions of tourism. An important point to be drawn therefrom is that research on resident perceptions tends to identify, measure and compare extrinsic and intrinsic variables. Extrinsic variables are characterised as extent, stage of tourism development (e.g., Doxey, 1975; Butler, 1980; Vargas-Sánchez et al., 2009); nature, type of tourism, tourists (e.g., Sheldon et al., 1984; Johnson et al., 1994); density of tourists, tourism development (e.g., Vargas-Sánchez et al., 2011); seasonality (e.g., Belisle & Hoy, 1980; Sheldon et al., 1984) and national stage of development (e.g., Lepp, 2007). The intrinsic variables are economic (e.g., level of wages in tourism), employment dependency on tourism (e.g., Brougham & Butler, 1981); community attachment (e.g., Gursoy et al., 2002; Andereck et al., 2005); distance from the tourism destination (e.g., Belisle & Hoy, 1980; Jurovski & Gursoy, 2004); interaction with tourists (Lawson et al., 1998; Andereck et al., 2005); personal values (e.g., Woosnam & Norman, 2010; Woosnam, 2012); and social identity, social status and demographics, such as age, gender and education (e.g., Haralambopoulos & Pizam, 1996; Fredline & Faulkner, 2000). In addition, Sharpley (2014) highlighted a dependence on quantitative methods and a focus on the perceptions of residents.

In a recent review study, Gursoy et al. (2019) presented a meta-analysis, with data from 28 articles

that examined the applicability of Social Exchange Theory, one of the most useful theories applied to studies of resident perceptions. This is an interesting review, because meta-analysis makes it possible to analyse the empirical findings of the articles generating a fixed-effect model and a random-effect model and testing different hypotheses. In this context, one interesting conclusion is that the variables used to measure negative impacts have no significant effects among different regions and types of tourism. This may suggest a problem in the operationalisation of the perception of negative impacts.

With this as a background, a systematic review has made it possible to identify gaps in the earlier studies and suggest solutions. In this paper, we have analysed 260 articles and mainly the methodological aspects.

This paper is structured across four sections. After an introduction that aims to highlight some relevant contributions, the methods and data section describe the data collected and the analysis made. Section three presents the data collected, dividing it into the number of publications per year, geographical settings, country, place scale and statistical techniques employed. The next section offers a discussion about the data, and, in the final section, in addition to the main conclusions, several suggestions for future research are discussed.

It is relevant to mention that we opted to collect articles published during the pre-COVID period, since the pandemic is ongoing at time of writing and further time is required to analyse the changes that occurred in 2020.

2. Methodology

To accomplish the objectives of this study, the ten journals with the highest impact factor in the categories of Tourism, Leisure and Hospitality Management, were taken into consideration, based on the Scimago Journal Ranking (2018). This choice aimed to extend the analyses of revisions that were previously carried out, such as those by Nunkoo et al. (2013) and Hadinejad et al. (2019). These ten journals tend to publish papers in the proposed study area, as has been confirmed during this review study. The journals selected are listed in Table 1.

During the writing of this article, the Scimago Ranking (2019) was released, and we noticed several changes in the order of the periodicals. However, the search for papers in the journals included amongst the ten most impactful journals did not reveal significant differences. The two journals

that began to configure this ranking (the *Journal of Service Management and Journal of Hospitality Marketing and Management*) did not present papers related to the area under study (resident perceptions towards tourism). We therefore chose to maintain the analysis using the Scimago Ranking for 2018.

Based on previous literature reviews about resident perceptions towards tourism (e.g., Nunkoo et al., 2013; Gursoy et al., 2019; Hadinejad et al., 2019;), the terms used to search the articles included: (a) perceived impacts; (b) residents/community perceptions; (c) residents/community views; (d) residents/community support; (e) residents/community perspectives; (f) residents/community reactions; (g) residents/community attitudes; (h) residents/community resilience; (i) residents/community attachment.

Initially, and by using key terms, a search for completed papers was conducted that covered titles and abstracts. In the event of any doubts, the entire text was read, focusing on the methodology to check whether the article attempted the inclusion criteria. The research notes and review paper were eliminated in our analysis but were considered for comparison with our results. Figure 1 presents the flowchart with the process used to select the articles.

In this regard, in this first step we identified 275 articles as presented in Table 2.

