

Developing Social Sustainability Conceptual Framework of the Tourism Host Community Residents*

Sharareh Azimi^{a**} - Parvin Partovi^b

^a Ph.D. of Urban Planning and Design, Faculty of Architecture and Urban Planning, University of Art, Tehran, Iran.
(Corresponding Author).

^b Professor of Urban Planning, Faculty of Architecture and Urban Planning, University of Art, Tehran, Iran.

Received 04 October 2019; Revised 28 October 2019; Accepted 02 November 2019; Available Online 21 June 2021

ABSTRACT

The residents' lives are affected by turning the community into a tourism destination, and achieving sustainable tourism to preserve and improve the features of the host community is of significant importance in tourism planning and development. In recent years, due to the considerable attention to tourism in the policies of Iran and development plans, we face an increasing growth of incoming and domestic tourism. Since sustainable tourism development in a region requires paying attention to the local community and residents and neglecting it might cause challenges in the long term for the tourism development in the region, thus, the residents' demands of the host community and their perception of this phenomenon might be carefully taken into account by the tourism planners. The current study aimed to explain the concept of the social sustainability of the residents of the community hosting tourism using the documentary method and systematic review of the resources. The influential theorists' opinions on the formation of this concept were profoundly investigated to collect the data, and the research data were analyzed by using the qualitative approach and meta-synthesis method. Then, the conceptual framework of the social sustainability of the residents of the communities hosting tourism was presented. According to the research findings, the residents' opinions on the tourism (in the categories of the residents' features and the relationship between the host community and tourism) and the quality of the life of the host community (in the categories of the features of the tourism destination and the consequences of the tourism on the host community) were recognized as the influential factors on the formation of the host community's perception of the tourism development in the destination that realizes social sustainability of the residents of the host communities along with the welfare indicators of the community, personal flourishing, participation, sense of belonging, security, and justice.

Keywords: Social Sustainability, Host Community Residents, Tourism, Conceptual Framework, Meta-syntheses.

* This paper was taken from the Ph.D. thesis of the first author entitled "The Phenomenology of Lived Experiences of Historical Districts Residents in encountering Urban Tourism in order to Evaluate Social Sustainability of Host Communities (Case Study: Yazd Historical Districts), which was conducted under the supervision of the second author in the Faculty of Architecture and Urban Planning, University of Art, in 2020.

** E_mail: Sharareh_azimi@yahoo.com

1. INTRODUCTION

Tourism has a high potential to affect the residents' lives of the local communities, and when a community becomes a tourism destination, the life of its residents is influenced by the tourism activities (Kim, Uysal, & Sirgy, 2012). The presence of tourists in the host cities associates with positive economic, social, and environmental accomplishments in the local and regional areas for the city and the destination country and is a proper tool for the development of the low-income communities (Orbasli, 2000; Andereck & Nyaupane, 2011; Aquino, Lück, & Schänzel, 2018). Over several decades, the growing economic interest led to neglecting and ignoring the problems and damages that this phenomenon caused for the residents and cultural and historical heritage. However, over time, and since the 1980s, the findings and various research reports emphasized the different adverse environmental, social, and cultural consequences of tourism. This movement led to challenging the previous approaches to tourism in the 1990s and the formation of sustainable development in tourism (Isaksson & Garvare, 2003).

Since the growth and development of sustainable tourism in a region requires particular attention to the residents and host community, their demands and opinions on the tourists must be carefully taken into account (Figini, Castellani, & Vici, 2007, p. 2). Social sustainability, as the positive judgment and satisfaction of the residents of the host community with the presence of the tourists, is one of the main factors in reducing the depression and correcting the structure and development of tourism in their residence. On the other hand, the dissatisfaction and objection of the host community with the tourism development will eventually lead to the suspension, and sometimes, complete removal of the tourism in the host community (Gursoy & Rutherford, 2004, p. 495).

Realization of the sustainability in tourism to preserve and improve the residents' features of the host community in different aspects and using the interests originated from the tourism has always been considered by the planners. However, investigating the reflection of the meaning and concept of tourism on the residents and their attitude towards the effects of this phenomenon is a neglected area in tourism planning and development. The residents' attitude to tourism is not only a reflection of their perception of the tourism consequences but is formed in the interaction between the residents' perception and a set of influential factors on their attitude. Therefore, recognizing this issue requires a qualitative and deep study of the residents of the host community.

2. THEORETICAL FOUNDATIONS AND RESEARCH BACKGROUND

The definitions and key concepts of the research were

mentioned in this part that is necessary and is the prerequisite of the main subject. Then, the theoretical foundations and review of the research background were addressed to create a prognosis about the research subject. Therefore, considering the main research problem, i.e., social sustainability of the host community in the touristic contexts, some of the related backgrounds were collected and introduced.

