

Chapter 3

What Is the Nature of the Relationship Between Tourism Development and the Quality of Life of Host Communities?



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Abstract This chapter addresses an important question: Do tourist communities with higher levels of quality of life (QOL) contribute to tourism development, and vice versa? Based on the research literature, the answer to this question is “yes, but it depends.” Yes, tourism communities with higher levels of QOL do contribute to tourism development through a pull (rather than push) process (a concept well-known in the tourism literature). Such communities are attractive to tourists because they have good leisure facilities (rated high on food/beverage establishments, shopping malls, and other sports and recreation facilities), good lodging facilities (nice hotels and other lodging accommodations), good transportation facilities (good subways, trains, buses, taxis, etc.), reasonable cost of living (affordable goods and services), safe from crime (rated high on safety indicators such as low crime and high law enforcement), safe from environmental toxins (rated high on environmental well-being measures such as low water/air/land pollution), access to medical facilities (rated high on healthcare), etc. Based on the research literature, we make an attempt to explain the study findings by arguing that there is a reciprocal link between tourism development and QOL of host communities. We also demonstrate that the QOL effect is not always as strong and positive, which can be explained by

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a number of moderator effects. One important moderator is the carrying capacity of the community (the extent to which a community can accommodate large number of tourists with no adverse consequences). Other moderators are identified and discussed. Public policy implications of these relationships are also discussed.

Keywords Quality of life · Tourism development · Life satisfaction

3.1 Introduction

Positive psychology refers to a perspective in psychological research that focuses on the role of positive emotions, character strengths, and institutions that contributes to positive emotions and character strengths (Seligman and Csikszentmihalyi 2000). Positive psychology researchers assert that much of past research on human behavior has focused on behavioral problems (e.g., depression, aggression, fear, anxiety, and stress). Positive psychology seeks to complement past research by focusing on the positive aspects of human psychology (e.g., human happiness, well-being, and the factors that contribute to the good life). This movement in psychology has influenced other social and behavioral science disciplines including tourism (e.g., Biswas-Diener 2011; Filep 2014; Marujo et al. 2014; Pearce 2009). As such, research in positive psychology in tourism is now referred to as “positive tourism.”

The positive tourism literature is replete with studies that have argued, and to some extent empirically supported, the notion that tourism development improves the economic well-being of communities as destinations through poverty reduction, taxes, income, and employment generated as a result of tourism activities (e.g., Chou 2013; Croes 2012a, b; Lee and Chang 2008; Manyara and Jones 2007; Vanegas 2012). However, the contribution of tourism development to improving well-being of local economies may be a function of the rate of economic multipliers, level of infrastructure and human development, favorable policies, and effective governance systems in the destination community (e.g., Allen et al. 1988; Andereck and Nyaupane 2011; Ap and Crompton 1998; Aref 2011). Some tourism economists (e.g., Croes 2012a; Vanegas 2012) argue that there is a reciprocal relationship between economic growth and tourism. A strong economy makes certain tourism investments possible, and a healthy and growing tourism sector can also help support the growth of the local economy. Recent research on the topic hints at the possibility that tourist communities with higher levels of QOL contribute to tourism development and vice versa. One can also argue that higher levels of QOL in a community may also be a sign of economic stability and growth. Figure 3.1 depicts the general purpose of the chapter, namely a reciprocal link between tourism development and QOL of host communities.

The goal of this chapter is to review the tourism literature to make the case that there is a reciprocal link between tourism development and quality of life of residents of host communities. The chapter proceeds as follows. First, we discuss the concept of tourism development, followed by types of tourism impacts and

