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Residents' Attitudes and Behaviors Towards
Sustainable Tourism Development in the Algarve



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UNIVERSIDADE DO ALGARVE

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Research Centre for Tourism,
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1.

INTRODUCTION

This research project aims to measure and monitor the impacts of tourism on residents in the Algarve, considering the region as a whole and its municipalities individually. The project aims to reach three main goals: first, to identify indicators related to residents which should be measured for the sustainable tourism development of the Algarve; second, to quantify these indicators by collecting data in the 16 municipalities of the region, in both high and low seasons; and third, to build an online platform that allows the interested stakeholders to easily access, and further use, the collected information for supporting the decision-making process towards the sustainable tourism development of the region.

With the results of this project, public entities, including the Algarve Tourism Boards, the future Observatory for Sustainable Tourism Development (OSTD) and other interested entities (regional associations, civil society organizations, residents, researchers, private tourism-related stakeholders, among others), will be able to use the information provided in the online platform to evaluate and closely follow the effects of tourism in the Algarve. As a result, they will be well-prepared to improve

cooperation, joint and integrated planning and to better manage conflicting interests to enhance the development of tourism as an asset for the sustainability of the Algarve in its three main domains: economic, social and environmental. Interested residents could better accompany the effect of tourism development in their communities, including how it is affecting the community's quality of life. Researchers would have access to updated information that they can incorporate in future studies, and private stakeholders will be better informed about the tourism impacts on local residents. All the information provided by this research project can enhance collaboration and cooperation between public and private entities, in order to implement inclusive solutions towards sustainable tourism.

Besides its practical relevance, the project is theoretically innovative. In fact, the development of the project will allow to validate a set of scales, identified in previous research, in a consolidated destination as a whole and by municipality, contributing to the evolution of the state of art about the connection between the needs for sustainable tourism development and the role of residents at the

destinations. These scales allow to measure: (1) residents' perceptions about the positive and negative impacts of tourism; (2) residents' perceptions about the tourism impacts on their quality of life; (3) residents' attitudes towards tourism impacts and sustainability; (4) residents' involvement and dependence on the tourism sector; (5) residents' emotions and feelings towards tourists; and (6)

residents' pro-tourism behaviors.

Moreover, the project will allow advancing knowledge in models to predict future relationships among residents, tourists and tourism, which can later be adopted in analyzes for consolidated tourism destinations such as the Algarve.



2. PROJECT DESCRIPTION

The Algarve is the main tourism destination in Portugal, sought annually by thousands of domestic and foreign tourists (INE, 2017a). In Europe and even in the world scenario, the Algarve has been widely recognized through the attribution of important tourism awards, such as *The Europe's Leading Beach Destination 2017* and *The World's Best Golf Destination 2018*, assigned by The World Travel Awards and the World Golf Awards (<https://www.worldtravelawards.com/award-europes-leading-beach-destination-2017>; <https://worldgolfawards.com/winners/2018>).

Tourism is the main activity sector in the Algarve, responsible for the creation of thousands of jobs (especially during the summer season) and consequently, for the economy of many families living in the region.

However, it should be stressed that the affirmation of the Algarve as a tourism destination has been a gradual and even slow process when compared to similar destinations. Until the mid-twentieth century, the region had a weak population and economic structure, based on fishing, agriculture and a weakly mechanized industry. At the same time,

since the Algarve is economically, politically and culturally away from the capital (Lisbon), the region has been for a long period (and, in a certain way, it still is) condemned to some isolation.

Simultaneously and for a long time, roads and railways in the Algarve were also quite bad. The railway arrived in Faro (the capital of the region) only in 1889, and the southern railway network was not completed until 1921. In fact, the late construction of the railway was a major factor to the slow growth of tourism in the Algarve (Martins, 2014).

Despite some private initiatives in the hospitality sector, the urban underdevelopment of the Algarve was maintained by the previous political regime, through a bureaucratic maze that aimed to hinder the process of legalizing tourism structures. This policy would only be less restrictive around 1965, when the politicians recognized the increasing demand of tourists from northern Europe. To this end, the inauguration of Faro International Airport in the same year, was also a decisive contribution. Since then, the number of tourists arriving in the Algarve has been steadily increasing. In 1965, there were only 5,440 inbound passengers but after just over 50 years, there

are more than four million (Brito, 2009; INE, 2017a).

The Algarve has benefited from tourism development in recent decades, far beyond the economic dimension. Nevertheless, the region has been unable to avoid the excessive reliance on the seasonal 'sun and beach' product (PENT, 2012; PROT Algarve, 2004). One of the region's main distinguishing features is its natural resources, particularly the Mediterranean climate: long hot summers, soft short winters, and over 300 sunny days a year, with an average temperature of the highest in Europe. Along with hospitality and safety, gastronomy and prices, the Algarve has valuable features to attract thousands of tourists every year.

Despite the importance of tourism in the region, its future is seen with some consternation. The Algarve remains an attractive destination, but it is over dependent in 'sun and beach' (Silva, 2019). Excessive specialization around this product as well as the concentration of financial and human resources on a limited number of activities, can lead to the sector's decline.

