
Understanding the Sustainable Development of Tourism

2

Sustainable Tourism Planning

Contents

Sustainability approach to planning	4
Impacts of tourism development	5
Factors that determine the nature and extent of tourism-related impacts	8
The planning process	13
Monitoring, evaluation and feedback	24

 Published by Goodfellow Publishers Limited, Woodeaton, Oxford, OX3 9TJ
<http://www.goodfellowpublishers.com>

Copyright © Goodfellow Publishers 2010

All rights reserved by Goodfellow Publishers Limited. The text of this publication, or any part thereof, may not be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, storage in an information retrieval system, or otherwise, without prior permission of the publisher.



Design and setting by P.K. McBride

2

Sustainable Tourism Planning

Larry Dwyer and Deborah Edwards

Rationale

Tourism not properly planned and managed can leave permanent footprints on the physical, social, cultural and economic environments of destinations. Tourism development can be alienating to local residents, overcrowded, noisy, architecturally tasteless, and place pressures on infrastructure. Inappropriate types and scales of development may arise due to laissez-faire tourism policies and a lack of national, regional or local planning and regulation. Governments and stakeholders in the tourism sector have a responsibility to ensure that in the development of tourism long-term prosperity and the quality of life of future generations are not placed at risk.

Sustainable tourism development requires a process of planning and management that brings together the interests and concerns of a diverse group of stakeholders in a sustainable and strategic way. It is this complexity that demands a planning approach which is multidimensional and is purposely integrative. Tourism planning requires an understanding of the meaning of sustainable development and the guiding values for promoting sustainable tourism. It requires that communities be made to be sufficiently aware of the tourism industry and enabled to understand its impacts, as well as the various processes to integrate and engage in participatory planning, consensus building and conflict resolution among all stakeholders.

This chapter has a number of major emphases including the critical role that the community can play in the achievement of sustainable tourism development through the importance of leadership and skills enhancement, and the role of different stakeholders in strategy implementation. The chapter also highlights the importance of evaluating performance in achieving sustainable practice in tourism planning and addressing future challenges and issues associated with how tourism planning can contribute to the achievement of sustainable tourism development.

Learning objectives

The objectives of this chapter are to:

- ◆ Describe the nature of a sustainability approach to tourism planning and the essential role of the community in tourism planning
- ◆ Classify the positive and negative impacts of tourism development
- ◆ Identify the interrelations between the types of destination, different forms of development, types of tourists and tourism impacts

4 Understanding the Sustainable Development of Tourism

- ◆ Evaluate economic, social and environmental impact assessment techniques and their application to sustainable tourism planning
- ◆ Implement appropriate processes to integrate and engage stakeholders in participatory planning and consensus building in the planning process
- ◆ Explain the role of different stakeholders in strategy implementation including industry, government and community including the establishment of 'codes of practice'
- ◆ Promote a better understanding of the importance of evaluating progress and monitoring tourism development to achieve sustainable practice in tourism planning.

Sustainability approach to planning

The expected outcomes from tourism planning is tourism development which:

- ◆ Is sensitive to environmental, social and cultural attributes of the destination
- ◆ Provides quality tourism and leisure experiences valued by visitors and residents
- ◆ Is valued by business, government and the community.

Subsequently there are several guiding principles that underpin planning for sustainable tourism development. These include: responsibility, commitment and leadership, cooperation, education, social creativity and freedom.

Responsibility to protect natural and cultural/heritage environments

The tourism industry shares with local residents, governments and all people the obligation to protect and maintain the heritage resources of our planet, which are required both to sustain economies and to be passed on unimpaired to future generations. This recognises the importance of the continuity of natural resources and the continuity of culture and the balances within culture (Wall, 1993): to think globally, act locally.

Commitment and leadership

Destinations require strong, committed and effective leadership by business, government and community leaders at all levels. A proactive role by stakeholders, rather than a passive one, is necessary to ensure that heritage values are fully sustained. More good community projects fail due to leadership breakdown than for any other reason.

Cooperation

Since all industries share responsibility for heritage and natural resources protection, coordination and support between all stakeholders is crucial to the achievement of sustainable tourism. Stakeholders are the people and organisations who are or will be affected by tourism development either in the present or in subsequent years (Morra-Imas and Rist, 2009). We can distinguish four different stakeholders groups concerned with tourism within any destination:

- ◆ Don't have inflexible ideas about indigenous culture
- ◆ Avoid over consulting – identify the right contacts.