Data from these papers were entered into a dataset containing: title; author(s); keywords; publication year; journal; geographical settings; theoretical framework; and methodological approaches. They were then codified. In this phase, we identified that some of the 275 papers did not meet the inclusion criteria considered, and they were thus eliminated. In sum, 260 articles published from 1978 to 2019 were considered for the purposes of our analysis. The variables considered are similar to the ones

used in similar studies (e.g., Nunkoo et al., 2013; Sharpley, 2014; Hadnejad et al., 2019) but differ in the period of analysis, as our study analysed papers published in a 41-year period.

To guarantee data reliability, a sample of forty articles was selected, and the data (authors, year, case study location, sample size, methodology and conceptual framework) were compared with Sharpley's (2014) study. In this process, no discrepancy was identified between the selected articles, thus proving that our data were collected and posted correctly.

After this step, the coded information was entered in SPSS software, and descriptive statistics were generated. The data was analysed using content analysis, in line with previous reviews on this theme (Hadinejad et al., 2019).

3. Results

This section examines the results of the content analysis of the 260 articles collected. Table 3 summarises the number of publications in the ten journals, divided into group of years since 1978. Even if studies about resident perceptions towards tourism gained visibility in the 1970s, we observe a significant proliferation of studies in the last seven years (2013–2019), when 99 articles were published. This result reveals that residents are increasingly investigated, as they are becoming a relevant stakeholder in the tourism sector – and that the bottom-up strategy in this sector makes mandatory the consideration of resident perceptions and participation. Tourism Management concentrated 40.4% of the published papers. In this respect, *JTR*, *TM* and *ATR* are the journals that account for the majority of articles during the period (80.4%).

Table 1. Journals selected based on Scimago Journal Ranking (2018)

Abbreviation	Journal
<i>JTR</i>	<i>Journal of Travel Research</i>
<i>TM</i>	<i>Tourism Management</i>
<i>ATR</i>	<i>Annals of Tourism Research</i>
<i>IJHM</i>	<i>International Journal of Hospitality Management</i>
<i>JHTR</i>	<i>Journal of Hospitality and Tourism Research</i>
<i>IJCHM</i>	<i>International Journal of Contemporary Hospitality Management</i>
<i>CIT</i>	<i>Current Issues in Tourism</i>
<i>SMR</i>	<i>Sport Management Review</i>
<i>C</i>	<i>Cities</i>
<i>JTTM</i>	<i>Journal of Travel and Tourism Marketing</i>

