

# Residents' and visitors' opinions as a basis for sustainable destination development Post-COVID-19

La **opinión** de los **residentes y visitantes** como base para el **desarrollo de destinos sostenibles** Post-COVID-19

DANIELLE PIMENTEL DE OLIVEIRA \* [danielle.pimente@uv.es]

**Abstract** | Since RIO-92, sustainability has become a major issue within the tourism environment, urging the need to measure its economic, social and environmental variables. Agenda 21, a product of this Summit, recommends the implementation of governance processes, such as satisfaction surveys, as one of the tools for measuring sustainability. In the aftermath of the COVID-19 health crisis, sustainability will be the essential element of stability and control in the face of future crises on a global scale. This research proposes the opinion of residents and visitors as one of the bases for the design of sustainable tourism. Therefore, it analyses the level of sustainability felt by both groups, through more than 1800 satisfaction surveys carried out in Albufeira, Faro and Lagos in the Algarve - Portugal. It is perceived that the local population is satisfied with tourism, although they do not want more tourists. The tourist activity developed in the destinations is linked to the sun and beach, reaching, on the part of the tourist, a high level of satisfaction, and there is an intention to return in the coming periods. However, the surveys revealed the need for improvements in infrastructure to offer higher levels of excellence and attractiveness, which have not yet been achieved, thus strengthening off-season tourism, involving society and its idiosyncrasies.

**Keywords** | Sustainable tourism, level of tourist satisfaction, Albufeira, Faro, Lagos

**Resumen** | A partir de la RIO-92 la sostenibilidad alcanzó gran protagonismo dentro del entorno turístico, urgiendo la necesidad de medir sus variables económicas, sociales y medioambientales. La Agenda 21, producto de esta Cumbre, recomienda la implementación de procesos de gobernanza, tales como las encuestas de satisfacción, como una de las herramientas para medir la sostenibilidad. Tras la crisis sanitaria de la COVID-19, la sostenibilidad será el elemento esencial de estabilidad y control frente a futuras crisis a escala global. Esta investigación propone la opinión de los residentes y de los visitantes como una de las bases para el diseño del turismo sostenible. Por ello, analiza el nivel de sostenibilidad

---

\* **PhD in Local Development and International Cooperation**, with a specialisation in Sustainable Tourism, from the University of Valencia - Spain. **Doctoral Researcher** of the INNODES Group, Inter-University Institute for Local Development - IIDL.

sentido por ambos colectivos, mediante más de 1800 encuestas de satisfacción realizadas en Albufeira, Faro y Lagos en El Algarve - Portugal. Se percibe que la población local está satisfecha con el turismo, aunque no desea más turistas. La actividad turística desarrollada en los destinos, presenta vínculos con el sol y playa, alcanzando, por parte del turista, un nivel de satisfacción elevado, existiendo intención de volver en períodos estivales. Sin embargo las encuestas revelaron la necesidad de mejoras en las infraestructuras para ofrecer mayores niveles de excelencia y atractividad que todavía no se han alcanzado, afianzando así el turismo fuera de temporada, envolviendo a la sociedad y su idiosincrasia.

**Palavras-chave** | Turismo sostenible, nivel de satisfacción turística, Faro, Albufeira, Lagos

## 1. Introduction

Since the Earth Summit (RIO-92), sustainability has become one of the main objectives of the tourism sector. Agenda 21, a strategic plan to achieve sustainable development, bases its planning on citizen participation, and encourages the use of measurement instruments, such as indicators, to measure sustainable development. In this sense, Vera-Rebollo and Ivars-Baidal (2001) state that sustainable tourism implies qualitative changes through political actions that count, in addition to other tools and adaptations of institutional frameworks, with the essential participation of the local population.

For tourism to be sustainable, it is necessary to measure its variables (Ko, 2005), for correct information on the reality of the tourism environment. Suitable information is an important tool in the administration of destinations and one of the first steps towards a management that is properly prepared to assume the correct use of the territory, allowing the adaptation and creation of new tourism management structures that offer the quality desired by the tourist (Manente & Minghetti, 2006) and the quality of tourism expected by the resident.

In a highly competitive and demanding environment, such as the tourist industry, the need to win over the visitor (tourist and excursionist) goes

beyond reception and attention but presupposes knowledge of their expectations to implement actions that facilitate overcoming them (Magalhães et al., 2020). Therefore, the use of satisfaction surveys is one of the instruments indicated in the design of destination improvement strategies (Aldridge & Levine, 2003).

Morante et al. (2016) point out that tourist satisfaction is strongly related to the type, quality and intensity of the relationship that tourists can develop in the territory and with the local population. In this way, Binkhorst (2008, cited in Guisconi et al., 2019) understands that the tourist destination is a space of reflection and active and passive choices of the tourist, which characterises him/her as a proactive or reactive individual. Several authors have pointed out the importance of jointly considering the level of tourist satisfaction and the opinion of residents in the strategic planning of tourist destinations. Renda et al. (2014, p. 73) reinforce the importance of "understanding how residents perceive tourism and how they recognise the importance of this phenomenon in their lives". Royo Vela and Ruiz Molina (2009, p. 218) show that the behaviour of residents towards tourism is very different according to the degree of development of the activity and is fundamental for a tourism development plan, as, for the involvement of residents in tourism policies, it is necessary that they "have a favourable attitude, that

they perceive the tourism industry as beneficial for the economic development of their locality and the well-being of its inhabitants".

In addition to the strong territorial link of tourist activity, residents are a guarantor of tourism in coastal areas, which rely on mass tourism as their main economic contribution. This figure, that of the resident as a guarantor of tourism, is a fundamental part of the tourist experience in the destination, as a large part of the positive or negative relationship that the visitor will develop with the destination will depend on their response, linking their stay, their desire to return and their satisfaction as a whole (Cortés & Contri, 2013).

This study aims to analyse the level of sustainability perceived by residents and visitors in consolidated tourist destinations, such as the Algarve in Portugal, in municipalities offering sun and beach tourism, such as Albufeira, Faro and Lagos, so that this data can serve as future indicators in decision-making.

The methodology seeks to identify the sustainability perceived by both groups, to provide answers to coastal destinations that are already suffering from the new post-COVID-19 tourism trend, where visitors are increasingly looking for sustainable destinations, isolated and far from mass tourism, such as beaches (Vera-Rebollo & Ivars-Baidal, 2020).

In this sense, the search for sustainability within the field of tourism, and the fact that the activity is becoming increasingly integrated into the strategic planning of destinations (Tanguay et al., 2013), links the methodology of this research, in addition to the classic economic, social and environmental dimensions, to the political dimension, initially used by the UN Commission on Sustainable Development (United Nations, 2007 cited in Plasencia-Soler et al., 2018) in the work programme on indicators for sustainable development in 1995, forming what the UN called the four pillars of sustainability.