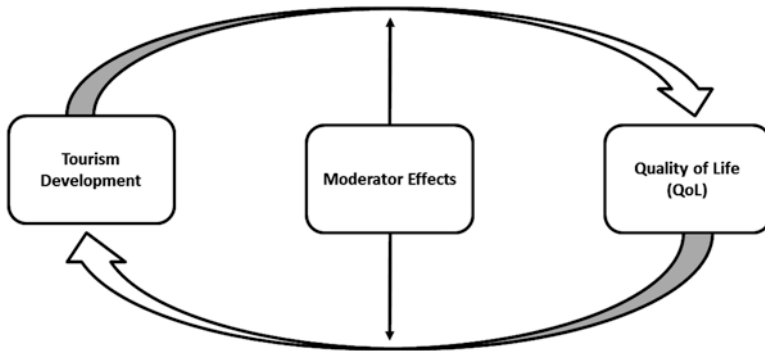


Fig. 3.1 The reciprocal relationships between tourism development and the quality of life of host communities

measures, and residents' perceptions of tourism development impacts. The second section of this chapter focuses on the bi-directional relationship between tourism development and QOL. This third section discusses moderator effects such as stage of tourism development, stakeholder characteristics, involvement in the community, and level of attachment. The conclusion section of the chapter ends with suggestions for future research.

3.2 Tourism Development

Recently, much interest has been shown in marketing and management strategies for tourism destinations (Meng et al. 2010). Some of the research in this area has focused on the social and economic impact of tourism development on host communities (e.g., Allen et al. 1988; Andereck and Nyaupane 2011; Ap and Crompton 1998; Aref 2011). Once a host community becomes a tourism destination, the lives of the residents in that community become affected, both positively and negatively. In other words, tourism development affects the lives of community residents in different ways. Positive impact of tourism development encourages residents' support of the tourism industry, which is essential for tourism destination development. The continued success, competitiveness, and sustainability of the tourism in a given community is dependent on the impact of tourism development on that community (Gursoy et al. 2002; Moscardo et al. 2013). Much research is available documenting the impact of tourism development on the QOL of residents of host communities (e.g., Kim 2002; Perdue et al. 1999). This research can be categorized in three camps: (1) identifying types of tourism impact in a community context; (2) describing tourism impact assessment instruments; and (3) capturing residents' perceptions and evaluations of tourism impact on their community. We will discuss this research organized by these three categories.

3.2.1 *Types of Tourism Impact*

Early research in tourism impact has focused on the perceived impact of tourism development. (e.g., Allen et al. 1988; Belisle and Hoy 1980; Liu et al. 1987; Liu and Var 1986; Nunkoo et al. 2013; Perdue et al. 1987; Ross 1992; Sharpley 2014; Sheldon and Var 1984). The major dimensions of perceived impact include economic, social, cultural, political, and environment. These tend to be grouped in three major categories: (1) economic, (2) socio-cultural, (3) physical and environmental (Andereck et al. 2005; Uysal et al. 2012b). These three major dimensions of perceived impact have positive and negative aspects. In other words, residents perceive tourism impact as having both positive and negative impact on the economic, socio-cultural, and physical environment of their community (Perdue et al. 1995).

The most prominent community benefits of tourism development are economic, such as more jobs, higher tax revenue, increases in job opportunities, increased public spending, and foreign exchange earnings (e.g., Lankford 1994; McCool and Martin 1994; Uysal et al. 2012b). These benefits individually and collectively contribute to the economic well-being of community residents. As such, economic impact of tourism development has been frequently researched relative to other types of tourism development impact (Mason 2008).

A number of studies not only highlighted the positive economic impact of tourism development on host communities but also identified negative effects. Positive impact of tourism development may include contribution to foreign exchange earnings, increased government revenues, increased employment, greater regional development, and heightened economic quality of life (McCool and Martin 1994). Negative impact of tourism development includes inflation opportunity and overdependence on tourism (Pearce 1989). A comprehensive examination of the economic impact of tourism development by Liu and Var (1986) also reveal that there is a strong perception among residents of increased employment, investment, and profitability of local retailers. Moreover, their study also noted negative perceptions such as increased cost of living.

Tourism development also influences the community's socio-cultural aspects such as residents' habits, daily routines, beliefs, and values (Doğan 1989). Similar to economic impact, socio-cultural impact also has two dimensions, positive and negative. With respect to the positive dimension of socio-cultural impact, Brunt and Courtney (1999) provided evidence suggesting that tourism helps foster further development of community services such as parks and recreation as well as cultural facilities and activities. The negative dimension of sociocultural impact tend to be captured by concerns with crime, degradation of morality, gambling, drug addiction, vandalism, and crowding of public facilities and amenities. Doğan (1989) also added to this list of negative effects: decline in tradition, materialism, social conflict, and crowding.