Source: Authors' own elaboration

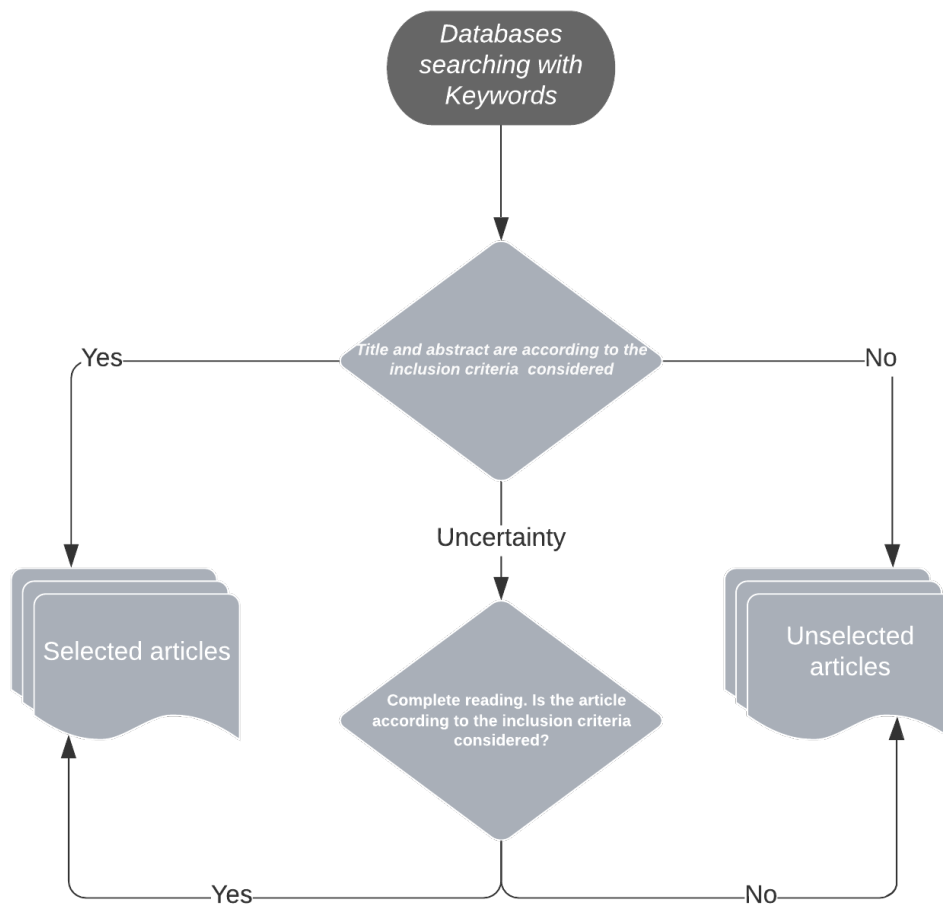


Fig. 1. Method used to select the papers
 Source: Authors' own elaboration

Table 2. Number of articles selected in step one and in step two

Journal	Number of articles in step one	Number of articles in step two
<i>Journal of Travel Research</i>	72	69
<i>Tourism Management</i>	84	80
<i>Annals of Tourism Research</i>	63	60
<i>International Journal of Hospitality Management</i>	2	2
<i>Journal of Hospitality and Tourism Research</i>	12	11
<i>International Journal of Contemporary Hospitality Management</i>	4	4
<i>Current Issues in Tourism</i>	20	18
<i>Sport Management Review</i>	4	3
<i>Cities</i>	4	3
<i>Journal of Travel and Tourism Marketing</i>	10	10
Total	275	260

Source: Authors' own elaboration

This type of evolution has also previously been observed by Nunkoo et al. (2013), where the largest number of published papers from 1999 to 2003 occurred in *ATR*, *JTR* and *TM*. Hadinejad et al.

(2019) identified 90 papers published from 2011 to 2017 in *ATR*, *JTR*, *TM* and *JOST* (*Journal of Sustainable Tourism*). These results show a supported evolution of the studies and not a saturation in these

themes, which indicates the possibility of further studies being carried out on this theme in different parts of the world. This makes even more sense in countries where residents are not yet listened to by the tourism planning sector.

Analysing the authors, Dogan Gursoy and Robin Nunkoo are the top authors, with the highest number of articles published (7 each). Without taking order into account (first, second, third or fourth author), Dugan Gursoy is the author with the highest number of published articles (16 papers), followed by Kyle Woosnam (11 papers) and Patrick T. Long (11 papers). The average number of authors per article is three. Only one article with seven authors was identified.

Considering the number of citations of each paper (based on Google Scholar), the most cited article (2,149 citations by August 2021) was from Andereck et al. (2005), titled "Residents' perceptions of community tourism impacts". Secondly, the article from Gursoy & Uysal (2002), titled "Resident Attitudes: A Structural Modeling Approach" was cited 1,694 times by August 2021. Both articles were published in *Annals of Tourism Research*.

Analysing geographical setting, Table 4 shows that the largest number of articles (n=89) was conducted for specific events (including mega-events such as the FIFA World Cup or the Winter Olympics Games) and for accommodation sites (such as resorts and casinos) (Table 5).

These results stand in accordance with the conclusions of Sharpley (2014), who stated that the research about resident perceptions is focused on case studies. Another consideration is that analysis of resident perceptions is found primarily in city studies. In this sense, in rural areas and in natural environments, there are few studies carried out in the period analysed. This is a gap, since the residents of these places also feel the effects of tourism, and

sometimes even more, because tourism can impact their way of living and the environment.

In terms of the place scale used in the published studies, they are mainly conducted about events, as popular events and sports events (Table 5). Among these events are Formula 1, Scientific Events, International Fairs, Olympic Games and Winter and Summer festivals. The number of casinos analysed is also considerable, and most of them are in the USA and South Korea.