Visioning

According to Newsome et al. (2002: 147) the task of planning 'is to visualise the area, that is the product, as visitors and managers wish it to be in the future'. Visioning is an important step in formulating a tourism plan. In visioning, community members attempt to look into the future and imagine what they would like their community to be.

The community should develop a vision of where they would like to see their community in the future and how tourism fits into that vision. The process of defining a destination vision consists of three stages (Ritchie, 1993):

- ◆ Envisioning an image of a desired future organisational state
- ◆ When effectively communicated to followers
- ◆ Serves to empower those followers so they can enact the vision.

Visioning requires the community to identify what is really valued or desired and including those elements in the shared image of the community. The image can help a community become responsible stewards and to decide among alternatives how much of any type of development will fit within its vision and determine what levels of change are acceptable.

Goals

Specific goals of tourism planning will differ between communities and for different tourism projects. The community should have input into the goal setting process to help them work toward realisation of their vision. Without goals, the community will not be able to monitor whether its efforts are successful or not. Nor will it know when to stop further efforts. And without clear goals it is difficult to select between alternative development projects.

Once goals have been agreed upon, tourism planners can formulate an action agenda to achieve them, develop time lines and assign responsibilities to ensure the goals are met.

Goal setting will establish a target level for tourism development. Different plans may emphasise different goals but these specific goals should conform to the principles of sustainability and reflect the long run community vision.

Role of international organisations in formulating sustainable tourism plans

An important role of international organisations has been the development of codes of sustainable practice in tourism. These codes of conduct, relevant to all tourism stakeholders, articulate types of behaviour that support planning for sustainable tourism.

Codes of practice

Several industry codes of practice exist. Green Globe is a worldwide benchmarking and certification programme which facilitates sustainable travel and tourism for consumers, companies and communities. The WTO formulated the Global Code

of Ethics for Tourism. It draws inspiration from many similar declarations and industry codes that have come before. The code includes nine articles outlining the 'rules of the game' for destinations, governments, tour operators, developers, travel agents, workers and travellers themselves. The tenth article involves the redress of grievances and marks the first time that a code of this type will have a mechanism for enforcement.

(http://www.unwto.org/code_ethics/pdf/languages/Codigo%20Etico%20Ing.pdf)

Tourism planners should disseminate this information to the relevant stakeholders so that they can incorporate it into their tourism plans.

Potential project identification

Tourism planners need to identify priority short- and long-term projects as part of the tourism development plan. Relevant evaluation criteria are:

- ◆ Value to the tourist
- ◆ Value to the community
- ◆ Assessment of what projects can build the attractiveness of the destination and meet the needs of tourists.

This step involves developing a basic description of each of the priority projects, including projected revenues and costs (construction, operation and maintenance), employment and infrastructure needs, and determining whether the proposed projects fit within existing local and state plans and regulations. This stage includes the preparation of a financial plan for the tourism development strategy with recommended sources of funding for facilities development.

Impact assessment

Impact analysis is conducted to predict the likely economic, social and environmental effects of alternative tourism plans. The analysis will suggest who and what may be positively and adversely impacted by the proposed developments, including the trade-offs, and help the community decide which, if any, of alternative plans should be adopted.

Tourism planners need to undertake three types of impact assessment studies to determine the likely impacts of tourism development. These are: environmental, social and economic.

A broad definition of the environmental impact analysis (EIA) is:

A process which attempts to identify and predict impacts of legislative proposals, policies, programmes, projects and operational procedures on the biophysical environment and on human health and well-being. It also attempts to interpret and communicate information about those impacts and investigates and proposes means for their management.

(Canadian Environmental Assessment Research Council, 1988: 1)

Social impact assessment (SIA) refers to 'the systematic advance appraisal of the impacts on the day-to-day quality of life of persons and communities when the environment is affected by development or a policy change' (Burdge, 1999: 41).