Although much of the research has provided evidence for the positive effects of tourism development in relation to economic and socio-cultural benefits, some research shows negative effects on the environment (Andereck 1995; Andereck et al. 2005;

Brunt and Courtney 1999). For example, Andereck (1995) identified emissions from vehicles and airplanes, water pollution such as waste water discharge, wildlife destruction as a result of hunting, plant destruction, and deforestation. However, there are some exceptions (showing positive environmental effects). For instance, Perdue et al. (1995) found that tourism development improves community appearance resulting in increased recreation and park opportunities.

3.2.2 Residents' Perceptions and Evaluations of Tourism Development

Residents' attitudes toward tourism development is a subject of extensive study (e.g., Gursoy et al. 2002). As previously mentioned, residents' perceptions and evaluations of tourism development are taken into account in important planning and policy deliberations (e.g., Haywood 1975). Such information is considered vital in the successful development, marketing, and operation of existing and future tourism programs. As such, a significant number of studies have focused on the link between tourism development and residents' perceptions and evaluations of the impact of tourism development (e.g., Allen et al. 1988; Andereck and Nyaupane 2011; Ap and Crompton 1998; Aref 2011; Nunkoo and Ramkissoon 2011). For example, research on the topic has found that residents' attitudes toward tourism development is generally positive when residents perceive more positive than negative effects; conversely, residents' attitude tend to be negative when they perceive more negative than positive effects (Byrd et al. 2009; Yoon 2002).

Another study conducted in Cairns, Australia (Pearce et al. 1991) examined community residents' attitude to tourism in terms an equity-social representational perspective. This perspective posits that residents' attitude toward tourism are influenced by equity considerations. Residents grouped based on their equity perceptions (perceived costs and benefits from tourism) were found to differ in their perception of tourism's contribution to the community.

Past research has also found that the relationship between tourism development and residents' perceptions and evaluations of tourism development are not consistent across a host of variables such as:

- demographic groups (e.g., Brougham and Butler 1981; Haralambopoulos and Pizam 1996; Liu and Var 1986; Mason and Cheyne 2000; McCool and Martin 1994; Milman and Pizam 1988; Pizam 1978),
- distance from the tourism area of the community (e.g., Liu and Var 1986; Sheldon and Var 1984; Um and Crompton 1987),
- economic dependency on tourism (e.g., Haralambopoulos and Pizam 1996; King et al. 1993; Liu and Var 1986; Pizam 1978; Schluter and Var 1988; Zhou and Ap 2009),
- knowledge about the industry (e.g., Davis et al. 1988), and
- type and form of tourism (e.g., Murphy 1985; Ritchie 1988).

A common finding from past attitudinal studies of tourism development impact is that those residents or stakeholders whose livelihoods depend on tourism activities are more likely to hold positive perceptions of tourism and its impact, thus expressing higher support for tourism development in their communities. The second common thread is that residents' attitude change, negatively or positively, depending on the stage of tourism development cycle—from the introductory stage to growth, from growth to maturity, and decline. Specifically, in the introductory stage of the cycle, residents tend to be euphoric and welcoming; but this attitude dissipates in the later stages of the cycle (i.e., in the maturity and decline stages) (e.g., Butler 2004). Once tourism development begins to take a negative toll on the well-being of residents, their attitude toward tourism development changes from euphoric to annoyance, annoyance to antagonism, and even total rejection.

As previously mentioned, the type of impact and residents' attitude toward tourism development are topics that have been researched extensively since the 1960s. However, tourism development impact does not only affect residents' attitude toward tourism, but also their own QOL (e.g., Hartwell et al. 2016; Uysal et al. 2012a; Yang and Li 2012). Once a community becomes a tourist destination, the QOL of local residents is influenced by tourism development (McKercher and Ho 2012). However, only a few studies have specifically considered the impact of tourism development on residents' QOL (e.g., Andereck and Nyaupane 2011; Uysal et al. 2012a). We will review the research dealing with the relationship between the perceived impact of tourism development and QOL of community residents.

3.3 The Reciprocal Influence of Tourism Development and QOL

In this section we will describe studies that have demonstrated the influence of tourism development on community residents' QOL and conversely the influence of QOL on tourism development.