As can be observed in Table 6, the research is largely dominated by case studies in the USA (86), followed by China (28). Similar results are provided in the studies of Sharpley (2014) and Hadnejad et al. (2019). Distributing the studies across continents, North America has undoubted relevance, with 96 articles, followed by Asia (n=58), Europe (n=42), Oceania (n=20), and Africa (n=14). The reduced number of case studies in South and Central America (just 9) calls attention and merits reflection on the reasons why this occurs. Perhaps, in this continent, the focus continues to be on other stakeholders, such as visitors.

These results are discrepantly compared to the study by Hadinejad et al. (2019). The latter identified a major number of studies in Asia. However, when considering only the variable country, the USA is the most widely cited country. The continent with the most studies in Hadnejad et al.'s (2019) analysis was Asia. The contribution of Asian authors to several thematics in tourism studies has increased greatly in recent years, which may explain this result. It is relevant to consider that the period of analysis in Hadnejad et al.'s (2019) study is only six years, while our study has considered a period of 41 years. This gap may justify this difference.

In most of the cases, the papers are atheoretical (52.69%). Similar results were identified by Nunkoo et al. (2013). However, there are a significant

Table 3. Number of publications in the ten journals selected by period of publication

	<i>JTR</i>	<i>TM</i>	<i>ATR</i>	<i>IJ HM</i>	<i>JH TR</i>	<i>IJC HM</i>	<i>CTI</i>	<i>SMR</i>	<i>C</i>	<i>JT TM</i>	TOTAL
1978–1984	2	1	3	0	0	0	0	0	0	0	6
1985–1991	6	0	8	1	0	0	0	0	0	0	15
1992–1998	13	7	11	0	1	0	0	0	1	1	34
1999–2005	14	12	19	0	4	0	2	0	0	1	52
2006–2012	20	20	8	0	1	0	1	1	0	3	54
2013–2019	14	40	11	1	5	4	15	2	2	5	99
TOTAL	69	80	60	2	11	4	18	3	3	10	260
%	26.5	30.8	23.1	0.7	4.3	1.6	7.0	1.1	1.1	3.8	100

Source: Authors' own elaboration

Table 4. Number of publications in the ten journals, selected by geographical setting

Geographical setting	JTR	TM	ATR	IJ HM	JH TR	IJC HM	CTI	SMR	C	JT TM	TOTAL
National	1	6	3	0	0	0	0	0	0	0	11
International	0	1	0	0	0	0	0	0	0	0	1
Multiscale	0	0	4	0	1	0	0	0	0	0	5
Region	10	5	3	1	0	1	1	0	0	2	23
City	13	19	12	0	3	1	5	0	2	2	55
Place	18	30	16	1	4	2	9	3	1	5	89
Rural	2	3	6	0	0	0	0	0	0	0	11
Multiple cities	4	3	4	0	1	0	0	0	1	1	14
Island	7	4	4	0	0	0	2	0	0	1	19
County/ district	10	8	8	0	2	0	0	0	0	0	28
Continent	1	0	0	0	0	0	0	0	0	0	1
Peninsula	1	0	0	0	0	0	0	0	0	0	1
Not specified	2	0	0	0	0	0	0	0	0	0	2
TOTAL	69	80	60	2	11	4	18	3	3	10	260

Source: Authors' own elaboration

Table 5. Number of publications in the ten journals selected, by place scale

Place scale	JTR	TM	ATR	IJHM	JHTR	IJCHM	CTI	SMR	C	JTTM	TOTAL
Event	7	10	5	1	2	2	5	2	0	1	35
Mega-event	0	2	0	0	0	0	0	0	0	1	3
Local Accommodation	1	0	0	0	0	0	0	0	0	0	1
Casino	1	8	4	0	2	0	0	0	0	1	16
Resort	2	0	0	0	0	0	0	0	0	0	2
Natural Park	1	2	1	0	0	0	0	0	0	0	2
Protected areas	2	0	0	0	0	0	0	0	0	0	4
Natural areas	0	1	0	0	0	0	3	0	0	0	2
Forest	0	1	1	0	0	0	0	0	0	0	4
World Heritage	1	3	1	0	0	0	0	0	0	0	2
Cruise Port	0	1	0	0	0	0	0	0	0	1	5
Other	1	1	5	0	0	0	1	1	1	1	2
TOTAL	16	29	17	1	4	2	9	3	1	5	87

