

Review Paper

Tourism Impacts on Destinations: Insights from a Systematic Review of Literature

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Abstract: This paper aims to systematically review and analyse the current research on tourism impacts on destinations for the period 2016–2020. The study evaluated 80 published articles selected from the Scopus database to identify the types of tourism impacts and subthemes to indicate their pattern. The majority of the studies examined economic, sociocultural, and environmental dimensions, both positively and negatively. Often, the political, technological, and tourism aspects were neglected. Moreover, the most used theory to study tourism impact is Social Exchange Theory (SET). In addition, this study highlights the use of quantitative research to analyse tourist impact on destinations. Equally important, the study finds that the majority of scholars explored tourism impact based on residents' perceptions. The findings suggest directions for future studies on tourism impacts and provide practical implications to manage tourism development in destinations in a sustainable manner.

Keywords: impacts of tourism on destinations, economic impacts, sociocultural impacts, environmental impacts, political impacts, technological impacts

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Introduction

Many countries rely on tourism to generate income, encourage direct and indirect investment and increase productivity (Kim, Duffy, & Moore, 2020; Kinseng, Nasdian, Fatchiya, Mahmud, & Stanford, 2018; Pratt & Alizadeh, 2018; Pyke, Hartwell, Blake, & Hemingway, 2016). However, tourism has both positive and negative impacts on destinations (Das & Mukherjee, 2008; Garau-Vadell, Díaz-Armas, & Gutierrez-Taño., 2014; Rasoolimanesh & Jaafar, 2017; Rasoolimanesh, Ramakrishna, Hall, Esfandiar, & Seyfi, 2020). The perceived benefits lend support for tourism development, and the perceived adverse effects discourage locals from supporting tourism (Gursoy, Ouyang, Nunkoo, & Wei, 2019; Jaafar, Rasoolimanesh, & Ismail, 2017; Rasoolimanesh, Jaafar, Kock, & Ramayah, 2015). Tourism also encourages cultural exchange between residents and tourists which increases residents' satisfaction with their way of life and improved recreation amenities (Eslami, Khalifah, Mardani, Streimikiene, & Han, 2019; Jaafar et al., 2017; Rasoolimanesh, Jaafar, Kock, & Ahmad, 2017). Nonetheless, the disadvantages of tourism may outweigh the advantages. For example, tourism leads to social inequality (Pham-Do & Pham, 2020), crime, immoral behaviour, and change of social values (Helgadóttir, Einarsdóttir, Burns, Gunnarsdóttir, & Matthíasdóttir, 2019), as well as environmental degradation and pollution (Monterrubio, Andriotis, & Rodríguez-Muñoz, 2020).

Early studies that have examined tourism's economic, sociocultural, and environmental impacts have been clear that government policies (Pham, Nghiem, & Dwyer, 2018) and technology are relevant to tourism impacts (Lau & Koo, 2020). An economic policy can lead to the expansion of the tourism market (Kim, Lee, & Mjelde, 2018), while political change also affects the number of tourists visiting destinations (Liou, Hsu, & Wu, 2020). The use of smart tourism technologies also plays a significant role in promoting the tourism and hospitality industry (Canavan, 2020; Labanauskaitė, Fiore, & Stašys, 2020). Furthermore, smart tourism can increase commerce or user utilisation, expose local opportunities, and promote sustainable travel options (Dickinson et al., 2017).

Several scholars have also claimed that stakeholders are significant as tourism players because their views can help to shape and improve the future development plans of tourism (Chidakel, Eb, & Child, 2020; Daye, Charman, Wang, & Suzhikova, 2020; Liang & Chan, 2018; Pham-Do & Pham, 2020; Todd, Leask, & Ensor, 2017). However, despite its many positive impacts, tourism also causes enormous pressure and stress as well as can lead to negative consequences in destination regions (Hateftabar & Chapuis, 2020; Rosselló, Becken, & Santana-Gallego, 2020; Senbeto & Hon, 2020).

Furthermore, studying, monitoring, and evaluating tourism impacts as well as understanding key stakeholders can help researchers, practitioners, and policymakers

formulate policies, create more favourable outcomes, and avoid or mitigate adverse impacts to establish more sustainable destinations. However, despite the massive increase in the academic literature on tourism, very few studies have examined all relevant economic, sociocultural, environmental, political, and technological impacts of tourism (Baidal, 2004; Choi & Sirakaya, 2006; Dwyer, 2015; Nunkoo & Gursoy, 2019; Tolkach, Chon, & Xiao, 2016). Furthermore, the tourism industry has been impacted by continuous volatility and changes on a macro-social, economic, environmental, political, and technological level (Barkauskas, Barkauskienė, & Jasinskas, 2015; Dwyer, Edwards, Mistilis, Roman, & Scott, 2009). Therefore, this study aims to review published papers to identify all possible impacts and sub-impacts of tourism on destinations to fill this missing research gap.

While tourism impact studies have been conducted on certain stakeholder groups, it would be interesting to investigate further the perceptions held by each different stakeholder group (Byrd, Bosley, & Dronberger, 2009; Sánchez Cañizares, Castillo Canalejo, & Núñez Tabales, 2016). By reviewing the opinions and perceptions of various stakeholders, such as local residents (Sharma & Gursoy, 2015), the local government, professionals, tourists, tourism entrepreneurs, and employees (Bornhorst, Ritchie, & Sheehan, 2010; Stylidis, Belhassen, & Shani, 2015) in each destination, their perceptions and views can be understood better. As a part of the tourism system, their perceptions may differ over time and thus requires regular examination. Practice theories can also help researchers better understand social, cultural and environmental contexts (James, Ren, & Halkier, 2018).

