

UNIVERSITY OF ALGARVE  
Faculty of Economics

**SECOND HOME TOURISM AND GOVERNANCE: The  
Perception of Stakeholders in the Algarve**

RAPHAEL DOS SANTOS D'EMERY GOMES

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# Statement of Originality

## Object Detection and Recognition in Complex Scenes

**Statement of authorship:** The work presented in this dissertation is, to the best of my knowledge and belief, original, except as acknowledged in the text. The material has not been submitted, either in whole or in part, for a degree at this or any university.

Candidate:

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## **Abstract**

Second home tourism had in recent years a relevant attention in Portugal and in the Algarve. It has been identified by the national tourism plan as one of the strategic products. In the Algarve its weight is relevant for the tourism dynamics. This dissertation is interested in the perception of second home tourism stakeholders in the Algarve, in particular the strengths, weaknesses, opportunities and threats that this product creates to the regional development. The study uses a descriptive and exploratory approach with online surveys to all municipalities in the Algarve and personal interviews with second home tourism stakeholders. The study focuses in the first empirical section the municipalities as key-actors involved in the governance. Governance is a primary factor to demonstrate to public and private organizations the strategy within the region for the sector. The second component, based in the qualitative analysis of interviews, is useful to clarify the perspectives and tensions between different actors. The cooperation dynamics among these actors is also explored with a network analysis. Results are helpful to understand second home tourism trajectories by presenting useful information to future strategies and plans for regional development. Effective governance can offer to the Algarve the opportunity of being more attractive for tourists and investors in second home tourism.

**Keywords:** Algarve, Governance, Municipalities, Second home tourism, Stakeholders, Tourism.

## Resumo

O turismo residencial teve nos últimos anos uma atenção crescente em Portugal e no Algarve. Este produto foi identificado pelo plano nacional de turismo como sendo estratégico para o desenvolvimento do sector. No Algarve o seu peso é relevante para a dinâmica do turismo. Esta dissertação está interessada na percepção dos *stakeholders* do turismo residencial no Algarve, em particular, detectando os pontos fortes, pontos fracos, oportunidades e ameaças que este produto cria para o desenvolvimento regional. O estudo utiliza uma abordagem descritiva e exploratória com a aplicação de um questionário *online* aos municípios do Algarve e entrevistas com representantes de actores relevantes no turismo residencial. O estudo centra-se na primeira secção empírica nos municípios como elementos cruciais na governação do turismo. A governança é um factor primordial para demonstrar o relacionamento das organizações públicas e privadas na estratégia da região para o sector. A segunda componente, com base na análise qualitativa das entrevistas, é útil para esclarecer as perspectivas e tensões entre diferentes actores. A dinâmica de cooperação entre estes actores também é explorada com uma análise de redes. Os resultados são frutuoso para compreender trajetórias do turismo residencial, apresentando informações úteis para estratégias e planos futuros para o desenvolvimento regional. Uma governação eficaz pode oferecer ao Algarve a oportunidade de ser mais atractivo quer para os turistas quer para os investidores em turismo residencial.

**Palavras-chave:** Algarve, governação, municípios, *stakeholders*, turismo, turismo residencial.

## **Resumo Alargado**

O turismo residencial enquadra um conjunto alargado de actores que possuem diferentes perspectivas quanto ao desenvolvimento do turismo enquanto sector estratégico para a economia regional. O objetivo principal desta dissertação é discutir as diferentes perspectivas das partes interessadas do turismo residencial e procurar informações sobre os impactos do turismo residencial no destino turístico. Nos últimos anos, o turismo tem vindo a ganhar importância, tanto em geração de emprego e rendimento, quanto em participação no PIB. Em Portugal, os números do turismo têm aumentado, mesmo nos últimos anos durante o período de recessão económica. A receita do turismo cresceu, exceto no ano 2009, o pico da crise. Parte desse crescimento foi devido ao mercado de alojamento, que tinha em 2013 tinha mais de 3 mil instalações de alojamento e mais de 145 mil quartos com capacidade para mais de 320 mil camas. A região do Algarve é um dos destinos turísticos de maior importância em Portugal e na Europa, com importância para o desenvolvimento do sector do turismo no país, em particular devido ao produto "sol e praia". Atualmente o Algarve representa cerca de 25% dos estabelecimentos de alojamento e 38,4% da capacidade instalada em Portugal. Além disso, o turismo residencial na região tem uma participação relevante para a economia. O turismo residencial é particularmente importante pelo fato de influenciar não apenas o mercado do turismo, mas também diversos outros sectores económicos, como o sector imobiliário, a construção, os serviços financeiros, entre outros. Desta forma, o turismo residencial ganhou importância no planeamento do turismo em Portugal. Não só pela sua relevância na oferta de camas, a quantidade de proprietários deste tipo de oferta, mas também pela fidelidade ao destino que esse tipo específico de turista possui. O turismo residencial a partir do ponto de vista económico e sociocultural gera grandes impactos no destino e na comunidade de acolhimento. As recentes modificações legislativas, como a relacionada com a criação de alojamento local, é uma justificação adicional que demonstra a necessidade de se ter uma melhor compreensão deste produto turístico. O turismo residencial envolve vários sectores económicos em diferentes fases do seu desenvolvimento e afeta muitos outros actores na sua atividade. Portanto, para melhor compreensão destas conexões, o problema que orienta o presente

estudo diz respeito à percepção dos principais intervenientes no Algarve relativamente às influências do turismo de segunda habitação nas dinâmicas regionais.

O estudo se divide em três partes, sendo a primeira parte principalmente teórica e descritiva. Esta parte inclui dois capítulos, onde o centro das atenções é uma revisão sintética da literatura sobre os principais aspetos da governança e do turismo residencial. Por um lado, apresenta as definições centrais para enquadrar o estudo. Por outro lado, apresenta brevemente a situação do Algarve sobre o turismo residencial. No primeiro capítulo, algumas teorias sobre dimensões institucionais, focando a governação regional e o sistema de turismo, são discutidas. O quadro de governação do turismo residencial no Algarve é apresentado, com a identificação dos principais actores. No segundo capítulo, é apresentado o conceito de turismo residencial, assim como o desenvolvimento deste produto turístico em Portugal e no Algarve também são debatidos, e, no final, o capítulo identifica os principais atores do turismo residencial. A segunda parte da pesquisa é composta pela metodologia utilizada. É possível identificar neste terceiro capítulo o problema de pesquisa, o delineamento metodológico, o modelo conceptual, os passos para a implementação de procedimentos empíricos e a matriz de planeamento da investigação. A terceira parte da dissertação, constituída por dois capítulos, consiste na apresentação dos resultados dos estudos empíricos. O quarto capítulo apresenta os resultados do questionário *online* sobre a percepção dos agentes públicos, os dezasseis municípios do Algarve, na influência do turismo residencial na economia regional. O quinto capítulo apresenta os resultados de entrevistas com alguns representantes dos principais actores do turismo residencial no Algarve. Os resultados centram-se na evolução do turismo residencial, nas redes de colaboração e nas competências de cada interveniente. A dissertação termina com uma conclusão, resumindo os resultados da investigação e os seus limites, além da contribuição para futuros estudos na área, e algumas implicações para as políticas públicas.

**Palavras-chave:** Algarve, governação, municípios, *stakeholders*, turismo, turismo residencial.

## Abbreviation List

ACRAL	Association of Trade and Services of the Algarve Region
AFPOP	Association for Foreign Residents and Property Owners in Portugal
AHETA	Association of Algarve Hotels and Tourism Enterprises
AIHSA	Association of Hotels, Industrial Enterprises and Similar of Algarve
ANJE	National Association of Young Entrepreneurs
AMAL	Inter-municipal Community of Algarve
APEMIP	Portuguese Association of Business Real Estate Agents in Portugal
APR	Portuguese Association of Resorts
ARAC	Association of Industrial Enterprises of Self-Drive Car Rental
ASC	Algarve Save Communities
BCP	British-Portuguese Chamber
BPCC	British-Portuguese Chamber of Commerce
CCDR	Commission for Coordination and Regional Development of the Algarve
CCILF	Portuguese-French Chamber of Commerce and Industry
CEAL	Confederation of Algarve Entrepreneurs
EURADA	European Association of Development Agencies
IEFP	Employment and Vocational Training Institute
INE	National Institute of Statistics
IMTT	Institute of Mobility and Transport
MRD	Ministry of Regional Development
MSPEE	Ministry of Spatial Planning Environment and Energy
NERA	Business Association of the Algarve Region
RTA	Tourism of Algarve Board
SETur	Secretary of State for Tourism
SETrans	Secretary of State for Transport
SNA	Social Network Analysis
TP	Tourism of Portugal Board
UNWTO	United Nations World Tourism Organization

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## **Introduction**

This dissertation aims to present the perspective of different stakeholders interested in the development of the tourism system in Algarve for the development of second home tourism. The main intention is to look for information about the influences of second home tourism in the activities of these stakeholders. Therefore, this research brings considerations about the current situation of second home tourism market and its regional characterization.

Without doing much harm to the literature, this dissertation uses the notion of “perception” in its common meaning, as the faculty of perceiving or apprehending by means of the senses and the mind. Perception is associated with cognition, and regards the translation of sensory impressions into a coherent view of the reality. Through perception, individuals gain comprehension about critical properties and elements of their environment. Perception not only affects the understanding of the phenomena but it allows individual and collective action. Different individuals and groups may have different understandings of reality (Berger & Luckmann, 1999). Even if based on incomplete information and situated rationality (Lawson, 1997), perception is commonly equated with reality in most practical activities to guide human behaviour. The notion of “perception” has been commonly used in tourism studies to understand the diversity of stakeholders’ visions regarding a particular subject (Byrd, et al., 2009).



In the last years, tourism has gained worldwide importance. Currently tourism is responsible for about 9% of GDP (UNWTO, 2014), therefore it has been experiencing six decades of continuous increase. In Portugal, tourism has increased even in the last years during the period of crisis. The revenue of tourism has increased, except in the peak year of the crisis, which was 2009, as pointed out by the Portuguese INE - *Instituto Nacional de Estatística* (INE, 2010, 2014). Part of this growth was due to accommodation market, that had in 2013 3.345 accommodation facilities and 145 thousand rooms with capacity for 326.2 thousands of beds according to (INE, 2014).

Algarve is one of the most important tourism destinations in Portugal and in Europe, with importance in the development of tourism sector in the country, in particular because of the “sun and beach” product. Golfing and second home tourism are also very relevant products (Turismo de Portugal, 2013). This region is located in the southernmost area of Portugal’s mainland, bordering Spain on the east, Alentejo in the north and the coast is bathed by the Atlantic Ocean. Currently, this region represents around 25% of accommodation establishments and 38.4% of the capacity in Portugal (INE, 2014). Furthermore, second home tourism in the region has an important participation in this said relevance. Second home tourism is particularly important because it influences not only the tourism market, but also other activity sectors such as real estate, construction, and financial services.

In this way, second home tourism has gained importance in Portugal’s tourism planning. Not only for its relevance in the supply of beds in the country, but also for the quantity of second home new owners and for the fidelity to the destination that this particular type of tourist has. This activity, from economic and sociocultural point of view, generates impacts in the destination and in the host community. Since 2009, according to the new legislation, establishments of second home became to be identified as local lodging. This is an additional justification for why it is necessary to have a better understanding of this tourism product.

This dissertation focuses on the second home tourism because of the importance second home tourism has in the development of tourism in the Algarve. The local lodgings in Portugal and in the Algarve represent in 2014 actually 43,840 and 6,352 beds respectively (INE, 2015).

Second home tourism also involves other economic sectors in different phases of its development and affects many other sectors with its activity. Therefore, for better comprehension of these connections, the problem that guides this current study regards the perception of the main stakeholders in the Algarve when it comes to the influences of second home in regional dynamics.

The first part of the research is mainly theoretical and descriptive. It includes two chapters, where the centre of attention is a synthetic literature review about the main aspects of second home tourism and governance. On one hand, this part of the dissertation intends to present the central definitions to frame the study. On the other hand, it presents briefly Algarve's situation regarding second home tourism and governance. In the first chapter, some theories about institutional dimensions, such as governance and tourism system, are discussed. The governance framework of second home tourism in the Algarve is presented, with identification of key stakeholders. In the second chapter, the concept of second home tourism is presented, just like second home tourism development in Portugal and in Algarve is debated, and, in the end, the chapter identifies the main stakeholders of second home tourism.

The second part of the research is composed by the methodology used in the research. In this chapter it is possible to identify the research problem, the methodological design, conceptual model, the steps for the implementation of empirical procedures and the research planning matrix.

The last part of the dissertation consists in the empirical studies' results presentation. The fourth chapter presents the results of the survey about the perception of public actors in the influence of second home tourism. The fifth chapter presents the results of interviews with representatives of key actors. It focuses on the second home tourism evolution, on the networks and on competences of each stakeholder.

The document closes with a conclusion, summarizing research results and its limits, the contribution for future studies in the area, and some key policy implications.



**PART I - Governance, Tourism System and the Second Home  
Tourism**

## Chapter 1. **Governance and the Tourism System**

This chapter will present key concepts to help the delimitation of empirical studies. The relevance of governance to regional development, the importance of actors and institutions to tourism dynamics, and the delimitation of the tourism system and stakeholders are synthetically presented.

### 1.1. **Governance and Regional Development**

Governance means a complex kind of management, which involves several organizations, that can be from public or private sector, profit or non-profit. It is a mean that can involve actors in the decision-making process. Omand and Arndt (2010) suggest that the motivation behind the growing interest in governance relates to four reasons. The first is due to the increasing international investment in emerging markets, which has had to present quality in governance so that investors feel comfortable with a lower perception of risks on invested resources. The end of the Cold War also appears as a reason for the growing interest in governance with interest to develop the social and the economic reality of the market-oriented countries. Another factor cited was the failed political reforms in developing countries in the 1980s and 1990s. A reflection about failure regards the fact that poorer local governance is perceived as an obstacle to the success of international cooperation. Finally, the last factor refers to the need of

new economic institutions; the reason is due to the difficulties in measuring the work of formal and informal institutions.

The United Nations of Development Programme (UNDP) came up with a definition for governance:

*“(...) as the exercise of economic, political, and administrative authority to manage a country’s affairs at all levels. It comprises mechanisms, processes, and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations, and mediate their differences (1997, pp. 2-3)”*

The World Bank was another international organisation to pay attention to this function. Perhaps one of the most influential concepts of governance comes from the World Bank. It shifted the attention from strictly economic aspects of the State to a broader view, which involves social and political dimensions of public administrations. It means that governance should not only be evaluated for the results of government policies but also for how the government exercises its power.

In terms of good governance, the OECD-DAC (2003) developed a definition, which means that governance is related to democracy and law enforcement, to efficient public services, and to transparency.

Kaufmman *et. al.* (2010) proposed six dimensions to measure the existence of good governance in countries and/or regions. The Table 1.1 summarizes this contribution.

Table 1.1 Dimensions of Governance

Areas	Dimensions	Description
<b>The process through which governments are selected, monitored, and replaced</b>	Voice and Accountability	Capturing perceptions of the extent in which a country's citizens are able to participate in selecting their government, as well as freedom of expression, freedom of association, and a free media.
	Political stability and absence of Violence/Terrorism	Capturing perceptions of the likelihood that the government will be destabilized or overthrown by unconstitutional or violent means, including politically motivated violence and terrorism
<b>The capacity of the government to effectively formulate and implement sound policies</b>	Government Effectiveness	Capturing perceptions of quality of public services, the quality of civil service and the degree of its independence from political pressures, the quality of policy formulation and implementation, and the credibility of

		the government's commitment to such policies.
	Regulatory Quality	Capturing perceptions of the government's ability to formulate and implement sound policies and regulations that permit and promote private sector development
<b>The respect of citizens and the State for the institutions that govern economic and social interactions among them</b>	Rule of Law	Capturing perceptions of the extent to which agents have confidence in and abide by the rules of society, and in particular the quality of contract enforcement, property rights, the police, and the courts, as well as the likelihood of crime and violence.
	Control of Corruption	Capturing perceptions of the extent in which public power is exercised for private gain, including both petty and grand forms of corruption, as well as "capture" of the state by elites and private interests

Source: Developed by the author, adapted from Kaufmman et al. (2010).

Through the six dimensions presented above, we can note that these extend beyond the government itself, going also beyond the purely economic sense, however encompassing the quality of public services offered to the population and their participation in the government management. The development of governance proposes among other things an increase in decisions of society's participation, transparency and new types of accountability mechanisms of the actors involved.

At regional scale governance there are even more challenges. The European Association of Development Agencies critically listed four reasons for the fragmentation of governance in European regions (Table 1.2).

Table 1.2 Factors fragmentation of economic development support services

<b>Overlapping intervention plans.</b> Regionalisation within countries indirectly results in a piling up rather than a transfer of power and responsibility, as well as in an accumulation of controls. In some cases, deregulation is even enforced with new legislation.
<b>Multiplication of operators.</b> New bodies are being set up all the time—with freedom of association used as an excuse—for the purpose of stimulating new activities and re-integrating the socially excluded into mainstream economic life.
<b>Compartmentalised communities and national policies.</b> There is no super-ministry of economic development, neither at European nor at Member States level. Each ministry or administration embarks upon its own policies, which are then implemented in given territories by each department's privileged networks, without consideration for the need to be congruent in the enforcement of policies at local level.
<b>Boom in the number of support programmes.</b>

For each new problem, the public administration has got into the habit of developing a new support instrument instead of adjusting or reformulating the objectives of existing programmes. Each programme is geared toward—or taken up by—structures of a specific type, some of which are even set up for the sole purpose of inveigling the subsidies attached to them.

Source: (EURADA, s.d.)

In addition to what was presented by EURADA and following the definition of good governance developed by the OECD-DAC, even with the criticism made up about issues related to regional governance, Ferrão (2013) presents measures that could mark out a process of democratization of governance and minimize possible problems that may be caused by governance, which are based on three pillars:

- 1) Reformulation of the mission and of public administration's powers by strengthening citizenship objectives, public interest and efficiency of public policies.
- 2) Institutionalization of decisions made under new forms of governance, both upstream (framework provided by existing political structures and standards) and downstream (integration of decisions on binding instruments and rules or guiding);
- 3) The need of accountability on the part of the entities involved and democratic control capacity on the new metropolitan governance modes.

Governance and government are related but they regard different phenomena with specific aspects. Table 1.3 summarizes Ferrão (2013) proposal to differentiate a regional policy focused in the government and another focused in the governance.

Table 1.3 Government x Governance

	<b>Perspective of Government</b>	<b>Perspective of Governance</b>
<b>Nature</b>	Regulatory planning (regulation of use, occupation and transformation of the soil)	Place-based governance (strategic coordination, integration policies)
<b>Prevailing institutional relations</b>	Vertical relationships of command and control between different levels of government (central, regional, sub-regional / metropolitan, municipal)	Horizontal relationship between actors (organizations, citizens) / partnerships, actors networks
<b>Intervention Spaces</b>	Administrative spaces	Ad-hoc spaces
<b>Strength</b>	<ul style="list-style-type: none"> <li>• Democratic legitimacy</li> <li>• Consecration legal rights and responsibilities</li> <li>• Linking public and private entities</li> </ul>	<ul style="list-style-type: none"> <li>• Socialization of the decision-making process (deliberative democracy)</li> <li>• Efficiency and effectiveness of policies (adaptation problem / intervention area; involvement of</li> </ul>



		key actors, negotiated decisions; new forms of identity, etc.) • Social acceptance of policies
<b>Weakness</b>	<ul style="list-style-type: none"> <li>• Rigidity, bureaucracy</li> <li>• Interagency conflict and political party</li> <li>• Mismatch between scale of the problem and intervening space</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of democratic legitimacy</li> <li>• Fragmentation of decision processes, dilution of responsibilities</li> <li>• Instability of governance systems, reversibility</li> <li>• Ability to claim oligarchic systems, clientelist and populist decisions</li> </ul>

Source: Ferrão (2013)

## 1.2. Institutions and Actors

The governance's understanding requires the consideration that social reality is created by actors and institutions. The way of economies function transcends the role of product markets involving a large set of institutional dimensions. The understanding of institutions is often a complex definition that includes the individuals - such as firms, the public sector and social norms -, habits and routines or legal frameworks<sup>1</sup>. In this dissertation we follow the tradition of Institutionalism that separates actors from institutions. As underlined by Hodgson (2006), rules and players are different entities, even if they are dependent on each other; they have distinct roles in the social realm. Regarding the understanding of the rules and players, the rules are restrictions designed by society that shape the behaviour and interaction of the players and, as a result, are structured in the form of policy, social and/or economic changes. According to North (1994) (cited by Hodgson, 2006) institutions represent the rules, organizations represent the group of individuals who share a common goal. Hodgson presents a synthetic definition, defining institutions as:

“(...) the kinds of structures that matter most in the social realm: they make up the stuff of social life. The increasing acknowledgement of the role of institutions in social life involves the recognition that much of human interaction and activity is structured in terms of overt or implicit rules. Without doing much violence to the relevant literature, we may define institutions as systems of established and prevalent social rules that structure social interactions. (Hodgson, 2006, p. 2)”

<sup>1</sup> The institutionalism as known today began with the study of American Thorstein Veblen, John Commons and Wesley Mitchell in 1919. This period is called The Old American Institutionalism. In common, these authors studied the concrete economic behaviour, both influenced by life in society and acting in it. However, since the earliest times to the present day many authors emerged to study this subject, passing in the late 1970s by the New Institutional Economics phase of which was focused on the behaviour and prices of imperfect competition markets (Hodgson, 1998).

Aoki (2001) define institutions as the subjective rules that are part of the game as shared beliefs “...*institution as a salient, common component of the players’ subjective game models — that is, as shared beliefs about the structure of the game that they actually play*” (Aoki, 2001, pp. 3-4)”

North (1990) defines institutions as "rules of the game". These rules are developed through human interaction, and are divided into two kinds of restrictions, formal and informal. Formal are laws and constitutions, while the informal are norms of behaviour, conventions and self-imposed codes.

Given these definitions, it can be seen that institutions are varied structures of society, whether it is the applicable laws of a country, the shared beliefs of society or even parameters and standards for economic activities. Even if rigid, institutions are not immutable and can be altered to suit the changes in society. Institutions restrict behaviours, but also shape them. Aoki (2001) and Hodgson (2006) state that the existence of rules, even hindering the characters in the game, can also create bases for those involved so that they can be able to make choices to reach a desired outcome.