Source: Authors' own elaboration

number of authors who use theories to investigate resident attitudes (47.31%). Whilst *JTR*, *TM*, *JHRT* and *SMR* present more theoretical papers, the other journals focus on atheoretical articles. In the first decade analysed (1979–1989), the articles were essentially atheoretical. Only two studies applied theory, specifically the Social Exchange Theory. During the '90s, the scenario was the same and three of ten theoretical papers focused on the same theory. In the following decade (2000–2010) theoretical studies gained prominence. Fifty-nine percent of the studies carried out in this period were theoretical and mostly related, once again, to Social Exchange Theory. Finally, in the period with the highest number of published articles (2011–2019), the articles were, in general, theoretical, and

this theory lost its strength to other theories, such as Place Identity Theory and Social Identity Theory.

When the theoretical papers are analysed, a high proportion use Social Exchange Theory (45.52%) to explain the relations between residents and perceptions. A justification for the extensive use of this theory may be that social exchange is observed in different levels of society, and tourism provides a major exchange with tourists' circulation. In this way, residents can identify the benefits and costs generated by tourism (Gursoy et al., 2019). As said previously, this theory was widely used in 2001–2010 but, in the last decade, others emerged. Others, such as Chaos Theory and the Stakeholder Theory, can be used to explain the perceptions of

Table 6. Number of publications in the ten journals selected by country

Country	JTR	TM	ATR	IJHM	JHTR	IJCHM	CTI	SMR	C	JTTM	TOTAL
USA	35	16	25	0	7	0	0	0	0	3	86
China	6	9	3	1	1	2	3	1	0	2	28
Australia	4	2	5	0	0	0	2	1	0	0	14
Spain	4	3	2	0	0	0	1	0	1	0	11
South Korea	1	7	0	0	1	0	0	0	0	0	9
UK	1	1	2	0	0	0	0	1	1	1	7
Canada	2	3	1	0	0	1	0	0	0	0	7
Greece	4	1	1	0	0	0	0	0	0	0	6
Taiwan	0	4	0	0	0	0	2	0	0	0	6
Turkey	1	1	2	0	0	0	1	0	0	0	5
Korea	0	1	1	1	0	0	1	0	0	1	5
Mauricio Islands	0	0	3	0	1	0	1	0	0	0	5
Iran	1	2	0	0	0	0	1	0	0	0	4
Malaysia	1	3	0	0	0	0	0	0	0	0	4
Italy	0	1	0	0	0	1	2	0	0	0	4
New Zealand	0	2	2	0	0	0	0	0	0	0	4
Portugal	1	0	0	0	0	0	1	0	0	1	3
Brazil	1	1	1	0	0	0	0	0	0	0	3
Ghana	1	0	1	0	0	0	0	0	1	0	3
Japan	0	3	0	0	0	0	0	0	0	0	3
Wales	0	3	0	0	0	0	0	0	0	0	3
South Africa	1	1	0	0	0	0	0	0	0	0	2
Scotland	0	1	1	0	0	0	0	0	0	0	2
Fiji	0	0	2	0	0	0	0	0	0	0	2
Mexico	0	1	0	0	0	1	0	0	0	0	2
England	0	2	0	0	0	0	0	0	0	0	2
Serbia	0	1	0	0	0	0	1	0	0	0	2
Cape Verde	0	1	0	0	0	0	1	0	0	0	2
Israel	0	1	0	0	1	0	0	0	0	0	2
Other country	3	8	8	0	0	0	0	0	0	2	21
Unknown	3	0	0	0	0	0	0	0	0	0	3
TOTAL	69	80	60	2	11	4	18	3	3	10	260

Source: Authors' own elaboration

residents in a way that can also help to understand the relationship between residents and tourism.

Bearing in mind that Nunkoo et al. (2013) and Hadinejad et al. (2019) had employed the same approach, we too categorised articles according to the quantitative, qualitative or mixed approach.

It should be noted that most of the assessed studies (89.61%) had quantitative data, while only 5% used a qualitative approach and 2.5% used a mixed approach (Table 9). In our point of view, it is necessary to use more mixed approaches in studies on this topic. Given that the interpersonal relationships and resident perceptions of tourism constitute a complex phenomenon, a single approach (qualitative or quantitative) may be insufficient to deal with it (Sampieri et al., 2013). The use of the mixed method can provide a broader and deeper

perspective of the phenomenon. Considering residents' perceptions, the quantitative data (surveys of residents) can be complemented with qualitative data obtained from interviews with local and regional political agents. This can contribute to a more holistic approach and can help to understand the perceptions revealed by the residents.