The political dimension acts as a manager and

guarantor of the concretisation and implementation of the magnitudes that make up sustainability. By considering tourism as a relevant activity on an economic, social and environmental scale, it is essential to have a more objective intervention that considers the need to monitor its development and trends, also from the political dimension (Pimentel de Oliveira Santos, 2020). The implementation of this new dimension enables the coordination of initiatives at different scales, allowing the reduction of regional asymmetries, favouring sustainable development. It is therefore considered that the extrapolation of the three sustainability factors is necessary, reaching much more practical and active spheres of society.

Bell and Morse (2003, cited in Torres-Delgado & Saarinen, 2014), propose methods to establish a baseline condition for indicators, one of them is to consult stakeholders to establish 'best' and 'worst' scenarios. According to Choi and Sirakaya (2005), this type of approach towards the resident is useful for setting acceptable limits of change in tourism environments.

## 2. The destinations

In the 1960s, the dynamics of tourism increased, with a 48% increase in the number of tourists in the Algarve, providing economic impacts that stimulated industry, transport, construction, fishing and agriculture, strengthening the local culture (Rollo, 2007). These impacts encouraged the managing authorities to provide the region with environmental management and protection instruments capable of measuring the arrival of tourism. Despite this initial concern, mass tourism in the Algarve "meant the irreversible transformation of this territory, especially its coastline, which today faces serious environmental problems: habitat destruction, pollution and coastal erosion" (Freitas & Dias, 2016, p. 115).

The 1980s consolidated the importance of tourism in the Algarve (Milheiro & Santos, 2005), creating "a close relationship between tourism and real estate" (Almeida-García, 2012, p. 30). This urban expansion completely changed the lives of its residents, the vast majority of whom came to understand tourism activity from a more economic

perspective.

In 2019, the Algarve exceeded 20 million overnight stays (INE-Portugal, 2020), making it one of the main tourist centres in Portugal. Its tourist offer is divided into 16 municipalities, 13<sup>1</sup> of them in the coastal area (see figure 1).

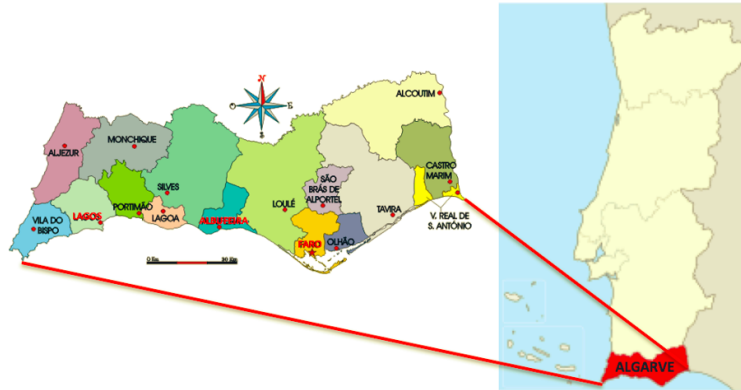


Figure 1 | Municipalities of the Algarve  
Source: Own elaboration

The municipalities of Albufeira, Faro and Lagos are important tourist centres, with a very significant seasonal population, an important national and international market demand and a high percentage of second homes, for their use and investment. Faro is the capital of the Algarve, with a population of 67,650 inhabitants in 2021. The area is bordered by several estuaries of the Ria Formosa and sandy islands, inserted in an area of great scenic beauty (Rosa et al., 2017), in this area of the Sotavento, tourism focuses more on wellness, culture and sometimes health tourism.

The areas of Albufeira and Lagos (Barlovento), present a concentration of holiday and leisure tourism (Turismo do Algarve, 2016). In 2021 they had a total of 44,168 and 33,500 inhabitants respectively (INE - Portugal, 2021).

Albufeira, belonging to the district of Faro, region and sub-region of the Algarve, stands out as one of the most popular seaside resorts in the Al-

garve, due to its liveliness and irreverence, largely due to its beautiful beaches on the Atlantic coast and the various bars and lively nightclubs in the area (Vieira, 2017).

The municipality of Lagos is located in the southernmost region of the Algarve, on the right side of the mouth of the Bensafirim River, which has characterised it as a strategic point on trade routes. Currently, the economic fabric of Lagos is essentially made up of tourist activities, such as accommodation, catering, real estate and construction (Oliveira, 2020).

Following data from INE - Portugal (2020a) for the series from 2015 to 2019, pre-COVID-19 periods, the trend was observed in the increase in the number of tourist arrivals in the 3 municipalities and the Algarve in general (see figure 2).

<sup>1</sup>Aljezur, Vila do Bispo, Lagos, Lagoa Portimão, Silves, Albufeira, Loulé, Faro, Olhão, Tavira, Vila Real de Santo António and Castro Marim.

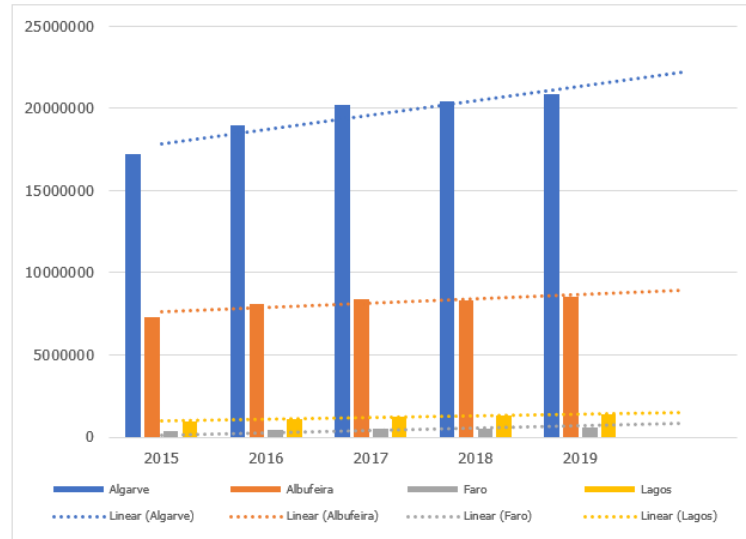


Figure 2 | Number of overnight stays in Albufeira, Faro and Lagos, period 2015 to 2019. Source: INE - Portugal (2020a)

Although the municipalities are in different life cycle processes (Butler, 1980), they present characteristics of mature tourist destinations based on years of tourist tradition.