EIA and SIA, taken in isolation or combined, have two basic objectives (Thomas, 2001). The first is to anticipate the likely future impacts associated with a proposed development. The second objective is to help develop policies that will guide proposals so that positive impacts are emphasised, and negative impacts are minimised, if not completely avoided (Barrow, 2000; Thomas, 2001). These techniques encourage rational decision making by determining the range of impacts of a range of alternative proposals, from which decision makers can select the most appropriate proposal for implementation (Burdge, 1999).

The economic impact analysis quantifies economic variables of the type listed in Table 2.5. In undertaking economic impact analysis, planners need to be able to model an economy, as far as is possible, as it really is, recognising other sectors and markets and capturing feedback effects. The effects of tourism growth cannot be anticipated a priori. The increased output of the tourism industry may be more than offset by contractions in output elsewhere in the economy. The preferred model for economic impact estimation is computable general equilibrium (CGE) modelling, in contrast to input–output models which have very restrictive assumptions and which give exaggerated results of the projected impacts of tourism development (Ennew, 2003; Dwyer *et al.*, 2004).

To determine the net benefits from tourism development, tourism planners must go beyond financial analysis and economic impact analysis to undertake cost–benefit analysis which attempts to measure all of the costs (including environmental and socio-cultural) and all of the benefits of tourism development to all residents (Archer and Cooper, 2005). Economic impacts are different from economic benefits. The ‘net benefits’ of tourism development are a measure of the gain in economic activity less the costs of enabling this extra activity. The real costs of allocating resources to tourism is the value of the output which could have been obtained from their use in other sectors of the economy. Judging the costs and benefits of the proposed plan includes assessment of distribution effects (who gains and who loses).

The decision

The end result of the formulation stage is that tourism planners can decide on a specific set of recommendations for tourism development. This stage involves the development of an action plan to implement the chosen development option which will outline what needs to be accomplished, by whom, and by what date, together with measures to mitigate the adverse impacts.

Implementation

After the plan is written it is desirable that it be broadly circulated and discussed in the community to ensure that it is widely understood and accepted. Following this, the various elements of the plan are implemented by the organisations responsible for the action agenda.

Implementing a tourism plan requires the co-operation and combined resources of many individuals, agencies and organisations. At the implementation stage of a tourism plan, government, industry, the community and tourists can play important supporting roles (Economic and Social Commission for Asia and the Pacific, 1995).

Role of government in the implementation of tourism plans

Governments at all levels have at least five tasks to fulfil to provide a supporting context for the implementation of sustainable tourism planning. These are: promoting cooperation and coordination, enacting legislation, policy setting, education and training, and monitoring.

Promoting cooperation and coordination

- ◆ Possibly require various government agencies to formally 'sign off' on a tourism plan by assuming responsibilities for undertaking action to facilitate the action agenda.
- ◆ Design and implement public consultation techniques and processes in order to involve all stakeholders in making tourism-related decisions.
- ◆ Ensure coordination and cooperation between the different agencies, authorities and organisations concerned at all levels and that, where such institutions exist, their jurisdictions and responsibilities are clearly defined and complement each other.
- ◆ Ensure that tourism and the environment are mutually supportive at a regional level through cooperation and coordination between regions, to establish common approaches to incentives, environmental policies and integrated tourism development planning.
- ◆ Raise awareness of sustainable tourism and its implementation by promoting exchange of information between governments and all stakeholders.
(UNEP 2003)

Legislation

- ◆ Create the appropriate institutional, legal, economic, social and environmental framework by developing and applying a mix of instruments, as appropriate, such as integrated land-use planning and coastal zone management, economic instruments, and social and environmental impact assessment for tourist facilities.
- ◆ Support implementation of sustainable tourism through an effective legislative framework that establishes standards for land use, tourism facilities and management and investment in tourism.
- ◆ Enforce legislation against illegal trade in historic objects and crafts and desecration of sacred sites.
- ◆ Enforce legislation to promote ethical business behaviour with penalties for non-compliance.
- ◆ Take strong and appropriate action, through specific legislation/measures, against any kind of illegal, abusive or exploitative tourist activity, including sexual exploitation/abuse, in recognition of the fact that such activities have particularly adverse impacts and pose significant social, health and cultural threats.

Set policies

- ◆ Protect the environment by setting clear ambient environmental quality standards, and regulating inappropriate activities that damage ecosystems, from all

sectors, including tourism and by preventing development in areas where it would be inappropriate.