This result is closely related to other tourism studies, where we have noted a relevant weight on quantitative data (Sharpley, 2014). Consequently, when a study was categorised as quantitative, the questionnaire was the principal instrument used to collect data (Table 10). Essentially, the use of traditional methods of data collection was identified. However, researchers can innovate by using other alternatives such as the World Café – a qualitative and interactive data collection that encourages the

Table 7. Theoretical vs atheoretical framework in each journal

	<i>JTR</i>	<i>TM</i>	<i>ATR</i>	<i>IJHM</i>	<i>JHTR</i>	<i>IJCHM</i>	<i>CTI</i>	<i>SMR</i>	<i>C</i>	<i>JTTM</i>	TOTAL
Theoretical	35	44	23	0	7	1	7	2	0	4	123
Atheoretical	34	36	37	2	4	3	11	1	3	6	137
TOTAL	69	80	60	2	11	4	18	3	3	10	260

Source: Authors' own elaboration

Table 8. Theoretical framework used in each journal

Theory	<i>JTR</i>	<i>TM</i>	<i>ATR</i>	<i>JHTR</i>	<i>IJCHM</i>	<i>CTI</i>	<i>SMR</i>	<i>JTTM</i>	TOTAL
Social Exchange Theory	20	16	16	4	0	2	1	2	61
Tourism Area Life Cycle	1	2	0	0	0	0	0	0	8
Social Representative Theory	1	3	2	0	0	0	1	1	8
Personal quality of life	1	3	0	0	0	0	0	0	4
Emotional solidarity	3	0	0	1	0	0	0	0	4
Theory reasoned action	0	4	0	0	0	0	0	0	4
Subjective well being	1	1	0	0	0	0	0	0	2
Sustainable tourism scale	2	0	0	0	0	0	0	0	2
Irridex model	1	0	0	0	0	0	0	1	2
Place identity theory	0	1	0	0	0	1	0	0	2
Social identity theory	0	1	0	0	1	0	0	0	2
Stakeholder theory	0	0	1	0	0	0	0	1	2
Importance-performance analysis	0	2	0	0	0	0	0	0	2
Others	7	11	6	2	0	5	0	0	31
TOTAL	37	44	25	7	1	8	2	5	134^a

^aSeveral studies used more than one theory.

Source: Authors' own elaboration

participation of the invited participants. Generally, the participants are the managers of institutions that deal directly or indirectly with the tourism sector. Design Thinking is another qualitative technique that can be used. These methods allow participants to freely express their ideas being systematised by the researcher.

In this respect, as proposed by Hadinejad et al. (2019), we suggest a mixed approach in future studies on this subject, since a mixed study permits a more in-depth and holistic analysis of both quantitative and qualitative aspects, thereby permitting broader results. This mixed approach can also provide a more in-depth analysis of residents' feelings and emotions.

Table 11 clearly demonstrates that the most widely used statistical methods in the assessed period were the Structural Equation Model and the Descriptive Statistic model. It should be noted, in this case, that the Structural Equation Model gained strength in the period 2006–2019, when 51 studies used this technique (out of a total of 153 studies during the period). On the other hand, descriptive statistics as the only tool of analysis loses strength in this same period, when only 12 studies used this

technique. Such evidence may indicate a greater concern with statistical quality, since more robust techniques have been used in analysis of resident perceptions.

When an author uses Social Exchange Theory in a paper, there is widespread use of the Structural Equation Model statistical technique (e.g., Back, 2006; Kang et al., 2008; Vargas-Sánchez et al., 2009, 2014; Lee & Nunkoo, 2015; Nunkoo & So, 2016; Zhang et al., 2020).

Regarding research analysis techniques with a qualitative approach, the most frequently used technique was thematic analysis, followed by content analysis.