From a renewed tourism perspective, following COVID-19, the growing economic, urban and tourism development of the territories, if not controlled, could lead to unsustainable tourism processes. Knowing the level of visitor satisfaction and how tourism activity affects municipalities and the lives of their residents is fundamental to redirecting activity towards more sustainable tourism.

To achieve real information regarding the concerns that tourism activity may cause in the destination, Körössy et al. (2014, p. 8) suggest "conducting comparative studies between the various cities where tourism is present". Several studies related to resident satisfaction (Gavinho, 2014; Renda et al., 2014; Kim et al., 2013; Palmer et al., 2013; Nunkoo & Gursoy, 2012; Andereck & Nyau-pane, 2011; Huete et al., 2008 among others) and tourist satisfaction (Barboza et al., 2013; Cortes & Contri, 2013; Chagas & Marques-Júnior, 2011; Borges et al., 2006; Aguilo et al., 2005; Dolle et al., 2000 among others) use quantitative and qualitative methods, such as satisfaction surveys, with

the aim of identifying and checking the relationship between variables that influence the perception of stakeholders in relation to tourism.

Taking as an example the SUS-TAS structural model, developed by (Choi & Sirakaya, 2005, p. 389), where the authors, through surveys, seek to capture residents' attitudes towards sustainable development by integrating six criteria, "economic benefits, the socio-cultural impact of tourism, community benefits, visitor satisfaction, environmental sustainability and community participation". This research, based on this model, integrates the criteria proposed by the aforementioned authors into 4 dimensions, namely economic, social-political and environmental, using the sustainability paradigm as a basis.

To do so, it uses satisfaction surveys as pillars to compose the sustainability perceived by the residents of the destination, through the level of concern regarding the tourism activity carried out, and visitor satisfaction surveys, to find out the level of satisfaction and attractiveness of the destinations.

### 3. Methodology

In order to find out the reality of the destination and the level of satisfaction of residents and visitors, satisfaction surveys were carried out in the municipalities of Albufeira, Faro and Lagos. The surveys were carried out by random sampling. Face-to-face and online questionnaires were used, with open, semi-open and closed questions and Likert-type scale from 1 to 5, with anchors of strong agreement = 5 and strong disagreement = 1 (Alaminos & Castejón, 2006; Horton et al., 2011). All surveys were conducted in the summer period from June to September 2018.

The territorial scope responds to the guidelines of Baud-Bovy and Lawson (1998) and includes the determination of areas of high tourist affluence (beach, markets, restaurants, hotels), taking as a base the distance of 10 km from the shore of the nearest beach to the local town hall.

For the composition of the sample, 1,803 surveys were carried out on residents (appendix 1) and visitors (appendix 2) in the three municipalities, aged between 19 and 90 years, of both sexes.

For residents, the sample universe is the year 2017, with a margin of error of 5 and confidence level of 95% which gave a result of 1,130 surveys to be meaningful, inspired by the 'Model C6 Local Questionnaire' of UNWTO (2005). For tourists, the universe is the total number of tourists in 2017, between the months of June-September (high season), inspired by the 'Exit Questionnaire Model C5' (UNWTO, 2005).

The surveys were conducted in several languages (Spanish, Portuguese, English, French and German). Under the same statistical conditions as for the resident population, the sample size calculation resulted in 673 surveys.

The number of surveys carried out in each destination is as follows:

**Table 1** | Number of surveys carried out and base population, by municipality

Municipality	Residents	Visitors	Total
Albufeira	352	241	593
Faro	390	204	594
Lagos	388	228	616
Total	1.130	673	1.803

Source: Own elaboration

For residents, the questionnaire provides information on their degree of satisfaction with tourism and problems or concerns that worry them.

The determination of concerns, understood as residents' worries about the current and future reality of tourism development, is based on open-ended questions. The responses obtained were analysed by grouping them according to the themes proposed by Choi and Sirakaya (2005), indicated above, and then relating them to the four dimensions of sustainability considered in this study (social, economic, political, environmental).

For the calculation, the total number of responses for each dimension ( $\Sigma_D$ ) is divided by the total number of responses for the destination ( $\Sigma_d$ ), and the result is multiplied by 100 to obtain the representative percentage of the dimension. For each destination, the dimension with the highest percentage will be the dimension with the highest level of concern and therefore the one that is perceived as the most unsustainable.

$$\% \text{ Dimension} = \frac{\Sigma_D}{\Sigma_d} \times 100$$

Table 2 shows four examples of concerns expressed by surveyed residents related to the dimensions of sustainability.

**Table 2 | Relationship between concern and the sustainability dimension**

Concerns expressed by residents	Related Dimension	Reason to relate
1. "... is that they don't care about what residents think".	Social	Concern expresses concern about the neglect of the premises.
2. "... that the price of products, in general, goes up in summer and we, the residents, have to pay the same price as the tourist".	Economic	The concern reflects economic worries, in terms of the increase in the price of products.
3. "The administration does not bother to provide the health system with more infrastructure, every year, in summer, the hospitals are full, because of the accumulation of tourists and residents.	Political	Concern is related to problems of sanitary infrastructures, linked to the lack of funds from the administration.
4. "...that the beaches are full of dirt".	Environmental	Concern is related to pollution and waste left by visitors.

Source: Own elaboration

For visitors, the analysis is based on quantitative and qualitative data. The questionnaire provides information on their degree of satisfaction with the tourism developed in each destination, as well as the level of satisfaction with the services or infrastructures.

Tourist satisfaction is determined based on clo-

sed questions. The responses have been processed and calculated following the same standards used in the surveys of residents, indicating satisfaction and dissatisfaction.

Table 3 shows four examples of satisfaction responses expressed by visitors, related to dimensions of sustainability.

**Table 3 | Relationship between satisfaction and the sustainability dimension**

Theme related to visitor satisfaction	Related Dimension	Reason for relating
1. "Once you know the local reality (population, friendliness, local idiosyncrasy), would you return to this destination?"	Social	The level of satisfaction is related to the social domain.
2. "What is your perception of the quality and price of the destination?"	Economic	The level of satisfaction is related to the economic domain, in terms of purchasing goods, services or experiences at the destination.
3. "What is your perception of the safety of the destination?"	Political	The level of satisfaction is related to the administrative domain, in terms of the security guarantee offered.
4. "Do you consider the beaches to be clean?"	Environmental	The level of satisfaction is related to the environmental domain and the level of satisfaction with the cleanliness of the beaches.