2.1. The Host Community of Tourism

The host community term (despite the lack of accurate and comprehensive definition) is broadly accepted by tourism experts and is applied in the tourism literature. According to Mason's argument (2003), since the tourists are not always pleasant, the local community, the resident community, and the destination community can also be used as the host community. The host community can act as a tourism attraction or product for the tourists. The cultural shows, including celebrations, music, rituals, handicrafts, and festivals, create significant attractions for the tourists (Boyd & Singh, 2003; Mason, 2003).

The different forms of the relationship between the host and tourist can result in unique personal interests. However, it can also create controversy in some cases. The host-tourist contact can have different types, including a friendly encounter in the street or a business deal in a café or a tourism attraction. Three main situations of the relationship between the host and the tourist were identified (Hanrahan, 2008, p. 27):

- Purchasing goods and services from the residents
- The placement of the tourists and residents in the adjacency of a tourism attraction
- Facing each other in the process of exchanging information.

The contact between the host and tourist can have positive or negative results that can be achieved due to mutual understanding, acceptance, respect, tolerance, and attraction. Development of positive attitude, reducing ethnic prejudice, racial clichés, and tensions generally improve the social interactions between different people from various cultures. This interaction can lead to education, enrichment, and cultural pride (Reisinger & Turner, 2003; Hanrahan, 2008). Nevertheless, the host-tourist contact can lead to negative attitudes, tendencies, clichés, prejudices, and increasing the tension, nemesis, distrust, and violent attacks, in some cases. The difference among the nationality, values and cultural gaps lead to the contrasts of the values and conflicts (Mason, 2003; Page & Dowling, 2003; Hanrahan, 2008).

2.2. Heterogeneous Groups of the Host Community

When talking about the host community, the initial assumption is based on the fact that it is a homogenous unity. However, they are also heterogeneous, like tourists. According to some scholars, the host

community includes people and groups with different situations and political orientations and various attitudes towards the sociocultural phenomena, including tourism (Reisinger & Turner, 2003; Mason, 2003; Boyd & Singh, 2003; Murphy & Murphy, 2004). The planners must understand the heterogenous nature of the community for the effective participation of the host community in tourism planning (Mason, 2003). Murphy (2004) considers the host community with three general aspects of social functions, spatial area, and external recognition.

A) Social function is described as people who cooperate to create for their position, such as a neighborhood. The social function has a strong relationship with the role of the community in tourism planning. Gael (1997) and Murphy (2004) believe that “The form of the community and its activities are determined through distinguishing the use of space and different processes based on that which one of the people or different social functions can defeat the other one in the process of the structural change in the competitive situation”. This definition considers some principles of ecology that conceptualize the change as a result of a competition. Therefore, the residents must compete for the main resources of the society, including space (parking, restaurant) and facilities (public transportation, housing).

B) The spatial area of the community is not created separately from social function or external recognition. In general, in larger cities, the planners try to recognize the neighborhoods in a way to preserve the social features and dynamicity of a society (Murphy & Murphy, 2004). In the spatial area, it seems that the community reacts to what seems to threaten their territory or comfort zone. The important point is that such spatial function of the community is considered related by the tourism industry and planners (Hanrahan, 2008).

C) The third aspect of the community is external recognition. Generally, the communities need a kind of recognition outside the society (Murphy & Murphy, 2004). The media provide external recognition for a community. Also, external recognition can be obtained through the processes of inclusive planning.

Therefore, the heterogeneous host communities and their conflicting interests of these groups might be diverse and complicated and have various aspects. Also, it must be noted that the host communities are not only the passive receivers of tourism (Hanrahan, 2008, p. 31). In tourism destinations, the residents often play a significant role in the tourism industry. By considering the participation of the host community in the issues related to tourism planning, paying attention to the stakeholders is significant. Although the host community is a part of the stakeholders in tourism planning, they are not all of the stakeholders of the host community. Murphy (2004) believes that the residents can naturally be the indirect stakeholders without having an obvious relationship with this

industry in many societies because many of the local states invest in the services related to tourism, such as parks and exhibitions. Although it is difficult, costly, and time-consuming to investigate the broad range of the stakeholders in the process of tourism planning, it is associated with significant benefits for sustainability (Mason, 2003; Murphy & Murphy, 2004; Hanrahan, 2008).

2.3. The Host Community's Attitude to Tourism

Attitude is a type of evaluation and mental imagination to the aspect or a specific manifestation of the ecosystem by the people and is affected by factors, such as mindset, feelings, and the person's encounter (McDougall & Munro, 1987, p. 87). Andriotis and Voughan believe that the most significant feature of the residents is that what is perceived by them is not necessarily consistent with the current reality (Andriotis & Voughan, 2003, p. 173). Their perception of reality (and not the reality itself) affects the residents' attitude, and subsequently, their behavior. Many scholars believe that the residents' attitude towards tourism is not only a reflection of their perception of tourism consequences but such an attitude is formed in the interaction between the residents' perception and a set of influential factors on their attitude.