3.3.1 Influence of Tourism Development on QOL

QOL has become a topic of broad discussion in recent years, and numerous studies have examined the relationship between tourism development and QOL (see Table 3.1 for a list of studies and a brief description). One of the early studies examining tourism impact on QOL explored the impact of the gaming tourism on QOL in host communities (Perdue et al. 1999). These authors used theoretical concepts of tourism development cycle and social disruption to explain the link. The study findings provided support for the concept of social disruption. That is, residents' QOL declines initially and then improves when the community and its resident adapt to the new situation.

Table 3.1 The bi-directional influence of tourism development and residents' QOL

#	Author/date	Purpose	Notes on results
1	Allen et al. (1988)	To investigate whether residents' perceptions of community life satisfaction increased with increased levels of tourism development	Community life satisfaction was perceived to decline as the tourism development increased.
2	Milman and Pizam (1988)	To understand residents' attitude toward tourism development	Most residents perceived that tourism development serves to improve employment opportunities, income, and standard of living, overall tax revenue, and overall quality of life.
3	Perdue and Gustke (1991)	To examine the relationship between tourism development and several objective indicators of QOL	Economic benefits of tourism development, per capita income, per student education expenditures and the quality of available health care facilities all seem to increase with increasing levels of tourism development.
4	Allen et al. (1993)	To investigate residents' attitude toward recreation and tourism development	Residents were significantly more positive toward the effects of recreation on their quality of life compared to the effects of tourism development.
5	Lankford (1994)	To compare attitude toward tourism development and planning at the local and regional level among the key actors (residents, government employees, decision makers, and local business owners)	Resident groups differed significantly from the other three groups regarding the quality of life issues such as noise, crime, litter, and environmental impacts.
6	Carmichael et al. (1996)	To investigate residents' perceptions of the effects of casino and related development on themselves, their towns, and the region	Residents perceived significantly reduced QOL in their towns over time.
7	Perdue et al. (1999)	To analyze the impact of gaming tourism on residents' quality of life in host communities	Residents' QOL initially declined and then improved
8	Roehl (1999)	To test the relationship between resident characteristics, perception of the impact of gaming, and perceived quality of life	Perceived social costs were negatively correlated with QOL; whereas, perceived job growth was positively correlated with QOL. Resident demographic characteristics were unrelated to residents' perceived QOL.
9	Jurowski and Brown (2001)	To examine the relationship between residents' community involvement and their perceptions of tourism-related QOL	Involved residents evaluated their quality of life higher noninvolved residents.
10	Nichols et al. (2002)	To examine the effect of the introduction of casino gambling on residents' quality of life	Depending on different characteristics such as demographic, proximity and relationships with the casino, and moral attitude toward the casino, residents' quality of life was different.

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Table 3.1 (continued)

#	Author/date	Purpose	Notes on results
11	Ko and Stewart (2002)	To explain the relationship between residents' perception of tourism impacts and residents' community satisfaction	Residents' community satisfaction was positively related to perceived positive impacts
12	Gjerald (2005)	To examine residents' perception of tourism as a detractor of QOL of the local community	Local residents did not view tourism as a detractor of QOL in the local community (at least at this stage of destination development).
13	Urtasun and Gutiérrez (2006)	To explore the impact of tourism on several objective dimensions of the host community's quality of life	Tourism impacts on the residents' QOL varied depending on which dimension of QOL is considered.
14	Andereck et al. (2007)	To investigate the differences between Hispanic and Anglo residents in terms of the effect of tourism development on QOL dimensions	Hispanic residents perceived greater effect of tourism on positive environmental and social cultural QOL variables more so than Anglo residents.
15	Yamada et al. (2009)	To examine how cultural tourism along with four life domains (health, wealth, safety, and community pride) influences life satisfaction	Cultural along with health satisfaction, wealth satisfaction, satisfaction with safety, and community pride were positively related to life satisfaction.
16	Vargas-Sanchez et al. (2009)	To examine the relationship between perceptions of tourism development and satisfaction with community life	Increases in perceived tourism development correlated with increases in overall community satisfaction
17	Meng et al. (2010)	To identify whether significant differences exist among the three groups of provinces with varying levels of tourism development in relation to QOL	The residents of provinces with the highest level of tourism development reported a significantly "better life" than those who are in the regions on medium or low level of tourism development.
18	Matarrita-Cascante (2010)	To examine community's shifting living conditions and its effects on community satisfaction, and quality of life in two communities (Liberia and La Fortuna)	In Liberia shifting living conditions result in decreased perceived community satisfaction and quality of life, while La Fortuna presents contrasting results.
19	Cecil et al. (2010)	To investigate the relationship between value of cultural tourism and resident's overall QOL	Value of cultural tourism is positively related with residents' QOL; however, the impact is inconsistent over time.