The sophistication of tourists' needs, the new trends in the sector, as well as the negative impacts of a high concentration in just two months per year (during the summer season), points out the need - already identified in several national and regional plans (PENT, 2012; PROT Algarve, 2004) - to complement 'sun and beach' with other offerings, in order to create differentiation, to face the trend of seasonality, and to allow greater competitiveness with similar destinations, such as Spain.

Thus, the importance ascribed to this research project has to do with the necessity of giving residents a «voice» since a consistent planning of tourism towards sustainability cannot leave them aside. In the

case of the Algarve, several studies have been carried out with tourists visiting the region. Most of these studies allow to understand tourists' profiles, their motivations, expectations, experiences, attitudes, satisfaction, created image and loyalty to the destination (Agapito, Pinto & Mendes, 2017; Barros, Butler & Correia, 2010; Campos *et al.*, 2017; Correia & Águas, 2017; Correia & Crouch, 2003; Correia & Kozak, 2016; Frank, Pintassilgo & Pinto, 2015; Mendes, Valle & Guerreiro, 2011; Silvestre & Correia, 2005; Soler *et al.*, 2019; Valle, Guerreiro & Mendes, 2011; Valle *et al.*, 2012, among others).

However, very little attention has been placed on residents' perceptions and attitudes about tourism in the Algarve. The existing studies relate to residents' perceptions about tourism impacts in their quality of life (in Loulé municipality) (Renda, 2012), the analysis of satisfaction of local residents towards tourism in four different municipalities of the Algarve (Lagoa, Monchique, Portimão and Silves) (Guerreiro *et al.*, 2008) and a comparative study carried out between the Algarve and Huelva (Spain), which intended to understand residents' attitudes towards tourism development (Vargas-Sánchez, Valle, Mendes & Silva, 2015). In the latter case, only the residents of the most important tourism municipalities in the Algarve were approached.

Despite the importance of these studies, they represent a slight contribution to the literature, as well as to the Algarve Tourism Boards. First, because only residents of some municipalities were inquired. Second, because only some of the dimensions that comprise the analysis of residents' perceptions and attitudes towards tourism development were taken into account.

In this sense, this research project intends to

overcome the identified gaps by measuring and monitoring the impacts of tourism on residents, in the region as a whole, and in each municipality. First, it will identify indicators related to residents, which should be measured for the sustainable tourism development of the region. Second, it will quantify these indicators, by collecting data in the 16 municipalities of the Algarve, in both high and low seasons. Third, it will build a digital platform that will allow the interested stakeholders to easily access the

collected information, and closely follow the effects of tourism in the different municipalities. Besides its practical relevance, the project is theoretically innovative. It will validate a set of scales about the relationships between residents, tourism and tourists in a consolidated destination such as the Algarve. The project will also allow advancing knowledge in models to predict the relationships among residents' attitudes towards tourism, pro-tourism and pro-tourists' behaviors.



3.

OBJECTIVES AND CONCEPTUAL FRAMEWORK

As the literature shows, the knowledge about the relationships between residents, tourism and tourists is dispersed and dependent on the destination under research. In the case of the Algarve, this knowledge is outdated and some municipalities have never been studied. Therefore, the aim of this project is to overcome the gap in the scientific knowledge about

the Algarve and to transfer it to the region and the stakeholders, particularly for the future Observatory for Sustainable Tourism Development (OSTD). The results of the project can also be an important input to the platform *Intelligent Algarve Region*, by providing knowledge on tourism in what regards its impacts on residents.

3.1. General Objectives

The project has three general objectives:

1) To identify the indicators to be measured and regularly assessed for the tourism planning process, considering residents as a focal stakeholder. By achieving this aim, and based on a deep literature review, the project intends to systematize and validate the insights from the scientific knowledge. Some of them are still disperse in the scientific community and there is a lacking in its validation.

2) To collect data about the identified indicators, which should be observed in assessing the role of residents in sustainable tourism development.

By accomplishing this aim, the project allows to characterize and understand the binomial tourism-residents in the 16 municipalities of the Algarve, in both high and low seasons.

3) To build an online platform which allows interested entities - as the Regional Tourism Boards, RTA (The Algarve Tourism Region), CCDR (Regional Commission for Coordination and Development), municipalities, regional associations, civil society organizations, residents, researchers, private tourism-related stakeholders, etc. - to easily access, and further use the collected information for supporting the

decision-making process for the sustainable tourism development of the Algarve. This platform will also provide information about previous studies developed at the University of

Algarve (UAlg), which have taken the first steps in the understanding of the relationships between tourism and residents in the Algarve.

3.2. Specific Questions

These three general objectives suggest a number of specific theoretical and empirical questions that the project intends to answer.

1) Concerning the perceived impacts of tourism:

a) Is tourism development positively affecting the economy of municipalities and the Algarve as a whole (e.g., creating jobs and business opportunities) or is it affecting it negatively (e.g., contributing to the increase in cost of living, financial over-dependence of communities on tourism and the raise of precarious jobs)?

b) Is tourism development positively affecting the environment of municipalities and the Algarve as a whole (e.g., promoting environment awareness, encouraging companies to be environmentally responsible) or is it affecting it negatively (e.g., increasing pollution, reaching the carrying capacity of territories, compromising the survival of endangered species)?

c) Is tourism development positively affecting the social and cultural structure of municipalities and the Algarve as a whole (e.g., promoting skilled work, increasing contact and cultural exchange, developing new and better lifestyles) or is it affecting it negatively (e.g. increasing social problems and illicit activities, devaluing or annihilating the local identity)?