The purpose of this study is to systematically analyse and summarise the positive and negative impacts of tourism on destinations based on tourism articles. Additionally, the concept of tourism impacts has become significant as understanding these impacts may help researchers and policymakers in their efforts to address complex situations and challenges found at these destinations. Moreover, the study looks at impacts of tourism in different countries, with the aim of helping researchers and local authorities in tourist destinations to better understand and monitor the impacts of the tourism industry.

Specifically, this study aims to highlight the different types of tourism impacts on destinations and the applied theories and methods in current studies, and then subsequently, identify the gaps, which should be considered for future studies on tourism impacts. Monitoring the impact of tourism can also reduce unforeseen changes, avoid undesired consequences from tourism, and facilitate sustainable planning (Nunkoo & Gursoy, 2019). In this regard, the practical implications of this study is significant because the qualitative data collected through systematic review-based data collection techniques can help local governments formulate the right strategies and plans to improve stakeholder support for tourism development in their communities.

Literature Review

Tourism impacts are the net effects of tourism development. Tourist influxes, together with the development of supporting infrastructure and services, have many implications. Impacts of tourism can be classified by tourism type, tourist characteristics, destination and surrounding communities, as well as tourist–host relationships (Wall & Mathieson, 2006). While tourism provides benefits to destinations, it also creates negative impacts. For example, the growth of the tourism industry has boosted employment, investment, and business (Chen, 2018; Özel & Kozak, 2016). In some destinations, the revival of traditional arts or handicrafts can be attributed to increased demand from visitors (Lv, Xie, & Li, 2019). Additionally, tourism earnings can be utilised to restore and maintain natural attractions and increase visitor interest in the value of the surrounding natural environment (Wu, Kim, & Wong, 2020). However, negative impacts of tourism may include an increase in the cost of property and housing, pollution, littering, habitat degradation, harm to natural characteristics, and a loss of cultural identity (Kilungu, Leemans, Munishi, Nicholls, & Amelung, 2019; Monterrubio et al., 2020; Tolkach & Pratt, 2019).

Almost all previous research highlight both positive and negative economic, sociocultural and environmental impacts of tourism (Fleming & Toepfer, 1990; Gursoy et al., 2019; Hillery, Nancarrow, Griffin, & Syme, 2001; Kim, Uysal, & Sirgy, 2013). At the same time, many stakeholders are concerned about sustainability and environmental issues such as climate change as well as adverse environmental and social impacts (Eslami et al., 2019; Gössling & Scott, 2018). In addition, there have been further discussions on the political and technological dimensions (Sheikh, Kocaoglu, & Lutzenhiser, 2016). These issues may be well known, but the rate at which they take place may be the limiting factor in responding to future tourism impacts (Weir, 2017).

Agyeiwaah, McKercher, & Suntikul (2017) highlighted that sustainable tourism development must focus on the four areas of economic, environmental, social and cultural sustainability. At times, the political, managerial and technological dimensions create significant problems, as they provide operators with an excuse to avoid taking any personal responsibility. Nevertheless, these added dimensions (i.e., political and technological) make the role of tourism more prominent. Moreover, tourism stakeholders, such as researchers and policymakers, display a keen interest in these issues as they are related to the development of tourism in their destinations (Egger, Lei, & Wassler, 2020; Liou et al., 2020; Zhang & Zhang, 2020).

Economic Impacts

Tourism can generate incomes, provide employment opportunities for individuals and contribute to a country's GDP (Rasoolimanesh & Jaafar, 2017; Beralda Souza,

Thapa, de Oliveira Rodrigues, & Imori, 2019). Tourist expenditure could also increase the local community's economy (Kim et al., 2020; Rasoolimanesh, Jaafar, Kock, et al., 2017). Local residents and businesses can increase their income by offering accommodation, food and beverage, and other tourists services and products (Ohe, Ikei, Song, & Miyazaki, 2017). Further, tourism also enhances the image of a destination and country as it leads to the improvement of public infrastructure as well as preserves the local ecology and environment (Lin & Lu, 2016). Air travel, especially with low-cost carriers (LCC) can increase the tourist arrivals at a destination and increase revenue for the tourism industry (Khan, Kim, & Kim, 2018).

However, the growth of the local tourism industry does not always result in increasing the locals' household income. In some cases, it can drive income inequality among individuals and groups, especially those who depend solely on agricultural activities in rural areas (Alam & Paramati, 2016; Eric, Semeyutin, & Hubbard, 2020). Moreover, tourism is also sensitive to certain types of crises, such as disease outbreaks or pandemics, as recently seen from COVID-19, which can harm the destination's economy and cause locals to lose jobs and incomes (Senbeto & Hon, 2020).

Sociocultural Impacts

Tourism poses different positive and negative effects on social and cultural aspects. The processes and effects of cultural change from tourism are due to encounters or contact with foreign tourists, and travel also influences people's well-being vice versa (Jaafar et al., 2017; Li & Chan, 2020). On the one hand, tourism has many social benefits, including preserving local culture and heritage, strengthening communities, restoring traditions and arts, as well as heritage conservation (Rasoolimanesh, Jaafar, Ahmad, & Barghi, 2017). Furthermore, investment in tourism also includes infrastructure and facility improvement which leads to better quality of life (Carneiro, Eusébio, & Caldeira, 2018; Kim et al., 2020; Kinseng et al., 2018; Pyke et al., 2016; Sinclair-Maragh & Gursoy, 2016).