Many methods have been introduced regarding the recognition of the attitude and people's reaction to tourism, and various theories addressed this subject. Among the analytical frameworks that introduce and explain the indicators to explain and analyze the relationship between the residents' attitude towards tourism and the structural modeling of the residents' perception of tourism consequences is the Social Exchange Theory (Ap, 1992; Perdue, Long, & Allen, 1990; Mc Gehee & Andereck, 2004; Hsu, Chen, & Yang, 2019; Yeager, Boley, Woosnam, & Green, 2019). The intellectual foundation of Social Exchange theory is based on the behavioral psychology theory and the economic theory of Utilitarianism. According to the mentioned theory, the relationship between humans is established based on the exchange of two concepts of cost and interest. That is to say, the people decide whether they participate in that exchange or not after evaluating the costs and interests of an exchange. Accordingly, the residents' evaluation of tourism is based on the conducted exchanges and is affected by their judgment of the costs and interests that they receive in exchange for the services provided for the tourists (Ap, 1992, p. 670). Also, the perceived economic interests have a direct effect on the residents' support of tourism (Hsu, Chen, & Yang, 2019). In this regard, the consequences of tourism can be classified into two aspects of favorable consequences (interest) and adverse consequences (cost) (Gursoy, Jurovski, & Uysal, 2002). Therefore, if the favorable consequences that residents receive are satisfactory according to their

opinions even though these interests are obtained in an unbalanced and unequal relationship, their attitude towards tourism will be positive, and as long as the residents estimate the interests obtained from the presence of the tourism more than the costs, they will show interest in cooperating and participating in that relationship and supporting its development (Andereck & Vogt, 2000; Chiappaa, Romerob, & Gallarza, 2018). According to the Social Exchange Theory, the classification approach can be founded planned. According to the classification approach, the residents' attitude towards tourism is affected by the degree and type of participation, the involvement, and the relationship with the tourism industry (Mc Cool & Moisey, 2001). Accordingly, among the various groups and classes of the local community, the group of the residents who are dependent on the tourism industry or receive more personal interests from the presence of the tourists in the society has a more positive attitude towards the tourism than those who do not have the same opinion on receiving the interest and profit from the tourism, and they support the presence of tourists in their residence more (McGehee & Andereck, 2004; Perdue, Long, & Allen, 1990). Therefore, it is anticipated that people evaluate the adverse consequences of industry area based on the type of disruption that these consequences create in meeting their needs.

The Stakeholder theory in tourism studies is used to identify the stakeholders, increase their participation in the tourism development and management and investigate the residents' perceptions about the sustainable development of tourism. Since the tourism development can have a profound impact on local communities and the host residents can also affect the success or failure of the tourism development, the host residents are the most significant stakeholders (Rasoolimanesh & Jaafar, 2016).

Many studied point out a wide range of the distinguished attitude of the various groups of residents regarding tourism development. For instance, they have identified the heterogeneity of the residents' attitudes in terms of gender and age, education level, participation in the tourism industry, length of stay, birthplace, and income level. The heterogeneity of the residents' perceptions results from the effects of tourism development, support, and participation in the tourism development at different levels in the local communities (Rasoolimanesh, Roldán, Jaafar & Ramayah, 2016; Chiappaa, Romerob, & Gallarza, 2018; Zhuang, Yao, & Li, 2019).

According to Tourism Life Cycle Model (Exploration, Involvement, Development, Consolidation, Stagnation, Decline, Revitalization), the social effects generally emerge in the consolidation and decline stages. The great number of visitors and the facilities provided for them provoke or stimulate the residents to oppose the tourism development because, in a static condition, the levels of capacity for many of

the variables are completed or cross the limits, and this is when the social, economic, environmental, and political problems emerge (Kazemi, 2006, p. 3). Also, in tourism, to determine the indicators to evaluate the sustainability level in different areas, the tourism tolerance capacity was applied. In social sustainability, tourism's social carrying capacity has been raised. According to the definition, the tourism social carrying capacity of a tourism destination is its capacity and ability of that place to attract the tourist before the negative consequences and effects of this presence are felt by the residents of that community, and they do not show any interest in the presence of the tourists. Since the 1970s, the most prominent and practical method in evaluating the tourism social carrying capacity is the evaluation of the residents' attitude towards tourism and its consequences on the host community (Akkawi, 2010, p. 21). When residents realize that tourism development has happened at the expense of their resources and outweighs the benefits, they feel uncomfortable with tourists, which in turn reduces community satisfaction (Mathew & Sreejesh, 2017).