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Table 3.1 (continued)

#	Author/date	Purpose	Notes on results
20	Andereck and Nyaupane (2011)	To examine the relationship between resident perception of the role of tourism in community development and residents' quality of life	Perceived personal benefit derived from tourism mediate the effect of tourism on the economic aspects of QOL.
21	Chancellor et al. (2011)	To examine the relationship between tourism development and residents' quality of life using the CP (Core-periphery) model as a conceptual framework	Tourism development may be contributing to the difference in quality of life scores for the respondents and that the CP (Core-periphery) context might help explain these differences.
22	Renda et al. (2011)	To test the hypothesis that residents' perception of tourism development impacts on their quality of life	In general, residents perceive tourism as causing positive impacts on their quality of life, while recognizing also negative effects, namely those related to emotional and community well-being.
23	Yu et al. (2011)	To explore tourism impacts on resident perceived quality of life	The social cost dimension of tourism development has no significant effect on residents' quality of life; however, both environmental sustainability and perceived economic benefits seem to affect residents' quality of life.
24	Aref (2011)	To investigate the effect of tourism development on residents' quality of life	Tourism development has a positive effect on the quality of life of residents.
25	Manap et al. (2011)	To examine how tourism innovation impact the quality of life of residents	Resident's quality of life can be predicted by levels of tourism innovation through perceived impact in particular life domains, and satisfaction with these life domains seem to influence overall life satisfaction.
26	Nawijn and Mitas (2012)	To examine the relationship between perceived tourism impacts and residents' well-being using cognitive versus affective measure of subjective well-being	Tourism impacts are associated with the cognitive component of subjective well-being (i.e., life satisfaction), not the affective component.
27	Khizindar (2012)	To analyze the direct effects of tourism on the perceptions of residents' quality of life and to investigate relationship between tourism impacts and demographic information	Social, cultural, and environmental impacts seem to influence resident's quality of life and demographic characteristics seem to affect their perception of tourism domains.
28	Kim et al. (2013)	To examine the relationship between tourism impacts and the satisfaction with particular life domains and overall quality of life	Residents perceive tourism impacts in particular life domains, and satisfaction with these domains seem to influence their overall quality of life.

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Table 3.1 (continued)

#	Author/date	Purpose	Notes on results
29	Woo (2013)	To determine the relationship between perception of tourism impacts and community stakeholders' quality of life	Satisfaction with material and non-material life positively affect residents' overall quality of life.
30	Jeon et al. (2014)	To investigate influences of seasonal attributes on residents' perceptions of tourism impacts and, residents' perceived quality life in a cultural-heritage tourism destination	Seasonal factor attributes adversely affected resident's economic benefits; seasonal attributes positively affected residents' social costs; seasonal attributes inversely influenced residents' environmental sustainability; perception of economic benefits positively impacted residents' perceived quality of life; perceived social costs adversely affected residents' QOL; and perceived sustainability positively affected residents' QOL.
31	Lipovčan et al. (2014)	To examine the relationship between the quality of tourist destinations and the subjective well-being of people living in these destinations	The quality of tourist destinations was related to residents' life satisfaction and happiness, as well as the satisfaction with personal life domains.
32	Woo et al. (2015)	To examine the reciprocal relationship between local residents' support for tourism development and residents' quality of life	Residents' perceived value of tourism development positively affects non-material and material life domain satisfaction, which in turn influence overall quality of life. Furthermore, overall quality of life seems to be an effective predictor of support for further tourism development.