Moreover, when locals interact with tourists, ideas from other countries are exchanged leading to a global culture and shared international best practices (Lee & Lee, 2019). On the other hand, tourism can also bring harmful changes to behavioural patterns, lifestyles, and quality of life of the locals (Jaafar et al., 2017). At times, tourism causes social issues and raises concerns, including prostitution (Yan, Xu, & Zhou, 2018), water and natural resource shortages, heavy traffic, environmental pollution, and overcrowding (Monterrubio et al., 2020). Overdevelopment to provide for tourist facilities can also disrupt the residents' daily routines, cause housing shortage and congestion which can leave locals feeling unsafe and inconvenienced, and some may decide to move elsewhere (Helgadóttir et al., 2019).

Environmental Impacts

Environmental pollution, including waste, water and air pollution at tourist destinations, can negatively affect the quality of life of locals and tourists' length of stay. Bad or deteriorating air quality also affects foreign tourists visiting a destination (Deng, Li, & Ma, 2017). Tourists will also not choose a destination that is facing a tropical disease outbreak or is affected by changing weather conditions caused by climate change (Helgadóttir et al., 2019). For example, reduced snowing and glaciers melting in many regions have negatively impacted the skiing industry's survival and tourist experience (Steiger & Scott, 2020; Stewart et al., 2016). Of late, global tourism leaders have come to terms that climate change is causing negative impacts on ecology, tourism infrastructure and destinations (Gössling & Scott, 2018).

Political Impacts

The political constructs and government support influence the financial management and the capacity building for tourism development. For example, there are political concerns about tourist destinations in developing countries (Chidakel et al., 2020), as long-term political tension and political changes can hurt tourism development (Jin, Qu, & Bao, 2019; Liou et al., 2020). Moreover, any increase in visa fees can also reduce the number of international tourist arrivals, resulting in the loss of GDP to the destination country (Pham et al., 2018). In this regard, many destination countries announce specific policies to stimulate the international tourism demand, such as visa-free entry and tax-free shopping, in the hopes of increased tourism revenue for the destination (Kim et al., 2018; Li, Shi, Yang, & Ren, 2020).

Technological Impacts

The growth and evolution of technology can influence tourist behaviour and destination development (Kubo et al., 2020). Information and Communication Technology (ICT) is widely used in the tourism industry and plays a significant role in promoting and highlighting destinations (Rasoolimanesh, Law, Buhalis, & Cobanoglu, 2019). For example, social media is increasingly being used as a medium to promote destinations and offer information to potential visitors worldwide (Canavan, 2020; Lau & Koo, 2020). This can reduce marketing and advertising costs as well as help promote travel products and offerings (Ivars-Baidal, Celdrán-Bernabeu, Mazón, & Perles-Ivars, 2019; Mariani, Di Felice, & Mura, 2016), which can increase the efficiency and competitiveness of the local businesses. It also reduces uncertainty for customers and reduces gaps in services (Dickinson et al., 2017).

Today, technology is an indispensable part of consumers' daily lives due to the increased use of mobile phones, smartphones, and tablets with internet connectivity. It means people can stay connected and share livestream experiences so that their friends and family can participate in the same experience (Anaya & Lehto, 2020). Furthermore, technology can help improve natural resource management in myriad ways and provide information about a destination. For example, the mobile phone network data can evaluate weather, environment, and crowding, to determine the economic values of a destination (Kubo et al., 2020).

Although information technology systems are widely used in the tourism sector, there are some disadvantages as well as challenges. IT systems are not utilised in all tourism sectors, and are mainly limited to those who specialise in this field or are tech-savvy (Kapuściński & Richards, 2016; Oktadiana & Pearce, 2020). Additionally, using advanced technology and equipment extensively can increase unemployment in certain sectors as they can replace human labour, although this cuts down cost for employers (Oktadiana & Pearce, 2020).

Methodology

This study applied a systematic review to identify the different types of tourism impacts at destinations, including economic, sociocultural, environmental, political, and technology. Mulrow (1987) stated that a systematic review is a tool that systematically manages large quantities of data sources ready to be used. The systematic assessment and critical appraisal process filters out articles of low-quality studies. It is also a helpful tool as the empirical evidence, and the results can be applied to similarly studied contexts, to help identify the trend or direction more clearly.

This review was performed based on the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) (Liberati et al., 2009) to minimise a range of potential biases, and to be transparent (Pahlevan-Sharif et al., 2019a). The PRISMA checklist also provides explanations, details, and the method to conduct systematic reviews in the social sciences (Pahlevan-Sharif et al., 2019a, 2019b).

This study used the Scopus database to search for published journal articles on tourism impacts. Scopus contains journals of various disciplines and includes all types of articles that can be identified using authors, institutional addresses, and references; it is an established source for data analysis (Rasoolimanesh et al., 2020). Besides Scopus, the ABDC (Australian Business Deans Council) database was also used as a measure of quality control (Mura & Sharif, 2017). In the context of tourism, the quality rankings of ABDC's journals comprises a list of 66 major journals (5 A*, 11 A, 22 B, and 28 C) (Pahlevan-Sharif et al., 2019a).

Articles on tourism impacts published in English between 2016–2020 were selected from Scopus-indexed journals. The selected period is long enough to capture the current broad view of this research domain (Weed, 2006). A qualitative analysis was conducted to identify the research focus of the selected articles. The selection of articles was conducted by typing in keywords in the selected database related to tourism impact on destinations. The keyword references initially chosen based on the analysis of titles, keywords, abstracts, journal name, and year of publication were first exported and recorded in an MS Excel spreadsheet. The MS Excel spreadsheet was used as the tool for data extraction and allowed for customisation of type of data to collect.