Source: Own elaboration

## 4. Results

### 4.1. Residents

The results provide relevant information for the subsequent definition of sustainability indicators in tourist destinations. The contribution of the local population is essential to detect the specificities and to be able to incorporate them as indicators of satisfaction in the design of a system of indicators, contributing to the improvement of governance and the empowerment of civil society which, in many tourist destinations, feels relegated when

defining strategies for the competitiveness of tourism, in favour of companies or demand.

From an aggregate perspective, we can see (Table 4) the total number of responses regarding the concerns of the residents surveyed. As this is an open question, more than one response per person was obtained, which is why the total is different from the number of surveys carried out.

**Table 4 | Concerns of Algarve residents**

Resident-perceived unease					
Surveys	Social	Economic	Political	Environmental	Total
Albufeira	296	128	25	46	495
%	59,80	25,86	5,05	9,29	100
Faro	108	152	23	114	397
%	27,20	38,29	5,79	28,72	100
Lagos	82	200	49	93	424
%	19,34	47,17	11,56	21,93	100
The Algarve	486	480	97	253	1316
%	36,93	36,47	7,37	19,22	100

Source: Own elaboration

When grouping the concerns into the four dimensions, some differences were detected between the destinations analysed. Albufeira is more concerned with the social dimension, while Lagos and Faro are more concerned with the economic dimension.

Aspects easily observable in the fieldwork, in Albufeira, some areas of intense tourism are the worst performers, demonstrating the dissatisfaction of the population concerning the control of tourist activities, as well as dissatisfaction with scenarios of overcrowding in summer periods. In Lagos, the population's concern lies in economic aspects, almost always related to housing issues, as rental prices skyrocket in summer. In Faro, the concern is also centred on the economic dimension but focuses on more everyday aspects such as food prices.

It is also interesting to note that in Albufeira, the second concern is economic, probably due to the strong economic development of the real estate sector in the Algarve region, which, according to Guerreiro (2012), ended up constituting an important symbiotic relationship with the tourism sector.

On the part of Faro and Lagos, the second concerns fall on the environmental dimension, which is explained, in part, by the fact that both localities represent municipalities with high influence on

Urban Waste Management, characterised by the dynamics of catering and similar activities (Custódio, 2021). This would certainly lead to a greater awareness of the local population in terms of the environment.

Generally speaking, it could be said that the greatest concern in the Algarve is linked to the social dimension with 36.93% (486), very close to the economic dimension, with 36.47% (480). This confirms what Vieira et al. (2017) state when they characterise tourism as an activity that generates precarious jobs, largely due to its temporary nature, which does not favour the employment of the younger population.

A joint analysis of the three destinations indicates that the attitude towards tourism is quite positive. The majority of respondents in Albufeira and Lagos perceive tourism activity as very beneficial, most notably in the first of the destinations, and the majority of respondents in Faro perceive it as beneficial (Figure 3).

The resident population in the destinations is particularly inclined to consider tourism as a positive element for the territory. However, this positive assessment should not hide the existence of some problems or concerns.

Some of the most frequently mentioned are shown in table 5.



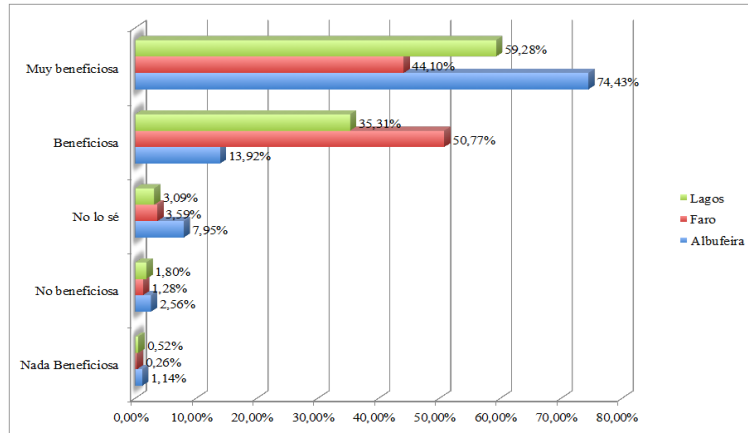


Figure 3 | Residents' perceptions of the benefits of tourism for the region  
Source: Own elaboration

Table 5 | Main concerns expressed by the local population. (% of total responses)

Concerns	Albufeira	Faro	Lagos
1. Alcohol	19,19%	0,21%	3,21%
2º. Acculturation	2,22%	3,40%	1,38%
3º. Rising house prices	3,43%	9,55%	11,93%
4º. Low quality of tourism	6,46%	3,40%	8,72%
5º. Seasonality	4,04%	3,61%	6,88%
6º. Lack of respect	2,83%	1,70%	2,29%
7º. Environmental impact	0,40%	8,92%	6,42%
8º. Insecurity	10,10%	6,37%	3,67%
9º. Overcrowding	6,06%	11,40%	7,80%
10º. Violence	8,48%	2,12%	3,44%

Source: Own elaboration

The incorporation of the local population's opinion and perception of tourism in their territories is of great interest to guide strategic actions and, in particular, the definition of indicators that help to improve levels of sustainability. The contributions of the local population are incorporated in two ways: as indicators, i.e., defining the issues to be quantified or measured, and as a result of this measurement, given that some issues, as we have seen, are not easily quantifiable and yet make the difference between the different degrees of sustainable development in the territories. The survey-based participation methodology allows us to achieve both objectives, which are also observable in the visitor surveys.

#### 4.2. The visitors

Relevant information was observed from the responses, which could be used for the subsequent definition of marketing strategies, the delimitation of market niches, as well as the design of new products in tourist destinations. The contribution of visitors is essential for detecting infrastructure or management problems, which sometimes go unnoticed by the local population or destination managers. At the same time, it contributes to the improvement of the design of the tourist experience when defining tourism competitiveness strategies.

When framing the visitor satisfaction responses in the sustainable sphere, it is observed that

the level of satisfaction is significantly high in most destinations.

**Table 6 | Visitor satisfaction**

Visitor perception of sustainability								
Survey	Social		Economic		Political		Environmental	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
Albufeira	339	143	362	120	535	188	127	355
	70,33%	29,67%	75,10%	24,90%	74,00%	26,00%	26,35%	73,65%
Faro	285	123	345	63	462	150	260	148
	69,85%	30,15%	84,56%	15,44%	75,49%	24,51%	63,73%	36,27%
Lagos	335	121	378	78	547	137	346	110
	73,46%	26,54%	82,89%	17,11%	79,97%	20,03%	75,88%	24,12%

Source: Own elaboration

In the analysis, the municipality of Lagos reaches the highest levels of satisfaction indicated by the tourists surveyed in the social (73.46%), political (79.97%) and environmental (75.88%) dimensions. To this observation, Szymanski and Henard (2001) state that destinations with high levels of tourist satisfaction are destinations that maintain high levels of loyalty. The economic dimension, however, is more highly rated by visitors to Faro (84.56%). In the social area, satisfaction is highest in Lagos (73.46%), followed by Albufeira (70.33%).