- ◆ Ensure compliance with development plans, planning conditions, standards and targets for sustainable tourism by providing incentives, monitoring compliance, and enforcement activities where necessary.
- ◆ Promote a favourable framework for small and medium-sized enterprises, by reducing administrative burdens and facilitating their access to capital in recognition of the employment potential of sustainable tourism development.
- ◆ Develop quality assurance and occupational health and safety procedures for business conduct.
- ◆ Develop standards and regulations for economic, social and environmental impact assessments, monitoring and auditing of existing and proposed tourism developments

Education/Training

- ◆ Governments need to ensure that:
 - ◇ local labour is employed and trained for more senior management posts
 - ◇ gender bias is avoided
 - ◇ international minimum labour standards are applied
 - ◇ there is support for public education programmes which encourage ethical trade and ethical consumption in tourism.
- ◆ Design and implement educational and awareness programmes, which will sensitise people to the issues of sustainable tourism development.
- ◆ Improve institutional capabilities of the government, private sector and academic institutions to innovate, manage, operate and teach tourism.
- ◆ Ensure effective implementation of sustainable tourism and these principles, through capacity building programmes to develop and strengthen human resources and institutional capacities in government at national through to local communities (UNEP, 2003).
- ◆ Educate tourists about environmental and socio-cultural characteristics of the destination to encourage sensitivity and responsible behaviour.
- ◆ Disseminate information to the community about the complexity of tourism and about the objectives and criteria of sustainable tourism.
- ◆ Undertake capacity-building work with indigenous and local communities to facilitate their active participation at all levels of the tourism development process and to create awareness of the social, economic and environmental costs and benefits of tourism development.

Monitoring

Ensure consistent monitoring and review of tourism activities to detect problems at an early stage and to enable action to prevent the possibility of more serious damage.

Role of industry in implementation of tourism plans

Industry can undertake action programmes to guide the implementation of tourism development strategies. Four major activities involve environmental protection, marketing, education and training, and using locally sourced inputs in the production of tourism goods and services.

Environmental protection activities

Environmental protection activities take steps to implement eco-efficiency approaches, in order to reduce environmental impacts associated with travel and tourism activities. These activities may include:

- ◆ Minimising and eliminating pollution particularly carbon emissions
- ◆ Ensuring sustainable use of land and water
- ◆ Better waste management
- ◆ Adopting energy efficient practices
- ◆ Minimising environmental and health risks; and
- ◆ Replacing or restoring degraded environments and compensating groups or individuals for adverse effects.

(Tourism Stream Action Strategy Committee of Globe '90 Conference)

Marketing strategies

Consumer interest in the natural and socio-cultural environments will continue to increase, placing greater pressures on fragile systems. Reviewing Chapter 4 in this volume 'Marketing for Sustainable Tourism' will provide clear guidance on the contribution that marketing can make to sustainable tourism development.

Education and training

The private sector has an important role to play in providing in-house training to staff to promote skills development and awareness of the principles and practice of sustainable tourism, and the importance of ethical business practice in tourism operations.

Local sourcing of inputs

Using local goods and services, materials, local expertise and local design can help to reduce 'leakages' of tourism expenditure and maximise economic impacts of tourism to the destination. Additionally, forging links between local providers of goods and services helps to reinforce the importance of tourism in economic development of the local community.

Role of community in supporting implementation of tourism plans

The perceived hospitality of residents is a major social factor forming part of the macro-environment (Machlis and Burch, 1983; Canestrelli and Costa, 1991). The community plays an important role in ensuring successful implementation of tourism plans. Hospitality includes: warmth of reception by local population; ease of communication; willingness of residents to provide information to tourists; and attitudes towards tourists and tourism industry.

Other critical determinants of the sustainability of tourism developments are providing informative tourist guidance and information, good signage and safety

and security. These elements are important to visitors feeling 'valued' by residents of a destination.