Two independent reviewers selected the title and abstract and then evaluated the full paper to ensure each selected article met the qualification criteria. Thus, the detailed assessment of the qualifications of the paper was conducted independently. During this process, any reviewer conflict or disagreement over the articles were discussed and resolved until consensus was reached, or a third reviewer would be brought in (Pahlevan-Sharif et al., 2019a). Pahlevan-Sharif et al. (2019a, 2019b) mentioned that this method for identifying and selecting papers were precise, reproducible, and can be done without presumptions. Furthermore, items related to the risk of bias and the sum of meta-analysis studies (items 12–16 and 19–23) were ignored because they could not be applied to the systematic reviews in this field and the scope of the study. Another approach in quality assessment is randomisation and blinding (Hendriks, Schotanus-Dijkstra, Hassankhan, De Jong, & Bohlmeijer, 2020; Verhagen, De Vet, De Bie, Boers, & Van Den Brandt, 2001). Therefore, 40 papers were selected as pilot tests to refine checklists, and all selected papers were carefully reviewed to retrieve data encoding.

The first keyword search process yielded 45 papers, and the second keyword (tourism impact) search resulted in 113 papers. Besides, other keywords related to tourism impacts, such as economic, sociocultural, and environmental, were also used for the search. The third keyword “economic impact of tourism” yielded 41 papers while “the sociocultural impact of tourism” resulted in 29 papers. The fifth and final keyword search, “environmental impact of tourism” yielded 19 papers, resulting in a total of 247 papers. After eliminating duplicates from the Scopus database, the remaining 167 research articles were reviewed in the next step. After screening the title and abstract, 90 eligible research papers were selected. Subsequently, these were reviewed and based on original articles, only 80 were found to pass the criterion and were selected to be reviewed in detail. Figure 1 shows the number of papers screened and excluded at each review step, which followed the PRISMA flowchart.

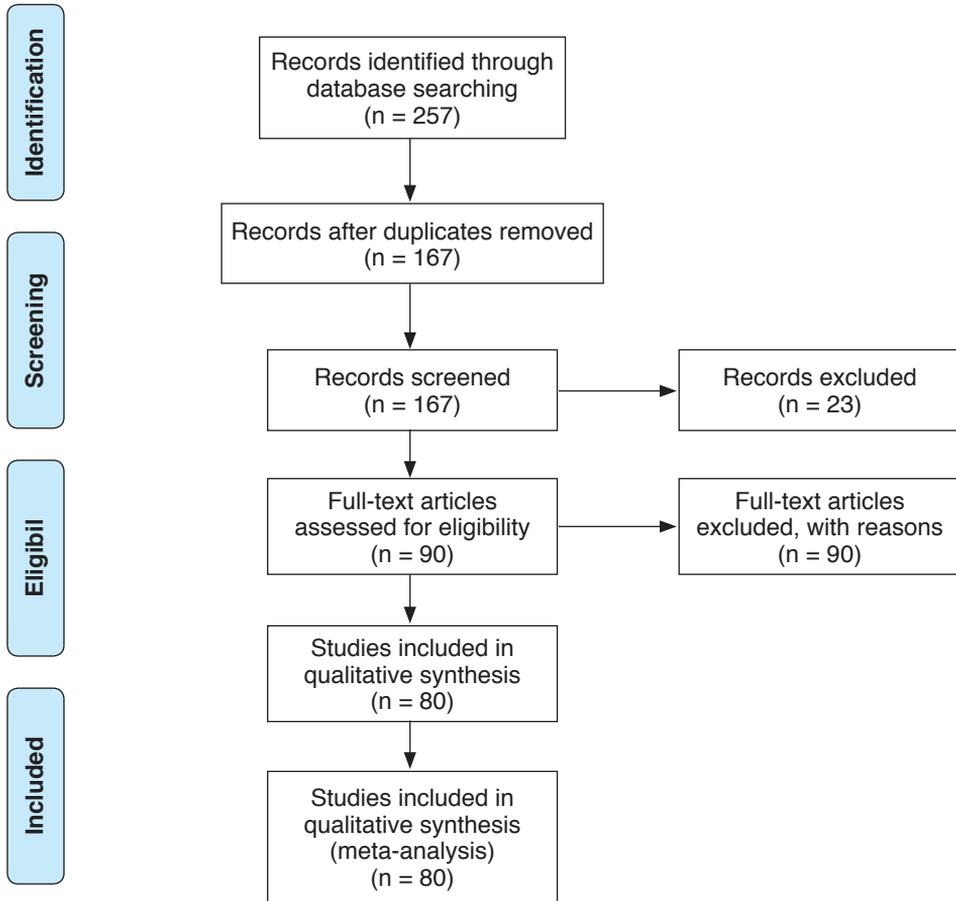


Figure 1. PRISMA flowchart

The themes on tourism: economic, sociocultural, environmental, technology, and political, were used as the main topics for detailed review. Then, the content of each paper was separately reviewed and extracted into sub-impacts and codes under each category to ensure dependability and consistency (Potter & Levine-Donnerstein, 1999).