All three municipalities have high levels of satisfaction with the safety of the destinations. Some authors (Yüksel & Yüksel, 2007; George, 2003; and Levantis & Gani, 2000) relate tourism to the level of safety and emphasise that the tourist's perception is fundamental to the success of the destination. This perception is related to the political perspective. The municipality that is perceived as the most politically sustainable is Lagos (79.97%), followed by Faro (75.49%) and Albufeira (74.00%).

In the environmental field, the best-rated municipality is still Lagos (75.88%), followed by Faro (63.73%), with a considerable difference with Albufeira (26.35%), due to the inclusion of the evaluation of the level of overcrowding observed by

the visitor. This is undoubtedly an indicator that could be alerting the municipality's management to take action in this regard.

Tourist satisfaction is a fundamental element in sustaining the competitiveness of the tourism industry, both in terms of tourist loyalty and destination recommendation (Oliveira, 2011; Meng et al., 2008). In this sense, there is high satisfaction with the quality, price and cleanliness of the beaches.

Although the level of tourist satisfaction is high, the existence of some problems also noted in the survey should not be overlooked. Differences are highlighted between the municipalities analysed, based on the visitor's vision, reinforcing the need to consider the local idiosyncrasy and the territory at the same time, as a basis for the measurement and development strategy of sustainable tourism. The 3 most outstanding (table 7):

**Table 7 | Main improvements indicated by visitors. (% of total responses)**

Improvements reported by visitors	Albufeira	Faro	Lagos
Transport to the beach	12,45%	29,41%	4,39%
Parking	14,11%	11,27%	7,46%
Disabled-accessible accommodation	25,31%	26,47%	14,91%

Source: Own elaboration

## 5. Conclusions

In the resurgence of tourism after the COVID-19 crisis, destinations will be subject to a higher level of stress to achieve the satisfaction of the 'new tourist', and why not, of the 'new resident'. Both groups will no longer have the same levels of satisfaction, as they will be more focused on aspects linked to sustainability, health and less crowded destinations. This may be a deterrent to the choice of traditional sun and beach destinations.

Through the research, it has been possible to understand the importance of participatory processes and the importance they can have in the development of tourism policies adapted to the needs of the local environment and society. It was also possible to confirm the importance of citizen participation as a strengthening element in the search for territorial planning and the setting of priorities for decision-making related to sustainable development, reinforcing the need to carry out comparative analyses between tourist destinations.

Generally speaking, the results show that the level of satisfaction of the resident population with tourist activity is high. It was found that the perception of overcrowding between destinations is somewhat less highlighted by the population, however, the vast majority say they do not want more visitors than they already have at the destination. Although this statement does not indicate that the destinations have reached a state of stagnation, but rather reinforces their status as mature and consolidated tourism, it also suggests the need to delve deeper into future studies related to the life cycle of the destinations, in the search for answers in terms of their scale within the 6 phases of the life cycle, developed by Butler (1980). The importance of this reflection confirms the use of resident surveys as a significant instrument in the collection of data for future indicators in local decision-making.

From the visitors' point of view, it could be perceived that the destinations have high levels

of satisfaction, but it was also observed that the tourist infrastructures and means of transport, especially in Faro, need better attention from the public administrations. This is a useful indicator for the municipality's managers in decision making and the implementation of good governance policies related to mobility.

From the perspective of sustainable development, the possible answers to the concerns expressed by those surveyed, as well as the level of visitor satisfaction, should partly determine the political strategies for the management of tourist activity, through the diversification of the product and the extension of the tourist season. Particularly in the COVID period, as both visitors and residents are no longer so inclined to situations that were previously understood to be part of the tourist activity, such as coastal areas that tend to be more crowded for tourists during the summer.

It was observed that the population prefers higher quality tourism, but this quality is not only found in the tourist service, but also in basic services such as transport, health care and the infrastructure itself linked to environmental care. It would be essential for the administration to have the opinion of the local society of each destination, to define a vision for the long-term development of tourism activity.

The research had some limitations in terms of the epistemic character of the population, especially in the Faro area. It was more difficult to obtain survey responses from residents than from visitors. Given this difficulty, it is recommended to future researchers that the local population also collaborate in the collection of data.

## Acknowledgments

This paper is framed within the concession to the Universitat de València of a nominative subsidy, reference UP2021-044, within the modality

foreseen in the Royal Decree 289/2021 of 20 April and the order of concession: Margarita Salas aids for the training of young doctors. These grants are funded by the Ministry of Universities and are framed within the European Recovery Instrument (Next Generation EU) within the PRTR: Recovery, Transformation and Resilience Plan: 'Modernisation and digitization of the education system'. Grant reference: MS21-076."