Kim (2002) tested a theoretical model that links community residents' perception of tourism impact (economic, social, cultural, and environmental) with residents' satisfaction with particular life domains (material well-being, community well-being, emotional well-being, and health and safety well-being) and overall life satisfaction. Results indicate that residents have well-formed perceptions of tourism impact on the community and this impact influences their sense of well-being in various life domains, which in turn affect their life satisfaction. Recently, Andereck and Nyaupane (2011) also investigated the relationship between resident perception of the role of tourism and QOL. The finding was higher levels of QOL may result from tourism development.

3.3.2 *The Influence of QOL on Tourism Development*

Croes (2012b) discussed the potential bilateral relation between tourism development and QOL; his study provided suggestive evidence of a stable, mutual relationship between tourism development and QOL. However, there is hardly any additional

empirical evidence documenting the effect of QOL on tourism development. A number of authors have only suggested such an effect (e.g., Andereck et al. 2005; Ap 1992; King et al. 1993; Uysal et al. 2012a). For example, Uysal et al. (2012a) suggested an integrated model reflective of the current and future research in the effect of tourism development on the QOL of residents. The model postulates that host community residents perceive that their community living conditions, as impacted by tourism development, would affect satisfaction in various life domains, which cumulatively would affect residents' overall community well-being. Moreover, they also argued that if the development of tourism results in a lower QOL, residents may be reluctant to support further tourism development in their community. While, if their QOL is higher enough, residents may agree to further tourism development (see Table 3.1).

Recently, Woo et al. (2015) conducted a study to examine local residents' support for tourism development by exploring residents' perceived value of tourism development, life domain satisfaction, and overall QOL in the community. Using a sample of residents from five different tourism destinations, the results indicated that residents' perceived value of tourism development positively affects domain satisfaction; thereby, it contributes to overall QOL. Furthermore, the study found that QOL is an effective predictor of support for further tourism development. In a nutshell, the relationship between QOL and tourism development is influenced by a host of moderating variables, a subject to which we now turn.

3.4 Moderating and Antecedent Effects

The bi-directional relationship between tourism development and QOL might not always be as strong and positive. Depending on possible moderator and antecedent effects, the relationship could be different and show variation (see Table 3.2).

3.4.1 Stage of Tourism Development in the Community

One important moderator is the stage of tourism development in the community or what some may call 'carrying capacity'. Several studies have examined how residents' QOL can change depending on the level of tourism development (e.g., Allen et al. 1988; Kerstetter and Bricker 2012; Kim et al. 2013; Meng et al. 2010; Perdue et al. 1999). Uysal et al. (2012b) reviewed past research related to tourism development impact using the concept of Tourism Area Life Cycle (TALC); they suggested that depending upon the stage of destination development, residents' attitudes toward economic, sociocultural, and environmental factors might change from positive to negative or negative to positive. Moreover, different stages of tourism development in a community affect residents' QOL differently. For example, the study conducted by Allen et al. (1988) found that tourism development does benefit host

Table 3.2 Moderator and antecedent effects

Author/ date	Purpose	Moderators	Notes on results
Allen et al. (1988)	To determine whether residents' perceptions of community life satisfaction vary with levels of tourism development	Level of tourism development	Residents perceptions of community life satisfaction seem to decline in the later stages of the tourism development life cycle
Meng et al. (2010)	To examine whether significant differences exist among the three groups of provinces with varying levels of tourism development	Level of tourism development	The residents of provinces with the highest level of tourism development were found to lead a significantly "better life" than those who are in the regions of medium or low levels of tourism development.
Uysal et al. (2012b)	To review past research related to tourism development impact using the concept of Tourism Area Life Cycle (TALC)	Level of tourism development	Depending upon the stage of destination's TALC, residents' attitude toward economic, sociocultural, and environmental factors seems to change from positive to negative or negative to positive
Kim et al. (2013)	To investigate how the relationship between tourism development impact and quality of life can change depending on the stage of tourism development in the community	Level of tourism development	Perceptions of tourism impact affecting residents' sense of well-being in various life domains vary depending on the stage of tourism development of the community.
Allen and Gibson (1987)	To compare the perceptions of community leaders and the general public regarding the importance of 22 proposed community work projects and satisfaction with various dimensions of community life	Type of stakeholder group	Health and safety, education, environmental, economic, public administration, community involvement, and leisure were considered important to satisfaction with community life by both groups. However, residents were less satisfied than leaders on every dimension of community life.
Lankford (1994)	To examine the impact of tourism development of business owners, paid government officials, elected, appointed officials, and residents	Type of stakeholder group	Residents were more negative about the impact, or rather more cautious about the benefits of tourism than were government employees, elected/appointed leaders or business owners. Business owners, elected/appointed leaders, and government employees seem to be in agreement regarding tourism impacts.