2) To what extent are residents professionally involved and dependent on the tourism sector (e.g., being entrepreneurs in the hospitality sector, being tourism the main source of household income)?

3) Are residents in the Algarve truly committed to tourism development in the sense that they are already adopting or willing to adopt pro-tourism behaviors (e.g., being affable hosts, protecting the natural and historical resources on which tourism depends)?

4) What is the emotional connection between residents and tourists? More specifically, to what extent the Emotional Solidarity Scale (ESS) applies to residents in the Algarve?

5) How is residents' perception of tourism impacts affecting their quality of life regarding the material life domain and the non-material life domain (e.g., community life, emotional life, health, safety)?

6) To what extent answers to previous questions are different among residents in the 16 municipalities of the Algarve?

7) For each municipality, to what extent answers to questions 1 to 5 are different in the low and high seasons?

8) To what extent residents' perceptions about

tourism development affect their attitudes towards tourism, pro-tourism and pro-tourists' behaviors? Is it possible to propose a model to assess these relationships? Do these relationships change across municipalities and different seasons?

Answers to questions 1 to 7 will contribute to a deep knowledge on this problematic in the Algarve region. Moreover, the development of the project will allow validating the aforementioned scales in a consolidate destination, as a whole and by municipality, contributing to the evolution of the state of art about the connection between the needs

for sustainable tourism development and the roles of residents in that process. Finally, answers to question 8 will allow advances on the study of emerging themes in this area, since only recent models have been proposed to study the relationships among residents' attitudes towards tourism, pro-tourism and pro-tourists' behaviors (Ribeiro *et al.*, 2017).

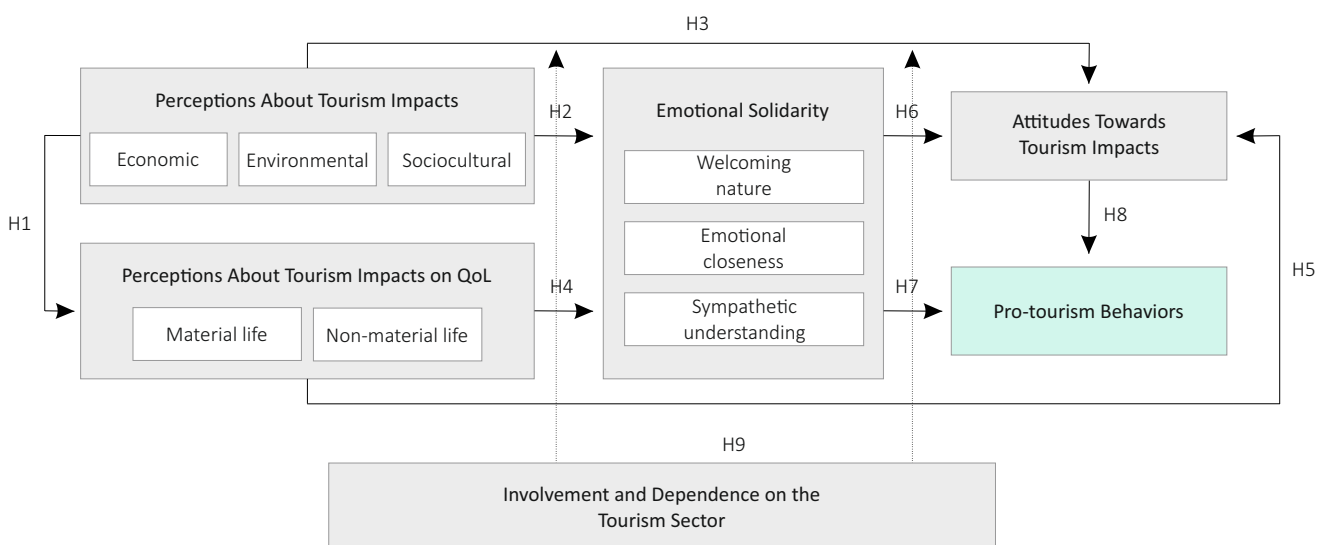
To answer these questions it is necessary to mobilize concepts from various disciplinary fields, which are useful for the process of understanding the articulation between residents, tourists and tourism in general. This articulation is explained in the conceptual framework.

3.3. Conceptual Framework

The conceptual framework “constitutes the hinge between the problem set by the researchers and their work of elucidation on a field of analysis that is necessarily restricted and precise” (Quivy &

Campenhoudt, 1998: 109). Figure 3.1 shows how all the concepts and dimensions are articulated through research hypotheses.

Figure 3.1. Conceptual Framework



Source: Own elaboration.