Findings

All 80 journal articles based on ABDC's journal quality list were included in the systematic review of tourism impact on destinations. As Table 1 reports, the articles

were taken from *Tourism Management* (n = 24), *Asia Pacific Journal of Tourism Research* (n = 9), *Journal of Sustainable Tourism* (n = 8), *Current Issues in Tourism* (n = 7), *Journal of Sustainable Tourism* (n = 5), *Tourism Management Perspectives* (n = 5), *Tourism Geographies* (n = 4), *Annals of Tourism Research* (n = 4), *Journal of Hospitality Marketing and Management* (n = 3), *Journal of Travel and Tourism Marketing* (n = 2), *Journal of Travel Research* (n = 2), *Tourism Planning and Development* (n = 2), followed by *Tourism Economics* (n = 1), *Journal of Quality Assurance in Hospitality and Tourism* (n = 1), *Journal of China Tourism Research* (n = 1), and finally, *Journal of Hospitality and Tourism Management* (n = 1), and *Scandinavian Journal of Hospitality and Tourism* (n = 1).

Table 1. A summary of the journals included in the review

Journal names	ABCD rank	Number of papers
<i>Tourism Management</i>	A*	24
<i>Asia Pacific Journal of Tourism Research</i>	B	9
<i>Journal of Sustainable Tourism</i>	A*	8
<i>Current Issues in Tourism</i>	A	7
<i>Journal of Sustainable Tourism</i>	A*	5
<i>Tourism Management Perspectives</i>	B	5
<i>Tourism Geographies</i>	A	4
<i>Annals of Tourism Research</i>	A*	4
<i>Journal of Hospitality Marketing and Management</i>	B	3
<i>Journal of Travel and Tourism Marketing</i>	A	2
<i>Journal of Travel Research</i>	A*	2
<i>Tourism Planning and Development</i>	C	2
<i>Tourism Economics</i>	A	1
<i>Journal of Quality Assurance in Hospitality and Tourism</i>	B	1
<i>Journal of China Tourism Research</i>	B	1
<i>Journal of Hospitality and Tourism Management</i>	B	1
<i>Scandinavian Journal of Hospitality and Tourism</i>	B	1

Figure 2 summarises the study location of the reviewed papers by geographic regions. Asia (49%, n = 37) was the highest followed by European countries (16%, n = 12), multi-countries (12%, n = 9), Australia/Oceania (8%, n = 6), and lastly, Africa (7%). North America (7%) had five research studies each, and only 1% (n = 1) was located in South America. Figure 3 shows the stakeholder groups affected by tourism in destinations. Residents (n = 29) received the most focus, followed by tourists (n = 15), business owners (n = 7), and government (n = 3). Additionally, the relationship between stakeholders, such as residents and tourists (n = 8), and business owners and the government (n = 6), were also studied.

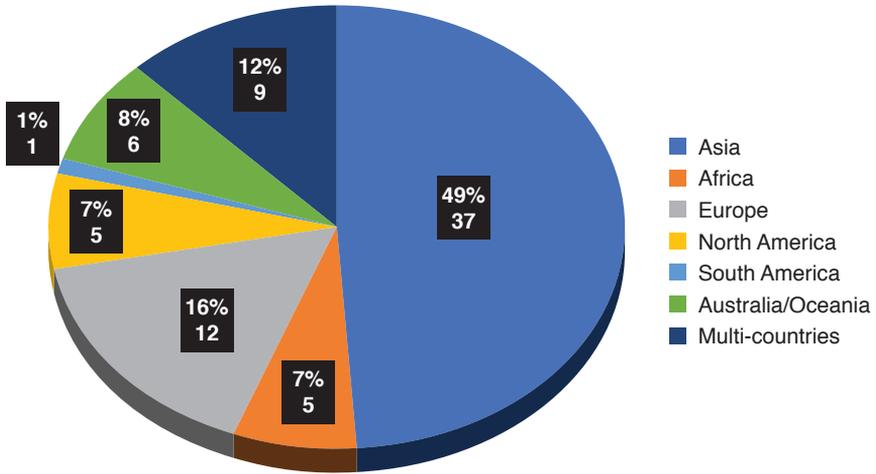


Figure 2. Study locations

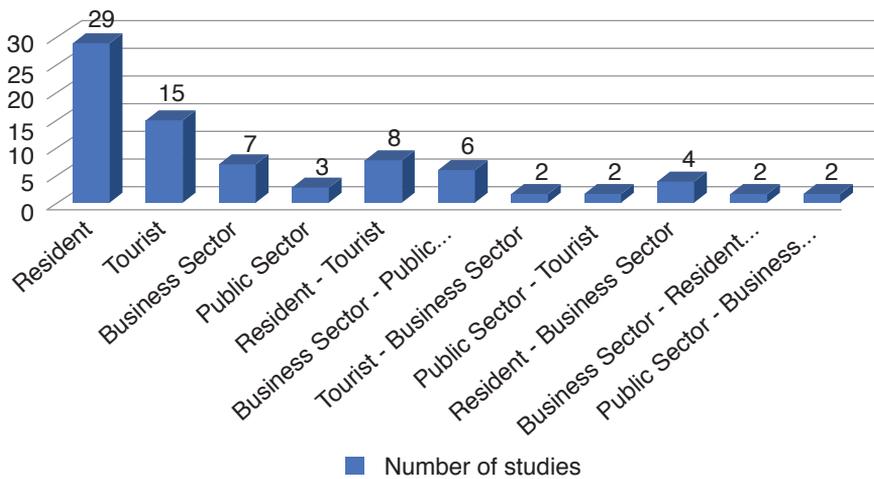


Figure 3. Stakeholder groups

Moreover, this study reviewed the theoretical frameworks and methodologies employed in the reviewed articles. Out of the 80 reviewed (Table 2), 11 articles used the Social Exchange Theory (SET) for the applied theories. Other theories related to SET include Identity Theory, Relational Quality Theories, Bottom-up Spillover Theory, Identity Theory, Relational Quality Theories, Place Attachment Theory, and Social Distance Theory. However, 10 articles did not mention any theories. One of the most common research methods used is quantitative research (51%, n = 41),

followed by qualitative research (29%, n = 23) and mixed methods (20%, n = 16) (Figure 4). Tourism impacts on economy, socioculture, environment, technology, and politics based on the reviewed literature are discussed next.