## References

- Aguilo, E., Alegre, J., & Sard, M. (2005). The persistence of the sun and sand tourism model. *Tourism management*, 26(2), 219-231. <https://www.sciencedirect.com/science/article/pii/S0261517703002310>
- Alaminos, A., & Castejón, J. L. (2006). *Elaboración, análisis e interpretación de encuestas, cuestionarios y escalas de opinión*. Universidad de Alicante.
- Aldridge, A., & Levine, K. (2003). *Topografía del mundo social: Teoría y práctica de la investigación mediante encuestas* (1.a ed.). Gedisa. <http://www.sidalc.net/cgi-bin/wxis.exe/?IsisScript=UCC.xis&method=post&formato=2&cantidad=1&expresion=mn=078160>
- Almeida-García, F. (2012). La política turística en España y Portugal. *Cuadernos de Turismo*, 30, 9-34. <http://revistas.um.es/turismo/article/view/160771>
- Andereck, K. L., & Nyaupane, G. P. (2011). Exploring the nature of tourism and quality of life perceptions among residents. *Journal of Travel research*, 50(3), 248-260. <https://doi.org/10.1177/0047287510362918>
- Barboza, M. M., Defante, L. R., Lima-Filho, D. O., & Mantovani, D. (2013). Satisfacción del consumidor de servicios hoteleros: Implicaciones estratégicas. *Estudios y perspectivas en turismo*, 22(2), 276-293. <http://www.scielo.org.ar/pdf/eypt/v22n2/v22n2a06.pdf>
- Baud-Bovy, M., & Lawson, F. (1998). *Tourism and recreation: Handbook of planning and design*. (2a edición). Butterworth-Heinemann Ltd.
- Borges, C. P., Pérez-Nebra, A. R., & Torres, C. V. (2006). Satisfação do consumidor: Estudos de validação de instrumentos para turismo nacional. *Revista Psicologia: Organização e Trabalho - Universidades Federal de Santa Catarina*, 6(1), 167-193. <https://periodicos.ufsc.br/index.php/rpot/article/view/7897>
- Butler, R. W. (1980). The concept of a tourist area cycle of evolution: Implications for management of resources. *Canadian Geographer/Le Géographe canadien*, 24(1), 5-12. <https://doi.org/10.1111/j.1541-0064.1980.tb00970.x>
- Chagas, M. M., & Marques-Júnior, S. (2011). Dimensiones de la calidad como antecedentes de la satisfacción y fidelidad a los destinos turísticos de sol y playa: Un estudio de caso en Natal, Brasil, sobre la percepción del turista nacional. *Estudios y perspectivas en turismo*, 20(6), 1431-1448. [http://www.scielo.org.ar/scielo.php?script=sci\\_arttext&pid=S1851-17322011000600011](http://www.scielo.org.ar/scielo.php?script=sci_arttext&pid=S1851-17322011000600011)
- Choi, H.-S. C., & Sirakaya, E. (2005). Measuring residents' attitude toward sustainable tourism: Development of sustainable tourism attitude scale. *Journal of travel research*, 43(4), 380-394. <https://doi.org/10.1177/0047287505274651>
- Cortés, G. L., & Contri, G. B. (2013). Distintas etapas del uso de las fuentes de información de los turistas en Valencia, España. *Estudios y perspectivas en turismo*, 22(3), 410-424. <https://dialnet.unirioja.es/servlet/articulo?codigo=5131408>
- Custódio, A. L. V. (2021). *Gestão municipal de resíduos urbanos: Um diagnóstico para a região do Algarve* [Máster, Universidade do Algarve]. [https://sapientia.ualg.pt/bitstream/10400.1/16936/1/a21342\\_Ana%20L%20%20Valentim%20Cust%20di%20.pdf](https://sapientia.ualg.pt/bitstream/10400.1/16936/1/a21342_Ana%20L%20%20Valentim%20Cust%20di%20.pdf)
- de Oliveira, C. P. F. (2020). *Arquitetura Bioclimática e o Turismo uma Reabilitação em Lagos*. Universidade de Lisboa (Portugal).
- Dolle, C., Rocher, A., Schneider, M., & Dormois, R. (2000). *Fréquentation touristique des plages: Étude de clientèles*. Agence Française de l'Ingénierie Touristique.
- Freitas, J. I. R. G., & Dias, J. A. (2016). Turismo de massas versus Protecção da Orla Costeira no Algarve. *Estudos do Quaternário*, 14, 114-126. <https://run.unl.pt/handle/10362/20869>
- Gavinho, E. M. da C. C. (2014). *Turismo no Ait Bouguemmez (Alto Atlas Central, Marrocos): Representações sociais do turismo e dos seus impactes na perspectiva da comunidade local* [Doctoral, Universidad de Lisboa]. <https://repositorio.ul.pt/handle/10451/15611>
- George, R. (2003). Tourist's perceptions of safety and security while visiting Cape Town. *Tourism Management*, 24(5), 575-585.
- Guerreiro, A. E. R. (2012). *Determinantes no preço de um imóvel: Uma análise hedónica no contexto algarvio* [Universidade do Algarve]. <https://sapientia.ualg.pt/bitstream/10400.1/5804/1/Disserta%20%20.pdf>