Considering the gap in the theoretical and empirical work related to the articulation between residents, tourists and tourism, this research project proposes the following hypotheses:

H1 - Residents' perceptions about the positive and negative impacts of tourism (measured through economic, environmental and sociocultural domains) are related to residents' perceptions about tourism impacts on their quality of life (material life and non-material life domains);

H2 - Residents' perceptions about the positive and negative impacts of tourism (measured through economic, environmental and sociocultural domains) are related to residents' emotional solidarity with tourists (measured through the welcoming nature, emotional closeness and sympathetic understanding);

H3 - Residents' perceptions about the positive and negative impacts of tourism (measured through economic, environmental and sociocultural domains) are related to residents' attitudes towards tourism impacts and sustainability;

H4 - Residents' perceptions about tourism impacts on their quality of life (measured through the material life and non-material life domains) are related to residents' emotional solidarity with tourists (measured through the welcoming nature, emotional closeness and sympathetic understanding);

H5 - Residents' perceptions about tourism impacts on their quality of life (measured through the material life and non-material life domains) are related to residents' attitudes towards tourism impacts and sustainability;

H6 - Residents' emotional solidarity with tourists (measured through the welcoming nature, emotional

closeness and sympathetic understanding) are related to residents' attitudes towards tourism impacts and sustainability;

H7- Residents' emotional solidarity with tourists (measured through the welcoming nature, emotional closeness and sympathetic understanding) are related to residents' pro-tourism behaviors;

H8 - Residents' attitudes towards tourism impacts and sustainability are related to residents' pro-tourism behaviors;

H9- Residents' involvement and dependence on the tourism sector are related with all the previous dimensions (perceptions of tourism impacts, perceptions of tourism impacts on quality of life, emotional solidarity, attitudes towards tourism impacts and sustainability and pro-tourism behaviors).

Through a better understanding of these relationships, it is expected that the results of the project will help the region:

1) To better know residents and their connection with tourism, including their local and regional identity and values, which can be explored in future marketing strategies for the destination;

2) To develop awareness actions directed to enhance residents' pro-tourism behaviors. In this sense, to contribute to social responsibility, cohesion, and involvement towards sustainable tourism development in the Algarve;

3) To substantiate strategies that allow residents to feel happier in their communities, by solving the identified problems related to tourism growth;

4) To contribute to improving the sustainable management of the destination, that would be

distinguished by its proactivity in this domain, with important gains of notoriety and image;

5) To strengthen the cooperation between all the stakeholders in order to improve strategies, policies and joint planning for the development of a more sustainable and responsible tourism;

6) To develop the OSTD, by providing information as reliable and updated as possible, based on primary sources (questionnaires), on residents' perceptions about tourism, their attitudes and pro-tourism behaviors, in a close relationship with the Algarve Tourism Boards. In this sense, the current project will have synergies with the ongoing project OBSERVE (ALG-01-0246-FEDER-027503), which aims to provide information based on secondary sources about a set of indicators of tourism sustainability (economic, social and environmental).

The research team has previous knowledge and experience which allow to achieve the objectives of the study. The coordinator is co-author of some publications in the area (Ribeiro, Pinto & Silva, 2018;

Ribeiro, Valle & Silva, 2013; Ribeiro *et al.*, 2018; Ribeiro *et al.*, 2017; Silva *et al.*, 2005; Valle *et al.*, 2011; Vargas-Sánchez *et al.*, 2015), and has supervised two Ph.D. theses in this research field. The co-coordinator is also co-author of two publications in the area (Silva *et al.*, 2005; Valle *et al.*, 2011) and the author of one of the Ph.D. theses is also member of the research team (Renda, 2012). Another member of the team has very important publications and approved research projects in the area of measuring residents' quality of life (Ferreira *et al.*, 2014; Ferreira, Ferreira & Pereira, 2015). There is also a research member who has expertise in ITs for tourism and one sociologist. All the researchers are members of the same research centre, CinTurs, which has a focus on tourism research. Researchers from other national and foreign universities will be consulted during the project in order to validate the set of indicators to be measured. The project will count with a research fellow who will actively accompany all the stages of the project.





4. METHODOLOGY

Based on the theoretical framework and the proposed objectives for the study, a research strategy was designed taking into account the combination of quantitative and qualitative methodologies or what some authors have designated as mixed-methods (Bryman, 1992; Tashakkori & Teddlie, 2010) or methodological triangulation (Denzin, 1989; Flick, 1992; Kelle & Erzberger, 2004).

Quantitative research, from an epistemological point of view, focuses on the analysis of observable facts and phenomena and the measurement/evaluation of behavioral and socio-affective variables that can be measured, compared and related in the course of the empirical research process. From the methodological point of view, it is based on a hypothetical-deductive model, starting from the assumption that social problems have objective solutions through the use of scientific methods. From the theory-practice relationship point of view, the theory is usually associated with positivism and should guide the praxis of the researcher (Bryman &

Bell, 2011).

Qualitative research, from the epistemological point of view, focuses not on behaviors but on intentions and situations. It is about investigating ideas, discovering meanings in individual actions and social interactions, from the actors' perspective. From the methodological point of view, it is based on the inductive method since the researcher seeks to unveil the intention, the purpose of the action, by studying it in its meanings. From the theory-practice relationship point of view, the goal is to contribute to the description and the understanding of concrete situations, so the theory is interpretative or constructionist, i.e., it is not prior but arises from the data (Flick, 2014).

Regarding the quantitative methodology, the study will use the method of inquiry through a structured questionnaire to be applied to residents in the Algarve. In what concerns the qualitative methodology, the project will use the Delphi method (a panel of experts), in order to validate the indicators given by the literature (Okoli & Pawlowski, 2004).