Role of tourists in promoting sustainable tourism

Many tourism impacts result from tourists' lack of information about the impacts they may have on the physical and socio-cultural environment. The successful implementation of a tourism plan can communicate to tourism enterprises the importance of management practices that lead to visitors acting in a sustainable manner. Government and industry both have an important role to play in educating tourists to act 'responsibly'. Tourism plans should include strategies to promote tourist education so that tourists:

- ◆ Learn about and respect the human and natural heritage of the host communities, including the geography, history, customs and current local concerns
- ◆ Act responsibly through respect for national laws, cultural values, social norms and traditions and following environmental regulations in natural and cultural heritage areas
- ◆ Travel in a culturally and environmentally responsible manner
- ◆ Choose operators who are ethical and environmentally sensitive, who refrain from behaviour that negatively affects the host community or degrade the natural environment
- ◆ Refrain from purchasing or using those products, services and transportation that endanger the local ecology, society or culture.

Barriers to planning implementation

Extensive barriers must be overcome to implement a successful community oriented approach to tourism planning (Woodley 1993; Timothy 2002). These barriers may include:

- ◆ A lack of overall vision for the community and the region
- ◆ A lack of interest or awareness of tourism on the part of local residents
- ◆ Power bases that preclude grassroots participation in tourism
- ◆ A lack of investment capital
- ◆ A lack of trained human resources to ensure local economic benefit from tourism
- ◆ Cultural barriers between hosts and guests that lead to low satisfaction levels and lower visitation
- ◆ Differing time requirements for local planning and political commitments of government
- ◆ Lack of cooperation, innovation and communication between stakeholders.

Planning frameworks such as the one set out here can assist in avoiding these barriers or provide the mechanism for developing strategies to overcome them.

Monitoring, evaluation and feedback

Many tourism plans fail because their implementation was not monitored and they were not properly evaluated when the planning timeframe had elapsed. In this step, the focus is on preparing a strategy for monitoring the tourism plan in the future. The purpose of monitoring is to compare a tourism plan's projected impacts against actual impacts; monitoring is also a long-term process of making sure the mitigation procedures are being carried out.

Specific organisations must be given clear responsibility for the evaluation and monitoring of tourism plans. This is especially true of the different government agencies that have responsibility to support plan implementation. Effective monitoring will require the identification and measurement of indices of change (Wall, 1993). There is a need to identify measurable indices for each of the sustainable development criteria so that the sustainability of developments can be monitored and assessed. The economic effects of tourism development are perhaps easier to monitor than the other impacts.

Criteria for monitoring tourism development

Tourism plans can be evaluated against various sustainability criteria to determine the extent to which they continue to promote sustainability (Wall, 1993). Key criteria must relate to the specific goals of the tourism plan within the overall goals of sustainable tourism development. Key criteria will include: ecological integrity; social integrity; cultural integrity; economic contribution; equity; community participation; and visitor satisfaction.

Environmental integrity

Are the environmental impacts of the tourism development the same as those projected at the plan formulation stage? Are these positive and negative impacts the same in type and scale as projected at the planning stage? How is each stakeholder group performing in respect of activities that foster environmental goals such as the maintenance of life-support systems (land, water, air and vegetation), the preservation of genetic diversity, and perpetuation of species and ecosystems, adoption of resource/energy/waste management practices, etc.

Social integrity

Are the social impacts of the tourism development the same as those projected at the plan formulation stage? Are these positive and negative impacts the same in type and scale as projected at the planning stage? How is each stakeholder group performing in respect of activities that foster social goals?

Cultural integrity

Are the cultural impacts of the tourism development the same as those projected at the plan formulation stage? Are these positive and negative impacts the same in type and scale as projected at the planning stage? How is each stakeholder group performing in respect of activities that foster cultural goals?

Economic contribution

Are the economic impacts of the tourism development the same as those projected

at the plan formulation stage? Are these positive and negative impacts the same in type and scale as projected at the planning stage? How is each stakeholder group performing in respect of activities that foster economic goals? Have targets been achieved both in visitor numbers and revenue estimates? Is there consistent industry profitability that delivers increased local investment and employment? Is there a lower rate of business failure resulting from implementation of the tourism plan? Is the marketing system attracting high yield markets? Which industries have gained and which have lost from the tourism development?

Community participation

Is the extent of community participation in the tourism plan the same as that projected at the plan formulation stage? Is the participation of the same type and scale as projected at the planning stage? How is each stakeholder group performing in respect of activities that foster community involvement in tourism development?

Visitor satisfaction

Are visitor satisfaction levels the same as those projected at the plan formulation stage? How is each stakeholder group performing in respect of activities that provide visitor satisfaction? Is the tourism plan meeting customer needs and enabling satisfactory tourism experiences? Is there increased repeat visitation?