- Guissoni, R., Alencar, D. G., & Gândara, J. M. (2019). O turismo de experiência no Paraná-Brasil: Uma análise sobre os turistas que procuram por experiências em negócios, meio urbano e esportes. *Revista Turismo & Desenvolvimento*, 32, 235-253. <https://doi.org/10.34624/rtd.v0i32.20495>
- Horton, J. J., Rand, D. G., & Zeckhauser, R. J. (2011). The online laboratory: Conducting experiments in a real labor market. *Experimental economics*, 14(3), 399-425. <https://doi.org/10.1007/s10683-011-9273-9>
- Huete, R., Mantecón, A., & Mazón, T. (2008). La percepción de los impactos del turismo residencial por parte de la sociedad receptora. II Jornadas sobre turismo y sociedad. IESA-CSIC. [https://rua.ua.es/dspace/bitstream/10045/14453/1/huete\\_mantecon\\_mazon\\_CÃşrdoaba\\_2008.pdf](https://rua.ua.es/dspace/bitstream/10045/14453/1/huete_mantecon_mazon_CÃşrdoaba_2008.pdf)
- INE - Portugal. (2020a). Dormidas (N.o) nos estabelecimentos hoteleiros por Localização geográfica (NUTS - 2013) e Tipo (estabelecimento hoteleiro); Anual (4) Período de referência dos dados (2). [https://ra09.ine.pt/xportal/xmain?xpid=INE&xpgid=ine\\_indicadores&ind0corrCod=0008576&contexto=bd&selTab=tab2](https://ra09.ine.pt/xportal/xmain?xpid=INE&xpgid=ine_indicadores&ind0corrCod=0008576&contexto=bd&selTab=tab2)
- INE - Portugal. (2020b). Estadística do Turismo 2019. Edição 2020 (N.o 2019; p. 79). INE - Portugal. [https://www.ine.pt/xportal/xmain?xpid=INE&xpgid=ine\\_publicacoes&PUBLICACOESpub\\_boui=133574&PUBLICACOESmodo=2](https://www.ine.pt/xportal/xmain?xpid=INE&xpgid=ine_publicacoes&PUBLICACOESpub_boui=133574&PUBLICACOESmodo=2)
- INE - Portugal. (2021). População residente (N.o) por Local de residência, Sexo e Grupo etário; Decenal (1). [https://ra09.ine.pt/xportal/xmain?xpid=INE&xpgid=ine\\_indicadores&contexto=pi&ind0corrCod=0011166&selTab=tab0](https://ra09.ine.pt/xportal/xmain?xpid=INE&xpgid=ine_indicadores&contexto=pi&ind0corrCod=0011166&selTab=tab0)
- Kim, K., Uysal, M., & Sirgy, M. J. (2013). How does tourism in a community impact the quality of life of community residents? *Tourism management*, 36, 527-540. <https://doi.org/10.1016/j.tourman.2012.09.005>
- Ko, T. G. (2005). Development of a tourism sustainability assessment procedure: A conceptual approach. *Tourism management*, 26(3), 431-445. <https://doi.org/10.1016/j.tourman.2003.12.003>
- Körössy, N., Cordeiro, I. D., & Simões, J. M. H. (2014). La génesis de las ciudades turísticas: Un Análisis del proceso de urbanización turística de Portimão (Portugal). *Estudios y perspectivas en turismo*, 23(1), 176-189. [http://www.scielo.org.ar/scielo.php?script=sci\\_arttext&pid=S1851-17322014000100010&lng=es&nrm=iso&tlng=es](http://www.scielo.org.ar/scielo.php?script=sci_arttext&pid=S1851-17322014000100010&lng=es&nrm=iso&tlng=es)
- Levantis, T., & Gani, A. (2000). Tourism demand and the nuisance of crime. *International Journal of Social Economics*, 27(7/8/9/10), 959-967. <https://doi.org/10.1108/03068290010336964>
- Magalhães, D. T., Veloso, C. M., & Sousa, B. B. (2020). Lealdade dos hóspedes nacionais: Um estudo aplicado à Hotelaria do Douro. *Revista Turismo & Desenvolvimento*, 34, 191-207. <https://doi.org/10.34624/rtd.v0i34.22363>
- Manente, M., & Minghetti, V. (2006). Destination management organizations and actors. *Tourism business frontiers: Consumers, products and industry*, 228-237. <https://doi.org/10.1016/B978-0-7506-6377-9.50032-8>
- Meng, F., Tepanon, Y., & Uysal, M. (2008). Measuring tourist satisfaction by attribute and motivation: The case of a nature-based resort. *Journal of Vacation Marketing*, 14(1), 41-56. <https://doi.org/10.1177/1356766707084218>
- Milheiro, E., & Santos, J. (2005). O Turismo em Portugal: Que Passado? Que Futuro? *Aprender*, 30, 119-125.
- Morante, A. G., García, I. S., & Blas, S. S. (2016). El turismo doméstico en la provincia de Valencia: Hábitos y comportamiento turístico de los residentes valencianos en su provincia. *Papers de Turisme*, 35, 29-41. <http://www.papersdeturisme.gva.es/ojs/index.php/Papers/article/view/45>
- Nunkoo, R., & Gursoy, D. (2012). Residents' support for tourism: An identity perspective. *Annals of tourism research*, 39(1), 243-268. <https://doi.org/10.1016/j.annals.2011.05.006>
- Oliveira, B. (2011). Determinantes de la satisfacción del turista: Un estudio en la ciudad de Guarujá-Brasil. *Estudios y perspectivas en turismo*, 20(1), 229-242. [http://www.scielo.org.ar/scielo.php?script=sci\\_arttext&pid=S1851-17322011000100013](http://www.scielo.org.ar/scielo.php?script=sci_arttext&pid=S1851-17322011000100013)
- OMT. (2005). Indicadores de desarrollo sostenible para los destinos turísticos: Guía práctica. [http://www.ucipfg.com/Repositorio/MGTS/MGTS14/MGTSV-07/tema2/OMTIndicadores\\_de\\_desarrollo\\_de\\_turismo\\_sostenible\\_para\\_los\\_destinos\\_turisticos.pdf](http://www.ucipfg.com/Repositorio/MGTS/MGTS14/MGTSV-07/tema2/OMTIndicadores_de_desarrollo_de_turismo_sostenible_para_los_destinos_turisticos.pdf)
- Palmer, A., Koenig-Lewis, N., & Jones, L. E. M. (2013). The effects of residents' social identity and involvement on their advocacy of incoming tourism. *Tourism Management*, 38, 142-151. <https://doi.org/10.1016/j.tourman.2013.02.019>
- Pimentel de Oliveira Santos, D. (2020). *Diseño de un sistema de indicadores, amparados en los 17 Objetivos*

- del Desarrollo Sostenible (ONU), para la creación de un indicador sintético en destinos turísticos litorales* [Doctoral, Universitat de València]. TESEO. <https://www.educacion.gob.es/teseo/imprimirFicheroTesis.do>
- Plasencia-Soler, J. A., Marrero-Delgado, F., Bajo-Sanjuán, A. M., & Nicado-García, M. (2018). Modelos para evaluar la sostenibilidad de las organizaciones. *Estudios Gerenciales*, 34(146), 63-73. <https://doi.org/10.18046/j.estger.2018.146.2662>
- Renda, A. I., da Costa Mendes, J., & do Valle, P. O. (2014). The destination is where I live! Residents' perception of tourism impacts. *Journal of Spatial and Organizational Dynamics*, 2(1), 72-88. <https://www.jsod-cieo.net/journal/index.php/jsod/issue/view/5/2-1-14>
- Roca, M. de N. O., Roca, Z., & Oliveira, J. O. (2011). Features and impacts of second homes expansion: The case of the Oeste Region, Portugal. *Hrvatski geografski glasnik*, 73(2), 111-118. [https://run.unl.pt/bitstream/10362/8391/1/capa\\_Dissertacao.pdf](https://run.unl.pt/bitstream/10362/8391/1/capa_Dissertacao.pdf)
- Rollo, M. F. (2007). Portugal e a reconstrução económica do pós-guerra—O Plano Marshall e a economia portuguesa dos anos 50. *Ministério dos Negócios Estrangeiros*, 13, 681. [http://www.academia.edu/10358649/Portugal\\_e\\_a\\_Reconstru%C3%A7%C3%A3o\\_Econ%C3%B4mica\\_do\\_P%C3%AAs-Guerra.\\_O\\_Plano\\_Marshall\\_e\\_a\\_Economia\\_Portuguesa\\_dos\\_anos\\_50\\_Colec%C3%A3o\\_Biblioteca\\_Diplom%C3%A1tica\\_13\\_Minist%C3%A9rio\\_dos\\_Neg%C3%A7cios\\_Estrangeiros\\_2007](http://www.academia.edu/10358649/Portugal_e_a_Reconstru%C3%A7%C3%A3o_Econ%C3%B4mica_do_P%C3%AAs-Guerra._O_Plano_Marshall_e_a_Economia_Portuguesa_dos_anos_50_Colec%C3%A3o_Biblioteca_Diplom%C3%A1tica_13_Minist%C3%A9rio_dos_Neg%C3%A7cios_Estrangeiros_2007)
- Rosa, M., Landim, I., & Loureiro, N. (2017). Proposta metodológica para avaliação da acessibilidade universal em percursos pedonais: O caso do centro histórico de Faro. *Revista Turismo & Desenvolvimento*, 27/28(1), 385-397. <https://doi.org/10.34624/rtd.v1i27/28.8443>
- Royo Vela, M., & Ruiz Molina, M. E. (2009). Actitud del residente hacia el turismo y el visitante: Factores determinantes en el turismo y excursionismo rural-cultural. *Cuadernos de turismo*, 23, 217-236.
- Szymanski, D. M., & Henard, D. H. (2001). Customer satisfaction: A meta-analysis of the empirical evidence. *Journal of the academy of marketing science*, 29(1), 16-35. <https://doi.org/10.1177/009207030102900102>
- Tanguay, G. A., Rajaonson, J., & Therrien, M. C. (2013). Sustainable tourism indicators: Selection criteria for policy implementation and scientific recognition. *Journal of Sustainable Tourism*, 21(6), 862-879. <http://dx.doi.org/10.1080/09669582.2012.742531>
- Torres-Delgado, A., & Saarinen, J. (2014). Using indicators to assess sustainable tourism development: A review. *Tourism Geographies*, 16(1), 31-47. <https://doi.org/10.1080/14616688.2013.867530>
- Vera-Rebollo, J. F., & Ivars-Baidal, J. A. (2001). Una propuesta de indicadores para la planificación y gestión del turismo sustentable. *V Congreso Nacional de Medio Ambiente, Madrid, España*. Colegio Oficial de Físicos, Unión Profesional, Aproma e Instituto de Ingeniería de España, Madrid.
- Vera-Rebollo, J. F., & Ivars-Baidal, J. A. (2020). El impacto del COVID-19 en la actividad turística de la Comunitat Valenciana (N.º 1; Prospect Comunitat Valenciana, p. 10). <https://prospectcv2030.com/wp-content/uploads/2020/04/INFORME-TURISMO-Y-COVID19-CV.pdf>
- Vieira, F. V. C. de M. (2017). Apartamentos turísticos 3\* Borda d'Água: Uma análise multidimensional à identidade do hóspede [Mestrado, Universidade do Algarve]. <https://sapientia.ualg.pt/bitstream/10400.1/10686/1/FILIPA%20VIT%C3%A1RIA%20CRUZ%20DE%20MACEDO%20VIEIRA.pdf>
- Vieira, M. M., Ferreira, V. S., & Pinho, F. (2017). Jovens: Dinâmicas demográficas e participativas. *Portugal Social em Mudança-Retratos municipais*, 43-53. <https://repositorio.u1.pt/handle/10451/29178>
- Yüksel, A., & Yüksel, F. (2007). Shopping risk perceptions: Effects on tourists' emotions, satisfaction and expressed loyalty intentions. *Tourism management*, 28(3), 703-713. <https://doi.org/10.1016/j.tourman.2006.04.025>