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Table 3.2 (continued)

Author/ date	Purpose	Moderators	Notes on results
Byrd et al. (2009)	To investigate differences in perceptions of tourism impact on a rural community among four stakeholder groups: government officials, entrepreneurs, residents, and tourist	Type of stakeholder group	Residents indicated a higher level of agreement than government officials on negative impacts such as increased crime rate and property taxed.
Woo (2013)	To test the relationship between the perception of tourism impact and community stakeholder's quality of life	Type of stakeholder group	Residents affiliated with the tourism industry (compared to those who are not affiliated) perceived greater benefits stemming from tourism and these benefits do play a significant role on their sense of well-being.
McCool and Martin (1994)	To examine the relationship between residents' perceptions of tourism development impact and their level of community attachment	Level of involvement	Highly attached residents were more likely to be concerned about the costs and impact of tourism development, more so than those not attached.
Jurowski and Brown (2001)	To better understand the role of community involvement through community organizations on residents quality of life	Level of involvement	Residents who belonged to no community organizations evaluated the quality of most aspects of their lives lower than those one that were the most involved.
Belisle and Hoy (1980)	To examine whether perceptions of tourist impact varies with the distance a person lives from the tourist zone and with residents' socio-economic status	Distance and residents' socio-economic status	Distance has a significant effect on residents' perceptions of tourism impact. Specifically, as residents move away from the tourist zone, the impact of tourism is perceived less positively.
King et al. (1993)	To investigate residents of Nadi/Fiji perceptions of impact of tourism.	Types of tourism	Residents, depending on types of tourism, can clearly differentiate between its economic benefits and the social costs; and that awareness of certain negative consequences does not lead to opposition towards further tourism development.
Roehl (1999)	To examine the relationship between resident demographic characteristics, perceptions of impact of gaming, and perceived quality of life	Demographics	Residents with less education and urban residents perceived more social costs from legalized gaming.

(continued)

Table 3.2 (continued)

Author/ date	Purpose	Moderators	Notes on results
Perdue et al. (1999)	To investigate the role of distance on residents' perception of impact of gaming tourism and residents quality of life	Distance	The perceived impact of tourism decreased as distance between the individuals' home and the tourism sector of the community increased.
Andereck et al. (2005)	To examine differences between Anglo and Hispanic residents' perceptions regarding the influence of tourism on their QOL	Ethnic group	Hispanic residents perceived significantly greater effects of tourism development on positive environmental and socio-cultural quality-of-life dimensions than Anglo residents.

communities; however, residents perceive community well-being to decline in the later stages of the tourism development life cycle.

More recently Kim et al. (2013) investigated how the relationship between tourism development impact and QOL can change depending on the stage of tourism development in the community. The results indicated that the relationship between the economic and social impact of tourism and the satisfaction with its correspondent life domains (material well-being and community well-being) initially decreased in the growth stage of tourism development and peaked in maturity stage of tourism development. However, when a community enters the decline stage of tourism development, the strength of the relationship between the economic and social impact of tourism and the satisfaction with correspondent life domains decreased.

3.4.2 *Type of Stakeholder Group*

Other moderator effects may be related to resident's characteristics such as occupation, nationality, and involvement (e.g., Allen and Gibson 1987; Andereck et al. 2005; Byrd et al. 2009; Jurowski and Brown 2001; Lankford 1994; Weiermair and Peters 2012; Woo 2013). For example, two studies compared different types of stakeholder's perceptions of tourism development impact and perceived QOL (Lankford 1994; Woo 2013). Specifically, Lankford (1994) examined the impact of tourism development of business owners, paid government officials, elected/appointed officials, and residents. The results showed that community residents were more negative about the impact (or rather more cautious about the benefits of tourism) than were government employees, elected/appointed leaders, and business owners. Woo (2013) tested the relationship between the perception of tourism impact and community stakeholder's QOL. The study found that satisfaction with material and non-material life domain (community, emotional, and health and safety) positively affect stakeholders' perceived QOL; and the type of community