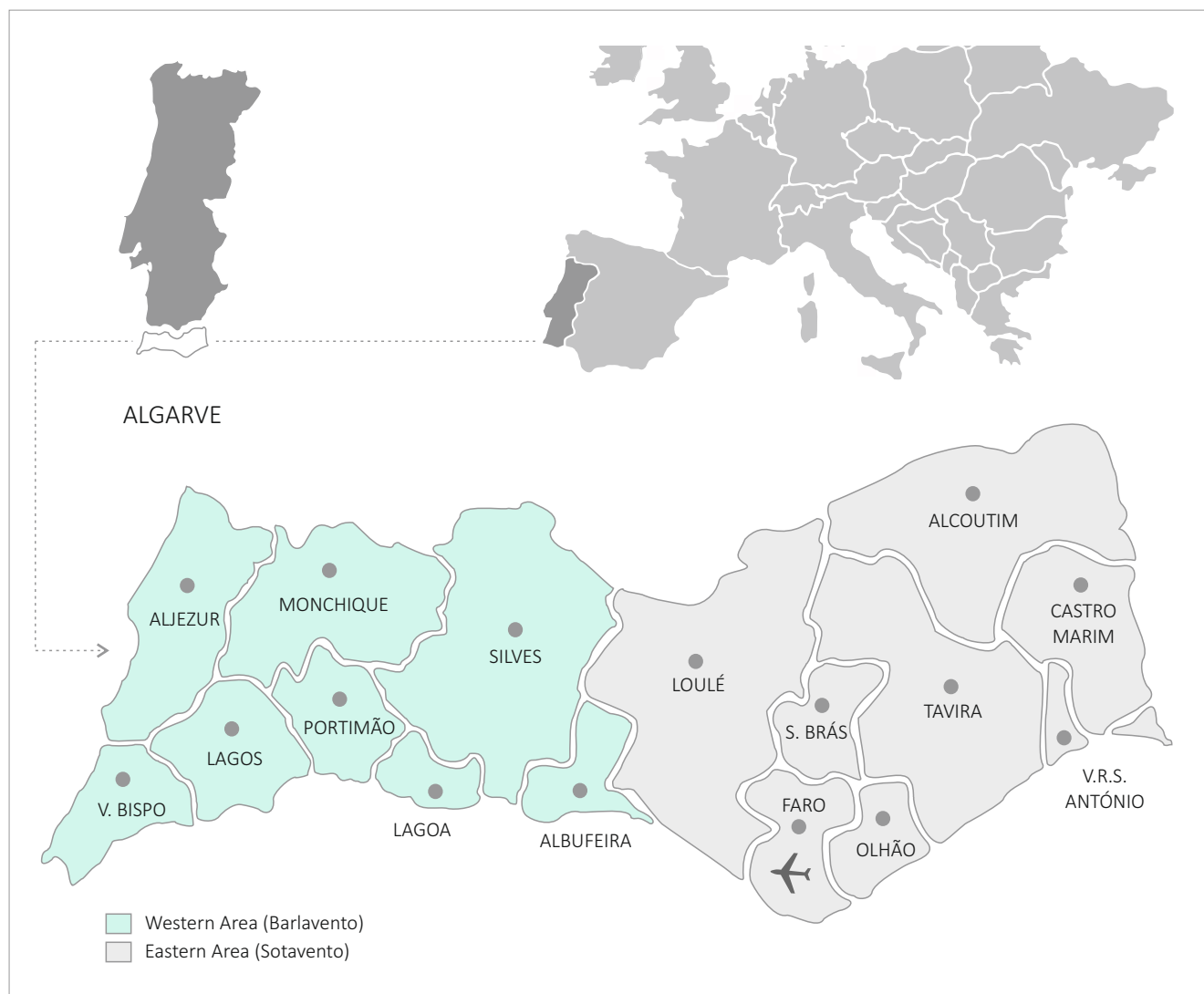
4.1. Study Setting

The Algarve is the southernmost region of mainland Portugal, at the western end of the European Union. Its borders are bounded in the north by the Alentejo region, the east by the Spanish region of Andalusia, and the south and west by the Atlantic Ocean (Figure 4.1). Its area comprises a little over

5,000 km², perfectly coinciding with the district of Faro (city that is also the administrative capital of the region), where about 440 thousand inhabitants live, spread over 16 municipalities (INE, 2018a).

Although residents in the Algarve represent only 4.3% of the national population (*Idem*), the region is

Figure 4.1. Geographical Context of the Algarve



Source: Own elaboration.

currently the second richest in the country, right after Lisbon, the capital of Portugal. In 2017, the Algarve had a contribution of 4.6% to the national GDP, around 20.0 million euros (INE, 2018a).

Tourism is the main activity sector in the Algarve, comprising approximately 66.0% of the regional GDP, while employing more than 60.0% of the workforce (RTA, 2012). In 2017, the region registered around 4.5 million guests in tourism accommodation establishments, remaining the main tourism destination in Portugal (30.9% of total overnight stays) (INE, 2018b).