**Annex 1: Sample Resident Questionnaire**

1. Is tourism beneficial to the community?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
2. Does tourism create jobs for local people in your community?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
3. Does tourism provide quality jobs for young people in your community?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
4. Does tourism generate price increases in your community?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
5. Does tourism facilitate the provision of services to the community?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
6. Do you perceive that tourism damages the environment in your community?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
7. Does tourism stimulate local culture and craftsmanship?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
8. Does tourism use the resources necessary for the residents? (fishing, electricity, water, parking)  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
9. Does the local administration manage to control tourism?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
10. Does tourism generate any kind of insecurity in the community?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
11. Does the money generated by tourism stay in the community?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
12. Do local people have easy access to tourist areas?  
( 1 ) Strongly disagree ( 2 ) Disagree ( 3 ) Don't know ( 4 ) Agree ( 5 ) Strongly agree
  
13. What is your opinion about tourism?  
( 1 ) Very dissatisfied ( 2 ) Dissatisfied ( 3 ) I don't know ( 4 ) Satisfied ( 5 ) Very satisfied
  
14. Would you like more or less tourism in your community?  
( 1 ) Much less ( 2 ) Less ( 3 ) The same amount ( 4 ) More ( 5 ) Much more

15. What could be done to improve tourism in your community?

Answer:

16. What is your biggest concern about tourism?

Answer:

17. Socio-demographic data:

Age: \_\_\_\_\_ Gender: \_\_\_\_\_ City of origin: \_\_\_\_\_

Occupation: \_\_\_\_\_ Distance, approximately, from your home to the beach: \_\_\_\_\_ Km

## Annex 2: Sample questionnaire for tourists and visitors

1. Reason for visit

- ( ) Tourism ( ) Relaxation ( ) Beaches ( ) Price  
 ( ) Gastronomy ( ) Culture ( ) Sport ( ) Business or work  
 ( ) Visit to friends and family ( ) Attendance at an event

2. Is this your first visit? If not, when was your last visit?

- ( ) Yes ( ) No, I was at \_\_\_\_\_

3. Where did you spend most of your time during your visit?

- ( ) Beach ( ) City ( ) Resort ( ) Other

4. Would you be interested in visiting the destination out of season? What activity would you like to do out of season?

- ( ) No ( ) Yes. Activity: \_\_\_\_\_

5. Once you know the local reality (population, friendliness, local idiosyncrasy), would you come back to this destination? For how long?

- ( ) No ( ) Yes. For how long: \_\_\_\_\_

6. From 5 to 1 What is your perception of the quality-price ratio of the destination?

- (5) Very good ( 4 ) Good ( 3 ) Don't know ( 2 ) Bad ( 1 ) Very bad

7. From 5 to 1 What is your perception of the services provided at the beach?

- (5) Very good ( 4 ) Good ( 3 ) Don't know ( 2 ) Bad ( 1 ) Very bad

8. From 5 to 1 Do you consider the beaches to be clean?

- ( 5 ) Very clean ( 4 ) Clean ( 3 ) I don't know ( 2 ) Dirty ( 1 ) Very dirty

9. What is the type of accommodation on this trip?



Hotel  Holiday Apartment  Hostel  Camping  
 Relative's or friend's house  Own residence

10. If your stay was in hotel accommodation, what is your level of satisfaction?

(5) Very good ( 4 ) Good ( 3 ) Don't know ( 2 ) Bad ( 1 ) Very bad

11. If your stay was in a hotel accommodation, was the accommodation accessible to people with disabilities?

Yes  No  Don't know

12. On a scale of 5 to 1, what is your perception of the safety of the destination?

(5) Very good ( 4 ) Good ( 3 ) Don't know ( 2 ) Bad ( 1 ) Very bad

13. Would you visit these beaches again? For how long?

No  Yes. For how long: \_\_\_\_\_

14. How do you travel to the beach?

Walking  Bicycle  Car  Bus  Car Stop

15. Socio-demographic data:

Nationality: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

City of origin: \_\_\_\_\_ Duration of stay: \_\_\_\_\_ days. Profession: \_\_\_\_\_