Table 2. The theoretical/conceptual frameworks employed in the reviewed articles

Theoretical/Conceptual framework	Number of studies
Social Exchange Theory (SET)	11
SET and Identity Theory	2
The Tourism Demand Model	2
General Equilibrium Theory	2
Tourist Gaze	2
Gravity Model	2
SET and Relational Quality Theory	1
SET and the Bottom-up Spillover Theory	1
SET and Place Attachment Theory	1
SET and Social Distance Theory	1
Gravity Model and Computable General Equilibrium (CGE) model	1
Gravity Model and Consumer Choice Theories	1
Belief System Theory and Agnotology	1
QOL Model and Translog Production Function	1
Adaptation Theory	1
A theoretical perspective	1
Disaster Resilience of Place	1
Broaden-and-Build Theory	1
Micro-economic Theory	1
Economic Theory	1
The Bottom-up Spillover Theory	1
The Persuasion Situation Model	1
Consumer Theory	1
A System Theory Approach	1
Poly Urn Process	1
Social Network Theory	1
Normative Theory	1
The Evolutionary Theory	1

Table 2 (con't)

Theoretical/Conceptual framework	Number of studies
The Theory of Planned Behavior	1
Game Theory	1
The TRAMO/SEATS Model	1
Grey Prediction Theory	1
Assemblage theory	1
The SkiSim2 model	1
The Tourist Ecological Footprint Concept	1
Framing Theory	1
Innovative Approach	1
Triple Bottom Line	1
The Vulnerability Framework	1
Social Tolerance Theory	1
The Framework of Social Situation Analysis	1
Money Generation Model	1
Money Generation Model 2	1
Attention Restoration Theory	1
Institutional Theory	1
Negativity Bias Theory	1
Linguistic Landscape Theory	1
Resilience Theory	1
The Diffusion of Innovations Theory, the Technological Innovation Theory, and the Gartner Hype Cycle	1
Spatial Econometric Theory	1
Pierre Bourdieu's Cultural Vicissitudes Theory	1
Dependency Theory, Globalization Theory, and Culture	1
Escape, Playfulness, Togetherness, Sacredness, and Placeness Dimensions (Theoretical Background)	1
Value-Belief-Norm	1
Travel Cost Model	1
Absorptive Capability Theory	1
The Endogenous Growth Theory	1
Did not employ any theoretical framework	10

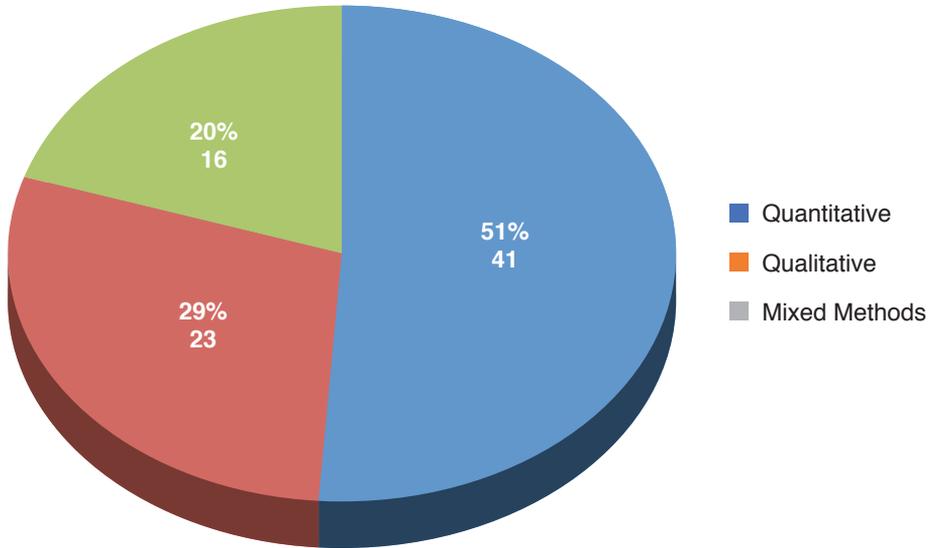


Figure 4. Methods used to investigate the impact of tourism on destinations

Economic Impacts

Table 3 shows a summary of the literature on tourism impact that has been investigated. From a total of 80 studies, 18 papers studied only the economic impacts of tourism, and 33 papers studied economic impacts combined with other impacts, in which sociocultural and environmental impacts were the most common. In addition, most of the literature investigated had examined the perception and attitude of tourism’s key stakeholders on the economic impacts of tourism.

The majority of these papers found that tourism plays an important economic role as a source of income, promotes local products, increases job and business opportunities, creates new entrepreneurs, increases the country’s GDP value and strengthens exchange rates. It also improves welfare benefits as tourism development improves the well-being of residents and their quality of life (Kim et al., 2020; Rasoolimanesh & Jaafar, 2017; Rasoolimanesh, Jaafar, Kock et al., 2017; Souza et al., 2019). Furthermore, as the economy grows, it can increase local economic diversity and labour opportunities, endorse entrepreneurial activity, create new centralities, and motivate economic cooperation and integration (Ohe et al., 2017; Stoffelen, Adiyia, Vanneste, & Kotze, 2020). On a negative note, tourism also increases income inequality, and price of goods/services causing livelihoods to decline, and residents becoming inclined to move elsewhere (Eric et al., 2020). These may account for a challenge to local economic linkages and the brand reputation of the destination.