### 1.3. **Tourism Destination and Systemic Perspective**

It is possible to characterize regional governance with different approaches and with their own specificities. According to EURADA (s.d.) the development of types of governance is even more relevant when it is applied to regional strategies. Regional governance requires that complex aspects are managed such as the challenges of making meaningful relationships with different types of actors or with different goals and interests, requiring the focus of multiple interests rather than the interests of multiple stakeholders (Rover, 2011); (Barnes & Foster, 2012).

Concerning the previous understanding, Janssen-Janssen & Hutton (2012) cited by (Ferrão, 2013) complements that currently with the emergence of new dynamics in the context of policy and planning, solutions involving public interventions, coordination of the role of actors and collective policies have arisen, which the authors defined as “metropolitan awareness”. In addition it is noteworthy that the geographical concept of city or metropolitan area and metropolitan government has given rise to a different view, particularly in the

Europe Union, where cities have become increasingly fragmented administratively, without limits, the so-called urban-functional areas or metropolitan areas (Ferrão, 2013).

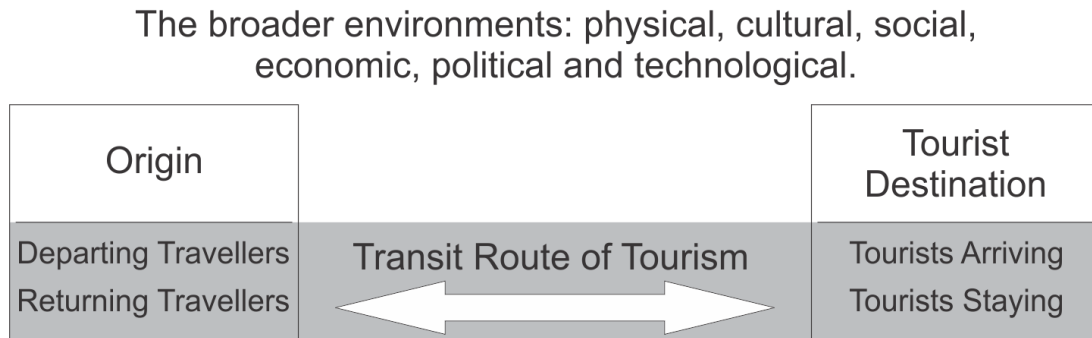
It is perceived that some contributions to the definition of governance may come from the development of research in regional level. Perhaps it might have been possible because of the success had in providing its effectiveness through the Structural Funds of European Union as pointed EURADA (s.d.). On the other hand, as exposed by Ache (2000), Dallabrida (2007), Barnes and Foster (2012), regional governance happens in the regions, by the fact that the regional actors had a better comprehension of local reality, thus developing more appropriate solutions from cooperation between stakeholders to the problems within its region.

Tourism is a complex sector, mainly composed by several types of actors and specific institutions that have several intersections among their activities and services. The activities taking place in tourism are characterized by their implementation at the location where the service is provided, being formed largely by small and medium enterprises (Pinto & Cruz, 2011). According to Ritchie & Crouch (2003) a tourism destination can be distinguished in several types or levels, just like a country or a macro-region consisting in several countries, a province, a localized region, a town or city or a unique locale with attraction capacity. Its development and management occur among the main actors of the tourism destination, developing clusters to improve benefits for the regional economy and for the host community (Bordas, 1994).

To illustrate how the touristic activity occurs in three different environments, the systemic approach to tourism is relevant. A tourism system regards the aggregation of actors and institutions that are directly or indirectly engaged in the development of the tourism sector and in the improvement of the territory as a tourism destination. Ritchie and Crouch (2010) and Pinto and Cruz (2011) underline that for the tourism destination to be competitive, its parts must adapt and shape the locality. For these authors, the integral parts can be actors such as customers, companies working for the tourism sector, intermediaries of tourist services, the local public sector, in addition to the competitors that today are also seen as co-operators, and all the institutional frameworks that shape individual behaviours. In the tourism system it is possible to perceive three

different environments of intersections: region of origin, transit route, destination region, as it can be seen below in Figure 1.1 (Leiper, 1990).

Figure 1.1 Tourism System

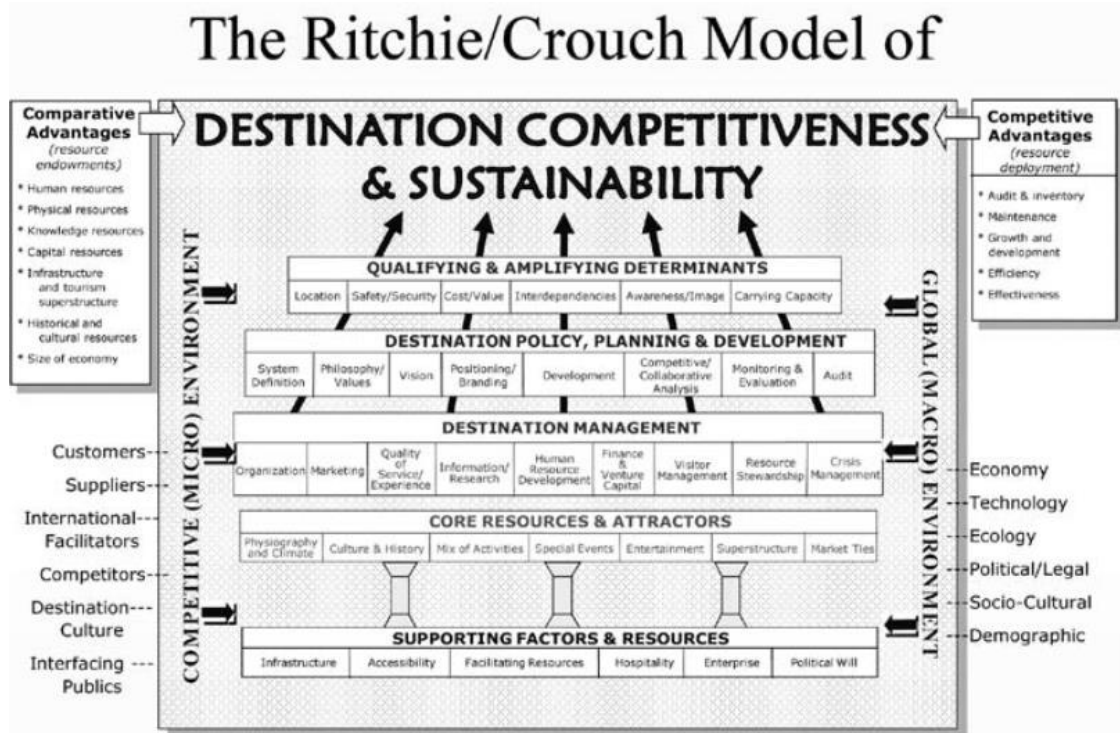


Source: Developed by the author, adapted by Leiper (1990)

The region of origin is the region generating tourists, where the client is not a tourist but beginning his activities to be a tourist. It is characterized by the search of information and booking (Leiper, 2004). The transit route of tourism is characterized by connecting two regions, the generating region and the receiving region. The transit route also includes other places the tourist can visit during the transportation to the destination (Leiper, 1990). The receiving region represents the final destination, where the tourist decided to stay to use the tourism infrastructure (Leiper, 1995).

Leiper (1990), Ritchie and Crouch (2010), and Pinto and Cruz (2011) point out that the tourism system is a transversal and open system, which is influenced and pressured by the system's external actors. It is an open system, meaning that it is not closed with clear delimited frontiers. According to Bieger (1998) the need for tourism destination is seen as a "strategic business unit" which arises in the field of unit or area the need to be managed and coordinated by a tourism organization, which is composed by the actors of the local tourism market. The authors Ritchie and Crouch propose a new model regarding the several dimensions of involvement of a tourism destination (see Figure 2.2). As it can be perceived in the Figure 1.1, the tourism system presents different approaches in different levels. Each group of components presented develops specific functions, and progress together a suitable environment for tourism development through the attributes of each component.

Figure 1.2 Conceptual model of destination competitiveness



Source: Ritchie & Crouch (2010)

This first chapter presented some theoretical concepts important to develop the empirical component. The next chapter will enter the specificities of the product “second home tourism”, presenting definitions, legal aspects and a quick snapshot of its current economic relevance in Portugal and in the Algarve.



## Chapter 2. **Second Home Tourism and Algarve Region**

In this chapter, we will explore the second home tourism definition and understand the relevance of this activity for the national and regional activity.

### 2.1. **Looking for a Definition of Second Home Tourism**

The idea of second home appeared in ancient civilizations where the knowledge and locomotion facilities were less developed than today's to attend the demand of the richest part of the population to change their routine. As part of the evolution of society, behaviours and systems worldwide changed. The phenomenon of temporary migrations to rest in a different place where people also may live has had many stages in its evolution. Today this concept evolved into what we can call as 'second home tourism'. To better understand what second home tourism is, it is necessary to bring information about the origin of this market, even though this concept actually has no clear consensus among different authors, governments and other parties involved. The intention of this first section is not to do an in-depth analysis of the influences and consequences of second home tourism but only to present some alternatives of concepts to clarify the understanding about what this phenomenon is.

The early stages of second home initiated centuries ago in ancient Egypt with the need of prominent and rich people to rest in their villas away from the

routine of the urban centre. In the Hellenistic Greece, in the centuries III and II B.C., the wealthy classes travelled to other locations looking for comfort, tranquillity and leisure. They went to more remote areas to spend several days far away from Athens in their second homes. Rome also has incorporated this behaviour in its culture after the Punic Wars. In the first moment, second homes were built not as a recreational property but as a fortified farm. In the Roman Empire, outside the cities, houses were occupied by the richest with the purpose of leisure and getting away from public life and daily concerns. These second homes were mainly occupied in the senate holiday periods (Cárcel, 2005). After this initial “classical” period, second home was used without many changes, nevertheless, the number of people who had the opportunity of purchasing a second home increased with time. The second home destinations of European aristocracy are famous, especially since the Enlightenment period. The consolidation of a middle class in the majority of the developed countries changed second homes in a way that it is not reserved to a small percentage of the wealthiest in the society anymore. It has become a generalized phenomenon. It has begun to be seen as a type of tourism and consequently it increased the interest in studying it.

As explained by Müller & Hoogendoorn (2013), the early studies began with Ljungdahl in 1938, who conducted an analysis of the second home market in Stockholm before the World War II. However, according to Almeida (2009), only after Coppock’s study “second homes: curse or blessing” in 1977 on this subject, it obtained more visibility from the academy and more research about second home tourism began to be conducted.

After the early-stages of second home studies, many researchers have tried to develop a definition for the second home tourism market, however today we find many different definitions with different perspectives and backgrounds. Nowadays, the concept of second home tourism does not have a consensus. Nonetheless, many authors tried to define it.

One of the oldest definitions comes from Barbier in 1969 used by Olmedo & Gomez in 1989, as the accommodation belonging to a person who already has a main residence and who usually resides in a city or at least away from this villa, visiting it on a weekend or holiday (Almeida, 2009).



Complementing the previous definition, Andreu (2005) pointed out that according to the UNWTO, tourism is a phenomenon of moving to places that are different from the usual environment, to which the person travels for less than one year. Following this statement the author, developed one discussion about when second home is considered tourism and when it is not considered tourism. Second home tourism often is characterized by spending a long time in the same destination. Taking into account that the standard developed by the author is that the indicative period is either less than 6 months or more than 6 months. According to this definition, to occur second home tourism, the owner must stay less than six months. If the owner spends more than six months, he can be characterized as resident.

Following the previous ideas, Santos & Costa (2009) pointed out that UNWTO and Eurostat suggest that to define usual environment it is necessary to consider two dimensions, the distance and the frequency. However, the attribution to define the limits of usual environment varies considerably between different regions and countries. Table 2.1 presents definitions about second home tourism.

Table 2.1 Purposes and definitions on second home tourism

Author(s)	Country	Terminology	Definition
<b>Bertolín, 1983 in Mazón (2005)</b>	Spain	Residential Tourism	Urban development process that is nothing more than an artificial revitalization. The residential tourism characteristics do not allow economic stability of cities with structural problems of economy that remain unresolved.
<b>Mazón and Aledo, 1996 in Mazón (2005)</b>	Spain	Residential Tourism	Economic activity that is dedicated to urbanization, construction and sale of residential tourist houses that make up the extra hotel sector, forming a set of houses, usually individually owned, offered to the tourist, often outside official channels, and situated mostly in coastal areas. The owners use these properties as a vacation residence or accommodation, permanent or semi-permanent, outside their place of habitual residence.
<b>Mazón (2006)</b>	Spain	Residential Tourism	Movement of people from the place of residence to another where they purchased or rented a house, common to retired people, resulting in a migration of older classes to new places of residence and leisure that usually is situated in Southern Europe's coastal destinations, where they can enjoy a mild climate throughout the year, offering a good quality of life.
<b>Monreal, 2001 in Mazón (2005)</b>	Spain	Residential Tourism	Phenomenon that implies mobility between sender and recipient spaces. Areas with high demand may face a growing population process.
<b>Almeida (2009)</b>	Portugal	Residential Tourism	A property used seasonally, and as second home, set in a tourist resort in plural property with complementary services and animation equipment or means of local accommodation that when properly registered can be commercialized for touristic purposes.
<b>Barbier, 1969 in Olmedo, (1989)</b>	France	Secondary Residence	Accommodation belonging to a person who already has a primary residence and that normally resides in a city or at least away from the villa, visiting at the weekend or on vacations.
<b>Cribier, 1973 in Olmedo, (1989)</b>	France	Secondary Residence	Home leisure, belonging to a citizen or temporarily occupied by its owner, family or friends.
<b>INE-Spain, 1995 in Colás, 2003</b>	Spain	Secondary Residence	Residence that the owner (or family in case of a dependent) has for use, which can be purchased, borrowed or leased permanently by its owner. It is not considered as such residences when they were purchased by the subject and subsequently leased or lent to others, or the residences that the subject rent for one's use in periods of less than one year.
<b>Gómez, 1983 in Mazón (2005)</b>	Spain	Second Home	A clear example of an irrational urban policy, uneconomic and contradictory, given that the social model based on economic development has value and consumption as means.
<b>Tulik (2001)</b>	Brazil	Second Home	A private touristic accommodation, for temporary use during leisure time, by people who have permanent residency elsewhere.
<b>Thissen (1978); Timothy (2004) and</b>	Netherlands, United States, Great	Second Home	Second homes do not have only one purpose, but rather multiple purposes. These purposes can be related to issues other than recreational use and leisure, such as income generation, capital accumulation and speculation.

<b>Williams et al. (2004) in Marjavaara (2008)</b>	Britain and Sweden		
<b>Taubmann, 1973; Jaakson, 1986; Girard &amp; Gartner, 1993 and Tress, 2000 in Tress (2002)</b>	Denmark, United States and Canada	Second Home Tourism	Recreational use of second homes by their owners, friends, family or tourists who rented the house. It takes into account relationships, behaviours and actions that result from traveling and staying in a second home. The permanent residence in second homes is not considered as tourism. However, the authors pointed out that all groups of people travelling from their primary residences to second homes are considered tourists, be they owners or friends, family, or even people who rent these same houses.
<b>Ferreira &amp; Silva (2008)</b>	Brazil	Real Estate Tourism	A new way the housing market found to restructure itself without directly relying on public funding and without depending on the specificities of local economy, that is, the local income. This housing production modality is related to the segmentation of areas (in social practices of leisure, entertainment, rest, food, etc.) and in the possibility of new capital coming from outside investors, whether individuals or groups.
<b>Gomes et al. (2013)</b>	Brazil	Real Estate Tourism	The set of activities involving construction, real estate, financial agents and touristic sector. Individuals or entities who are interested in investing capital to profit from the enterprise's profitability, or to serve as second home property with recreational purposes, entertainment and if it is liked, it can be purchased.
<b>Pitkanen and Kokki (2005)</b>	Finland	Rural Second Home	Traditionally rural second homes have provided urban dwellers with an opportunity to spend meaningful leisure time in peaceful environments as an alternative to urban daily life.
<b>Abreu (2007)</b>	Portugal	Residential Tourism Accommodation	Independent building used as second homes or used for tourist purposes associated with leisure activities, a full or partial property and endowed with complementary services and infrastructure.
<b>Romita (2009) in (Romita, 2013)</b>	Italy	Residential Tourism	Residential tourism is an informal and black economy phenomenon which is developed through private touristic accommodation, available in the area to accommodate the request from a self-directed, spontaneous, uncertain and unpredictable tourism demand which, in turn, organize and conduct their own choices through space and time of their tourism experience.
<b>INE-Spain, 1994 and 1995 in Colás, 2003</b>	Spain	Secondary Housing	Dwelling is secondary when it is used only in certain period of the year, on a seasonal, periodic or sporadic basis and not as a usual residence of one or more people. It may be a country, beach or city house, used on vacation, summer, weekend, and temporary work or on other occasions.
<b>INE-Portugal (2008)</b>	Portugal	Local Lodging	Deemed to be local lodging establishments, villas, apartments and lodging establishments, offering use permit, providing temporary accommodation services in exchange of remuneration, but not qualifying to be considered a touristic enterprise.
<b>Zaninetti (2013)</b>	France	Vacation Homes	A vacation home is a type of second home that is used as property for a period of time, and mostly for recreation use. It is occupied for duration of five months to a maximum of a year; otherwise, it would be the household's primary residence. There are two main different ways to spend vacations – travelling, or staying. Vacation properties are part of the second option.

Source: Developed by the author.

Mazón & Aledo (2005) shows second home tourism as an economic activity where the main objective is to develop urbanization, frequently in coastal areas, the extraordinary accommodations are generally purchased by retired people. Mazón (2006), cited by Almeida (2009), pointed out that old people usually buy or rent a residence looking for places with mild weather and a good quality of life.

In Latin America, to Silva & Ferreira (2008), second home tourism market is a type of real estate market that does not take into account the public financing and local economy. For these authors, the second home tourism market is more concerned about building segregated spaces and looking for capital through investors. In addition, Gomes *et al.* (2013) also defines second home tourism as a market to attend the demand of four different economic sectors: construction, real estate, financial agents and the tourism sector. In this tourism market, the demand is not only the tourism, leisure or second home, but also the search for new areas of investment as a way to reduce the risk of the income concentration in a single market.

As it can be seen, the definition of this tourism market segment has had the focus on the supply side. However, it overlooked the demand side, which is a key component. The demand is a driving force of the development of any tourism product (Almeida, 2009). These factors are crucial to define the type of development that can occur in the destinations where second home tourism is developed.

Using a word cloud exploratory method<sup>2</sup>, it is possible to perceive the crucial aspects about second home tourism definitions (Figure 1.1). Even if second home tourism does not have a clear definition, it is an economic activity that perceives the tourist fidelity for a destination, even if for seasonal use, due to the property purchase or rental. As a characteristic, firms often offer leisure services and uses for recreational purposes and relaxation. Users are the family and friends of the owner. Besides involving other markets for its development, during the process of buying and later purchase of the property, each market involves some actors that interfere in the steps of the second home tourism development.

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<sup>2</sup> The cloud of words is a qualitative analysis. The method used is to group identical words and then display these words in order of size, according to the number of times they were used.

Figure 2.1 Word Cloud on definitions of Second Home Tourism.



Source: Elaborated by the author using Tagxedo

Second home tourism interferes with the development process of the regions where it is developed. Due to this fact, it is necessary to present some contextual aspects and legislation regarding the development of second home tourism in Portugal and in the Algarve region.

## 2.2. Second Home Tourism in Portugal and the Algarve

This section will present aspects related to second home tourism in Portugal and in the Algarve. It will describe information about the evolution of legislation in this market in national level and how the actual concept of local lodging was developed until today to attend the reality of the national context.

The knowledge and understanding of the law is a dimension to take into account when designing an analysis of supply and it is a crucial contribution to identify which settings apply to the legislative framework in the topic under study. It is important to emphasize that the current study does not seek to detail every step of the evolution of the legislation. In this particular case, the dissertation only highlights the evolution of the applicable legislation regulating the activity of tourism relating to hosting, in order to make clear the tourism process in Portugal.

Table 2.2. Applicable Legislation to the Implementation and Operation of Tourism Enterprises

Laws	Changes	Type of change
<b>Decree-Law nº 49 399 of November 24, 1969</b>		
Review		
<b>Decree-Law nº 328/86 of September 30, 1986</b>		
Reformulation (Not Ratified)		
<b>Decree-Law nº 327/95 of December 30, 1995</b>		
Review		
<b>Decree-Law nº 167/97 of July 04, 1997</b>	Decree-Law nº 305/99 of August 06, 1999	Alteration
	Decree-Law nº 55/2002 of March 11, 2002	Alteration
	Decree-Law nº 217/2006 of October 31, 2006	Alteration
Review requirements of complementary means of accommodation		
<b>Decree-Regulatory nº 34/97 of September 17, 1997</b>	Decree Regulatory nº14/99 of August 14, 1999	Alteration
	Decree Regulatory nº 06/2000 of April 27, 2000	Alteration
Repeal of various acts governing the matter, bringing together in one DL common provisions to all enterprises		
<b>Decree-Law nº 39/2008 of March07, 2008</b>	Ordinance nº 327/2008 of April 28, 2008	Additional Diploma
	Ratification Statement nº 25/2008 of May 06, 2008	Alteration
	Ordinance nº 517/2008 of June 25, 2008	Additional Diploma
	Ordinance nº 518/2008 of June 25, 2008	Additional Diploma
	Ordinance nº 937/2008 of August 20, 2008	Additional Diploma
	Decree-Law nº 220/2008 of November 12, 2008	Additional Diploma
	Ordinance nº 261/2009 of March 12, 2009	Additional Diploma
	Ordinance nº 358/2009 of April 06, 2009	Additional Diploma
	Decree-Law nº 228/2009 of September 14, 2009	Alteration
	Ordinance nº 1173/2010 of November 15, 2010	Additional Diploma
	Ordinance nº 138/2012 of May 14, 2012	Additional Diploma
	Decree-Law nº 15/2014 of January 23, 2014	Alteration
	Ratification Statement nº 19/2014 of March 24, 2014	Alteration
	Decree-Law nº 128/2014 of August 29, 2014	Additional Diploma

Source: Developed by the author, adapted from Almeida (2009)

With the increase of importance of second home tourism in Portugal, the terminology has evolved to adjust to the new reality of the market. In accordance with Santos & Costa (2009), the first time that the term appeared in Portugal, as it was established in the National Institute of Statistics (INE), was in the beginning of 1970s. The term used was '*unidade de alojamento de uso ocasional ou sazonal*' (accommodation unit for occasional or seasonal use). In the following census (1986, 1995, 1997 and 2001) the term used was '*alojamento ocupado com uso sazonal*' (occupied accommodation with seasonal use), in 2001, in addition the INE also used '*residência secundária para fins turísticos*'

(secondary residence for tourism use). According to the INE, the last definition regards the residences that are not used as primary residence but are used for the purpose of leisure, vacation and recreation. Such revisions aimed to process optimization and simplification of regulations inherent to this market, in accordance with the national reality.