2.4. The Effects of Tourism on the Host Community

Investigating the conducted studies indicates that the type and degree of tourism effects on a destination are affected by various factors. Among the most significant factors are the features of the host community and guest, the nature of the tourism activities in the destination, the length of stay of the residents, the effects of the job creation, the economic incomes, and the environmental impacts. The tourism effects can shortly be defined as the result of the relatively complicated process between the tourists, hosts, and the settlements of the host community (Kandel & Brown, 2006). This process provides the ground for the environmental, cultural, and economic interactions between the host, tourist, and tourism place. Although tourism can potentially be used as a new financial resource, by improving the economic situation of the local people, reducing the poverty and increasing the job creation, and a measure for the development of the regions, when a local community becomes a destination for tourism, the quality of life and value systems and customs of that place are also affected (Gnoth & Zins, 2013; Aquino, Lück, & Schänzel, 2018). The most significant effects of tourism are on the improvement of the quality of life, and eventually, the urban development, including economic growth and job creation, directly and indirectly, permanent and seasonal, in a different range of service and non-service occupations in the city, the increase in the per capita income, and improving the welfare level of the citizens, and increasing income of the service-business centers and units of the city, etc. The tourism's social effects are the tourist's familiarity with the culture and spiritual, artistic, and vernacular phenomena, introducing the culture of the host, and as a

result, creating more opportunities for the development and progress, and improving people's beliefs and faiths about their culture. The most significant physical effects of tourism in urban development are the development of the infrastructural structures of the city, the development, and renovation of the recreational spaces and place, and the revitalization and renovation of the historical places and monuments in the city (Lotfi, 2014, p. 133). Therefore, considering the complexity

and broadness of the tourism activities, its resulted effects have also integrated aspects that must be taken into account in the study of the tourism consequences. According to the broadness and diversity of the effects of the tourism development, many scholars classified the study and investigation of these effects based on the negative or positive consequences of the tourism in three environmental, sociocultural, and economic aspects as presented in Figure 1.

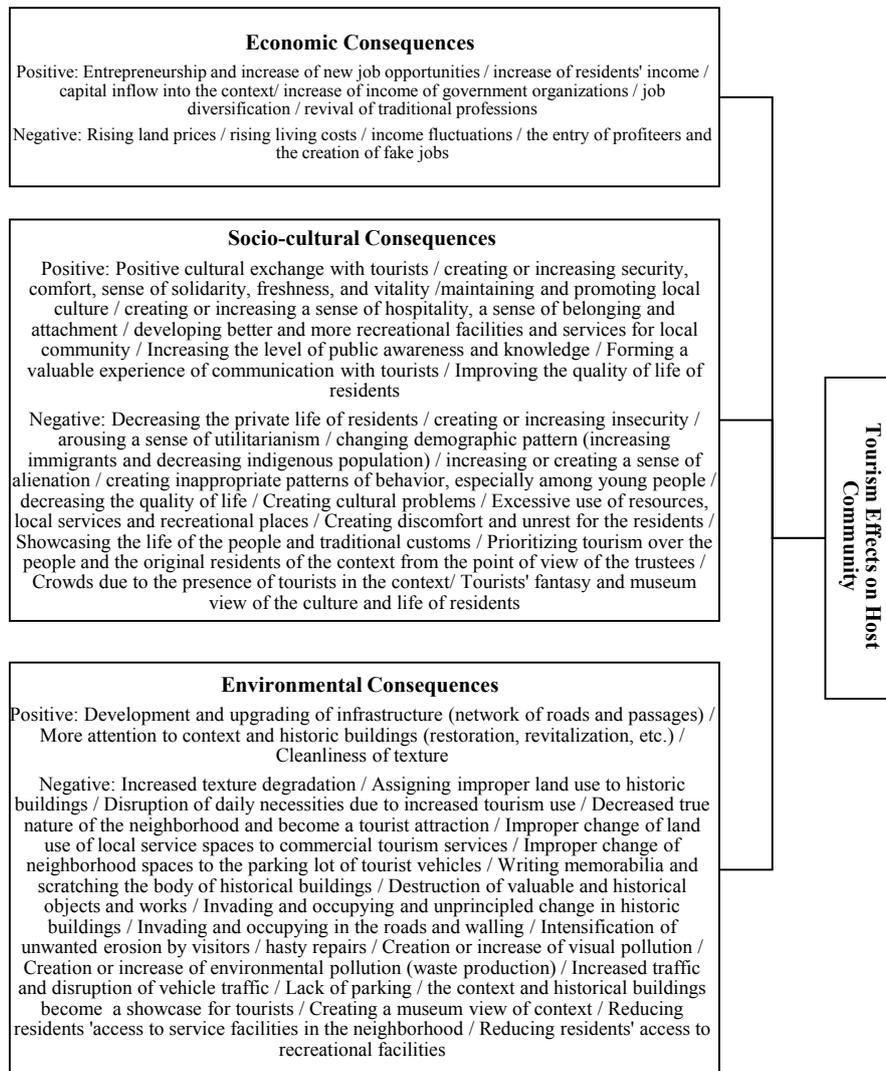


Fig. 1. The Consequences of Tourism on Host Community

(Orbasli, 2000; Chen & Chen, 2010; Andreck & Nyaupane, 2011 Kim, Uysal, & Sirgy, 2012; Gnoth & Zins, 2013; Aquino, Lück, & Schänzel, 2018)