Table 3. A summary of the reviewed literature on impacts of tourism

Impacts	Author(s) (year of publication)	Number of studies
Economic Impacts	Pyke et al. (2016); Pratt & Alizadeh (2018); Atzori et al. (2019); Croes et al. (2018); Souza et al. (2019); Khan et al. (2018); Lv et al. (2018); Zimmerhackel et al. (2018); Cardoso & Silva (2019); Gursoy et al., (2019); Stoffelen et al. (2019); Su & Swanson (2019); Eric et al. (2020); Hateftabar & Chapuis (2020); Kanwal, Rasheed, Pitafi, Pitafi, & Ren (2020); Pham-Do & Pham (2020); Rosselló et al. (2020); U & So (2020)	18
Sociocultural Impacts	Yan et al. (2018); Zhao & Timothy (2017); Helgadóttir et al. (2019); Lee & Lee (2019); Tolkach & Pratt (2019); Kwon (2020); Li & Chan (2020); Lu et al. (2020); Megeirhi et al. (2020)	9
Environmental Impacts	Pietilä & Fagerholm (2016); Gössling & Scott (2018); Kilungu et al. (2019); Buckley et al. (2020); Yang, Yao & Xu (2020)	5
Political Impacts	Pham et al. (2018)	1
Technological Impacts	Dickinson et al. (2017); Kapuściński & Richards (2016); Mariani et al. (2016); Ivars-Baidal et al. (2019); Liu & Nijkamp (2018); Anaya & Lehto (2020); Canavan (2020); Egger et al. (2020); Labanauskaitė et al. (2020); Lau & Koo (2020); Oktadiana & Pearce (2020)	11
Economic and Sociocultural Impacts	Alam & Paramati (2016); Bimonte & Faralla (2016); Ohe et al. (2017); Carneiro et al. (2018); Lin et al. (2017); Kinseng et al. (2018); Senbeto & Hon (2020); Eslami et al. (2019); Oklevik et al. (2019)	9
Economic and Environmental Impacts	Stewart et al. (2016); Deng et al. (2017); Liang & Chan (2018); Scott et al. (2019); Qiang et al. (2019); Shi et al. (2020); Steiger & Scott (2020)	7

Table 3 (con't)

Impacts	Author(s) (year of publication)	Number of studies
Sociocultural and Environmental Impacts	Chong (2020); Ma et al. (2020)	2
Economic, Sociocultural and Environmental Impacts	Khoshkam et al. (2016); Özel & Kozak (2016); Sinclair-Maragh & Gursoy (2016); Lin & Lu (2016); Tsai et al. (2016); Jamaliah & Powell (2019); Chen (2018); Kim et al. (2020); Monterrubio et al. (2020)	9
Economic, Sociocultural, Environmental and Political Impacts	Wu et al. (2020)	1
Economic, Technological and Environmental Impacts	Kubo et al. (2020)	1
Economic, Sociocultural and Political Impacts	Jin et al. (2019); Chidakel et al. (2020); Kim et al. (2018); MacNeill & Wozniak (2018)	4
Economic and Political Impacts	Zhang & Zhang (2020); Li et al. (2020); Liou et al. (2020)	3

Sociocultural Impacts

Among 80 studies, only 9 studies focused exclusively on the sociocultural impacts of tourism. The sociocultural impacts were studied in conjunction with other impacts (22 articles). These studies examined the relationship between key stakeholders or their perception and attitude towards sociocultural impact. The studies also highlighted that tourism encourages people in the community and organisations. The studies contend that the local community becomes more valued and cherished by others as tourism promotes the local culture to others (Jaafar et al., 2017; Rasoolimanesh, Jaafar, Ahmad et al., 2017). Tourism can also promote social networks, develop a local sense of belonging, local competencies, knowledge and skills, as well as enhance essential services, housing and utilities. However, a lack of good management can cause tourism conflicts and problems. The resulting social inequality and conflicts

can affect relationships, cultural relativity, trust, and morals. Thus, the sustainability of tourism should focus on appropriate methods and scopes so that locals can participate in and contribute to tourism development and operations (Helgadóttir et al., 2019).

Environmental Impacts

The environmental impacts in this review include natural catastrophes and man-made disasters. Out of 80 studies, 5 focused only on tourism's environmental impact, while 20 articles were related to the environmental impacts caused by human tourism activities, tourism development, natural disasters, and catastrophe. The perception of stakeholders, such as residents and tourists, on environmental impacts and natural disasters differs widely by tourism destinations, and can be positive or negative (Pietilä & Fagerholm, 2016; Tsai et al., 2016).

Tourism can support ecological preservation, boost and encourage the usage of local resources as well as promote water effectiveness, sustainable management, renewable energy sources, and energy effectiveness (Yang et al., 2020). However, all activities carried out by humans including tourism activities also affect the environment and ecosystem, and cause implications such as climate change, pollution, extinction of species, habitat destruction, and overconsumption of natural resources (Shi et al., 2020). Additionally, due to biological and environmental changes, the intensity of these changes affects tourism in turn, causing seasonality and visitor satisfaction to fluctuate. The severity of any environmental impact also affects other species and their survival (Jamaliah & Powell, 2019). Therefore, while sustainable tourism policies are crucial, policies related to climate change and environmental change for tourism are still being neglected and downplayed (Kilungu et al., 2019).