stakeholder groups (residents affiliated versus those who are not affiliated with the tourism industry) moderates this relationship. Specifically, the residents affiliated with the tourism industry (compared to those who are not affiliated) perceive greater benefits stemming from tourism and these benefits do play a significant role on their sense of well-being. Others studies also indicated that tourism-employed residents were more favorably disposed toward tourists than those who were not tourism-employed (Pizam 1978; Zhou and Ap 2009).

3.4.3 Involvement in Community Affairs and Community Attachment

McCool and Martin (1994) examined the relationship between residents' perceptions of tourism development impact and their level of community attachment. The study found that highly attached residents were more likely to be concerned about the costs and impact of tourism development, more so than those not attached.

Jurowski and Brown (2001) hypothesized community residents' perceptions of tourism-related QOL are likely to differ as a direct function of their level of involvement in community affairs. They conducted a survey using telephone interviews that revealed the following: residents *not* belonging to community organizations evaluated the quality of most aspects of their lives lower than those who reported not to belong to community organizations. That is, the study found a positive relationship between membership in community organizations and resident's satisfaction with the community and their QOL.

3.4.4 Other Demographic and Geographic Characteristics of Community Residents

Roehl (1999) examined the relationship between resident *demographic* characteristics, perception of the impact of gaming, and perceived QOL. The results showed that residents with less education and urban residents perceived more social costs from legalized gaming. Perceived social costs were negatively correlated with QOL, whereas perceived job growth was found to be positively correlated with QOL. Similarly, Andereck et al. (2005) examined differences between Anglo and Hispanic residents' perceptions regarding the influence of tourism on their QOL in southwestern United States. The study found that Hispanic residents perceived significantly greater effects of tourism on positive environmental and socio-cultural QOL dimensions.

Belisle and Hoy (1980) found that *distance* has a significant effect on residents' perceptions of tourism impact. Specifically, as residents move away from the tourist zone, the impact of tourism is perceived less positively. This moderator effect of

distance was also hinted by Perdue et al. (1999) who argued that the perceived impact of tourism decreases as distance between the individual's home and the tourism sector of the community increases.

3.5 Conclusion

The preceding discussion points to several key propositions. It is clear that community residents with higher levels of perceived QOL are favorably disposed toward tourism development. This does not, however, imply that residents with lower levels of perceived QOL are less supportive of tourism development. It is also clear that the relationship between tourism development and community QOL is bi-directional. The relationship between these two constructs is also influenced by a host of moderator effects. These moderator effects point to public policy questions. For example, at what point or stage of tourism development do tourism activities begin to adversely influence the QOL of residents? What is the optimal threshold of tourism development? Identifying such thresholds should allow public policy officials and community leaders to regulate tourism development. To do so, community QOL should be measured and monitored over time. There is no question that a good place for home residence is a good place to visit. The challenge is that if tourist communities should strive to enhance and sustain community QOL over time.

Ideas for future research? Scholars interested in tourism and QOL should strive to capture community QOL using *both* objective and subjective indicators. Each set of QOL metrics has its own strengths and weaknesses; hence, there is a need to employ both objective and subjective indicators to better capture residents' QOL. To date, there is no research, if any, using both objective and subjective indicators to measure community QOL. Using objective and subjective indicators conjunctively should allow us to reach more definitive conclusions and provide meaningful results for policy making and long-term community planning.

Also, to better measure community QOL, we need to recognize that the QOL dimensions (i.e., domains) vary in salience. In other words, domains are not all equally important and the importance of each domain may vary across stakeholder groups and contexts. Perhaps future research should incorporate a domain salience construct in the measurement of community QOL.

Resident's perspective of tourism development and its impact on community QOL has been researched since the 1980s. However, there is still relatively limited research that examines direct and indirect impact of tourism development on community QOL. Thus, we conclude with a call to action. Much more research and attention is needed in this area to ensure that tourism development contributes most positively to the QOL of host communities.

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