The Algarve is also the region with the largest supply of hotel establishments (22.5% of the total in Portugal), attracting mainly the Portuguese (28.1%)

and the British (27.6%) markets. Although less representative, the German (8.3%), Spanish (7.4%), Dutch (5.7%), Irish (5.0%) and French (4.9%) markets also select the region for holidays, leisure or recreation (90.7%), particularly during summer (INE, 2017b). Tourists stay on average 4.6 nights (*Idem*), being attracted by the weather, the beaches, the gastronomy, the prices and the hospitality and safety provided by the region (Correia & Águas, 2017).

According to the *UK Holiday Costs Barometer 2019*, the Algarve is the second cheapest 'sun and beach' destination in Europe, with an average daily cost per tourist (excluding accommodation) around £57.45 (Post Office Travel Money, 2019), making the region a kind of «oasis» in the European tourist landscape.

4.2. Data Collection, Sampling and Data Analysis

Considering the importance of tourism in the Algarve and, in order to evaluate residents' attitudes and behaviors towards sustainable tourism development in the region, a research strategy was designed to collect data among residents. Therefore, a questionnaire will be applied to individuals at least 18 years old, living in the Algarve.

The questionnaire will be carried out in the 16 municipalities of the region, using a quota sampling approach by gender and age group, with the sample distributed (Table 4.2) in proportion to the population living in each municipality (Table 4.1).

The study forecasts the collection of 2.400 valid questionnaires in each period, both in low season (15th February to 31st May 2020) and high season (1st July to 31st August 2020), in a total of 4.800 valid

questionnaires. The sample was calculated for a confidence level of 95.0% and a margin of error of 2.0% per season.

Residents will be approached face-to-face by the researchers and a commissioned interview team, at random in streets, resident's houses, coffee shops, stores, gardens, public parks, etc., until the sample calculated for each municipality is completed. Incomplete questionnaires (with response rates below 10.0%) will be discarded with knowledge that missing data has the potential to create bias in statistical results (Hair *et al.*, 2014).

The collected data will be treated using SPSS software, including descriptive, inferential and multivariate analysis. Also *SmartPLS* software will be used for variance-based structural equation

4. METHODOLOGY

modeling (SEM) using the partial least squares (PLS) path modeling method. The data will be analyzed

based on the municipality of residence, gender and age group.

Table 4.1. Residents in the Algarve over 18 Years Old, by Gender and Age Group, in 2017

Municipality	18- 24 Years Old			25- 64 Years Old			65 Years Old and Over			TOTAL
	HM	H	M	HM	H	M	HM	H	M	HM
Albufeira	3.060	1.563	1.497	22.932	10.926	12.006	6.729	2.959	3.770	32.721
Alcoutim	111	54	57	950	496	454	1.053	463	590	2.114
Aljezur	324	141	183	2.664	1.344	1.320	1.733	785	948	4.721
Castro Marim	465	252	213	3.205	1.594	1.611	1.761	811	950	5.431
Faro	4.057	2.112	1.945	32.724	15.439	17.285	12.979	5.578	7.401	49.760
Lagoa	1.747	879	868	12.228	5.901	6.327	4.718	2.072	2.646	18.693
Lagos	2.450	1.193	1.257	16.131	7.719	8.412	6.354	2.723	3.631	24.935
Loulé	4.990	2.606	2.384	37.084	17.772	19.312	14.341	6.250	8.091	56.415
Monchique	263	131	132	2.590	1.297	1.293	1.817	822	995	4.670
Olhão	3.405	1.702	1.703	24.040	11.367	12.673	8.891	3.851	5.040	36.336
Portimão	4.094	2.088	2.006	29.479	13.950	15.529	10.863	4.645	6.218	44.436
S. B. Alportel	782	403	379	5.589	2.736	2.853	2.297	982	1.315	8.668
Silves	2.451	1.254	1.197	19.146	9.623	9.523	8.547	3.771	4.776	30.144
Tavira	1.658	818	840	12.784	6.117	6.667	6.561	2.887	3.674	21.003
Vila do Bispo	343	181	162	2.666	1.320	1.346	1.358	609	749	4.367
V. R. S. António	1.383	657	726	10.046	4.770	5.276	4.092	1.730	2.362	15.521
TOTAL	31.583	16.034	15.549	234.258	112.371	121.887	94.094	40.938	53.156	359.935

Source: Own elaboration based on INE (2018a).

Table 4.2. Sample Calculation

Municipality	18- 24 Years Old			25- 64 Years Old			65 Years Old and Over			TOTAL
	HM	H	M	HM	H	M	HM	H	M	HM
Albufeira	20	10	10	152	73	79	45	20	25	217
Alcoutim	1	0	1	6	3	3	7	3	4	14
Aljezur	2	1	1	17	9	8	11	5	6	30
Castro Marim	3	2	1	21	10	11	12	6	6	36
Faro	27	14	13	219	103	116	87	37	50	333
Lagoa	12	6	6	81	39	42	31	14	17	124
Lagos	16	8	8	108	52	56	42	18	24	166
Loulé	33	17	16	248	119	129	96	42	54	377
Monchique	2	1	1	16	8	8	12	5	7	30
Olhão	23	11	12	163	77	86	60	26	34	246
Portimão	28	14	14	199	94	105	73	31	42	300
S. B. Alportel	5	3	2	37	18	19	15	6	9	57
Silves	16	8	8	126	63	63	56	25	31	198
Tavira	11	5	6	84	40	44	43	19	24	138
Vila do Bispo	2	1	1	18	9	9	9	4	5	29
V. R. S. António	10	5	5	67	32	35	28	12	16	105
TOTAL	211	106	105	1.562	749	813	627	273	354	2.400

Source: Own elaboration.