Figure 3 shows the most relevant keywords. Only the keywords that had at least ten occurrences in the papers are shown. The construction of the Word Map was achieved using the VoSViewer software, which employs binary numbers. The 15 most used words were considered. The five most used words/expressions were "tourism" (61 occurrences), "resident/residents" (35 occurrences), "residents' attitude/perception" (33 occurrences), "tourism development" (31 occurrences) and "Social Exchange Theory" (27 occurrences). "Social

Table 9. Data analysis approaches in the ten journals selected

	<i>JTR</i>	<i>TM</i>	<i>ATR</i>	<i>IJHM</i>	<i>JHTR</i>	<i>IJCHM</i>	<i>CTI</i>	<i>SMR</i>	<i>C</i>	<i>JTTM</i>	TOTAL
Quantitative	65	72	54	2	11	2	15	2	1	9	233
Qualitative	4	4	4	0	0	1	2	1	1	1	18
Mixed	0	4	2	0	0	1	1	0	1	0	9
TOTAL	69	80	60	2	11	4	18	3	3	10	260

Source: Authors' own elaboration

Table 10. Research instrument used in the ten journals selected

	<i>JTR</i>	<i>TM</i>	<i>ATR</i>	<i>IJHM</i>	<i>JHTR</i>	<i>IJCHM</i>	<i>CTI</i>	<i>SMR</i>	<i>C</i>	<i>JTTM</i>	TOTAL
Questionnaire	66	76	55	2	11	3	16	2	2	9	242
Interview	3	8	6	0	0	1	3	1	2	1	25
Focus Group	1	2	1	0	0	0	1	0	1	0	6
Observation	1	0	0	0	0	0	1	0	0	0	2
TOTAL	71	86	62	2	11	4	21	3	5	10	275^a

^aSeveral studies used more than one method.

Source: Authors' own elaboration

Impact”, “perception”, and “quality of life” are words related to the others quoted above. This result may assist research with this subject.

In this keyword map, we can confirm the relationship between keywords mentioned with the words “tourism development” and “tourism”. This demonstrates the importance that knowledge of residents’ perceptions towards tourism has on the planning and development of tourism in different destinations. It is also noticeable that impacts are the focus of many of the studies related to residents’ perceptions – in particular, the social impacts, which are represented by one of the key words in evidence in Fig. 2.

4. Discussion and conclusions

According to the results obtained, studies related to resident perceptions have gained major prominence over recent years. However, the principal focus is analysis of the impacts generated by this activity in a specific destination. Mega-sports events, such as the Olympics and the World Cup, have been highlighted. The object of study focuses primarily on specific destinations or events, while the study of the influence of tourism segments, such as creative tourism, nature tourism, among other types that have gained prominence in recent literature, was not considered. In the case of creative tourism, its recent worldwide development confirmed the absence of studies. Nevertheless, in the ongoing

period of COVID-19 pandemic, the non-massified tourism segments like creative tourism are gaining a new relevance in many countries and must be part of the strategies for the tourism sector in the post-crisis of COVID-19.

Another point to be discussed is the massive occurrence of studies in the USA (86 articles), followed by China (28). The number of articles conducted in South American countries is too limited for comparative purposes. This can be associated with the lower level of investment in tourism activity and the fact that part of the tourism activity is only now being developed. In this context, there is inevitably a lower concern in questions related to resident perceptions, even though residents are key elements for tourism development. It was also clear that countries with a significant tourism activity for many decades do not have a significant number of studies on residents (e.g., Spain, France and Italy). One of the reasons for this may be the focus on studies specifically related to other stakeholders, such as tourists.

Some of the gaps identified in the analysis of the articles are the small number of studies carried out in rural areas or small towns, and the small number of studies that use the mixed approach for data analysis. The ongoing COVID-19 pandemic is proving that, in the near future, more studies about these less urbanised areas will be needed that take into consideration the increased number of tourists who are selecting such destinations in several countries. By doing that, processes of overtourism can be avoided.