2.5. Social Sustainability

Sustainability has different concepts that range from ecological purposes to various economic, social, and cultural activities. It was first defined on the global and national scales and then emphasized on the city and local communities (Mitlan & Satterthwaite, 1994). In other words, the protection of the natural sources that drawn the most attention in the 1970s

and 1980s was replaced with corrective and flexibles rules based on the economic efficiency in the 1980s and 1990s. From the 1990s onwards, the concept of sustainable development and sustainable communities were allocated a significant place. In this regard, in 2001, culture was considered an important part of the sustainability process.

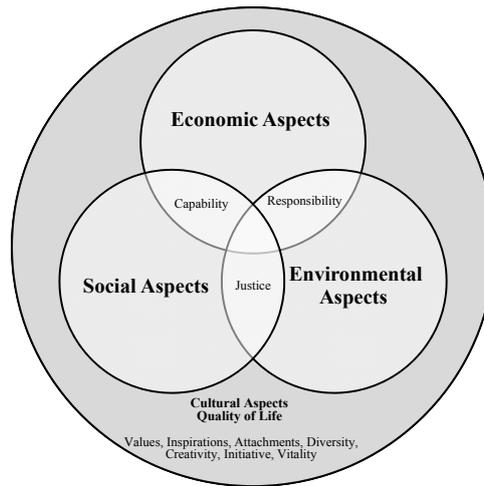


Fig. 2. The Four Bases of Sustainability
(Hawkes, 2001)

The integration of social relations in sustainability studies from both theoretical and practical perspectives has been consistently considered from a paradoxical point of view without agreeing on the definition of social sustainability, so it is difficult to achieve a comprehensive definition (Colantonio & Lane, 2007, p. 4). Social sustainability in the urban communities was associated with the quality of life and social welfare and is evaluated by the components, such as accessibility to the health care services, education, housing, security, income, and lack of deprivation (Bart, 2002, p. 9). However, in explaining social sustainability, Gates and Lee (2005) emphasized considering the fundamental needs, such as housing and income, and personal capacities, including various job opportunities and facilities, and recreational and cultural programs, and proper leisure with the minimum wage, the social capacities, such as identity, participation, and the places to hold the artistic and social activities (Gates & Lee, 2005). Colantonio’s analyses (2008) indicated that social sustainability is a combination of the traditional principles, including the primary and fundamental needs, employment and education, social justice and

equality, and new concepts that are less to be measurable, such as identity, sense of place, happiness, welfare, and the quality of life (Colantonio, 2008). Larsen (2009) emphasized the need for social participation to understand social sustainability using the ideology that social participation is necessary for the successful implementation of social and environmental policies in sustainable urban development. Weingaertner and Moberg (2011) considered social sustainability as a set of indicators, such as access, social capital, health and welfare, social solidarity (subjective and objective), the equal distribution of income and employment, local participation, cultural heritage, education, housing, and the consistency of the society, relationship and movement, social justice (intra-generation and inter-generation), sense of place, and sense of belonging (Weingaertner & Moberg, 2011, p. 5). Murphy (2012) pointed out the four main bases of justice, participation, knowledge on sustainability, and social solidarity in his definitions of social sustainability (Murphy, 2012). Table 1 summarizes the key components of the definitions and various arguments regarding social sustainability.

Table 1. The Key Components of the Social Sustainability Definitions From the Perspective of Various Scholars

Key Components of Definitions	Indicators	Researchers
Good Quality of Life, Social Welfare, and Livelihood for Everyone.	<ul style="list-style-type: none"> - Paying Attention to the Fundamental Needs and Access to: - Health and Welfare - Education - Housing - Employment and Income - Open Space - Local Services - Security and Lack of Ddeprivation - Cultural Heritage - Communication and Movement (Pedestrian and Transportation) 	(Koning, 2001; Bryden, 2002; Polese & Stren, 2000; Gates & Lee, 2005; Thin, Lockhart, & Yaron, 2002; Weingaertner & Moberg, 2011; Murphy, 2012; Williams, 1996; Littig & Griessler, 2005; Shirazi & Keyvani, 2018)