To address many of the issues relevant to these key criteria, attitude surveys must be developed and distributed to major groups of tourism stakeholders – industry, the community and visitors – to gauge their perceptions.

Addressing future challenges/ issues

While well-designed and collaborative partnerships can build sustainable tourism development, these partnerships are complex. The increasing movements of people will add to this complexity and call for new types of leadership along with innovative ways of disseminating and sharing information.

Tourism planning frameworks will continue to evolve and organisations will increase their adoption of codes of practice and certification. It is hoped that simple, rapid and cost-effective methods of evaluation and monitoring will assist planners in making the transition to sustainability at the destination level. There are a number of auditing tools that can assist in this task such as can be found at EC3 Global <http://www.ec3global.com/>, UNEP and WTO.

Review

There have been many improvements to tourism planning and development. This chapter encompasses those new directions in sustainable tourism planning. A major consideration is the importance of the community's role in the planning process. This role must be a cooperative one based on vision and dedication. Without these, the best tourism plans, objectives and projects will not be realised. Planning is one aspect of maintaining sustainable tourism development but it must be accompanied by sustainable practices in transport, human resources, marketing and operations to truly realise sustainable tourism destinations of the future.

Review questions

- 1 What are the possible impacts if tourism development were to proceed without appropriate planning?
- 2 What kinds of local participatory mechanisms could be successful to ensure the involvement of all stakeholder groups in tourism planning processes? What possible difficulties might occur and how should they be resolved during these processes?
- 3 How can tourism be developed as a tool for community development? Give some examples of planning implementation in tourism development practices.
- 4 What role do governments (at all levels) play in tourism development planning? What suggestions would you offer to government representatives?
- 5 Should the public be able to review/have an input into national tourism development plans? If so, (1) how does/doesn't it work? and (2) at what stage of the planning processes would such input be appropriate?
- 6 How do different tourism impacts overlap in development planning processes e.g. socio-economic/socio-cultural impacts or any environmental politics involved in tourism? Any examples?
- 7 List and discuss the barriers which prevent the successful implementation of a tourism plan. Are there others you can think of?
- 8 Discuss why monitoring is an important step in the tourism planning process.
- 9 Is any monitoring mechanism more important than any other? Substantiate your argument.

Useful websites

BEST EN <http://www.besteducationnetwork.org>

BEST EN Wiki http://www.fjconcepts.com/besten/wiki/index.php/Main_Page

Centre for Responsible and Sustainable Tourism Development <http://www.cenort.org.yu>

Global Development Research Center (GDRC) – also the Sustainable Tourism Gateway

<http://www.gdrc.org/sustdev/index.html>

<http://www.gdrc.org/uem/eco-tour/eco-tour.html>

Global Partnership for Sustainable Tourism Criteria (GSTC Partnership)

<http://www.sustainabletourismcriteria.org/>

GREEN GLOBE <http://www.greenglobeint.com/>

International Tourism Partnership <http://www.tourismpartnership.org>

United Nations Environment Programme <http://www.unep.org/>

United Nations World Tourism Organization <http://www.unwto.org/>

References

- Archer, B. and Cooper, C. (2005) 'The positive and negative impacts of tourism', in W. Theobald (ed.), *Global Tourism: The Next Decade*, 3d edn, Oxford: Butterworth-Heinemann, pp. 79-102.
- Barrow, C.J. (2000) *Social Impact Assessment: An Introduction*, London: Arnold Publishers.