4.3. Questionnaire Design

The dimensions analyzed in this research project, jointly represented in the conceptual framework (Figure 3.1), were measured with scales taken from the existing literature. Most of the questions included in the questionnaire were assessed on a 5-point Likert scale ranging from 1 to 5 (1 = strongly disagree to 5 = strongly agree and 1 = very unsatisfied to 5 = very satisfied).

In the first section of the questionnaire, residents are invited to evaluate the present state of tourism development in their municipality of residence, using a 5-point Likert scale ranging from 1 = very low to 5 =

very high, according to the recommendations of Vargas-Sánchez, Valle, Mendes & Silva (2015) and Sánchez, Bueno & Mejía (2014).

In the same section, three questions about the perceptions of positive and negative impacts of tourism in the municipality (economic, sociocultural and environmental) were adapted from Segota, Mihalic & KusCer (2017), Vareiro, Remoaldo & Ribeiro (2013), Gonzalez, Coromina & Galí (2018), Tosun (2002), García, Fernández, Vázquez & Macias (2016) and Rasoolimanesh, Jaafar, Kock & Ramayah (2015). The perceptions of economic impacts are measured

through 19 items, the perceptions of sociocultural impacts are measured through 20 items and the perceptions of environmental impacts are measured through 13 items. All the items are evaluated using a 5-point Likert scale ranging from 1 = strongly disagree to 5 = strongly agree.

The second section of the questionnaire is composed by emotions and feelings towards tourists, the present level of interaction with tourists during the high and low seasons, the intention to interact with tourists in the future, the qualification of tourists' behavior and the description of tourists visiting the municipality. Concerning emotions and feelings towards tourists, 14 items comprising the Emotional Solidarity Scale (ESS), adapted from Woosnam & Aleshinloye (2012) and Woosnam (2008), were measured on a 5-point Likert scale (1 = strongly disagree to 5 = strongly agree), with the intention to measure residents' welcoming nature, emotional closeness and sympathetic understanding with tourists. In addition, the present level of interaction with tourists during high and low seasons, and the intention to interact with tourists in the future, also measured by a 5-point Likert scales (1 = never to 5 = always and 1 = much less to 5 = much more) were adapted from Vargas-Sánchez *et al.* (2015), Andereck and Nyaupane (2011) and Chen, Hsu and Li (2018). The qualification of tourists' behavior was measured in terms of respect, treatment and expenses, with 5-point Likert scales (1 = very disrespectful to 5 = very respectful, 1 = very unpleasant to 5 = very pleasant and 1 = spend very little to 5 = spend a lot), adapted from questions used by Sánchez, Bueno and Mejía (2014) and Vargas-Sánchez *et al.* (2015). A qualitative question was also added to this section, with the intention to know the words which best describe tourists from residents'

point of view (Chen, Hsu & Li, 2018).

The third section of the questionnaire is composed by questions about the involvement and dependence on the tourism sector. Questions about professional activity (if own profession or someone's in the household is tied to tourism), household income related to the tourism sector, and the level of information and involvement in the planning of tourism development were retrieved from the literature (Chen, Hsu & Li, 2018; Gonzalez, Coromina & Galí, 2018; Ribeiro, Valle & Silva, 2013; Segota, Mihalic & KusCer, 2017; Andereck & Nyaupane, 2011) and measured by 5-point Likert scales (1 = not at all informed to 5 = extremely informed; and 1 = not at all involved to 5 = extremely involved). This section also includes three questions about the act of traveling: if residents use to travel, the frequency of travelling and the locations usually chosen for travelling, with the knowledge that the most people travel, to what extent they have positive attitudes about tourism and tourists and to what extent they support tourism development in their place of residence (Woosnam *et al.*, 2018). In addition, it was included a question about the support for tourist growth in the municipality, ranging from 1 = accept less tourists to 3 = accept more tourists, following the recommendations of Gonzalez, Coromina & Galí (2018), Andriotis (2005), Styliadis *et al.* (2014), Sánchez, Bueno & Mejía (2014) and Vargas-Sánchez *et al.* (2015), and a question about the closeness between place of residence and the main tourism attractions. The closeness to main tourism attractions was adapted from Jorowski and Gursoy (2004), with the knowledge that distance between residents' homes and tourism attractions may have significant effect on how the costs and benefits from tourism are evaluated, as well as the support for tourism

development.

The fourth section of the questionnaire is composed by questions about Airbnb and the sense of feeling safe if the number of tourists increases in the neighborhood. Regarding Airbnb, the questionnaire includes four questions related to the existence of this kind of tourism establishments in the neighborhood, the support for Airbnb hosts in the neighborhood and the feelings towards Airbnb performance in the neighborhood (this last question ranging from 1 = strongly disagree to 5 = strongly agree). The sense of feeling safe if the number of tourists increases in the neighborhood (1 = much worse to 5 = much better), as well as the Airbnb questions, were retrieved from up-to-date literature about the relationship residents-tourists (Suess, Woosnam & Erul, 2020).