Key Components of Definitions	Indicators	Researchers
Equality and Social Justice	<ul style="list-style-type: none"> - Fair Distribution of the Resources in the Society - Equal Distribution of the Development Opportunities in the Present and Future. - The Possibility of Fair Access to Employment, Housing, and Local Services. - Fair Distribution of Resources (Employment, Housing, and Local Services) - Equal Distribution of the Economic Resources, and Equal Rights of Economic Efficiency - Lack of Social Exclusion - Population Density and Services 	(Polese & Stren, 2000; Thin, Lockhart, & Yaron, 2002; Gates & Lee, 2005; Murphy, 2012; Koning, 2001; Littig & Griessler, 2005; Shirazi & Keyvani, 2018; Bramley, Dempsey, Power, & Brown, 2006)
Improving Social Solidarity of Society's Groups	<ul style="list-style-type: none"> - Social Solidarity - Social Networks - Improving Social Capital - Accepting Cultural Differences and Development of Social Tolerance - The Quality of Civil life, Legal Rights - Identity - Participation - The Stability of the Society - The Places of Holding Social and Art Activities 	(Polese & Stren, 2000; Thin, Lockhart, & Yaron, 2002; Murphy, 2012; Glasson & Wood, 2009; Gates & Lee, 2005; Murphy, 2012; Williams, 1996; Littig & Griessler, 2005; Shirazi & Keyvani, 2018)
Paying Attention to the Personal Capacities	<ul style="list-style-type: none"> - Various Job Opportunities, Recreational and Cultural Programs and Facilities, the Leisure Appropriate to the Cost 	(Gates & Lee, 2005)
Social Sustainability	<ul style="list-style-type: none"> - Livability - Stability and Security - The Interaction of the Neighborhoods and Social Networks - Participation of the People of Neighborhoods - The Sense of Belonging to the Place - Social Pride and Glory 	(Murphy, 2012; Williams, 1996; Shirazi & Keyvani, 2018; Bramley et al., 2006; Glasson & Wood, 2009)

According to the research background, the constituent main elements of social sustainability can be summarized as follows:

- Meeting main needs of human;
 - Overcoming the inabilities related to the lack of personal ability
 - The development of personal responsibility, including social responsibility and paying attention to the needs of the future generations.
 - Preserving and increasing the social capital to develop the trust, coordination, and required cooperation to create and support civil institutions.
 - Paying attention to the equal distribution of the development opportunities in the present and future.
 - Recognizing the differences of the societies and various cultures and development of the social tolerance, and
 - Empowering people to participate in the situation of the mutual agreement affecting the selection of the development plans and making decisions about them.
- Eventually, the purpose of social sustainability can be considered the improvement and life conditions and a process to the accessibility of the communities to the highest level of the quality of life.

3. RESEARCH METHOD

The current study was review research to develop a conceptual framework of the social sustainability of the residents of the community hosting tourism, which

was analyzed and challenged based on a different perspective using a positivists approach. The current research was conducted by a systematic review and meta-study¹ of the resources related to the research subject. In this approach, the required data were collected using the documentary method and regular re-read of the resources and deep study of them to for the systematic interpretation of the qualitative information. Eventually, the meta-synthesis method was used to compare, interpret, and combine the various models and frameworks presented in the social sustainability of the communities hosting tourism.

The meta-syntheses approach is a type of qualitative research that studies the information and findings extracted from other qualitative studies with a similar and related subject. As a result, the desired sample for meta-synthesis is selected from qualitative studies and based on their relationship with the research question (Lindgreen, Palmer, & Vanhamme, 2004, pp. 647-680).

4. RESEARCH FINDINGS

A successful and sustainable tourism destination depends on the support of the host community for tourism development. The scholars have mainly studied the factors related to the resident (the intrinsic factors) or the community (external factors) to understand the host's attitude about the tourism, which might influence their perceived effects and support from the tourism development (Thyne, Watkins, & Yoshida, 2017).

4.1. Social Sustainability of the Tourism Host Community

Considering that the meta-synthesis and qualitative approaches were used in the current research, the research data included the documents and theories in the research background. Accordingly, the codes that had subjective and conceptual relation with the keywords of the research were selected based on which the concepts and categories were formed. Then, the conceptual framework of the research was extracted. In this regard, some of the variables modified in the literature research were recognized as a significant criterion in measuring the social effects of tourism. In the current study, according to the meta-synthesis and coding of the previous studies, the categories were classified into 12 main groups, each of which had sub-categories as follows:

- A) external variables of residents
 - Economic dependence on tourism- employment or business in the tourism or related industry
 - The distance from the living place of the residents to the active tourism regions.
 - The contact level with the tourists.
 - Using facilities applied by the tourists.
 - Resident/tourist ratio
- B) Value variables of residents
 - Social attachment
 - Difference between the social and moral values of the local community and tourists
 - The various attitudes and orientations to tourists among various groups of the local people.
- C) Economic benefits
 - Job opportunities
 - Economic power and income of the local state
- D) The Social-recreational attractions
 - The possibility of purchasing by increasing the number and hours of using the shopping stores
 - Increasing the access to the entertainment and leisure opportunities
 - Increasing the opportunities to establish social relations
 - The inter-cultural interaction of the residents
- E) Congestion and crowd
 - Sharing the public spaces with tourists (such as parks and beaches)
 - Creating competition to have access to the parking lots
 - Increasing the noise
 - Crowd in the shopping and service centers
 - Traffic congestion
 - the ratio of the number of the permanent residents of the region to the number of the tourists and owners of the tourist houses.
- F) Social pride
 - Improving the social pride and glory of the local community
- G) Criminal behavior
 - The behavioral problems caused by alcohol and drug

- abuse of tourists
- Violent behaviors of the tourists with the local community
- Increasing gambling and depravity in tourism destination
- H) Environmental pollutions
 - Increase in trashes in tourism destination and reduction in the environmental aesthetics.
 - Violating the local wildlife habitats
 - Damaging the nature and environment
- M) Appearance effect
 - The image of the city according to others' opinion (except for residents)
 - Improving the mental image of the destination around the world through advertising by tourists
- N) Increase in prices
 - Increase in the total living costs, price of the goods and services in tourism destination.
 - Increase in the property and real estate's value to offer tourism services
 - Increase in the rent price and living costs of the local community
 - Increase in the prices and creating issues for the retired people of the local community with the fixed income
- O) New infrastructures
 - Increasing the urban development level
 - Constructing new stores and restaurants
 - Determining a criterion to maintain the public facilities, such as beaches, parks, and roads.
 - Public transportation
- P) Identity of the city or region
 - Changing the appearance of the area that may not be accepted by the local community.
 - Changing the architectural style in the region might not be compatible with the current styles and cultural heritage.
 - Changing the identity of the tourism region.

In the last step of analyzing the qualitative data, the categories adjusted to develop a primary theoretical framework were combined. In this case, two components of residents' attitude towards the tourism (in the categories of residents' features and the relationships between the host community and tourists) and the quality of life of the host community (in the categories of the features of the tourism destination and the tourism effects on the host community) were extracted as the influential factors on the formation of the host community's perception of tourism development in the destination that realize the social justice of the residents of the host communities along with the welfare indicators of the society, personal flourishing, participation and solidarity, identity and sense of belonging, security, equality, and justice. Figure 3 presents the conceptual framework of the social sustainability of the residents of the community hosting tourism and its main and secondary categories.

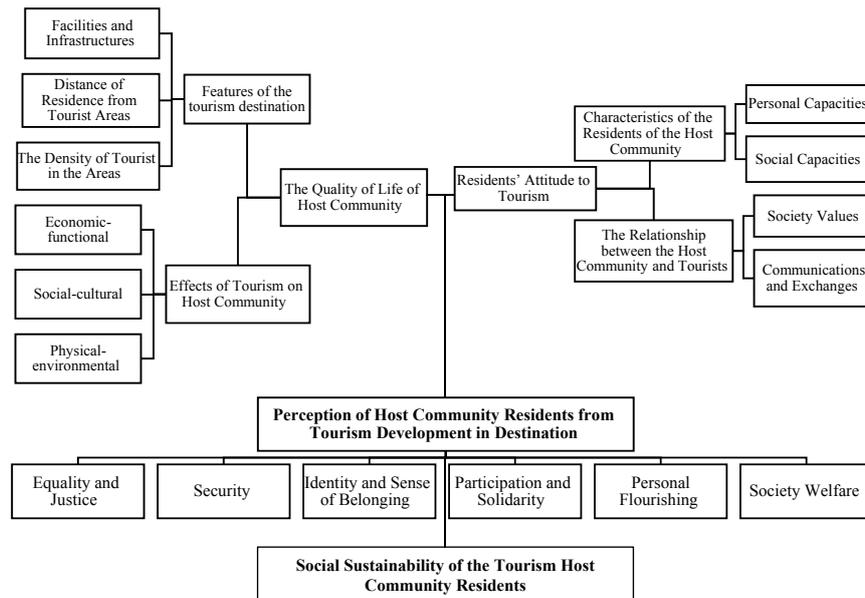


Fig. 3. Social Sustainability Conceptual Framework of the Tourism Host Community Residents