The changes, previously made in the nomenclature - which occurred in Portugal, - represent the evolution of perception of second home market by the governmental actors. This evolution is due to the expansion of this market and the necessary improvement of its understanding. Table 2.3 summarizes the evolution of the concepts in the legislation.

Table 2.3. Evolution in the Legislation from the Concept of "Private House" to "Local Lodging"

Laws	Definitions
Paragraph 3 and 4 of article 14º of Decree-Law nº 49399 November 24, 1969 Denomination of Private House	
Paragraph 1 and 3 of article 18º of Decree-Law nº 328/86 September 30, 1986 Denomination of Private Accommodation	<b>Definition of Private Accommodation</b> “...private accommodation rooms, villas or apartments that are occasionally used by tourists, for remuneration, and no obligation to provide any service.”
Paragraph H in point 1 of article 1º in addendum I and article 63º of Decree-Law nº 327/95 December 05, 1995 Denomination of Private Accommodation Tourist Support	<b>Definition of Private Accommodation Tourist Support</b> “...private accommodations to support tourism and those who, usually for the temporary and touristic leasing, do not come within the list of other projects of the present law.”
Paragraph B of point 2 of article 1º of Decree-Law nº 167/97 of July 04, 1997 Denomination of Complementary Means of Tourist Accommodation	<b>Definition of Complementary Means of Tourist Accommodation</b> “They are complementary means of tourist accommodation. The projects aimed to provide in exchange of remuneration, temporary accommodation, with accessories and support services, in accordance with the characteristics and type of establishment.”
Paragraph 1, 4 and 5 of article 66º of Decree-Law nº 34/97 September 17, 1997 Denomination of Tourist Apartments and Tourist Dwellings	<b>Definition of Tourist Apartments</b> “Tourist apartments are establishments that comprise fractions of independent buildings, furnished and equipped, which is usually intended to provide, in exchange of remuneration, accommodation for tourists.” <b>Definition of Tourist Dwelling</b> “Tourist dwellings are establishments constituted by an autonomous building of single-family character, furnished and equipped, which is usually intended to directly provide, in exchange of remuneration, accommodation for tourists.”
Paragraph 1 of article 33º of Decree-Law nº 39/2008 March 07, 2008 Denomination of Local Lodging	<b>Definition of Local Accommodation</b> “Are considered local accommodation establishments the villas, apartments and lodging establishments, offering use permit, providing temporary accommodation services in exchange of remuneration, but not qualifying to be considered as tourist enterprises.”

Source: Developed by the author, adapted from Almeida (2009)

To better understand how the evolution of local lodging and second home tourism in Portugal occurred it is necessary to present more information about the accommodation sector. According of the data from INE (2006), in 2006 Portugal had 2,028 establishments of accommodation of which, 21.1% were in

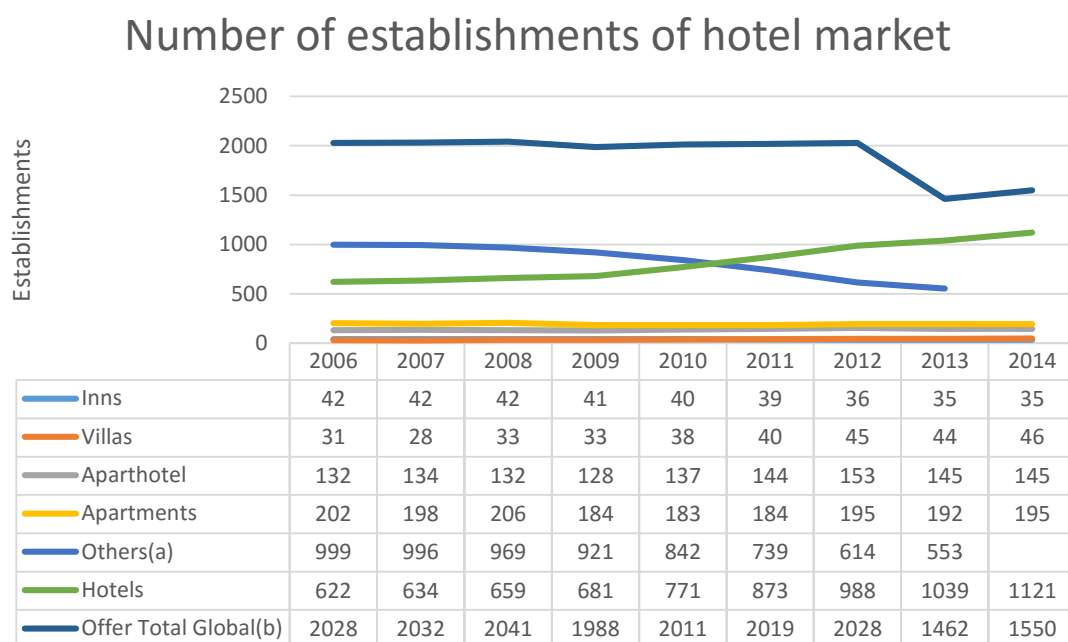
Algarve, the second bigger accommodation market in Portugal, behind only of Norte region, but above of Lisbon region. However, as the total capacity of accommodation in Portugal, Algarve represented 36.9%, the first in this dimension. It is necessary to stress that, at that time, the lodging offer was divided in six categories (hotels, apartment hotels, pensions, villas, tourist apartments and others). As pointed out in INE (2014), the Algarve maintains the leadership as the destination with higher lodging capacity in Portugal, representing 38.4% and 25% of accommodation offer.

In the year 2008, the legislation about the characterization of accommodation offer suffered adaptations to attend the reality of lodging market in Portugal. Among these adaptations, one in particular focused the second home tourism markets, which begin to be defined as *alojamento local* (local accommodation). This legislation defined local accommodation as apartments, residence and lodging establishment that do not have requirement to be tourism enterprise (Official Gazette, 2008). Under this assumption, the accommodation used for second home tourism is characterized as local accommodation. However, according the legislation the establishments had two years to adequate the new legislation. Nevertheless, only in 2012 the values of local lodging and others were measured for the yearbook of tourism statistics 2013.

According to the 2015 yearbook of tourism statistics (INE, 2015), the accommodation sector was divided into three main parts, hotels, tourism in rural area, second home tourism and local lodging (TRA+RT+LL) and camping. However, this study concentrates in the hotels and TRA+RT+LL. In 2013, Portugal reached the level of 3,578 establishments, with an increase of 7% in comparison to 2012 while the number of beds increased 5%. The hotels (hotels, apartment hotels, villas, tourist apartments, inns and *Quintas da Madeira*) maintained the predominance of establishments number representing 43.32% with 1,550 establishments (according to new legislation) and 83.2% of lodging capacity.



Figure 2.2 Number of establishments of hotel market (2006-2014)



(a): Others: This typology disappear in the yearbook of 2015;

(b): Offer Total Global: Since 2013, this number was update to the new legislation.

Source: Developed by the author, adapted from INE (2006-2015).

The local lodging in 2014 represented 32% of the establishment's numbers against 29.56% of TRA+RT total of lodging establishments. The number of beds of local lodging in 2014 represented 12.76% of the market or 43.8 thousands of beds. The local lodging represents alone 8.9% of overnight stays of the whole hosting activity, more than 4.3 million of overnight stays or increase of 16.9% in comparison with 2013 (INE, 2015) as can be seen in Table 2.4.

Table 2.4 Establishments, capacity, guests and overnight stays of whole the hosting activity, 2014

	Establishment	Capacity	Sleeps
	Nº	Beds	Thousands
<b>Continent</b>	<b>3.578</b>	<b>342.924</b>	<b>48 711,4</b>
<b>Hotels<sup>1</sup></b>	<b>1.550</b>	<b>284.924</b>	<b>43 507,7</b>
<b>Rural tourism</b>	<b>883</b>	<b>13.733</b>	<b>855,73</b>
<b>Agro-tourism</b>	119	1.989	112,38
<b>Country house</b>	426	5.227	337,35
<b>Rural hotel</b>	60	2.175	191,21
<b>Others TRA<sup>2</sup></b>	103	1.739	90,04
<b>Residential Tourism</b>	<b>175</b>	<b>2.603</b>	<b>124,75</b>
<b>Local lodging</b>	<b>1145</b>	<b>43.840</b>	<b>4 347,9</b>

(1): Current law: Hotels, Hotels-apartments, B&Bs, tourist apartments and Resorts

(2): Includes modalities Rural Tourism Village Tourism (establishments not converted) and other similar

Source: Developed by the author, adapted from NIS (2015).

In terms of local lodging, the Algarve region is the fourth in number of establishments, with 143 establishments. In number of bedrooms, it has 2,870 in the Algarve. Regarding to capacity of lodging the Algarve region maintains the position with 6,352 beds (INE, 2015).

*Table 2.5 Establishments, bedrooms and capacity of local lodging.*

	<b>Establishment</b>	<b>Bedrooms</b>	<b>Capacity</b>
	Nº	Quantity	Beds
<b>Continent</b>	<b>1145</b>	<b>16.622</b>	<b>36.137</b>
<b>Norte</b>	287	5.008	10.856
<b>Centro</b>	221	4.350	9.182
<b>Lisboa</b>	221	3.948	9.615
<b>Alentejo</b>	105	1.576	3.360
<b>Algarve</b>	<b>143</b>	<b>2.870</b>	<b>6.352</b>

*Source: Developed by the author, adapted from INE (2015)*

Besides the activity of accommodation, second home tourism also involves the activity of real estate that is directly responsible to sell, rent and manage the touristic villages and apartments. This market in Portugal employed 29.7 thousands of people in 2014. It represents the increase of 7.6% in the employment in this sector when compared to the previous year. Therefore in the food and beverages and hospitality markets there is a decrease of -4.4% in 2014 when compared to 2013 (INE, 2015). This trend of employment was maintained in the following year, where the unemployment decreases in Portugal to 13.5%, in 2014 (it was 15.3% in 2013) (INE, 2014).

Second home tourism markets need other markets to develop. Then, it is important to better understand this activity beyond the sole definition of the market. It is necessary to comprise the variety of actors that operate in the second home tourism, i.e., its stakeholders.

### **2.3. Stakeholders in the Second Home Tourism**

Second home tourism has many players in its development process. Because of this fact, it becomes fundamental to understand which stakeholders are involved in the process. A stakeholder is an individual, a group or even an organization that can interfere in governance and the government's interests and choices, in firms or in any other kind of organization. According to Freeman & Reed (1984), stakeholders are divided into two groups, the wide sense of

stakeholders and the narrow sense of stakeholders. The first group consists in stakeholders that may have influence in the realization of the organization's objective or who may be affected by organizational goals, while the second group consists in stakeholders on which the organization depend for its existence. Freeman & Reed (1984) and Donaldson & Prestson (1995) pointed out that organizations aim to attend the interest of its stakeholders.

Often the decision-making for the development of tourism is performed in a top-down approach. These consist in all of those stakeholders who directly relate to tourism, especially in the public sector. Only in a second moment companies and associations, tourists and the host community are involved in this process.

For second home tourism, due to limited literature on the key processes and to their stakeholders for the development of second home tourism projects, Almeida (2009) developed a value chain, identifying this sector's stakeholders, pointing out the steps that these actors have to follow and the activities developed during this process. This process can be seen in Figure 2.3.

Figure 2.3 Process and Stakeholders of value chain in a second home tourism project

Steps	Activities of each step	Stakeholders	
Previous Stage 1 Planning and land use	Definition of the guiding plans of planning and land use	MSPEE* / MRD** / Tourism of Portugal	Before
Previous Stage 2 Valuation of ground lots	Land acquisition / approval request of real estate project / sell at a high price	Speculators of land / Real Estate; City Hall	
1st step of value chain New investment in tourism-real estate project	Promoter / investor group. Intention to perform new tourism-real estate investment	Property Developer or Investor Group	During
2nd step of value chain Market analysis (search)	Analysis of market requirements (demand)	Property Developer or Investor Group; Tourism Consultants	
3rd step of value chain Prospecting land according to Strategy defined by the promoter or investor	Looking for a suitable plot of land to real estate project to be developed	Property Developer or Investor Group; Tourism Consultants / Project Manager	
4th step of value chain Business viability analysis	Study of financial and legal viability; Prior information request delivery	Property Developer or Investor Group; Real Estate or Land Owner; Draftsman /Architect; Financial Advisors; Project Manager; Financial Institution	
5th step of value chain Land acquisition	Acquisition of land	Property developer or investor group; Broker, Real Estate or Land Owner; Financial Institution	
6th step of value chain Development of tourism-real estate project	Preparation of preliminary design division, licensing and urbanization	Property developer or investor group; Tourism Consultant / Project Manager	
7th step of value chain Marketing plan / definition of the concept	Preparation of the marketing plan; The definition associated with the project	Property developer or investor group; Tourism Consultant; Communication Agency; Project Manager	
8th step of value chain Project promotion	The project promotion campaign	Property Dev. or Investor Group; Tourism Consultant; Communication Agency; Project Manager; Real Estate	
9th step of value chain Urbanization and Construction	Urbanization and construction of real estate tourism project	Property developer or investor group; Project Manager; Urban Planner; Builder; Architect	
10th step of value chain Realization of sales	Direct sales or via intermediaries of housing associated with the project	Property developer or investor group; Broker; Real Estate; Financial Consultant; Financial Institutions	
11th step of value chain Post-construction management	Technical and administrative management	Property developer or investor group; Project Manager / Property Manager	After

\* Ministry of spatial planning of the environment and energy \*\* Ministry of Regional Development

Source: Developed by the author, adapted from Almeida (2009)

As stated by Almeida (2009), the steps established in the value chain above were compatible with the perspectives of other authors such as Teixeira (2007) and Sousa (2007), and were validated through a range of interviews with industry stakeholders in the Algarve region.

The identification of these stakeholders is very important to understand some of the main processes of this sector as well as to better conduct this research. The Table 2.6 below has been extracted from Figure 2.3, showing the stakeholders of second home tourism market in Algarve, and how these relate to each other through the steps that make up the whole previous process, construction and management.

*Table 2.6 Stakeholders and its connections in value chain*

<b>Stakeholders</b>	<b>Phases involved</b>	<b>Number of steps</b>	<b>Stakeholders linked directly</b>	<b>Number of Connections</b>
<b>City Hall</b>	1	1	Real estate or Speculators of Land	1
<b>Property Manager</b>	1	1	Property Developer or Investor Group	1
<b>Speculators of Land</b>	1	1	City Hall	1
<b>MRD</b>	1	1	MSPEE; Tourism of Portugal Board	2
<b>MSPEE</b>	1	1	Ministry of Regional Development; Tourism of Portugal	2
<b>Tourism of Portugal Board</b>	1	1	MSPEE; MRD	2
<b>Builder</b>	1	1	Property Developer or Investor Group; Broker; Real Estate; Urban Planner; Architect.	5
<b>Urban Planner</b>	1	1	Property Developer or Investor Group; Broker; Real Estate; Builder; Architect.	5
<b>Land Owner</b>	1	1	Property Developer or Investor Group; Real Estate; Draftsman / Architect; Financial Consultant; Project Manager; Financial Institution.	6
<b>Communication Agency</b>	1	2	Property Developer or Investor Group; Real Estate; Tourism Consultant; Project Manager.	4

<b>Financial Consultant</b>	1	2	Property Developer or Investor Group; Real Estate or Land Owner; Project Manager; Financial Institution; Broker.	5
<b>Architect / Draftsman</b>	1	2	Property Developer or Investor Group; Real Estate or Land Owner; Financial Consultant; Project Manager; Financial Institution; Urban Planner; Builder.	7
<b>Broker</b>	1	2	Property Developer or Investor Group; Real Estate; Real Estate or Land Owner; Financial Consultant; Financial Institution.	4/5
<b>Financial Institution</b>	1	3	Property Developer or Investor Group; Real Estate or Land Owner; Draftsman or Architect; Project Manager; Financial Consultant; Broker.	6
<b>Tourism Consultant</b>	1	5	Property Developer or Investor Group; Project Manager; Communication Agency; Real Estate.	4
<b>Real Estate</b>	½	5	Property Developer or Investor Group; Broker; City Hall; Speculators of Land; Tourism Consultant; Project Manager; Land Owner; Architect; Financial Advisors; Financial Institution; Communication Agency.	10/11
<b>Project Manager</b>	½	6	Property Developer or Investor Group; Tourism Consultant; Communication Agency; Real Estate; Urban Planner; Builder; Architect.	7
<b>Property Developer or Investment Group</b>	2	11	Real Estate; Broker; Communication Agency; Speculators of Land; Tourism Consultants; Project Manager; Land Owner; Architect; Financial Consultant; Financial Institution; Urban Planner; Builder; Property Manager.	13

Source: Developed by the author, based in Almeida (2009)

As it can be seen in Figure 2.3 and Table 2.6, the steps of value chain are divided into three main phases. According to this value chain, it is possible to find around 18 to 20 stakeholders involved in this kind of project, of which four are

from the public sector and 13 are from the private sector. The stakeholders that get more involved in the project development and that have more links to other stakeholders are Property Developers or Investment Groups that participate in the phases of implementation and after the project is concluded. Both Project Managers and Real Estate Firms can participate in one or two phases, depending on the type of project and its connections. In numbers of connections, Property Developers or Investment Groups appear as the first with 13 connections, Real Estate Firms in second with 10 or 11. Depending on the first phase, if real estate had had authorization to explore the land, at the end, the Project Manager and Architect or Draftsman would have appeared with 07 connections during the project development.

The next chapter will present the methodology for this dissertation's empirical contributions.

## **PART II - Methodology of Research**





## Chapter 3. **Methodology**

This chapter presents the research's characterization, methodological design and the necessary steps, from the definition of the population, sample, procedures and instruments, used to collect data and the techniques for the analyses.

### 3.1. **Methodological Design**

The methodological procedures used in this study are based on exploratory and descriptive approaches. Churchill (1999) and Gil (2007) state that the exploratory approach aims to provide a clarification on the issue in order to make it more explicit, so that the reader can better understand the subject, for it is a topic that is being explored and generally he/she possesses a limited knowledge. The descriptive approach performs the study of a range of information, focusing on understanding their characteristics, such as the actors' profile. However, before conducting this type of study, the researcher needs to know and understand that the population is looking to avoid errors, since this type of study aims to exactly describe certain phenomena (Triviños, 1987).

The choice of techniques is crucial to any study. However it is necessary that the researcher is aware of the limitations of the chosen procedures (Veal, 1997). As argued by Dencker (1998) in Ferreira (2003), the choice of a technique should follow three rules:

- The technique adopted in each survey depends on the problem, which is the type of investigation, the objectives and the amount of money to carry out the project;
- The techniques are not mutually exclusive; we applied in the same research different methods and techniques according to the variable we are analysing and the project's phase;
- The study should start with an exploratory approach, which is needed to understand the situation, so it facilitates the researcher's choice on deciding about the best techniques to be used in the following phases.

The techniques used for study are also both qualitative and quantitative. While the qualitative research has the characteristic of looking for the comprehension of a given phenomenon, social group or organization, the quantitative research has the main characteristic of measuring outcomes and results as based on the analysis of raw data. Quantitative research focuses on the objectivity of results, where the researcher can measure the information. Veal (1997) explains that this type of research aims to quantify results, where the focus is on obtaining more objectivity to describe the causes of a phenomenon. Qualitative research, according to Veal (1997), allows you to fill gaps where knowledge is insufficient as long as the researcher accepts that the actors of research are not only objects of study but also active subjects, that they should define the concepts, and can help to consolidate tensions between theory and research results.

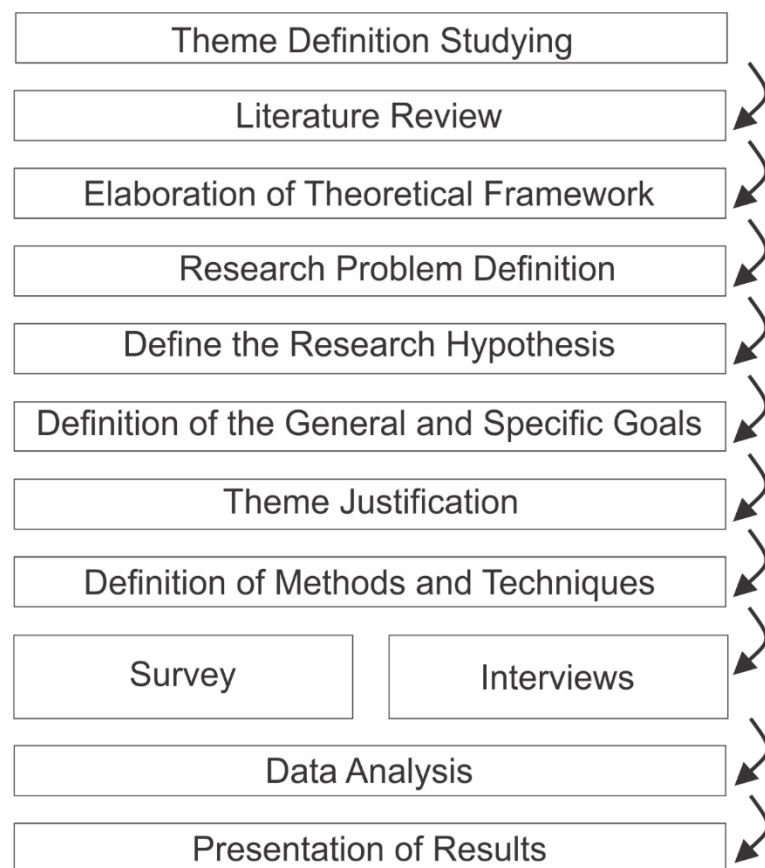
### 3.2. **Research Delimitation and the Case Study Approach**

After reviewing relevant literature for the comprehension of second home tourism, regional governance and stakeholders, some questions arise from the objectives proposed by the study. The term "second home tourism" as discussed previously, does not have a consensual definition, so in this study this term will be understood, from now on, as:

*A property purchased as a second residence, for tourism purposes, leisure or idleness or for economic purposes, to generate income through rent or as an investment for sale after it is built.*

The methodological design used in the study represented by Figure 3.1 presents the stages of the research, as well as the methods used in the research. The study was developed in four phases, the first part refers to the definition of the research's problem, the second part refers to the exploratory approach, the third part refers to the descriptive approach and the last part refers to the research's results. The first phase of the study was the definition of the subject to be studied which, according to Churchill (1979), states that the researcher must be precise in defining what is included and excluded in their search. In this study, it was perceived a gap of information about the governance of second home tourism in the Algarve region. To develop this dissertation these four steps were divided into eleven stages, as it can be seen below.