- Burdge, R.J. (1999) *A Community Guide to Social Impact Assessment*, revised edn, WI: Social Ecology Press.
- Bushell, R. and Staiff, R. (eds) (2003) *Sustainable Tourism in Context*, St Leonards, Australia: Allen and Unwin.
- Butler, R. (1993) 'Tourism – an evolutionary perspective', in J.G. Nelson, R. Butler and G. Wall (eds) *Tourism and Sustainable Development: Monitoring, Planning, Managing*, Heritage Resources Centre, Joint Publication Number 2, Geography Publication Series # 52, Waterloo: University of Waterloo.
- Canadian Environmental Assessment Research Council (1988) 'Evaluating Environmental Impact Assessment: An Action Prospectus', Catalogue No. En 106-1/1/1988. Minister of Supply and Services Canada: Canadian Government Publishing – PWGSC.
- Canestrelli, E. and Costa, P. (1991) 'Tourist CC: a fuzzy approach', *Annals of Tourism Research*, **18** (2), 295-335.
- Dwyer, L. and Forsyth, P. (2008) 'Economic measures of tourism yield: what markets to target?' *International Journal of Tourism Research*, **10**, 155-168.
- Dwyer, L., Forsyth, P. and Spurr, R. (2004) 'Evaluating tourism's economic effects: new and old approaches', *Tourism Management*, **25**, 307-317.
- Economic and Social Commission for Asia and the Pacific (1995) *Guidelines on Environmentally Sound Development of Coastal Tourism*, New York: United Nations.
- Ennew, C. (2003) 'Understanding the economic impact of tourism' Discussion Paper 2003/5, Tourism and Travel Research Institute (www.nottingham.ac.uk/ttri/).
- Gunn, C.A. (2002) *Tourism Planning: Basics, Concept and Cases*, 3rd edn, Philadelphia, PA: Taylor and Francis.
- Hall, C.M. (2008). *Tourism Planning: Policies, Processes and Relationships*, London: Longman.
- Machlis, G. and Burch, W. (1983) 'Relations among strangers: cycles of structuring and meaning in the tourist system', *Sociological Review*, **31**, 666-689.
- Mathieson, A. and Wall, G. (1982) *Tourism: Economic, Physical and Social Impacts*, London: Longman.
- Morra-Imas, L.G. and Rist, R.C. (2009). *Road to Results: Designing and Conducting Effective Development Evaluations*, Herndon, VA: World Bank.
- Newsome, D., Moore, S.A. and Dowling, R.K. (2002) *Natural Area Tourism: Ecology, Impacts and Management*, Mona Vale, Australia: Footprint Books.
- O'Reilly, T. (1986) 'Tourism CC: concepts and issues', *Tourism Management*, **8** (2), 254-258.
- Ritchie, J.R.B. (1993) 'Crafting a destination image: putting the concept of resident-responsive tourism into practice', *Tourism Management*, **14** (5), 379-389.
- Smith, V. (ed). (1989) *Hosts and Guests: The Anthropology of Tourism*, Philadelphia: University of Pennsylvania Press.
- Thomas, I. (2001) *Environmental Impact Assessment in Australia: Theory and Practice*, 3rd edn, Sydney: Federation Press.
- Timothy, D.J. (2002) 'Tourism and community development issues, in R. Sharpley and D. Telfer (eds), *Tourism and Development: Concepts and Issues*, Clevedon: Channel View Publications.
- Tourism South Australia (1991) *Making South Australia Special: South Australian Tourism Plan 1991-1993*, Adelaide: Tourism South Australia.

- UNEP (United Nations Environment Programme) (2003) *Tourism and Local Agenda 21: The Role of Local Authorities in Sustainable Tourism*, available at <http://www.unep.org/> accessed 30 November 2009.
- Wall, G. (1993) 'Towards a tourism typology' in J.G. Nelson, R. Butler and G. Wall (eds) (1993) *Tourism and Sustainable Development: Monitoring, Planning, Managing Heritage Resources*, Centre Joint Publication Number 1, Waterloo: University of Waterloo, pp. 45-58.
- Woodley, A. (1993) 'Tourism and sustainable development: the community perspective', in J.G. Nelson, R. Butler and G. Wall (eds), *Tourism and Sustainable Development: Monitoring, Planning, Managing Heritage Resources*, Centre Joint Publication Number 1, Waterloo: University of Waterloo, pp. 135-148.

Chapter extract

**To buy the full file, and for copyright
information, click here**

[http://www.goodfellowpublishers.com/academic-publishing.php?promoCode=&partnerID=&content=story&st](http://www.goodfellowpublishers.com/academic-publishing.php?promoCode=&partnerID=&content=story&storyID=234)

[oryID=234](http://www.goodfellowpublishers.com/academic-publishing.php?promoCode=&partnerID=&content=story&storyID=234)



All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recorded or otherwise, without the written permission of Goodfellow Publishers Ltd

All requests should be sent in the first instance to

rights@goodfellowpublishers.com

www.goodfellowpublishers.com