5. CONCLUSION

By systematic and comprehensive review of the available resources about the definitions, aspects, and contexts of forming the social sustainability of the residents of the tourism host community, the weaknesses and strengths of these definitions, and the significant differences and commonalities among them in the process of the meta-synthesis and coding the data, the conceptual framework of this phenomenon was presented. According to the research findings presented in the conceptual framework, the characteristics of the residents of the host community (in the sub-category of the personal capacities and social capacities) and the relationship between the host community and the tourists (in the sub-categories of the society values, communications, and exchanges) form the influential categories on the formation of the residents' attitude towards tourism phenomenon. The characteristics of the tourism designation (in the sub-categories of the facilities and infrastructures, the distance from the residence to the touristic regions, and the density of the tourist in the destination) and the effects of tourism on the host community (in the sub-categories of the functional-economic, sociocultural, and environmental-physical consequences), determine the categories related to the quality of life of the residents of the tourism host community. The perception of the residents of the host community of tourism development in the destination results from the combination of these components.

According to the research findings, a considerable part of the variables of the social sustainability of the tourism host communities was focused on the residents' characteristics and included the personal features of the residents, such as age, gender, income, or the relationship with the residents of the region

and tourists. Except for the obvious demographical variables, other variables can also affect the residents' perception of the social effects of tourism. Also, some studies emphasized the determining role of the specific values, such as attachment to the values and traditions of the community, in the effectiveness in the residents' perception of tourism.

Accordingly, the influential variables on the residents' perception of tourism were classified. For instance, the economic dependence on tourism affects the perceptions so that the involved residents in tourism generally have more desirable attitudes to tourism than those who are not involved. Also, the effect of distance from the tourism activity has different results so that some residents enjoy the dynamicity resulted from the tourism while the others are unhappy due to the noise and traffic caused by tourism. Furthermore, by investigating the contact of the residents with the tourists, different results were obtained so that the residents' attitude towards using the facilities of residents by tourists is generally negative. The other influential elements on residents' perception of the social effects of tourism were focused on the features of the destination, such as being seasonal. The result obtained from the peak and decline of the tourists indicates that when the tourism is at the annual peak, some residents feel that they are strangers in their community. The ratio of the number of tourists to the residents in the peak time of the tourism and when a great number of tourists use local sources and create extreme population lead to the dissatisfaction and discomfort of the host community with the tourists. The variables of the distance of the residents from the tourism activities, using facilities by the residents and tourists, the contact level with the tourists, and the ratio of the tourists to the residents are all mentioned

for the effectiveness of the tourism on the residents' perceptions in the societies. Since the human's perception are affected by his/her relationships with other humans, and human's understanding of the surrounding phenomena is based on the common interpretations, the context of its emergence and realization is the living world, the world that makes it possible for the humans to form their relations, actions and reactions, therefore, the nature and meaning of the phenomena are raised based on the collective census of the commonalities and interactions between the minds. What determines the final behavior of the person is not only the environment as its physical concept. Although the environment provides the context for the emergence or renewal of the behaviors, it is not the final determinant of the behavior of the person and society. The behavior of the individual and society is formed by the interaction with others and the environment, and in a good process, the environment can provide the context so that the individual has the best form of the sense of belonging to the place and the social sustainability is improved wherein. Since the individuals' perception and understanding cannot exist separately from the sociocultural context in which they live, the context

and background are important in qualitative research. Therefore, besides the individual and social features of the residents, the values governing the host community and their relationship with the tourists as well as the features of the destinations and various aspects of the tourism effects were also considered to study the host community's perception of the tourism along with the social sustainability indicators (i.e., welfare of the society, personal flourishing, participation and solidarity, identity and sense of belonging, security, equality, and justice) to achieve a conceptual framework of the social sustainability of the residents of the host community in tourism destinations. Understanding the host communities' perception of the tourism effects provides an important measure to manage in the context of the tourism spaces, which can direct the tourism planning to preserve and improve the sustainability of the touristic communities and prevent its decline and destruction. Hence, considering the categories and sub-categories presented in the conceptual framework of the research in the management and planning of tourism development is necessary to achieve the social sustainability of the host communities in tourism destinations.

END NOTE

1. Meta study is one of the methods used to study and analyze the previous research. The meta-study addresses the deep analysis of the research works in a specific area. If the research is conducted qualitatively and studies the concepts and results used in the previous studies using common coding method in the qualitative studies, such as a theory extracted from the data, it will be called meta-synthesis (Naghizadeh, Elahia, Manteghi, & Ghazinoori, 2015, p. 31).

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HOW TO CITE THIS ARTICLE

Azimi, SH., & Partovi, P. (2021). Developing Social Sustainability Conceptual Framework of the Tourism Host Community Residents. *Armanshahr Architecture & Urban Development Journal*. 14(34), 191-203.

DOI: 10.22034/AAUD.2019.203488.2005

URL: http://www.armanshahrjournal.com/article_131933.html



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