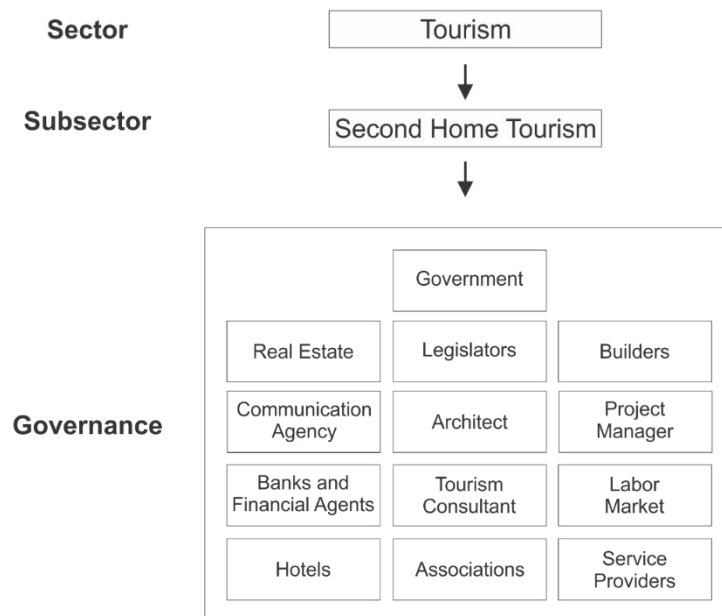
Figure 3.1 Proposed Steps for the Dissertation



Source: Developed by the author, adapted from Churchill (1979).

In order to define the research question, the conceptual model presented below refers to the theoretical pathway and to the set of concepts that were articulated on the first chapters of this work.

Figure 3.2 Conceptual Model



Source: Developed by the author

After the literature review we are now able to state the following research questions for the empirical sections:

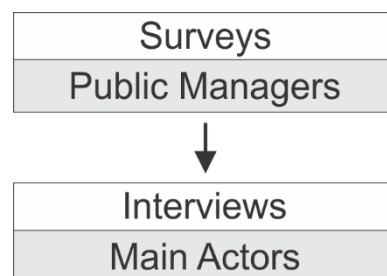
- (1) *What is the perception of municipalities about second home tourism and governance in the Algarve?*
- (2) *What is the perception of representatives of second home tourism and governance in the Algarve?*
- (3) *What are the linkages and centralities of different stakeholders in the regional governance of second home tourism in the Algarve?*

In order to answer these three questions the dissertation uses a studied case to approach it, focused on Algarve, a NUTS-II/III region in Portugal. This methodology was chosen to provide a deep understanding of reality (Yin, 2009). The case study results cannot be directly applied to different contexts but they are powerful instruments to inform on specific phenomena and to formulate

hypotheses that lead to more research (Triviños, 1987); (Donald & Pamela, 2003). The approach used is mainly descriptive and exploratory, which is characterized by the search in order to understand the phenomenon.

In attempt to carry out the collection of secondary data (qualitative and quantitative), annual reports were done on the national level and also regionally, which formed the basis for the conceptual model's development. When it comes to the primary data, the information was obtained with a questionnaire administered via Internet to representatives of public administration (municipalities) in the Algarve. The questionnaire was taken via internet, with open and closed questions. It was followed by the development of semi-structured interviews with representatives of regional stakeholders in second home tourism. The survey is focused on the public administration (municipalities). Interviews were conducted with the legal representatives of the actors that were considered relevant stakeholders in the tourism system in the Algarve. Therefore, it can be stressed that the research has two central empirical stages, as it can be seen below in Figure 3.3.

Figure 3.3 Steps of research



Source: Developed by the author

Therefore, data analysis represents an important step of the dissertation, along with the processing of collected information and obtained data. Data is analysed by quantitative and qualitative methods. To analyse quantitative data, we use the standard descriptive statistical analysis. To analyse qualitative data we used a “soft” version of content analysis and also discourse analysis. The qualitative information was organized in terms of a SWOT table (strengths, weaknesses, opportunities and threats) for second home tourism. We also used the techniques of social networks analysis to quantify and illustrate qualitative information regarding the linkages and cooperation among different actors. The

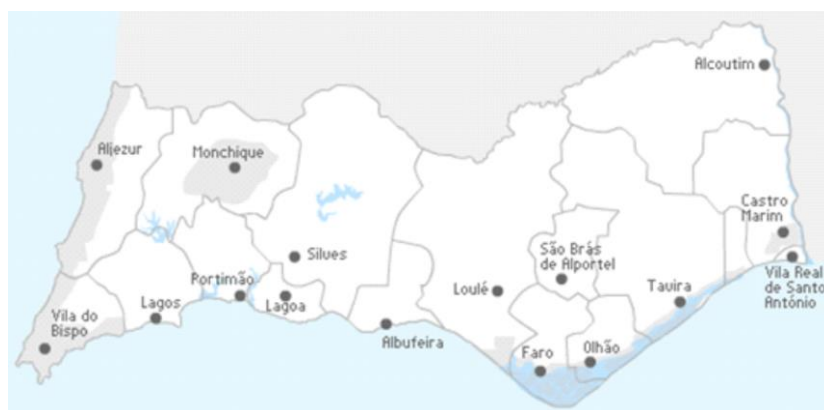
use of social network analysis<sup>3</sup> in this study was applied using data collected in the interviews with the stakeholders. At the end, a discussion about the results is presented, in order to compare some notions retained from the literature with insights from the empirical parts developed in the study.

### 3.3. Population and Sample

The study is focused in the Algarve. The population of this study is mainly composed by two different group of stakeholders in the region, representatives of municipalities and representatives of second home tourism, as showed above in Figure 3.3. However, it is necessary to stress that stakeholders should be understood not only as the public sector's and private sector's organisations but also as the touristic and the host's community. Nevertheless, due to the limited time to perform the study, we focused on the main public and private stakeholders.

The first group of stakeholders analysed was the municipalities of Algarve. The implemented survey was intended to be answered by the president or appointed responsible for tourism in each municipality. We obtained answers from the 16 municipalities in the Algarve (Figure 3.4).

Figure 3.4 Map of Algarve



Source: VisitAlgarve

<sup>3</sup> Social network analysis is a field of study that focuses on social relationships. This approach is fundamental to present social relations between groups, individuals or businesses, in order to discover patterns of relationships between the involved actors (Freeman, 2004).

When it comes to the second group of stakeholders, the representative of second home tourism actors was chosen for an interview. We had preliminarily selected a list of possible respondents and interviewed them consecutively until we reached the saturation point, where answers were already repetitions of ideas expressed in previous interviews. In total, we have interviewed fourteen representatives of the following organisations. The complete list containing the interviewees can be seen below.

- RTA
- ACRAL
- AHETA
- ARAC
- AIHSA
- Business Association of the Algarve (NERA)
- Commission for Coordination and Regional Development of the Algarve (CCDR)
- Municipalities Association of the Algarve (AMAL)
- André Jordan Group
- Caixa Geral de Depósitos (Bank)
- Faro Airport
- Garvetur
- Neoturis
- Vilamoura

As it can be noticed from the above list, we have interviewed six sectoral associations and two public bodies, which are directly related to tourism. We also interviewed six private firms<sup>4</sup>. Below we present Table 3.1 with the Planning matrix of the research.

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<sup>4</sup> In the case of André Jordan Group, this is one of the firms chosen, due to the fact of this firm having already managed the resort of Vilamoura and Quinta do Lago for several years, it is one of the most important entrepreneurs of the Algarve. Caixa Geral de Depósitos is one of the biggest banks in Portugal, which offers some services focused on second home. Faro Airport is the only airport of the region and the main entrance for tourists in the Algarve. Garvetur was chosen because it is the biggest real estate company and the only firm of the group that has almost 40 firms that offer services in almost the entire process inside the second home tourism. Neoturis was selected due to the fact that this firm has already developed several projects. At the end, in the case of Vilamoura, it is one of the most important second home tourism projects developed in the Algarve.



Table 3.1 Planning matrix of study

<b>What is intended to know?</b>	<b>Why is it intended to know?</b>	<b>What is necessary to collect?</b>	<b>Which approach to use?</b>
<b>the perception of municipalities about second home tourism and governance</b>	<p>Due to the importance of municipalities in the development of public policies and strategies</p> <p>Due to the relevance of second home tourism in the economy of municipalities and the relevance of second home tourism to reduce seasonality</p>	Survey implemented to all municipalities with qualitative and quantitative information	<p>Descriptive statistics</p> <p>SWOT Analysis</p>
<b>the perception of representatives of second home tourism and governance</b>	<p>Due to the importance of different actors in second home tourism</p> <p>Due to the influence of second home tourism creating wealth for host community</p> <p>Due to the interference of second home tourism in the business development</p>	Interviews to relevant stakeholders	<p>Content analysis</p> <p>SWOT Analysis</p>
<b>the linkages and centralities of different stakeholders in the regional governance of second home tourism</b>	<p>Due to the different importance of actors in second home tourism</p> <p>Due to the crucial role that central actors play in the regional governance and development of second home tourism</p>	Relational data collected in the interviews to relevant stakeholders	Social Network Analysis

Source: Developed by the author, adapted from Choguill (2005)

**PART III - Second Home Tourism in the Algarve: Perception of Stakeholders**



## Chapter 4. **Municipalities and Second Home Tourism**

### 4.1. **Characterization of the Survey**

The survey was developed to identify the perception of public managers within the Algarve region about the influences and impacts of tourism and second home tourism in the municipalities of the region. This survey was sent to the sixteen municipalities of the region. The questionnaire focuses on the identification of impacts in several dimensions of sustainability (economical, environmental and social) as well as the aspects of the development of second home tourism in their local contexts.

The inquiry was implemented using an online platform called Google Forms. The questionnaire was sent the first time in February 2015. The first answer was obtained only in March 2015, whilst the last one, after several contacts, was answered only in September 2015. The questionnaire is divided into three parts. The first part refers to the definition of profile of the public manager that answered the questionnaire. The second part refers to the perception of the importance of tourism and second home tourism in the sustainability dimensions identified. The last part of the survey refers to the perception of development of second home tourism in their contexts.

In the first part, we were looking for profile information such as academic education, area of education, job role and municipality. This part is crucial to

present the profile of respondents and their experiences. The second part was looking for information about how tourism and second home tourism influence the host community, using twenty aspects according to sustainability. This part was inspired in the literature of tourism impacts, in particular García *et. al.* (2015). The third and last part was looking for the perception of second home tourism, its evolution in their city, and for any aspects that could be considered a positive or negative aspect or as opportunities and weaknesses of this product.

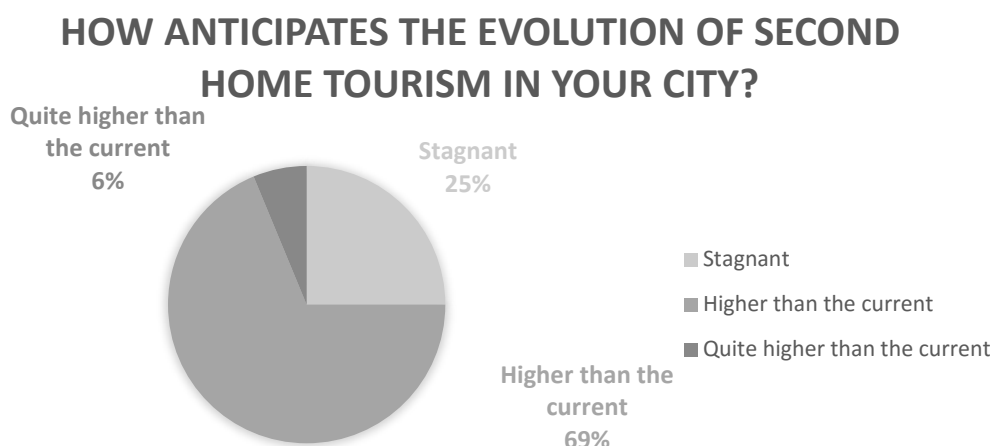
#### 4.2. **Descriptive Statistics**

The survey was answered by all municipalities. The municipalities were represented by ten men and six women, which have an average age of 40 years old. Regarding their academic background we can assume that they were qualified, 62.5% had Higher education (degree), 25% have postgraduate degree and 12.5% have completed at least a master's degree. According to the academic background it was also possible to know that 43.8% had some background in tourism studies, while 18.8% had background in Economics, followed by International Relations, Management, Marketing and Physical Education, with 12.5%, 12.5%, 6.3% and 6.3% respectively.

According to the respective offices, the questionnaire was answered by the presidents and vice-presidents with 12.5% each one, and city councilman representing 6.3%. The chief of staff represented 31.3% and technical staff represented 37.5% of answers. Among the answers, the average time of working time in the public administration is of 13.5 years. The minimum work time in public administration is 5 years, whilst the maximum is 20 years.

Regarding the perception of second home tourism growth it was possible to notice (Figure 4.1) that more than three-quarters believed that the second home tourism market in the Algarve would grow. While  $\frac{1}{4}$  perceived a stagnation of this type of tourism only 6% believed that the market will retract in the coming years.

Figure 4.1 Anticipation of the evolution of Second Home Tourism in your city?



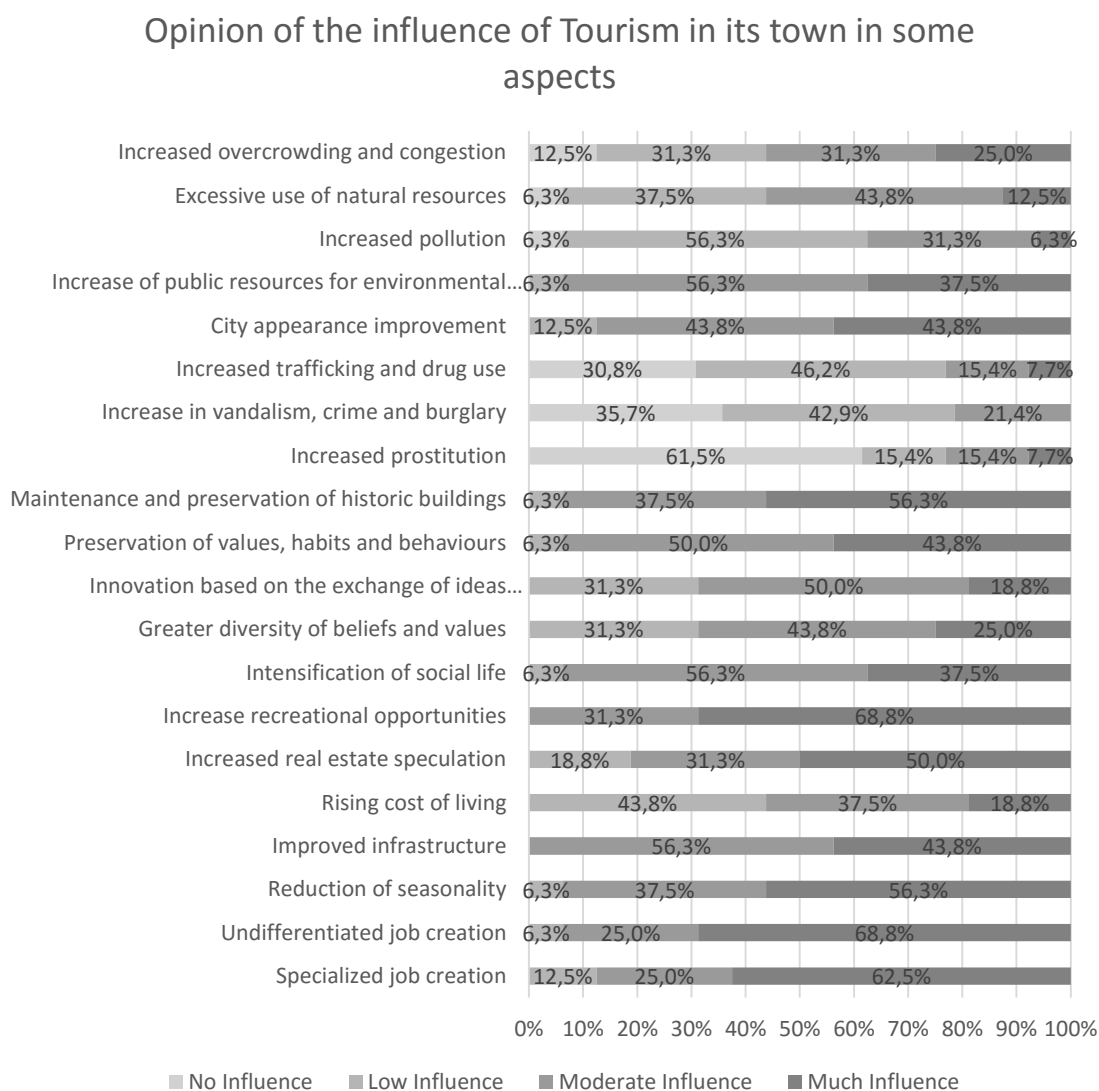
Source: Developed by the author

The results present below in Figure 4.2, present how public managers perceive twenty aspects related to sustainability when they interact with tourism. According to the answers, the increase of recreational opportunities and undifferentiated job creation are aspects that have the major influence in tourism, with 68.8% each one, followed by specialized job creation, reduction of seasonality, maintenance and preservation of historic buildings and increased real estate speculation with 62.5%, 56.3%, 56.3% and 50% respectively.

The aspects that have more percentage of moderate influence are improved infrastructure, intensification of social life and increase of public resources for environmental protection, each one has 56.3%. These aspects are followed by innovation based on the exchange of ideas between local people and tourists, preservation of values, habits and customs, with 50% each and greater diversity of beliefs and values, city appearance improvement and excessive use of natural resources, with 43.8%.

Regarding aspects with low influence, increase of pollution appear as the first one, with 56.3%, followed by increased drug trafficking and use of it, rise of living cost and increase of vandalism, crime and burglary, with 46.2%, 43.8% and 42.9% respectively. In the aspect of no influence in the tourism of the Algarve region, increased prostitution appears with 61.5%.

Figure 4.2 Opinion of the influence of Tourism in its town in some aspects



Source: Developed by the author

Making a similar comparison, but now only to second home tourism (Figure 4.3) the only aspect that appears with higher influence is the maintenance and preservation of historic buildings, with 43.8%.

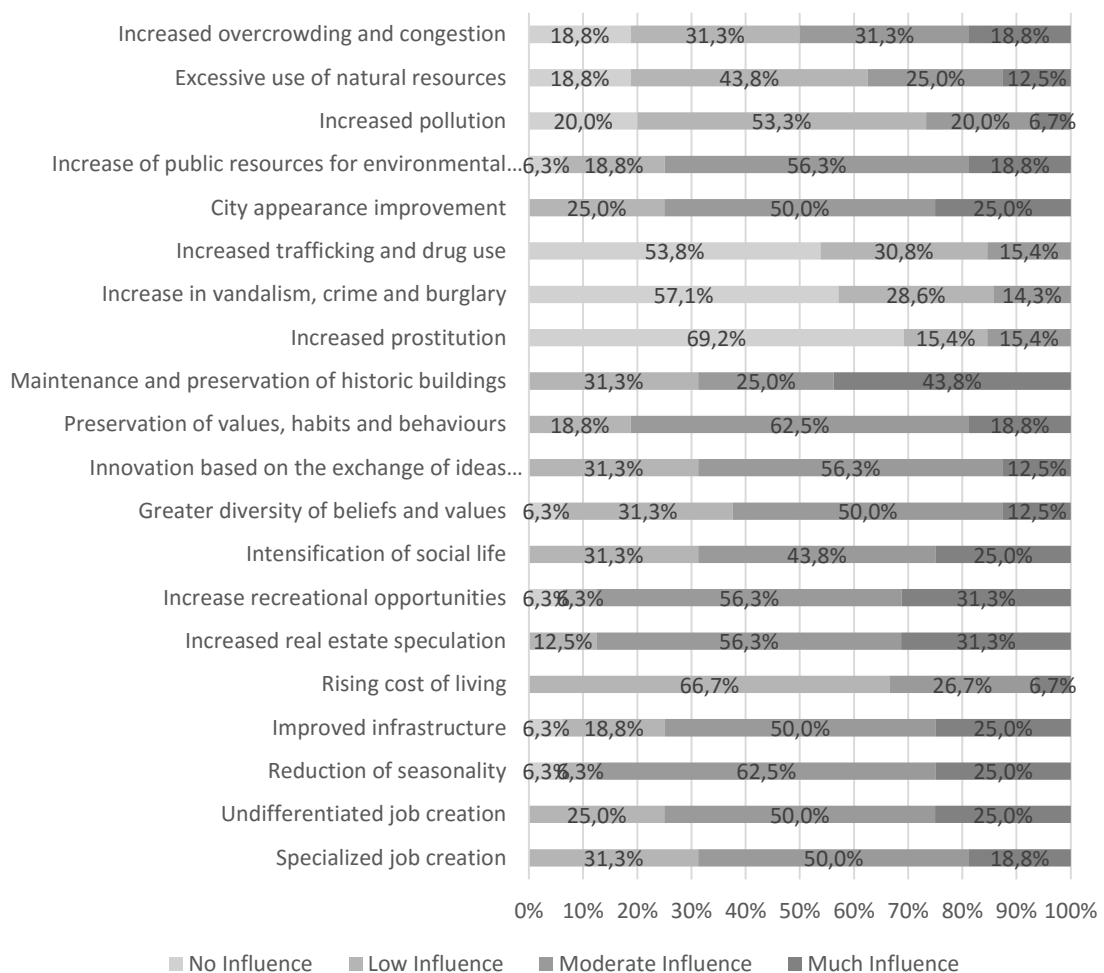
With moderate influence, reduction of seasonality and preservation of values, habits and costumes appear with 62.5% each one. Following these aspects, increased real estate speculation, increased recreational opportunities, innovation based on the exchange of ideas between local people and tourists, increase of public resources for environmental protection, appear with 56.3% each one. With 50%, as moderate influences, appear: the specialized job

creation, undifferentiated job creation, improved infrastructure, greater diversity of beliefs and values and city appearance improvement.