The fifth section of the questionnaire is composed by questions about residents' attitudes and pro-tourism behaviors. Concerning residents' attitudes, this study does not use the famous SUS-TAS (Sustainable Tourism Attitude) Scale, mostly known by the seminal work of Choi & Sirakaya (2005), since most of the items used in the SUS-TAS scale are similar to the perception of tourism impacts. Instead, attitudes are evaluated in relation to residents' overall position regarding tourism development. Simultaneously, there is not an established scale to measure pro-tourism behaviors, whereby the items included in the questionnaire were taken from several studies in this area that can be applied to the Algarve

case (Papastathopoulos *et al.*, 2019; Styliadis *et al.*, 2014; Gursoy *et al.*, 2019; Ribeiro *et al.*, 2017; Moghavvemi *et al.*, 2017). All the items related to residents' attitudes and pro-tourism behaviors were evaluated in a 5-point Likert scale (1 = strongly disagree to 5 = strongly agree).

The sixth section of the questionnaire contains questions about the Quality of Life (QoL), such as the satisfaction with the material life and non-material life domains. This section also includes items about the overall QoL and individual happiness. Answers to these questions were evaluated in 5-point Likert scales (1 = very unsatisfied to 5 = very satisfied and 1 = strongly disagree to 5 = strongly agree), derived from the literature (Jordan, Spencer & Prayag, 2019; Woo, Kim & Uysal, 2015; Suess, Baloglu & Busser, 2018; Andereck & Nyaupane, 2011; Lee & Jan, 2019; Liang & Hui, 2016; Kim, Uysal & Sirgy, 2013; Dolnicar, Yanamandram & Cliff, 2012; Woo, Uysal & Sirgy, 2018; Gursoy *et al.*, 2019; Lin, Chen & Filieri, 2017; Tosun, 2002).

The seventh and last section of the questionnaire is dedicated to sociodemographic characteristics and is composed of six questions: gender, age, job, marital status, education level and employment situation. In addition, three qualitative options were included to collect detailed information on the main concerns about tourism development, what should be done to improve tourism and other considerations about tourism development in the different municipalities.



5.

MILESTONES

This project foresees the following tasks/ milestones:

1 - Literature review and construction of the analysis framework. The team aims to review the relevant literature about the topics concerning the role of residents in sustainable tourism development (referred in the objectives of the project). These topics are: (1) perceptions about the positive and negative impacts of tourism; (2) attitudes towards the impacts; (3) degree of residents' involvement in the tourism sector; (4) residents' pro-tourism behaviors; (5) residents' emotions and feelings towards tourists; and (6) residents' perceptions about the tourism impacts on their quality of life. The literature review will rely mainly on research papers published in scientific journals. Desk research will allow to summarize the most important ideas and to produce a list of indicators to validate, attending to the reality of the tourism sector in the Algarve and the need of promoting its sustainable development.

2 - Validation of the indicators most suitable to the Algarve region. This task will include two main steps. The first step is to select the most relevant

indicators, related to residents, which should be measured and regularly assessed for sustainable tourism development of the Algarve. This selection will be based on the extensive list of attributes that will be taken from the literature review (task 1). Here, the research team will be supported by a panel of academics who are recognized as experts in the field. Their participation will help the team for content validity and clarity of the list of indicators. For concluding this task, online meetings will be conducted with external researchers, from other national and international universities, including the University of Aveiro (Portugal) and Surrey University (UK).

The results of this first step will then be submitted to a panel of experts (relevant stakeholders in the Algarve: professionals, politicians and academics), in order to get consensus about which indicators are more relevant to assess residents' attitudes, perceptions and behaviors about tourism in the Algarve. To be succeeded in this step, the research team intends to use the Delphi Method. Once concluded this task, the final list of indicators to be measured are defined.

3 - Preliminary report. The preliminary report contains the main conclusions from the literature review, the description of the methods used to select the indicators, and the final list of indicators to be measured in the 16 municipalities of the Algarve.

4 - Questionnaire design and pre-test. Based on the indicators identified and validated in the previous tasks, the questionnaire to be answered by residents in the 16 municipalities of the region will be designed. A pre-test to the questionnaire will allow correcting eventual unclear questions.

5 - First data collection moment (low season). Data will be collected in the 16 municipalities of the Algarve. The sample, computed for a confidence level of 95.0% and a margin of error of 2.0% per season, will include 2.400 valid questionnaires each season. The questionnaires will be applied in the 16 municipalities, proportionally to their resident population. Once collected the data, it will be inserted in the SPSS software.

6 - First data analysis and interpretation (low season). Data collected will be statistically analyzed. Descriptive statistics and inferential tests will be used in order to answer the research questions 1 to 8 (referred in the objectives of the project). The analysis will be conducted for the Algarve region and by municipality. Results will be interpreted.

7 - First report and first e-paper. Written and detailed account of the activities and tasks in the first data collection moment (low season), including the procedures used for data collection and analysis: questionnaire design, data collection procedures, data analysis techniques. This report presents the most important results from the data analysis procedures, their interpretation and main conclusions from the first fieldwork moment. A summary (around 2 pages) of this report will allow preparing the first e-paper which will be available on the CinTurs website.



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