In this sense, we can provide some suggestions for future studies. The first is to analyse residents’

Table 11. Statistical techniques employed in the ten journals selected

	<i>JTR</i>	<i>TM</i>	<i>ATR</i>	<i>IJHM</i>	<i>JHTR</i>	<i>IJCHM</i>	<i>CTI</i>	<i>SMR</i>	<i>C</i>	<i>JTTM</i>	TOTAL
Exploratory factor analysis	6	11	1	1	1	0	2	1	0	2	25
Structural equation model	9	20	20	0	4	2	5	0	0	1	61
ANOVA	4	12	2	0	0	0	2	0	0	0	20
Hierarchical multiple regression	0	1	1	0	1	0	2	0	0	0	5
Confirmatory factor analysis	7	14	4	1	1	0	3	0	1	1	32
MANOVA	1	5	1	0	3	0	0	0	0	0	10
Principal component analysis	8	3	0	0	1	0	1	1	0	1	15
Cluster analysis	7	1	6	0	0	0	2	1	0	2	19
Factor analysis	5	5	11	0	2	0	0	0	0	1	24
Path analysis	2	1	0	0	1	0	0	0	0	0	4
Correlation	3	4	1	0	0	0	0	0	1	0	9
Multiple regression	9	1	2	0	1	0	0	0	0	0	13
Partial least square	0	5	0	0	0	0	0	0	0	0	5
Descriptive statistic	8	14	12	1	2	0	4	0	2	2	45
Canonical correlation	3	0	0	0	0	0	0	0	0	0	3
Measurement model	1	2	0	0	0	0	0	0	0	0	3
Logistic regression	1	0	0	0	1	0	0	0	0	0	2
Content analysis	2	1	0	0	0	0	0	0	0	0	4
Thematic analysis	2	0	1	0	0	0	1	0	0	1	5
t-tests	1	0	1	0	0	0	1	0	0	0	3
ANCOVA	1	1	0	0	0	0	0	0	0	0	2
Chi-square	0	0	0	0	1	0	0	0	0	1	2
Others	11	14	8	0	1	2	2	1	0	0	39
TOTAL	91	115	71	3	20	4	26	4	4	12	350^a

^aSeveral studies used more than a technique.
Source: Authors' own elaboration

perceptions regarding the different tourism segments and the second is to extend the studies to other geographical areas. As residents interact directly

with tourists, we also suggest conducting studies on a more democratic and collaborative participation of residents in tourism policy. Another approach is to assess how residents can contribute to better interaction with tourists. For example, asking them if they are available to show tourists their own

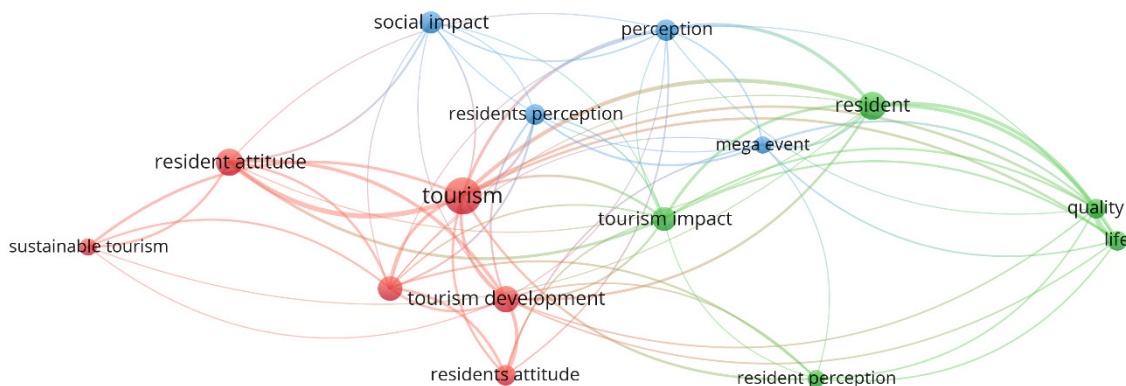


Fig. 2. Keywords map
Source: Authors' own elaboration, using VoSViewer

homes and their daily lives, and even invite them to lunch or dinner (for a fee).

It should be noted that the period of analysis covers the year 2019, and therefore does not cover the period when the world went through the COVID-19 pandemic, which was a period marked by the lockdown of most countries and an unprecedented reconfiguration of world tourism. Further studies on this topic will be required to analyse residents' perceptions in relation to tourism after this period, since regions that previously suffered from the phenomenon of over-tourism now have no-tourism, and the economic issue has been greatly affected in these regions.

Profound changes have occurred since March 2020 that have an impact on our daily lives and tourism activity. Suggestions for further studies that may be developed in this context include studies of resident perceptions, especially in the post-pandemic period. For example, how have residents reacted to this period? How has the economic situation of destinations been shaped by this new reality?

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