Concerning the aspects with low influence, rise of living costs appears with 66.7%, whilst increased pollution and excessive use of natural resources appear with 43.8%. Related to no influence, the highlight is increased prostitution, increase of vandalism, crime and burglary and increased trafficking and drug use, with 69.2%, 57.1% and 53.8% respectively.

Figure 4.3 Opinion of the influence of Second Home Tourism in their town in some aspects

### Opinion of the influence of Second Home Tourism in their town in some aspects



Source: Developed by the author

A complementary approach is to look in parallel to the means and standard deviations of each item Table 4.1. As it can be seen below:



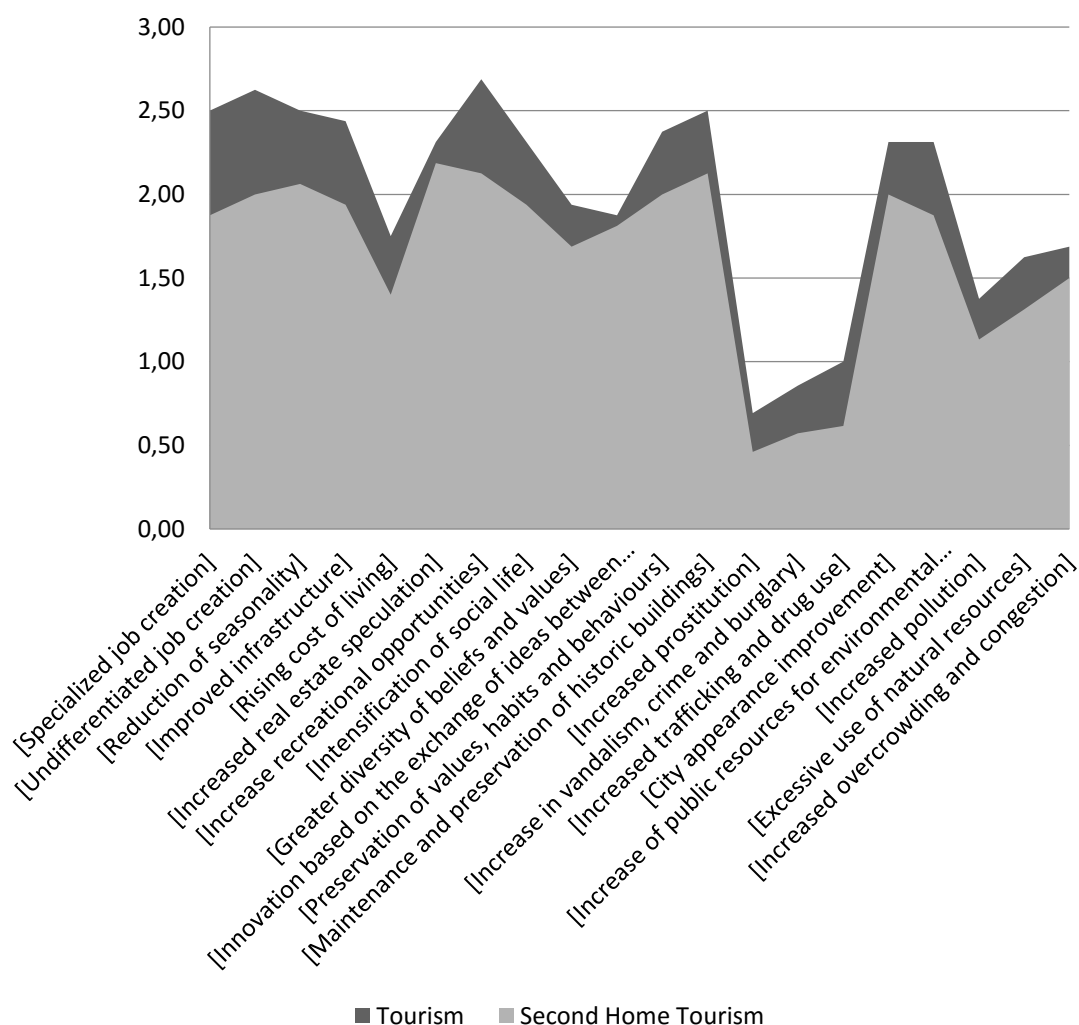
Table 4.1 Mean and Standard deviations

	Tourism		Second Home Tourism	
	Mean	Std. Deviation	Mean	Std. Deviation
[Specialized job creation]	2,50	,730	1,88	,719
[Undifferentiated job creation]	2,63	,619	2,00	,730
[Reduction of seasonality]	2,50	,632	2,06	,772
[Improved infrastructure]	2,44	,512	1,94	,854
[Rising cost of living]	1,75	,775	1,40	,632
[Increased real estate speculation]	2,31	,793	2,19	,655
[Increase recreational opportunities]	2,69	,479	2,13	,806
[Intensification of social life]	2,31	,602	1,94	,772
[Greater diversity of beliefs and values]	1,94	,772	1,69	,793
[Innovation based on the exchange of ideas between local people and tourists]	1,88	,719	1,81	,655
[Preservation of values, habits and behaviours]	2,38	,619	2,00	,632
[Maintenance and preservation of historic buildings]	2,50	,632	2,13	,885
[Increased prostitution]	,69	1,032	,46	,776
[Increase in vandalism, crime and burglary]	,86	,770	,57	,756
[Increased trafficking and drug use]	1,00	,913	,62	,768
[City appearance improvement]	2,31	,704	2,00	,730
[Increase of public resources for environmental protection]	2,31	,602	1,88	,806
[Increased pollution]	1,38	,719	1,13	,834
[Excessive use of natural resources]	1,63	,806	1,31	,946
[Increased overcrowding and congestion]	1,69	1,014	1,50	1,033

Source: Developed by the author

The graphical representation of the impacts clearly shows that the respondents find the impacts of tourism in general more intense than the impacts of second home tourism in the twenty dimensions analysed. The darker grey area (tourism) is always seen behind the light grey (second home tourism) Figure 4.4.

Figure 4.4 Impacts Tourism x Second Home Tourism



Source: Developed by the author

We can also perform the Wilcoxon test on paired samples Sheskin (2003), which is a non-parametric test that decides about the statistical significance among the medians for each pair of variables in a common sample Table 4.2.

Table 4.2 Wilcoxon test

Tourism – Second Home Tourism	Rejection of Null Hypothesis of Equal Medians (0.05)*	Asymp. Sig. (2-tailed)
[Specialized job creation] - [Specialized job creation]	Yes	,020
[Undifferentiated job creation] - [Undifferentiated job creation]	Yes	,015
[Reduction of seasonality] - [Reduction of seasonality]	Yes	,020
[Improved infrastructure] - [Improved infrastructure]	Yes	,033
[Rising cost of living] - [Rising cost of living]	Yes	,034
[Increased real estate speculation] - [Increased real estate speculation]	No	,414
[Increase recreational opportunities] - [Increase recreational opportunities]	Yes	,021
[Intensification of social life] - [Intensification of social life]	Yes	,034
[Greater diversity of beliefs and values] - [Greater diversity of beliefs and values]	Yes	,046
[Innovation based on the exchange of ideas between local people and tourists] - [Innovation based on the exchange of ideas between local people and tourists]	No	,564
[Preservation of values, habits and behaviours] - [Preservation of values, habits and behaviours]	No	,058
[Maintenance and preservation of historic buildings] - [Maintenance and preservation of historic buildings]	Yes	,034
[Increased prostitution] - [Increased prostitution]	No	,083
[Increase in vandalism, crime and burglary] - [Increase in vandalism, crime and burglary]	Yes	,046
[Increased trafficking and drug use] - [Increased trafficking and drug use]	No	,059
[City appearance improvement] - [City appearance improvement]	No	,059
[Increase of public resources for environmental protection] - [Increase of public resources for environmental protection]	No	,084
[Increased pollution] - [Increased pollution]	No	,059
[Excessive use of natural resources] - [Excessive use of natural resources]	No	,096
[Increased overcrowding and congestion] - [Increased overcrowding and congestion]	No	,180

\*Note: No differences are found at 0.01 significance level.

Source: Developed by the author

We can see that in exactly 50% of the cases of tourism and second home tourism are different. The cases in which tourism and second home tourism are different, the highlights are the sociocultural and economical aspects, while the impacts that resemble the most are related to environmental factors. The biggest differences found among the variables are related to creation, whilst the

innovation based upon the exchange of ideas between local people and tourists present the biggest resemblance between tourism and second home tourism.

Using the qualitative information provided in the questionnaire, we have summarized the perceptions of the municipalities regarding strengths, weakness, opportunities and threats (SWOT). Below in Table 4.3 it is possible to see the SWOT of second home tourism, according to public managers. In accordance with the results below, related with strengths, it is possible to underline that from of all dimensions cited by the research, the economic factors are mentioned the most. The emphasis is the contribution of this product to the local economy.

Table 4.3 Second Home Tourism SWOT Analysis according to Public Managers

<b>Strengths</b>	<b>Weaknesses</b>
<p>S.1. Contribution to the local economy in various sectors of the economy</p> <p>S.2. Decreased seasonality</p> <p>S.3. Heritage appreciation</p> <p>S.4. Job creation</p> <p>S.5. Territory with good climate, landscape and diversity of tangible and intangible heritage</p> <p>S.6. Revenue generation for the purchase and / or lease of real estate</p> <p>S.7. Greater intercultural relationships and safety for the foreign</p> <p>S.8. Improvement to housing gaps</p> <p>S.9. Attracting new visitors</p> <p>S.10. Segment attraction with greater purchasing power</p> <p>S.11. Boosting of the property market</p> <p>S.12. Structuring equipment of existence: Racetrack, Arena, Port</p> <p>S.13. Encouraging the permanence of the local population</p> <p>S.14. Improving existing infrastructure</p> <p>S.15. Revitalization plan of Núcleo Pombalino</p>	<p>W.1. Low quality of services offered</p> <p>W.2. Increased pollution and traffic</p> <p>W.3. Spatial planning conditions of the development projects, causing urban pressure in some regions</p> <p>W.4. Possibility of property speculation</p> <p>W.5. Any damping of the growth of qualified hotel offer</p> <p>W.6. Mass discrepancy and deals</p> <p>W.7. Increased dependence of the local economy</p> <p>W.8. Increase of the informal economy</p> <p>W.9. Residents communication difficulties with a foreign language</p> <p>W.10. Lack of sustainability of tourism promotion</p> <p>W.11. Generation of ghosts spaces during the low season due to uncontrolled construction</p> <p>W.12. Unpredictability</p> <p>W.13. Lower turnover of beds</p> <p>W.14. Does not generate jobs the same way as conventional tourism</p> <p>W.15. Infrastructure necessary to serve a population that is only present part of the year</p>
<b>Opportunities</b>	<b>Threats</b>
<p>O.1. Preservation and enhancement of cultural heritage and natural and rural spaces</p> <p>O.2. Equity of existence built easily adaptable</p> <p>O.3. Attenuation of Seasonality</p> <p>O.4. Good cooperation with different types of tourism, such as: Golf, Nautical and Hunting</p> <p>O.5. Landscape and mild climate</p> <p>O.6. Emergence of low cost airlines and new destinations</p> <p>O.7. Capturing emerging markets</p> <p>O.8. High purchasing power of the main markets</p> <p>O.9. Encouraging the development of complementary activities</p> <p>O.10. JESSICA Fund</p> <p>O.11. Golden Visa</p> <p>O.12. innovation</p> <p>O.13. Growing demand for second home tourism market</p> <p>O.14. Destination repositioning fast in the tourism market</p> <p>O.15. Destination Saturating of Spain</p> <p>O.16. Valuation of Tourist Offer</p>	<p>T.1. Crisis context is still a reality</p> <p>T.2. Foreign competition</p> <p>T.3. Cultural mischaracterization</p> <p>T.4. Strong dependence on the Nordic market, which is easily attracted to destinations that are cheaper</p> <p>T.5. Strong dependence of the residential tourism market</p> <p>T.6. Lack of air routes to potential markets, particularly in low season</p> <p>T.7. Possible increase in tax burden</p> <p>T.8. Low degree of planning the expansion of this market</p> <p>T.9. aging</p> <p>T.10. Competition between municipalities</p> <p>T.11. Lack of associations in the sector</p> <p>T.12. Poor access to some houses in rural / forest area</p> <p>T.13. Low supply of medium-high class enterprise</p>

Source: Developed by the author

Regarding the weakness, the question that was cited the most (with five mentions) was the low quality of services offered, which is related to the increase of pollution and traffic. The main aspects mentioned were related to planning, due to the lack of government power or inadequacy of it to regulate these aspects. This is an implicit idea in almost all of the aspects cited in the weaknesses.

A variety of factors related to the opportunities were mentioned. The most common aspects were the preservation and enhancement of cultural heritage at natural and rural spaces, existence of buildings easily adaptable, attenuation of seasonality.

According to the threats cited by the public managers, only two points receive more than one citation. These points regard the economic crisis context and the higher competition in international markets. Regarding these two aspects, it is also perceived that they are related to how the government works to enhance the competitiveness.

We can further develop the SWOT table by crossing strengths and weaknesses with opportunities and threats. In the following tables we present a gray-scale matrix, where the darker cells represent higher association between strengths or weaknesses with opportunities and threats. Regarding the strengths-opportunities (Table 4.4), two aspects have more connection than others. It is a case of contribution to local economy in various sectors of the economy and the decrease of seasonality, while regarding the weaknesses (see Table 4.4), only the lack of sustainability of tourism promotion is a dimension strongly related to opportunities. In the case of moderate influence, again the contribution to local economy, various sectors appear as more related to opportunities, followed by development of jobs, attraction of new visitors and improving the existing structure. However, in weaknesses, the highlight was the unpredictability and the generation of ghost areas during the low season due to the uncontrolled construction and lower turnover of beds. Regarding strengths, with low influence, are the opportunities to segment attraction with greater purchasing power, attracting new visitors, relative improvement of accommodation gaps and, again, the development of jobs. Regarding the weaknesses, with low influence, are the opportunities, regarding the possibilities of real estate speculation (with ten references).

In the case of strengths-threats, the decrease of seasonality shows up again, while the weakness-threats reveal an increased dependency of the local economy (see Table 4.5). Regarding the strengths with moderate influence in threats, segment attraction with greater purchasing power is the first, followed by attraction of new visitors, relative improvement of accommodation gaps and greater intercultural relationships and retention of foreign people. However, in case of weakness, five aspects had the same quantity of references in the moderate influence. It was the case of the eventual dumping of growth of qualified hotel supply, increase of informal economy, generation of ghost areas during the low season due to uncontrolled construction, minor generation of jobs compared to conventional tourism and infrastructure necessary to serve a population that is only present part of the year. Regarding strengths and threats with low influence, the aspects with more relevance when it comes to job creation were: improvement of existing infrastructure and revitalization plans for the city's centre historical areas.

Table 4.4 Strengths and Weakness x Opportunities

	S.1	S.2	S.3	S.4	S.5	S.6	S.7	S.8	S.9	S.10	S.11	S.12	S.13	S.14	S.15	W.1	W.2	W.3	W.4	W.5	W.6	W.7	W.8	W.9	W.10	W.11	W.12	W.13	W.14	W.15
O.1	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Dark	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
O.2	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Dark	Light	Light	Dark	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
O.3	Dark	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light
O.4	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
O.5	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
O.6	Light	Dark	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Dark	Light	Light	Light
O.7	Dark	Dark	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light
O.8	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
O.9	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
O.10	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
O.11	Dark	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Dark	Dark	Light	Light	Light	Light
O.12	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
O.13	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light
O.14	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Dark	Light	Light	Light	Light
O.15	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light
O.16	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Dark	Light	Light	Light	Light	Light	Light	Light	Light	Light	Dark	Light	Light	Light	Light	Light

Source: Developed by the author



Table 4.5 Strengths and Weakness x Threats

	S.1	S.2	S.3	S.4	S.5	S.6	S.7	S.8	S.9	S.10	S.11	S.12	S.13	S.14	S.15	W.1	W.2	W.3	W.4	W.5	W.6	W.7	W.8	W.9	W.10	W.11	W.12	W.13	W.14	W.15
T.1	Dark	Dark	Light	Dark		Light	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark		Dark			Light	Light	Dark	Dark		Dark	Light	Light	Light	Light	Dark
T.2	Dark	Dark		Dark		Light	Dark	Dark	Dark	Dark	Dark		Dark	Light	Light		Dark		Dark	Light	Light	Dark	Dark		Dark	Dark	Light	Dark	Dark	Dark
T.3		Light	Dark				Dark	Dark	Dark	Dark	Dark		Dark	Light	Light	Dark		Light	Dark	Dark	Dark	Light		Light		Dark	Light	Light	Light	Dark
T.4	Dark	Dark		Dark		Light	Dark	Dark	Dark	Dark	Dark		Dark	Light	Light			Dark	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Light	Dark	Dark	Dark
T.5	Dark	Dark		Dark		Dark	Dark	Dark	Dark	Dark	Dark	Light	Dark	Light	Light		Light	Dark	Dark	Dark	Dark	Dark	Light		Dark	Dark	Light	Dark	Dark	Dark
T.6	Light	Dark		Dark		Dark	Dark	Dark	Dark	Dark	Dark		Dark	Light	Light				Dark	Dark	Dark	Dark	Light		Dark	Dark	Dark	Dark	Dark	Dark
T.7	Dark	Dark		Dark		Dark	Dark	Dark	Dark	Dark	Dark		Dark	Light	Light				Dark	Dark	Dark	Dark	Dark		Dark	Dark	Light	Dark	Dark	Dark
T.8	Dark	Dark	Light	Light		Dark	Light	Dark	Dark	Dark		Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark
T.9	Light	Light		Light			Light															Light		Dark						
T.10			Dark	Light							Light			Dark				Dark			Dark	Dark		Dark	Dark					Dark
T.11		Light		Light			Light		Light	Light	Light					Dark				Dark	Dark	Light	Dark		Dark	Dark		Dark	Light	Light
T.12	Light	Dark	Dark			Light				Light	Light			Dark			Dark	Dark	Dark						Dark	Dark			Dark	Dark
T.13																											Light			

Source: Developed by the author

In the final part of the survey it was asked if the respondent would like to make any additional comments to enrich the study. Two representatives of municipalities wrote relevant comments. One comment pointed out that it will be important to turn many tourist beds in the informal market into, at least, local lodgings, so that the decision-makers can act better in this market that is still largely unknown in terms of economic size. Other comment underlined that very important factors for the increase of second home tourism, at least in the region, are the airline and the destination airport, which contribute through low cost flights to travel more throughout the year, reducing seasonality.

#### **4.3. Discussion of Survey Results**

In this section we compared the perceptions of tourism and second home tourism impacts in a variety of aspects. According to the results of the survey, the main impacts of tourism in the region related to the sustainability are mainly related to the economic and socio-cultural dimensions, while for the second home tourism the only aspect is the maintenance and preservation of historic buildings. Socio-cultural dimensions and some environmental aspects are perceived to be moderately influenced by tourism. The impacts of second home tourism also influence moderately in economic, sociocultural and some environmental aspects. However, only second home tourism is considered to increase vandalism, crime and burglary.

Results from the literature Aledo & Mazón (2004); Almeida (2009) show that second home tourism is different from conventional tourism. For example, in the tourist profile, which commonly spend more time in the destination than the average tourist. It is possible to realize in the results from the Wilcoxon's test that the results added information regarding the real difference between the types of tourism exploitation. Among all measured dimensions, tourism itself has more impact on the population that second home tourism.

The SWOT analysis shows several relevant aspects. As positive points (strengths) of the second home tourism perceived by the public managers, the contribution to the local economy in various sectors, and the reduction of seasonality were the most highlighted. It is also worth noting that other issues were also mentioned, such as the appreciation of the local culture, so that tourists can see more of the local culture. Within the negative points (weaknesses) it is

worth mentioning that four municipalities do not perceive any negative situations in the second home tourism, which can aggravate the failure to plan and avoid potential problems. Another highlight is the large number of negative points and the low quality of services, which was the point that stood out the most among the surveyed, regards planning, which for some is seen as excessive and for others is seen as insufficient to order the construction and the types of offer.

As regarding the opportunities perceived by the public managers, there is the emergence of new low cost airlines due to the increased outbound markets. Another highlight is also the existence of built heritage that can be adapted to the market demands. Finally, another point highlighted was the opportunity of occupation of rural areas with low population.

About the perceived threats, it was observed that weaknesses were often mistaken as threats. However, the threat that stands out among the others is linked to the context of the crisis that has been striking the country since 2007 and is still worrying the respondents. Other themes are the increased international competition and financial instability.

Regarding the evolution of second home tourism, most public representatives, believed that this market will grow quite largely, compared to the current reality. This fact can be understood in several ways, since the increase in the number of buildings involves a greater amount of taxes generated by the government, and then this view may also be a reflection of the second home tourism centrality inserted in the National Strategic Plan for Tourism (PENT), and also the amount of real estate ownership by banks, that are gradually selling properties to balance the financial statements.

## Chapter 5. **Perception from the Stakeholders of Second Home Tourism**

### 5.1. **Characterization of Interviewees**

Following the vision of Ritchie and Crouch (2010), this section studies important stakeholders in the second home tourism in the Algarve region. The figure below is important to identify the role of each actor involved in the development of second home tourism and its function within the model.

The interview was developed to identify the perception of representatives of second home tourism market in Algarve about the influences of this market in regional development. The interview was taken by 14 representatives of six associations, two public firms and six private firms, in order to identify the point of view about the development of second home tourism, governance in second home tourism market as well as access to information, cooperation and networks.

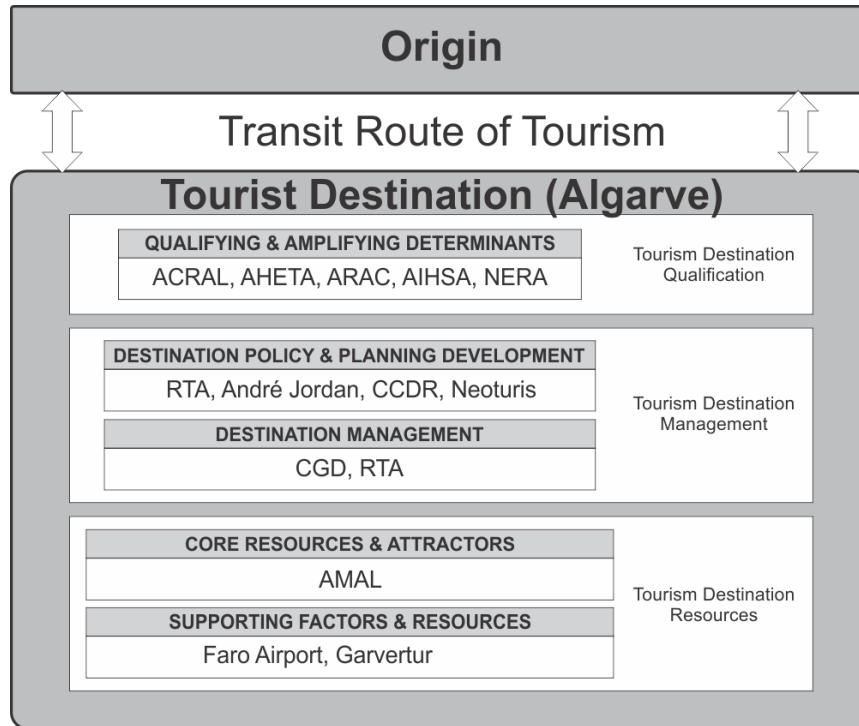
The interviews were applied personally, from September to October 2015<sup>5</sup>. This work was divided into four parts. The first part is the characterization of the interviewee. The second part refers to the perspective of second home tourism. The third part is related to the relationship of the governance with the second

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<sup>5</sup> It is necessary to stress that, except for ARAC and Neoturis, all organizations had authorized the digital recording of the interview.

home tourism. The last part refers to the access of information, cooperation and networking.

Figure 5.1 Presentation of stakeholders of Second home tourism in the Algarve



Association of Trade and Services of Algarve Region (ACRAL) / Association of Algarve's hotels and tourism enterprises (AHETA) / Association of Industrial Enterprises of Self-Drive Car Hire (ARAC) / Association of Manufacturers of Hotels and Similar Algarve (AIHSA) / Business Association of the Algarve (NERA) / Tourism Board of Algarve (RTA) / Commission for Coordination and Regional Development of the Algarve (CCDR) / Caixa Geral de Depósitos (CGD) / Municipalities Association of the Algarve (AMAL)

Source: Developed by the author inspired in Leiper (1990) and Ritchie and Crouch (2010)

The first part of the interview tried to characterize the interviewee. The second part is crucial to perceive how the interviewee perceives the development of second home tourism as well as its future development. The third part is composed by aspects about governance in second home tourism, the evaluation of the performance of public administration in the management of second home tourism in Algarve, the assessment of the current legislation in the second home tourism, the participation of companies and associations in the definition of applicable laws, the assessment of organizational responsibility (accountability) in the tourism in Algarve and the transparency of public administration and companies linked to tourism in Algarve, and how the company or association cooperates to improve transparency. The fourth part is related to information access, cooperation and networking, with questions about the access of

information and investment in R&D by public administration and companies in the tourism sector in the Algarve.

## 5.2. Insights from the Interviews

The survey was answered by some of the stakeholders, represented by 14 firms' representatives (six associations, two public firms and six private companies) in the Algarve region. These firms were represented by twelve men and two women, which have an average age of 51 years old. Regarding their academic background, 7.1% have finished primary school, 78.6% have a higher education degree and 14.3% have a master's degree. According to the field of expertise it was possible to define that 42.9% had background in Management, while 28.6% had background in Engineering, followed by Law and Economics, with 14.3% and 7.1% respectively.

The interviews were answered by the president and vice-president in 50% of times, directors and engineers represented each one 14.3%, and management and sales staff represented 7.1%. Among the interviewees, the average of working time in these firms is 13 years. The minimum work time in these firms is 2 months<sup>6</sup>, whilst the maximum is 32 years.

This second part of the interview focused the perception of the actors in the influence of second home tourism in the Algarve region. The results obtained from the respondents identified above, revealed that there is a balance in the perception of second home tourism development in Algarve. The perception that this type of tourism will grow is common to all respondents except to the representative of ARAC, who did not know how to opine about it, however, among the rest of the respondents, there was a balance in the type of evolution, with seven respondents only cited growth, while the other six cited moderate growth. This perception of the second home tourism development possesses two lines of reasoning, growth and moderate growth.

Three trajectories of evolution of second home tourism market in the Algarve were stated:

1. Growth perspective: ACRAL, AMAL, André Jordan, CCDR, CGD, Neoturis, Vilamoura;

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<sup>6</sup> This was the case of the director of Faro Airport, but working in ANA (National Agency of Airports) for 26 years.

2. Moderate growth perspective: Aeroporto de Faro, AHETA, AIHSA, Enolagest, NERA, RTA;
3. No opinion formed ARAC.

As for growth prospects, the most used arguments were on the issue of tax regimes developed by the national government to attract foreign people and Golden Visas. It is also believed that the large increase noted in the statistics is an unrealistic growth as noted by the President of ACRAL "Statistics say that second home tourism has grown exponentially in a short period of time, but that's not quite true, because second home tourism did not exist in the statistics, which led to the legalization of these beds, the number did increase in terms of statistics" . This highlight is also in the speech of Mr. Gilberto Jordan, of André Jordan Group, who underlines his perception of sustainable growth "There are areas within Algarve that are beyond the critical dimension and others that are still not there... therefore, the future is the qualified offer, considering size and quality, always adding innovation. Remembering what needs to be integrated and complemented in the hotel supply in order to prevent loss of capital and credit. In addition, there is a need for tourism promotion so that the equipment can survive".

The prospect of moderate growth is reflected by the crisis, when at that time, banks had to recover the financed properties, therefore many vacancies were created. However, commercial banks - due to the European Central Bank's regulations - will soon have to dispose of these properties as states the Director of the Faro Airport "*As the European Central Bank's conditions increasingly pressure the countries' politics, banks will have to clean the balance sheets and will have to put these properties on the market. By placing these properties on the market they will boost second home tourism*". However, the excessive construction in Algarve is also highlighted, which motivates the moderate growth of second home tourism. Because of the excess, supply has become a problem due to lack of people to buy, as highlighted by the President of NERA "*Algarve at this point did not absorb the excess of supply that has been generated. Therefore, it would be a mistake to build exaggeratedly, with so much to be sold, therefore, what exists begins to degrade and degradation means losing value. Something we do not want that happens to Algarve*".

On the positive side, the aspects that gained more prominence by respondents were the generation of revenue through economic activity generated in the region and the tourists' attraction to Algarve. These strengths bring with them other aspects that were also listed, but in smaller numbers, which are directly related to these, such as attracting more investment, creating jobs, generating taxes, greater visibility of the destination throughout the year and consequently reducing seasonality, beyond the perception of having tourists as a destination ambassadors, as pointed out by the owner of Garvetur *"Tourists are like the country's ambassadors, therefore they continue their constant visits and continue to disseminate Algarve for free between their circle of friends and family"*.

Around 28.5% of respondents believed that second home tourism has no negatives. The highlight is the speech of the president of ACRAL, who says, *"The second home tourism is a complement to the tourism that already exists, which means that it diversifies the offer"*. But the vice president of the RTA, said that second home tourism possesses challenges to overcome such as offering more sports and health services, and developing bigger amount of public-private partnership in the promotion of the destination, while maintaining education in human resources, improving internal and external accessibility, integrated landscape, urbanization and adapting legislation to meet reality. The negative points highlighted were seasonality, excess of second home property listings, less innovative second home tourism and excessive component of real estate (instead of tourism). The latter downside is highlighted by the speech of Mr. Gilberto Jordan *"The second home tourism has to be increasingly integrated with the hotel. It cannot just be a building. It must have a range of associated quality services and this can only be achieved by a high occupancy rate throughout the year"*.

With regard to the opportunities cited by respondents, the highlights are for generating new business, the existence of a tax system that has attracted foreigners to buy property in Portugal, banks potentially put their property for sale. Other aspects have been cited previously, the reduction of the unemployment, attraction of tourists in the low season period and generating more taxes, resulting from business, jobs and acquisition of property, which were generated by second home tourism.



Regarding the perceived threats, the most prominent risks are with cluttering between public actors, possible boom constructions as happened previously, possible adoption of second home tourism enterprises that bet only on real estate, not strengthening or taking into account connections with other activities, such as air routes, particularly in the low season period, finally, any uncertainty in the targets perceived by tourists.

Following the structure of the presentation in the last chapter we present a SWOT analysis that summarizes the perception of representatives of second home tourism stakeholders in Table 5.1.

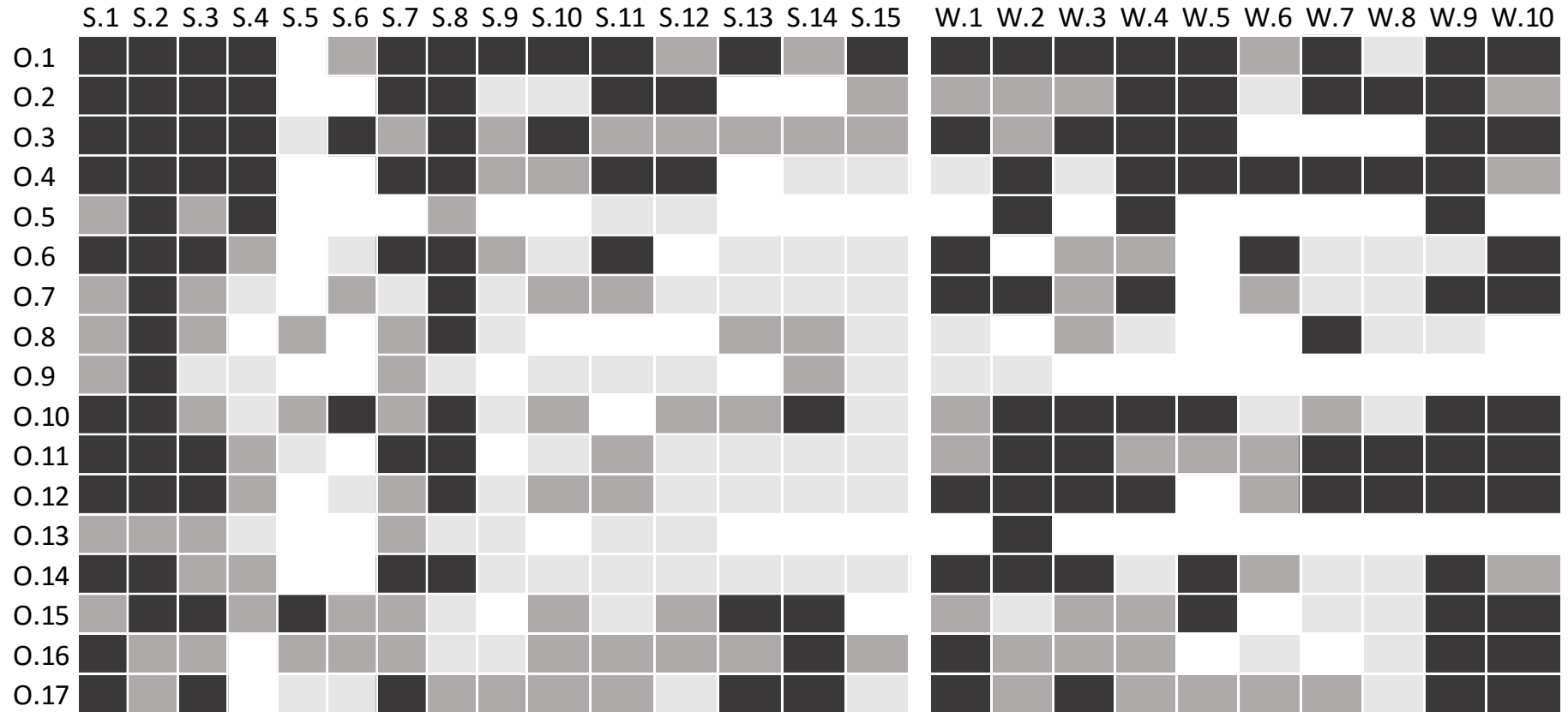
Table 5.1 Second Home Tourism SWOT Analysis according to Stakeholders of Algarve

Strengths	Weaknesses
<p>S.1. Economic activity generation                      S.2. Fixing of tourists in the region                      S.3. Biggest attraction of investments                      S.4. Tax generation                      S.5. Health services                      S.6. Climate                      S.7. Job creation                      S.8. Greater visibility throughout the year and therefore reducing seasonality                      S.9. Greater diversity of leisure and sports activities                      S.10. Tourists become destination ambassadors                      S.11. Boost to tourism and conventional hotel market                      S.12. Safe and alternative investment                      S.13. Safety                      S.14. Urban environmental quality                      S.15. Critical mass appeal</p>	<p>W.1. Does not realize negatives                      W.2. seasonality                      W.3. Houses of oversupply for second residence                      W.4. Not innovative residential tourism and do not focusing on tourism                      W.5. Wait banks make available real estate                      W.6. bureaucracy                      W.7. Competition with hotels                      W.8. Money that does not enter the country                      W.9. Lack of supervision of local lodging                      W.10. Recent legislation                      W.11. Number of flights is fragile</p>
Opportunities	Threats
<p>O.1. Generating new business                      O.2. tax regime                      O.3. Foreign attraction in the low season period                      O.4. Generate more taxes for the government                      O.5. Potential of the banks put the real estate sale                      O.6. Reducing unemployment                      O.7. Support for low cost                      O.8. Infrastructure utilization by the population                      O.9. Low cost of living compared to major source markets                      O.10. Attract tourists to reside                      O.11. Create greater sustainability for tourism                      O.12. Development of PENT                      O.13. Competing destinations who disappeared                      O.14. Favoring small businesses                      O.15. Incentives for retirees living in Portugal                      O.16. Potential customers that exist in Europe                      O.17. Make the destination more attractive</p>	<p>T.1. Cluttering between public players                      T.2. If there is a new BOOM buildings                      T.3. The non-reinforcing air routes                      T.4. Possible residential tourism enterprise betting only on real estate                      T.5. Possible security problem                      T.6. World economic situation                      T.7. Tax increase                      T.8. In case the taxes system is modified                      T.9. Dependence of possible economic problems in issuing destinations                      T.10. Mischaracterization of fate                      T.11. Stagnant real estate                      T.12. Governments and businesses some wondering that this type of tourism is the engine of development                      T.13. Other competing destinations                      T.14. Seasonality of perception by entrepreneurs                      T.15. Possible disaster on the coast                      T.16. Possible fall in promoting the destination                      T.17. Pressure on public services, particularly health</p>

Source: Developed by the author

Taken the crossing in the SWOT table it is possible to perceive that some aspects are more related than others. In case of strengths, the aspects of attracting and retaining tourists, economic activity generation and greater visibility throughout the year and therefore reducing seasonality are most related to the opportunities mentioned by the interviewees (Table 5.2). In case of weaknesses, which are related to the opportunities, we underline the recent legislation, number of flights and oversupply of houses for second residence. Relating strengths to threats, we can underline that the attraction of tourists in the region, boosting tourism and conventional hotel markets and economic activity generation are the aspects that have more dependence with the mentioned threats. Regarding weakness crossing threats, only seasonality seems to have a significant relation with the threats (Table 5.3).

Table 5.2 Crossing Strengths and Weakness x Opportunities of interviews



Source: Developed by the author

Table 5.3 Crossing Strengths and Weakness x Threats of interviews

	S.1	S.2	S.3	S.4	S.5	S.6	S.7	S.8	S.9	S.10	S.11	S.12	S.13	S.14	S.15	W.1	W.2	W.3	W.4	W.5	W.6	W.7	W.8	W.9	W.10
T.1	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Light		Dark		Dark	Dark	Dark	Dark
T.2	Dark	Dark	Light	Light	Light		Dark	Light	Light		Dark	Dark	Dark	Dark	Light	Light	Dark	Dark	Light		Light				
T.3	Dark	Dark	Dark	Dark			Dark	Dark	Dark	Dark	Dark	Dark			Dark	Dark	Dark	Light			Light	Light			Dark
T.4	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark			Dark	Light	Light	Dark
T.5	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark						Light
T.6	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark		Light			
T.7	Dark	Dark	Dark	Dark			Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark			Dark	Light	Dark	Light
T.8	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark			Dark	Dark		
T.9	Dark	Dark	Dark	Dark			Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark
T.10	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark
T.11	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark
T.12	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark
T.13	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark
T.14	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark
T.15	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark
T.16	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark
T.17	Dark	Dark	Dark	Dark	Dark		Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark	Dark

Source: Developed by the author

The dimensions analysed in the interviews followed two blocks of questions (as in the guide of interview in Appendix 2). The interview was divided into four parts. The first one was to define the profile of interviewees and the second one, the perspective about second home tourism. Below we will present the results about governance on second home tourism (summarized in Table 5.4) and also the aspects about access to information, cooperation and network (summarized in Table 5.5).

On the issue of governance's assessment in second home tourism in Algarve, more than half of the respondents said that governance has been positive. However, it is worth highlighting that one of the respondents believed that governance exists only for large real estate companies, having the state developed mechanisms to manage the territory. As for the perception of how governance can be improved, it is realized that it is difficult to articulate the sector's entities. Carla Alcaide, from CGD, believes that "*The effort has to be set, not let certain responsibilities that directly impact on tourism be only the municipality's responsibility*". Complementing this vision, the vice president of RTA points out that "*One should create a working group to define a strategy to develop specific products for this market*". Other points mentioned were: the exchange of information for both tourists and entities related to second home tourism and oversight in tourism so that investors feel safer on their investment, as well as money raise coming from taxes to the government.

Assessing the current legislation, seven respondents pointed out that the legislation has evolved greatly in recent years and now it has met the current reality. However, it is worrying that four respondents did not answer this question for lack of formed opinion. On the issue of participation of companies or associations, ten respondents said that there was participation in the development of existing legislation, However, an exception is made for one of the respondents who had participation but wonders in what extent their participation was considered.

As for accountability in the Algarve tourism, it is clear that there is no heterogeneity in responses. According to the responses, it is clear that there is accountability. However, there is a gap of information for the population and for businesses to have access to the data. Corroborating this perception, Mr.

Reinaldo Teixeira says, "*I argue that there is a need for awareness, education and enforcement*".

Regarding the transparency of public administration and companies linked to tourism in Algarve, half of the respondents perceive transparency positively. However, there was criticism from the president of ACRAL on how the money has been used by the government. The cooperation to improve transparency reveals another worrying sign given by five respondents that did not know how to evaluate the entities where they work for developing transparency. Among the most common practices are the attention paid to changes in the legislation to inform the appropriate changes, availability of documents related to the activities of the company and participation in associations, providing information to members. The highlight is to the CGD, which said that "*It is one of the pillars of the organization ... CGD is an example to be followed by other organizations. CGD reports serve as a reference for the market; many companies wait for the presentation of CGD data to make their decisions and strategies*".

Table 5.4 Block of questions and answers related to Perspectives about Governance on Second Home Tourism

Questions	Answers	Number of references
How do you evaluate the performance of public administration in the management of second home tourism in the Algarve?	Positive	8
	Greedy	1
	Bureaucratic	1
	Conflicts of interest	1
	There was a late work	1
	No public administration,	1
	Do not perceive public, only private administration	1
	Can improve	1
	Not answer	1
How can it be better?	Entity: more units in the defence sector	5
	Wider dissemination of information	2
	Sustainable planning through the financial market	2
	Greater oversight	1
	State: with the paper of mentor not intervener	1
	Greater incentive to second home tourism	1
	Not raising taxes and untangle market functioning	1
	Not answer	1
Corresponds to the needs	7	

How to evaluate the current legislation in the second home tourism?	Corresponds to the land use planning and it is positive	1
	It is necessary to perform awareness	1
	Needs to be improved	1
	Not answer	4
Was there participation of companies and associations in defining the current legislation?	There was participation	10
	There is no participation	2
	Not answer	2
How to evaluate the organizational responsibility (accountability) in tourism in the Algarve?	Accountability satisfactory	4
	Not answer	4
	Accountability little or insufficient	3
	Does not realize accountability	2
	Defends awareness, education and supervision	1
How to evaluate the transparency of public administration and companies linked to tourism in the Algarve?	Positive	7
	Insufficient	3
	Bad	2
	Realize through government reports	1
	Not answer	1
How does your institution cooperate to improve transparency?	Not answer	5
	Attentive to changes in legislation and informs the appropriate changes	3
	It provides several documents concerning the activities of the company	2
	Participation in associations, providing information to associations	2
	It has an agreement with the government requiring transparency	1
	Through the development of a plan	1

Source: Developed by the author

The access to information by public administration and companies linked to tourism in Algarve is evaluated positively for both the public sector and the private sector. In this aspect the observation from CGD stresses that there is information coming from both institutional spheres (public and private), however, there is a gap on the information in other languages. Regarding the organisations working together to improve access to information, almost all respondents said they disclose it periodically

On the issue of R&D investment, 10 of 14 respondents reported having protocols with the University of Algarve. Among the other four respondents claimed they do not invest in research, two representatives of the entities claimed that the entity held investments. However, due to the crisis, investments were terminated in this area. Regarding the actual innovation, it is noteworthy that three respondents cited investment in research while ten respondents cited investment in innovation in several areas, such as the listed below:

1. The Algarve Regional Product Certification developments;



2. Power management for projects;
3. Quality label for restaurants;
4. Online bidding platforms;
5. Research in the areas of energy and environment;
6. Platform vehicle reservation;
7. Online system for people with visual and hearing impairments, money transfer through mobile application, avoiding having to go to the ATM, product development aimed at the foreign market: Live in Portugal;
8. Creation of courses and innovation with the use of technology;
9. Advance implementation of Regional Sector Plan, before the launch of the National Sector Plan;
10. The enterprise supply reset.

Table 5.5 Block of questions and answers related to perspectives about access to information, cooperation and network

Questions	Answers	Number of references
How do you evaluate the access to information by public administration and companies linked to tourism in the Algarve?	Positive for both	9
	Negative rating for both	2
	Positive, but not systematic	2
	Evaluates as positive for public sector	1
How does your institution cooperate to improve access to information?	Periodically disclose its information	10
	Conducts research and disseminates between associates	1
	Provides on request	1
	Does not cooperate	1
	No answer	1
Has your company/association invested in R&D (partnership with universities, research institutions, etc.)?	Yes, partnership with Universities	10
	No	4
Was there some innovation developed by your company / association?	Yes	10
	Investment in research	3
	No	1

Source: Developed by the author.

### 5.3. Algarve's Second Home Tourism Regional Governance Network

Network structures are crucial to understand the governance dynamics, the centrality and the interdependence of the actors. The analysis of social networks is represented by groups of nodes and lines. The nodes represent

formal entities, which are the stakeholders in this study, while the lines represent the connections of nodes with other nodes, this is, their relations (Scott, 2013). It is necessary to highlight how to characterize the networks and relationships. Connections can be divided into centralized or decentralized, dense or sparse, individual or global and if these links are directional or non-directional (Wasserman & Faust, 1994). Additionally there are distinctions in the types of connections. Here the differentiation between strong and weak relationships represents the intensity of relations between nodes (Granovetter, 1973). Strong ties represent longer-term and deeper relationships based in trust and strong social capital but weak ties are often critical by inserting in the networks innovation and non-redundant information. Regardless of the reason, nodes representing the actors can disappear from a system and create a structural hole (Burt, 1992). Structural holes occur when a node that holds the role of gatekeeper, i.e., is the only link to another set of nodes that disappears from the network, leaving the remaining entities that were connected to the core of the network as isolated and disconnected nodes from the rest of the system. Structural holes reveal power structures and imbalances regarding decision-making of particular actors to others. Down below it can be found the social network's representation. We can find a network with 14 nodes and 110 linkages among them.

Starting from the interview questions concerning the significant relationships, it was possible to identify the main connections of the interviewed organisations to other second home tourism stakeholders. Using the SNA<sup>7</sup> we created the Figure 5.2 that illustrates the connections cited in the interviews. As it can be perceived in the SNA below, the entities RTA and AHETA show up as the main entities according to the interviewers.

The organisations have a visual understanding described in the table below. Colours represent the public and private side while the shape regards specific types of organisations.

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<sup>7</sup> The software used for this Social Network Analysis was Cytoscape 2.3.1. The node attributes for the cluster selected was Clustering Coefficient, as it can be seen in the spreadsheet in Appendix 5. Regarding the layout, it was selected the orthogonal layout, due the easiness of perception to identify the main stakeholders according to the interviews.

Table 5.6 Legends of social network analysis of stakeholders

Sector	Colour	Type	Shape
Public Sector	Yellow	Public Association	Rectangle
		Planners	Triangle
		Research	Diamond
		Public Touristic Promotion	Octagon
		Legislator	Circle
Private Sector	Green	Private Association	Rectangle
		Real Estate market	Octagon
		Financial Market	Diamond
		Planners	Triangle
		Private Touristic Promotion	Octagon
		Airport	Arrow

Source: Developed by the author

The identified organisations are listed in the table below.

Table 5.7 Legends of social network analysis of stakeholders of Algarve

Initials	Entities
AFPOP	Association for Foreign Residents and Property Owners in Portugal
ANJE	National Association of Young Entrepreneurs
APEMIP	Portuguese Association of Business Real Estate Agents in Portugal
APR	Portuguese Association of Resorts
ASC	Algarve Save Communities
BPC	British Portuguese Chamber
BPCC	British-Portuguese Chamber of Commerce
CCILF	Chamber of Commerce and Industry Portuguese-French
CEAL	Confederation of Algarve Entrepreneurs
IEFP	Employment and Vocational Training Institute
IMTT	Institute of Mobility and Transport
SETur	Secretary of State for Tourism
SETrans	Secretary of State for Transport
TP	Tourism of Portugal Board

Source: Developed by the author

Social network analysis is presented below in Figure 5.2. It shows how the 14 entities relate by creating a clear representation of the core network of regional second home tourism. As it can be seen, the most relevant characteristic of this network is the relative centrality of AHETA and RTA, with closeness centrality 0.556 and 0.526 respectively (See Table 5.8). RTA (13) is the entity that makes more connections, followed by CCDR (11), while RTA (8) and UAlg (6) are the ones that receive more connections. Neoturis appears as the single isolated respondent entity that has no connections. In regarding to betweenness centrality, RTA and AHETA appears with more power of information.

Besides the fact that RTA, AHETA and CCDR have many connections, these entities have the greatest exchange of information among the respondents (See Appendix 5). The main reason that causes these entities to have many links is: its relative importance in production of information to the sector being, therefore, key actors in tourism. In the case of AHETA, their weekly report is released to the community about the activity of its members. The RTA is the main tourism promoter of the region, and CCDR is the developer of strategic plans and policies for the region.

It is also worth mentioning that the UAIG appears in the results of the interviews as an entity that is regarded as important for some entities, even having no direct connection to second home tourism specific actors. Its function is related mainly to specialized technical services offered for the regional entities.

Connections with thinner lines represent connections between entities interviewed and entities that were not interviewed. The highlight of the connections is between CGD and AHETA and between Faro Airport and ARAC. It is also relevant to highlight that among the entities with whom these nodes are connected, only another entity was part of the interviewees, which shows a strong connectivity between these actors and the development of second home tourism beyond the core network that we have found in the study.

Table 5.8 Closeness Centrality x Betwensness Centrality x Neighborhood Connectivity

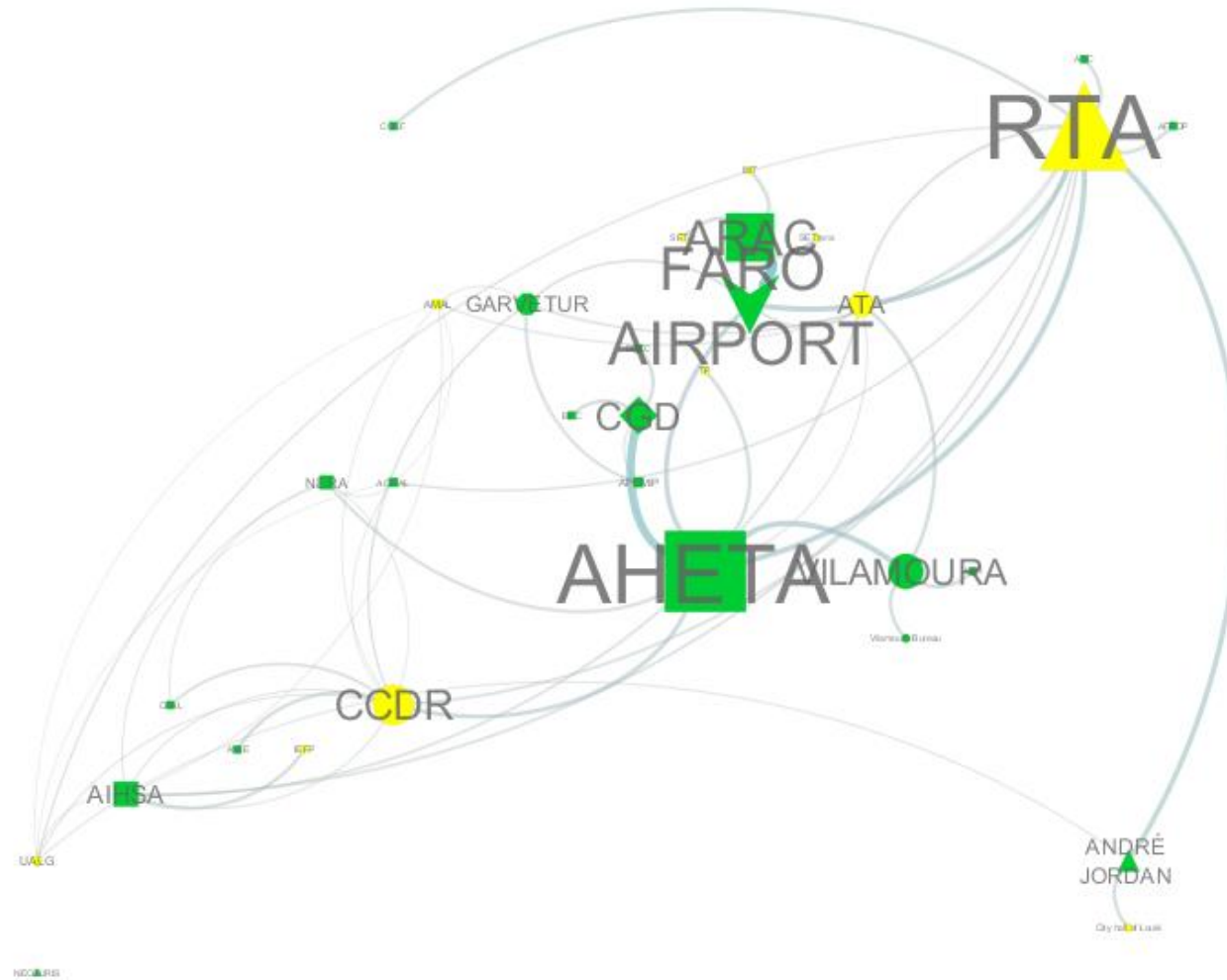
	<b>Closeness Centrality</b>	<b>Betwensness Centrality</b>	<b>Neighborhood Connectivity</b>
<b>AMAL</b>	0.411	0.007	766.666
<b>UAIG</b>	0.411	0.019	733.333
<b>ATA</b>	0.469	0.080	7.4
<b>Faro Airport</b>	0.476	0.245	7.0
<b>AIHSA</b>	0.429	0.081	657.142
<b>CCDR</b>	0.484	0.156	5.8
<b>RTA</b>	0.556	0.386	484.615
<b>AHETA</b>	0.526	0.352	5.875

Source: Developed by the author.

According to the results, CGD, ARAC, RTA and Vilamoura are regarded as entities that can create structural holes in the network, since CGD is connected to other four isolated entities, followed by ARAC with three entities, RTA and Vilamoura, both with two entities.

Social network analysis results demonstrate that the various stakeholders have different importance to the second home tourism network. RTA, AHETA and CCDR are in this study the organisations that have higher connectivity.

Figure 5.2 Social network analysis of stakeholders of second home tourism market in the Algarve



Source: Developed by the author



## **Conclusion**

The growth of second home tourism in Algarve has recently experienced difficult years due to the crisis, which struck the country in 2007. However, in the last tourism national plan (PENT), this type of tourism has gained importance by the public administration, because it attracts foreign investments to the country, including developing tax breaks and visas for foreigners who buy houses in Portugal.

Due to the growth of its importance in the national scenario, it is necessary to conduct studies of second home tourism's development, in particular taking into consideration the governance. This theme has also been decisive in attracting foreign investors to certain countries and regions, due to factors inherently connected to the governance, such as stability and greater security for investment.

Therefore, this study aimed to present the perception of stakeholders regarding the second home tourism in the Algarve. A study conducted by a questionnaire applied to municipalities and interviews with key stakeholders.

This study managed to capture the perception of different actors of second home tourism, working in several different functions that complement each other and that have little or no contact. Through this study it will be possible for the



second home tourism actors in the region to better understand the reality of the sector, according to specific views of various actors.

According to the results, it can be noted that most of the surveyed (83.3%) believe that this product will increase. Those who believe that there will be growth, only 28% believe that there will be moderate growth. This percentage of moderate growth reflects aspects mentioned above, such as the house-building boom for second homes that has taken place in the region, existing real estate held by banks - which has not yet been made available by the market - and reminiscences of the crisis in the country. These factors directly affect the destination. With an oversupply the destination will start to lose value. The market, in order not to absorb the supply, will decrease the price of real estate due to the negative image created by the amount of empty properties.

As for the aspects of sustainability, it was observed that in the perception of representatives of municipalities the impacts of tourism have different impacts regarding the second-home tourism. It was observed the following about second-home tourism:

- Small impact on the increase of living cost;
- Does not influence social aspects such as increased prostitution, vandalism, crime, and consumption and/or drug trafficking;
- Low influence on environmental aspects such as increasing pollution and overuse of natural resources.

It could also be noted that among the most cited strengths are the ones related to economic factors, both by the public administration, as those refereed by the actors in their interviews. This can be seen by the fact that among the five most cited strengths in both groups, there are three economic aspects. Through these results, it is clear that the economic factor is not only seen as the most important, it is also valued more than other aspects, such as the environmental, that among the thirty three mentioned points, has only three positive quotes for second home tourism.

The negatives reveal a worrying issue. The fact that a considerable part of the respondents did not perceive negatives from second home tourism. This could represent a risk for planning and the development of this market on the part these actors play, as they will neglect potential problems. As a possible reflection

of the lack of planning on the part of actors in the perception of public administration, among the top five negative points, four items of the most prominent are related to lack of planning, trying to mitigate the negative effects, such as the item "second home tourism is not innovative and does not focus on tourism".

On the issue of opportunities, various choices have been identified by the interviews and the survey. Again the environmental factor is relegated by the respondents, with only two items referred to this factor. It is also perceived that economic factors are the most frequently cited by respondents and actors. This is coherent with the fact that the majority of respondents represented private companies, which have as their motto the generation of financial resources. However, it is worrying because the environmental factor is one of the key attractors of tourists to the region, in high and low season, so this bias should be prioritized so that the gains are larger and longer.

The findings made by the threats cited by the surveyed are mostly related to the public administration in number of threats and as in appearances in their choices. Threats range is from tourism planning, financial threats, accommodation, to the lack of cohesion among the public managers. These concerns may be reflections of past problems at the destination, which still retain some memories. It is worth mentioning here that the concern of the respondents highlights the preoccupation that must exist between the public and private entities for the possibility of second home tourism as another engine for the development in the region.

Regarding governance issues, it is clear that the relation between public administration and second home tourism has improved in recent years by developing legislation that addresses the current reality, land use planning and by reducing the distortion and avoiding excesses. However, it is still perceived that public management has a lot of room for improvement and it needs to be improved fast as it is known that the upcoming changes made by the government are slow, causing the government and entrepreneurs to fail in generating income. Particular attention needs to be paid to sensitive issues - such as approval of new projects, excessive bureaucracy and conflicts of interest - that are bottlenecks and discourage the implementation of projects that can bring greater job creation and dividends for the municipalities. However, as it already has been noted

above, it is necessary to pay attention to the environmental factors, which are important to attract tourists to the region. It is relevant to highlight the lack of unity among the sector's entities, which should be more connected so that it could be easier to attract investment, wider dissemination of the destination and greater capacity to maintain the competitiveness.

The current legislation is meeting the market needs. However, it reflects the participation of entities in the development of legislation. However, there are still entities that do the same as before, perhaps for lack of awareness of the advances and changes in the legislation, which should be reported to the interested parties before entering force.

Accountability is one of the governance's problems in Algarve, as only four of the respondent stakeholders provide satisfactory accounts, while the others are divided into not knowing how to and what to assess, and inadequate and non-existent organizational responsibility is also one of the governance's problem. In this scenario, in which the target will become more attractive and competitive, it is necessary to have what one of the interviewees pointed out, awareness, education and enforcement.

On the issue of transparency, this was perceived positively, but the respondents were very critical about the lack of available information, particularly regarding the private sector, for the way they are using public funds and the need to enhance transparency. Another point to note regarding transparency between the actors is that a considerable part of respondents could not answer how their entity is cooperating to improve transparency. This factor must be taken into consideration, since this is one of the dimensions of governance, which can make the destination safer.

The perception of access to information is seen as particularly positive by some entities that are cited, such as AHETA, APEMIP, CCDR and INE, which - according to the respondents - provide information to the public on a regular basis. As regards the shape, for which entities work together to improve access to information, almost all respondents claimed to regularly disclose information, including information in other languages so that foreigners can have access to data, which is crucial since there are many potential customers outside the country.

Research and development show that a number of entities that have agreements with the University of Algarve, with the most varied faculties to develop studies for the development of the regional tourism sector. One factor that is worth highlighting in this issue is that four respondents said they did quit investing in R&D due to the crisis. This shows more of the effects of the crisis in the tourist market. Additionally to the decrease in the consumption of tourism products, the crisis also affects the research, which is critical to the ongoing development of sustainable tourism. Regarding the innovation developed by the entities, the highlight is the CGD, which has operated several innovations. However, virtually all entities have developed innovations, with the exception of CCDR that, according to the President, it is not for the entity to develop innovation.

The network analysis shows that the RTA appears as the central entity, followed by UAlg and AHETA. What these institutions have in common is that they function as knowledge and information providers, either through the plans developed by the RTA, or through the creation of scientific knowledge in various areas such as UAlg or - due to the systematic provision of tourism information - through the AHETA. Because of this, these entities are recognized as the most related.

It is noteworthy that the dissertation has limitations. The perception of stakeholders should also include the vision of tourists and residents, not only municipalities and strategic stakeholders. We decided that this study would encompass only these two major groups because of the difficulty and time to develop a study with all the stakeholders in second home tourism. In addition to this limitation, there weren't interviews with all entities surveyed in the questionnaires, when it is possible that municipalities could also have very interesting perspectives on the regional governance. Nonetheless, AMAL's interview minimizes the fact that we did not interview specific municipalities. . However, such limitations do not take the validity of the study, but it presents it as an exploratory and complementary tool for further studies to be developed in this research field. More information made available to both public and private sectors help the development of second home tourism in the region be more sustainable and participatory as possible. It is worth mentioning that there is the

need for constant research to be conducted in this area since decision-makers and the contexts of sustainability pillars are also constantly changing.

This dissertation stands for the development of future research. An evident expansion of this study is supposed to consider the perception of the second home market by tourists (foreign and domestic) and residents, the strengths, weaknesses, opportunities and threats that may interfere positively and negatively in the development of second home tourism in Algarve, and aspects of the second home tourism governance that affect the development of this market in the Algarve. Another study could focus on the access to information, cooperation and networks by the tourism stakeholders that can improve the economic performance of Algarve. A third possible study could focus on the second home tourism governance, comparing models with other competing destinations. Finally, a fourth study could present a model for harmonising second home tourism with the real estate development.

In conclusion, it is clear that second home tourism is an alternative and complementary product to attract tourists, especially because of its contribution to the generation of income for the local population and the decrease in seasonality in the region's "traditional" tourism. However, it is necessary to increase the awareness of the weaknesses and threats of second home tourism to a specific destination. A higher integration between the stakeholders, including collaborative networking and governance, may be crucial for the consolidation at international level of this tourism product. The development of tourism and - in general - of the Algarve, may benefit, as underlined by several of the interviewees, more accountability and transparency in the design, implementation and monitoring of activities, projects and plans. This dimension requires a significant improvement in the near future as it is a central bottleneck of the regional governance and can reduce dramatically the possibilities of success of the region, the attraction of investment, and the consolidation of the tourism system as a whole.

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## **Appendixes**



## Appendix 1 – Survey to Municipalities

Percepção da influência do turismo residencial no desenvolvimento re...

<https://docs.google.com/forms/d/1YUml72GfU-OaWjuKp0nXYeSne...>

### Percepção da influência do turismo residencial no desenvolvimento regional

Questionário para ser realizado por autarcas e outros representantes do poder local, da região do Algarve. Questionário com duração média entre 10-15 minutos.

**\*Obrigatório**

**1. Género? \***

*Marcar apenas uma oval.*

- Feminino  
 Masculino

**2. Idade? \***

\_\_\_\_\_

**3. Formação académica? \***

*Marcar apenas uma oval.*

- Ensino secundário  
 Licenciatura  
 Mestrado  
 Doutoramento  
 Pós Graduação  
 Outro: \_\_\_\_\_

**4. Área de formação? \***

Especifique a área de formação (Ex.:  
Economia)

\_\_\_\_\_

**5. Função desempenhada na gestão pública \***

Qual o seu cargo?

\_\_\_\_\_

**6. Há quanto tempo trabalha na gestão pública \***

\_\_\_\_\_

**7. Trabalha para qual município? \***

\_\_\_\_\_

### Percepção da importância do Turismo

Nesta página serão aferidas informações quanto a percepção da importância do turismo em

diversos aspectos.

**8. Na sua opinião qual a influência do Turismo na sua cidade, nos seguintes aspectos \***

Listagem adaptada de García, F., Vázquez, A., Macías, R., (2015) Resident's attitudes towards the impacts of tourism, *Tourism Management Perspectives*, 13(1), pp 33-40, <http://dx.doi.org/10.1016/j.tmp.2014.11.002>.

Marcar apenas uma oval por linha.

	Nenhuma influência	Baixa influência	influência moderada	Muita influência	Não sabe
Criação de emprego especializado	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criação de emprego indiferenciado	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redução da sazonalidade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Melhoria nas infra-estruturas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento do custo de vida	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento da especulação imobiliária	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento de oportunidades de lazer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intensificação da vida social	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maior diversidade de crenças e valores	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inovação com base na troca de ideias entre população local e o turista	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preservação de valores, hábitos e costumes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manutenção e preservação de edifícios históricos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento da prostituição	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento de vandalismo, delinquência e assaltos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento do tráfico e consumo de drogas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Melhoria da aparência da cidade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incremento de recursos públicos para a protecção ambiental	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento da poluição	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utilização excessiva de recursos naturais	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento da superlotação e congestionamento	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Na sua opinião qual a importância do Turismo Residencial na sua cidade, nos seguintes aspectos \***

Listagem adaptada de García, F., Vázquez, A., Macías, R., (2015) Resident's attitudes towards the impacts of tourism, *Tourism Management Perspectives*, 13(1), pp 33-40, <http://dx.doi.org/10.1016/j.tmp.2014.11.002>

Marcar apenas uma oval por linha.

	Nenhuma influência	Baixa influência	influência moderada	Muita influência	Não sabe
Criação de emprego especializado	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criação de emprego indiferenciado	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redução da sazonalidade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Melhoria nas infra-estruturas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento do custo de vida	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento da especulação imobiliária	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento de oportunidades de lazer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intensificação da vida social	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maior diversidade de crenças e valores	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inovação com base na troca de ideias entre população local e o turista	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preservação de valores, hábitos e costumes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manutenção e preservação de edifícios históricos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento da prostituição	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento de vandalismo, delinquência e assaltos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento do tráfico e consumo de drogas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Melhoria da aparência da cidade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incremento de recursos públicos para a protecção ambiental	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento da poluição	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utilização excessiva de recursos naturais	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aumento da superlotação e congestionamento	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Desenvolvimento Regional x Turismo Residencial

Deve tentar explicitar o nível de desenvolvimento do Turismo Residencial no seu município.



10. Como antecipa a evolução do turismo residencial em seu município? \*

Marcar apenas uma oval.

	1	2	3	4	5	
Inferior ao atual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Muito superior ao atual

11. Quais os aspectos positivos do turismo residencial no seu município? \*

Refira 3 aspetos que considera como aspectos positivos.

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12. Quais os aspectos negativos do turismo residencial no seu município? \*

Refira 3 aspetos que considera como negativos.

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13. Quais as principais oportunidades ao desenvolvimento do turismo residencial no seu município? \*

Refira 3 aspetos que considera como oportunidades.

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14. Quais as principais ameaças ao desenvolvimento do turismo residencial no seu município? \*

Refira 3 aspetos que considera como ameaças.

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**15. Caso haja algum comentário que queira fazer no sentido de complementar as informações deixadas no questionário anteriormente, favor preencher abaixo para enriquecer a pesquisa.**

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 Google Forms

## Appendix 2 – Structured Guide for Interview

### VISÃO DOS STAKEHOLDERS SOBRE O TURISMO RESIDENCIAL NO ALGARVE

Raphael dos Santos D'Emery Gomes

#### Caracterização do(a) Entrevistado(a)

1. Gênero?
2. Idade?
3. Formação acadêmica?
4. Área de formação?
5. Entidade?
6. Há quanto tempo trabalha nesta entidade?

#### Perspectivas sobre o Turismo Residencial no Algarve

1. Quais os aspectos positivos do turismo residencial no Algarve?
2. Quais os aspectos negativos do turismo residencial no Algarve?
3. Como antecipa o desenvolvimento do turismo residencial no Algarve?
4. Quais as principais oportunidades para o desenvolvimento do turismo residencial no Algarve?
5. Quais as principais ameaças para o desenvolvimento do turismo residencial no Algarve?

#### Governança do Turismo Residencial

1. Como avalia a atuação da gestão pública na gestão do turismo residencial no Algarve? Como pode melhorar?
2. Como avalia a legislação vigente no âmbito do turismo residencial? Houve participação das empresas e associações na definição das leis vigentes?
3. Como avalia a responsabilidade organizacional (prestação de contas) no turismo no Algarve?
4. Como avalia a transparência da gestão pública e das empresas ligadas ao turismo no Algarve? De que forma a sua instituição coopera para melhorar a transparência?

#### Acesso à Informação, Cooperação e Redes

1. Como avalia o acesso a informação através da gestão pública e das empresas ligadas ao turismo no Algarve? De que forma sua instituição coopera para melhorar o acesso a informação?
2. Quais as principais entidades com quem mantém relações relevantes? (Cite ao menos 3 e identifique o tipo de relação).
3. A sua empresa/associação tem investido em I&D (parceria com universidade, instituições de investigação, etc.)? Houve alguma inovação desenvolvida por sua empresa/associação? Explique.

### Appendix 3 - Summary Table of Performed Interviews

<b>Name</b>	<b>Organisation</b>	<b>Date of interview</b>	<b>Place of interview</b>
Mrs. Natacha Alentejano	AIHSA	18 <sup>th</sup> September 2015	Faro - PT
Mr. Reinado Teixeira	Garvetur	22 <sup>th</sup> September 2015	Loulé - PT
Mr. Vitor Neto	NERA	23 <sup>th</sup> September 2015	Loulé - PT
Mr. Eduardo Abreu	Neoturis	24 <sup>th</sup> September 2015	Lisbon – PT
Mr. Robalo Almeida	ARAC	24 <sup>th</sup> September 2015	Lisbon – PT
Mr. Gilberto Jordan	André Jordan Group	24 <sup>th</sup> September 2015	Sintra - PT
Mrs. Carla Alcaide	CGD	29 <sup>th</sup> September 2015	Faro – PT
Mr. Alberto Mota	Faro Airport	30 <sup>th</sup> September 2015	Faro – PT
Mr. David Santos	CCDR	01 <sup>st</sup> October 2015	Faro – PT
Mr. João Fernandes	RTA	02 <sup>nd</sup> October 2015	Faro – PT
Mr. Jorge Botelho	AMAL	05 <sup>th</sup> October 2015	Faro – PT
Mr. Victor Guerreiro	ACRAL	07 <sup>th</sup> October 2015	Faro – PT
Mr. Jorge Moedas	Vilamoura	15 <sup>th</sup> October 2015	Loulé – PT
Mr. Pedro Lopes	AHETA	19 <sup>th</sup> October 2015	Portimão - PT

## Appendix 4 - Wilcoxon Signed Ranks Test

		N	Mean Rank	Sum of Ranks
[Specialized job creation] - [Specialized job creation]	Negative Ranks	8 <sup>a</sup>	5,19	41,50
	Positive Ranks	1 <sup>b</sup>	3,50	3,50
	Ties	7 <sup>c</sup>		
	Total	16		
[Undifferentiated job creation] - [Undifferentiated job creation]	Negative Ranks	7 <sup>d</sup>	4,00	28,00
	Positive Ranks	0 <sup>e</sup>	,00	,00
	Ties	9 <sup>f</sup>		
	Total	16		
[Reduction of seasonality] - [Reduction of seasonality]	Negative Ranks	8 <sup>g</sup>	5,00	40,00
	Positive Ranks	1 <sup>h</sup>	5,00	5,00
	Ties	7 <sup>i</sup>		
	Total	16		
[Improved infrastructure] - [Improved infrastructure]	Negative Ranks	7 <sup>j</sup>	4,64	32,50
	Positive Ranks	1 <sup>k</sup>	3,50	3,50
	Ties	8 <sup>l</sup>		
	Total	16		
[Rising cost of living] - [Rising cost of living]	Negative Ranks	5 <sup>m</sup>	3,00	15,00
	Positive Ranks	0 <sup>n</sup>	,00	,00
	Ties	10 <sup>o</sup>		
	Total	15		
Increased real estate speculation] - Increased real estate speculation]	Negative Ranks	4 <sup>p</sup>	3,50	14,00
	Positive Ranks	2 <sup>q</sup>	3,50	7,00
	Ties	10 <sup>r</sup>		
	Total	16		
[Increase recreational opportunities] - [Increase recreational opportunities]	Negative Ranks	8 <sup>s</sup>	5,13	41,00

	Positive Ranks	1 <sup>t</sup>	4,00	4,00
	Ties	7 <sup>u</sup>		
	Total	16		
[Intensification of social life] - [Intensification of social life]	Negative Ranks	7 <sup>v</sup>	4,50	31,50
	Positive Ranks	1 <sup>w</sup>	4,50	4,50
	Ties	8 <sup>x</sup>		
	Total	16		
[Greater diversity of beliefs and values] - [Greater diversity of beliefs and values]	Negative Ranks	4 <sup>y</sup>	2,50	10,00
	Positive Ranks	0 <sup>z</sup>	,00	,00
	Ties	12 <sup>aa</sup>		
	Total	16		
[Innovation based on the exchange of ideas between local people and tourists] - [Innovation based on the exchange of ideas between local people and tourists]	Negative Ranks	2 <sup>ab</sup>	2,00	4,00
	Positive Ranks	1 <sup>ac</sup>	2,00	2,00
	Ties	13 <sup>ad</sup>		
	Total	16		
[Preservation of values, habits and behaviours] - [Preservation of values, habits and behaviours]	Negative Ranks	6 <sup>ae</sup>	4,08	24,50
	Positive Ranks	1 <sup>af</sup>	3,50	3,50
	Ties	9 <sup>ag</sup>		
	Total	16		
[Maintenance and preservation of historic buildings] - [Maintenance and preservation of historic buildings]	Negative Ranks	5 <sup>ah</sup>	3,00	15,00
	Positive Ranks	0 <sup>ai</sup>	,00	,00
	Ties	11 <sup>aj</sup>		
	Total	16		
[Increased prostitution] - [Increased prostitution]	Negative Ranks	3 <sup>ak</sup>	2,00	6,00
	Positive Ranks	0 <sup>al</sup>	,00	,00
	Ties	10 <sup>am</sup>		
	Total	13		
[Increase in vandalism, crime and burglary] - [Increase in vandalism, crime and burglary]	Negative Ranks	4 <sup>an</sup>	2,50	10,00

	Positive Ranks	0 <sup>ao</sup>	,00	,00
	Ties	10 <sup>ap</sup>		
	Total	14		
[Increased trafficking and drug use] - [Increased trafficking and drug use]	Negative Ranks	4 <sup>aq</sup>	2,50	10,00
	Positive Ranks	0 <sup>ar</sup>	,00	,00
	Ties	9 <sup>as</sup>		
	Total	13		
[City appearance improvement] - [City appearance improvement]	Negative Ranks	4 <sup>at</sup>	2,50	10,00
	Positive Ranks	0 <sup>au</sup>	,00	,00
	Ties	12 <sup>av</sup>		
	Total	16		
[Increase of public resources for environmental protection] - [Increase of public resources for environmental protection]	Negative Ranks	5 <sup>aw</sup>	3,70	18,50
	Positive Ranks	1 <sup>ax</sup>	2,50	2,50
	Ties	10 <sup>ay</sup>		
	Total	16		
[Increased pollution] - [Increased pollution]	Negative Ranks	4 <sup>az</sup>	2,50	10,00
	Positive Ranks	0 <sup>ba</sup>	,00	,00
	Ties	11 <sup>bb</sup>		
	Total	15		
[Excessive use of natural resources] - [Excessive use of natural resources]	Negative Ranks	5 <sup>bc</sup>	3,60	18,00
	Positive Ranks	1 <sup>bd</sup>	3,00	3,00
	Ties	10 <sup>be</sup>		
	Total	16		
[Increased overcrowding and congestion] - [Increased overcrowding and congestion]	Negative Ranks	4 <sup>bf</sup>	3,00	12,00
	Positive Ranks	1 <sup>bg</sup>	3,00	3,00
	Ties	11 <sup>bh</sup>		
	Total	16		

a. [Specialized job creation] < [Specialized job creation]

b. [Specialized job creation] > [Specialized job creation]

- c. [Specialized job creation] = [Specialized job creation]
- d. [Undifferentiated job creation] < [Undifferentiated job creation]
- e. [Undifferentiated job creation] > [Undifferentiated job creation]
- f. [Undifferentiated job creation] = [Undifferentiated job creation]
- g. [Reduction of seasonality] < [Reduction of seasonality]
- h. [Reduction of seasonality] > [Reduction of seasonality]
- i. [Reduction of seasonality] = [Reduction of seasonality]
- j. [Improved infrastructure] < [Improved infrastructure]
- k. [Improved infrastructure] > [Improved infrastructure]
- l. [Improved infrastructure] = [Improved infrastructure]
- m. [Rising cost of living] < [Rising cost of living]
- n. [Rising cost of living] > [Rising cost of living]
- o. [Rising cost of living] = [Rising cost of living]
- p. [Increased real estate speculation] < [Increased real estate speculation]
- q. [Increased real estate speculation] > [Increased real estate speculation]
- r. [Increased real estate speculation] = [Increased real estate speculation]
- s. [Increase recreational opportunities] < [Increase recreational opportunities]
- t. [Increase recreational opportunities] > [Increase recreational opportunities]
- u. [Increase recreational opportunities] = [Increase recreational opportunities]
- v. [Intensification of social life] < [Intensification of social life]
- w. [Intensification of social life] > [Intensification of social life]
- x. [Intensification of social life] = [Intensification of social life]
- y. [Greater diversity of beliefs and values] < [Greater diversity of beliefs and values]
- z. [Greater diversity of beliefs and values] > [Greater diversity of beliefs and values]
- aa. [Greater diversity of beliefs and values] = [Greater diversity of beliefs and values]
- ab. [Innovation based on the exchange of ideas between local people and tourists] < [Innovation based on the exchange of ideas between local people and tourists]
- ac. [Innovation based on the exchange of ideas between local people and tourists] > [Innovation based on the exchange of ideas between local people and tourists]
- ad. [Innovation based on the exchange of ideas between local people and tourists] = [Innovation based on the exchange of ideas between local people and tourists]
- ae. [Preservation of values, habits and behaviours] < [Preservation of values, habits and behaviours]
- af. [Preservation of values, habits and behaviours] > [Preservation of values, habits and behaviours]
- ag. [Preservation of values, habits and behaviours] = [Preservation of values, habits and behaviours]
- ah. [Maintenance and preservation of historic buildings] < [Maintenance and preservation of historic buildings]
- ai. [Maintenance and preservation of historic buildings] > [Maintenance and preservation of historic buildings]
- aj. [Maintenance and preservation of historic buildings] = [Maintenance and preservation of historic buildings]
- ak. [Increased prostitution] < [Increased prostitution]
- al. [Increased prostitution] > [Increased prostitution]
- am. [Increased prostitution] = [Increased prostitution]
- an. [Increase in vandalism, crime and burglary] < [Increase in vandalism, crime and burglary]
- ao. [Increase in vandalism, crime and burglary] > [Increase in vandalism, crime and burglary]
- ap. [Increase in vandalism, crime and burglary] = [Increase in vandalism, crime and burglary]
- aq. [Increased trafficking and drug use] < [Increased trafficking and drug use]
- ar. [Increased trafficking and drug use] > [Increased trafficking and drug use]
- as. [Increased trafficking and drug use] = [Increased trafficking and drug use]
- at. [City appearance improvement] < [City appearance improvement]
- au. [City appearance improvement] > [City appearance improvement]
- av. [City appearance improvement] = [City appearance improvement]
- aw. [Increase of public resources for environmental protection] < [Increase of public resources for environmental protection]



- ax. [Increase of public resources for environmental protection] > [Increase of public resources for environmental protection]
- ay. [Increase of public resources for environmental protection] = [Increase of public resources for environmental protection]
- az. [Increased pollution] < [Increased pollution]
- ba. [Increased pollution] > [Increased pollution]
- bb. [Increased pollution] = [Increased pollution]
- bc. [Excessive use of natural resources] < [Excessive use of natural resources]
- bd. [Excessive use of natural resources] > [Excessive use of natural resources]
- be. [Excessive use of natural resources] = [Excessive use of natural resources]
- bf. [Increased overcrowding and congestion] < [Increased overcrowding and congestion]
- bg. [Increased overcrowding and congestion] > [Increased overcrowding and congestion]
- bh. [Increased overcrowding and congestion] = [Increased overcrowding and congestion]

<b>Tourism – Second Home Tourism</b>	<b>Z</b>	<b>Asymp. Sig. (2-tailed)</b>
<b>[Specialized job creation] - [Specialized job creation]</b>	-2,332 <sup>b</sup>	,020
<b>[Undifferentiated job creation] - [Undifferentiated job creation]</b>	-2,428 <sup>b</sup>	,015
<b>[Reduction of seasonality] - [Reduction of seasonality]</b>	-2,333 <sup>b</sup>	,020
<b>[Improved infrastructure] - [Improved infrastructure]</b>	-2,126 <sup>b</sup>	,033
<b>[Rising cost of living] - [Rising cost of living]</b>	-2,121 <sup>b</sup>	,034
<b>[Increased real estate speculation] - [Increased real estate speculation]</b>	-,816 <sup>b</sup>	,414
<b>[Increase recreational opportunities] - [Increase recreational opportunities]</b>	-2,310 <sup>b</sup>	,021
<b>[Intensification of social life] - [Intensification of social life]</b>	-2,121 <sup>b</sup>	,034
<b>[Greater diversity of beliefs and values] - [Greater diversity of beliefs and values]</b>	-2,000 <sup>b</sup>	,046
<b>[Innovation based on the exchange of ideas between local people and tourists] - [Innovation based on the exchange of ideas between local people and tourists]</b>	-,577 <sup>b</sup>	,564
<b>[Preservation of values, habits and behaviours] - [Preservation of values, habits and behaviours]</b>	-1,897 <sup>b</sup>	,058
<b>[Maintenance and preservation of historic buildings] - [Maintenance and preservation of historic buildings]</b>	-2,121 <sup>b</sup>	,034
<b>[Increased prostitution] - [Increased prostitution]</b>	-1,732 <sup>b</sup>	,083
<b>[Increase in vandalism, crime and burglary] - [Increase in vandalism, crime and burglary]</b>	-2,000 <sup>b</sup>	,046
<b>[Increased trafficking and drug use] - [Increased trafficking and drug use]</b>	-1,890 <sup>b</sup>	,059
<b>[City appearance improvement] - [City appearance improvement]</b>	-1,890 <sup>b</sup>	,059
<b>[Increase of public resources for environmental protection] - [Increase of public resources for environmental protection]</b>	-1,725 <sup>b</sup>	,084
<b>[Increased pollution] - [Increased pollution]</b>	-1,890 <sup>b</sup>	,059
<b>[Excessive use of natural resources] - [Excessive use of natural resources]</b>	-1,667 <sup>b</sup>	,096
<b>[Increased overcrowding and congestion] - [Increased overcrowding and congestion]</b>	-1,342 <sup>b</sup>	,180

a. Wilcoxon Signed Ranks Test

b. Based on positive ranks.

## Appendix 5 – SNA Spreadsheet

shared name	name	AvaregeShortestPathLength	ClusteringCoefficient	ClosenessCentrality	InSingleNode	PartnerofMultiEdgeNodePairs	SelfLoops	Eccentricity	Stress	EdgeCount	Indegree	Outdegree	BetweennessCentrality	NeighborhoodConnectivity	Degree	NumberOfDirectedEdges	NumberOfUndirectedEdges	Radiality	TopologicalCeficient
CEAL	CEAL	3.0	1.0	0.33333333	false	0	0	5	0	2	2	0	0.0	7.5	2	2	0	0.6	0.75
AMAL	AMAL	243.333.333	0.73333333	0.4109589	false	0	0	4	20	6	3	3	0.00704981	766.666.667	6	6	0	0.71333333	0.42592593
ACRAL	ACRAL	253.333.333	0.7	0.39473684	false	0	0	4	20	5	1	4	0.00514505	8.0	5	5	0	0.69333333	0.5
UALG	UALG	243.333.333	0.66666667	0.4109589	false	0	0	4	44	6	6	0	0.01898194	733.333.333	6	6	0	0.71333333	0.40740741
ATA	ATA	213.333.333	0.5	0.46875	false	0	0	3	160	5	5	0	0.08034483	7.4	5	5	0	0.77333333	0.35238095
AEROPORTO	FARO AIRPORT	2.1	0.4	0.47619048	false	0	0	3	332	5	0	5	0.24528736	7.0	5	5	0	0.78	0.32380952
GARVETUR	GARVETUR	226.666.667	0.4	0.44117647	false	0	0	4	106	5	1	4	0.06494253	7.2	5	5	0	0.74666667	0.38888889
NERA	NERA	243.333.333	0.4	0.4109589	false	0	0	4	76	5	1	4	0.028659	6.4	5	5	0	0.71333333	0.4
AIHSA	AIHSA	233.333.333	0.38095238	0.42857143	false	1	0	4	166	8	2	6	0.08116037	657.142.857	8	8	0	0.73333333	0.37815126
CCDR	CCDR	206.666.667	0.35555556	0.48387097	false	1	0	4	290	11	4	7	0.15594964	5.8	11	11	0	0.78666667	0.285
ANDRÉ JORDAN	ANDRÉ JORDAN	266.666.667	0.33333333	0.375	false	0	0	4	90	3	0	3	0.06666667	666.666.667	3	3	0	0.66666667	0.48717949
RTA	RTA	1.8	0.23076923	0.55555556	false	0	0	3	542	13	8	5	0.3862671	484.615.385	13	13	0	0.84	0.23076923
AHETA	AHETA	1.9	0.21428571	0.52631579	false	0	0	3	532	8	5	3	0.35188279	5.875	8	8	0	0.82	0.24456522
VILAMOURA	VILAMOURA	263.333.333	0.16666667	0.37974684	false	0	0	4	214	4	0	4	0.13103448	3.75	4	4	0	0.67333333	0.36111111
ARAC	ARAC	286.666.667	0.0	0.34883721	false	0	0	4	246	4	1	3	0.19310345	2.0	4	4	0	0.62666667	0.25
TP	TP	286.666.667	0.0	0.34883721	false	0	0	4	0	1	1	0	0.0	8.0	1	1	0	0.62666667	0.0
IEFP	IEFP	3.3	0.0	0.3030303	false	0	0	5	0	1	1	0	0.0	7.0	1	1	0	0.54	0.0
Câmara de Loulé	City hall of Loulé	363.333.333	0.0	0.27522936	false	0	0	5	0	1	1	0	0.0	3.0	1	1	0	0.47333333	0.0
SETur	SETur	383.333.333	0.0	0.26086957	false	0	0	5	0	1	1	0	0.0	4.0	1	1	0	0.43333333	0.0
IMT	IMT	383.333.333	0.0	0.26086957	false	0	0	5	0	1	1	0	0.0	4.0	1	1	0	0.43333333	0.0
SETrans	SETrans	383.333.333	0.0	0.26086957	false	0	0	5	0	1	1	0	0.0	4.0	1	1	0	0.43333333	0.0
ANJE	ANJE	303.333.333	0.0	0.32967033	false	0	0	5	0	1	1	0	0.0	10.0	1	1	0	0.59333333	0.0
CGD	CGD	263.333.333	0.0	0.37974684	false	0	0	4	176	4	0	4	0.14444444	3.0	4	4	0	0.67333333	0.25
BPC	BPC	3.6	0.0	0.27777778	false	0	0	5	0	1	1	0	0.0	4.0	1	1	0	0.48	0.0
BPCC	BPCC	3.6	0.0	0.27777778	false	0	0	5	0	1	1	0	0.0	4.0	1	1	0	0.48	0.0
APEMIP	APEMIP	286.666.667	0.0	0.34883721	false	0	0	4	12	2	2	0	0.0091954	4.5	2	2	0	0.62666667	0.5
NEOTURIS	NEOTURIS	0.0	0.0	0.0	true	0	0	0	0	0	0	0	0.0	0.0	0	0	0	9,22E+25	0.0
CCILF	CCILF	276.666.667	0.0	0.36144578	false	0	0	4	0	1	1	0	0.0	13.0	1	1	0	0.64666667	0.0
ASC	ASC	276.666.667	0.0	0.36144578	false	0	0	4	0	1	1	0	0.0	13.0	1	1	0	0.64666667	0.0
AFPOP	AFPOP	276.666.667	0.0	0.36144578	false	0	0	4	0	1	1	0	0.0	13.0	1	1	0	0.64666667	0.0
APR	APR	3.6	0.0	0.27777778	false	0	0	5	0	1	1	0	0.0	4.0	1	1	0	0.48	0.0
Vilamoura Bureau	Vilamoura Bureau	3.6	0.0	0.27777778	false	0	0	5	0	1	1	0	0.0	4.0	1	1	0	0.48	0.0
CCILF	CCILF	0.0	0.0	0.0	false	0	0	0	0	1	1	0	0.0	5.0	1	1	0	0.49032258	0.0