Political Impacts

Only one study discussed the political impact of tourism. However, the analysis of the political effects is often done in conjunction with other effects, mostly with economic consequences. The reviewed literature found that changes in political systems, developments in border-crossing procedures, and treaty agreements have had a massive impact on the demand for travel (Liou et al., 2020; Pham et al., 2018; Wu et al., 2020). Moreover, increased funding for visitor safety, security, and health; increased coordination between the tourist sector and stakeholders; and the establishment of local environmental non-governmental organisations benefits tourism expansion and policy (Wu et al., 2020).

Additionally, governments' national tourism policy which aims to promote destinations and encourage tourism demand, has resulted in significant economic growth (Cao, Li, Song, & Shen, 2017; Jin et al., 2019). However, incidences of

corruption and abuse of power in tourism development, for example, the construction of tourism facilities can affect investors' investment decisions (MacNeill & Wozniak, 2018). Political instability and political bureaucracy can also affect tourism growth and investors' confidence in the national economy (Jin et al., 2019). Besides, political change and the policies of the destination government can also decrease tourist numbers (Liou et al., 2020; Jin et al., 2019).

Technological Impacts

Tourism technology has evolved rapidly. Out of 80 articles, 11 articles mentioned the technological impact of tourism, while one article investigated economic, environmental, and technological impacts together. The analysis reveals that tourists, local businesses, and residents can take advantage of smart tourism attributes. Technology is also a significant driver in tourism development. The changes brought about by smart tourism technologies can increase the volume of tourists and influence their choices, affecting the overall perception of their tourism experience. For example, travellers can use a smartphone camera to keep their travel memories or use GPS to help them navigate at their destination (Anaya & Lehto, 2020). Additionally, data applications from digital infrastructures, such as mobile phone networks, provide valuable information, such as weather events. In this respect, technology can estimate the number of visitors and economic value for tourism seasonality (Kubo et al., 2020).

Besides, digital media is employed by tourist agencies or hotels to promote their products and services and to reach more customers, which gives them a competitive advantage in the market (Canavan, 2020; Dickinson et al., 2017). The rapid progress of information technology in tourism can potentially alter local economic activities and the socioculture, affect large sectors such as communications and finance, and expand to other services (Ivars-Baidal et al., 2019; Labanauskaitė et al., 2020). However, technology also creates challenges in the tourism industry. For example, employees in the tourism sector can lose their jobs if robots replace them, and to a certain extent, technology puts some distance between the host and the guest (Oktadiana & Pearce, 2020). Moreover, extensive use of technology in tourism can also reduce human interaction and social skills and create a wall between the locals and the visiting foreigners.

Discussion and Conclusion

The domains of tourism impacts are commonly classified into three main categories: economic, sociocultural, and environmental, and includes both positive and negative aspects. Tourism has enormous economic potential. Tourism can generate revenue for a destination through employment, currency exchange, imports, and taxes (Eric

et al., 2020; Pratt & Alizadeh, 2018; Rasoolimanesh & Jaafar, 2017; Souza et al., 2019). Conversely, tourism can also have unintended and often unanticipated negative economic consequences, such as an increase in demand for imported goods, revenue leakages out of the economy, over-reliance on tourism, and land value inflation (Liang & Chan, 2018; Özel & Kozak, 2016; Sinclair-Maragh & Gursoy, 2016). Furthermore, tourism has many hidden expenses that might negatively affect the destination (Bimonte & Faralla, 2016).

Additionally, the sociocultural impacts of tourism are related to interactions between people who have different cultural backgrounds, attitudes, and behaviours (Carneiro et al., 2018). Moreover, building facilities and investing in the arts and culture, as well as developing a holistic approach to increasing community pride are examples of these effects (Chong, 2020; Özel & Kozak, 2016).

Tourism can also improve the quality of life for the locals of a destination and allow tourists to learn about and appreciate their natural surroundings (Ohe et al., 2017). However, while cultural tourism offers chances for understanding and education, it has negative consequences as well. Changes in or loss of local identity and values, cultural incompatibilities, physical causes of social stress, and ethical conflicts are all examples of negative sociocultural impacts of tourism (Tolkach & Pratt, 2019).

In addition, tourism is dependent on and has a significant impact on the natural environment in which it operates. The natural environment is frequently a critical resource for outdoor leisure and ecotourism. Tourism can have a positive environmental impact by raising ecological consciousness, preserving habitats and wildlife, and improving basic infrastructure (Lin & Lu, 2016; Yang et al., 2020). However, even though many natural ecosystems of the world are protected through parks and protected areas, overtourism can cause serious negative consequences due to over-exploitation, degradation and neglect (Chen, 2018).

At this juncture, it should be noted that the categorisation of these tourism impacts into the three dimensions, as discussed, is too simplistic and confined. According to Richter (1983), the political dimension is often neglected. Furthermore, the sustainability of political, economic, and social institutions influence environmental outcomes (Ahmed & Cokinos, 2017; De-Jong et al., 2018). Additionally, tourists are most concerned with political stability as travel to any tourist destination requires safety and security (Wu et al., 2020). In addition, political will is needed to develop infrastructure which facilitate easy access, accommodation, and other tourist-related services to promote tourism (Liou et al., 2020). More importantly, all policy and regulation matters about tourism are handled solely by the government, which affects tourism development and operations (Pham et al., 2018). Thus political instability at a destination can cause significant impact on tourism. Likewise, government corruption, terrorism, and community conflict can diminish the progress of tourism development (Kapuściński & Richards, 2016; MacNeill & Wozniak, 2018).

Equally important, it is undeniable that technology has seamlessly blended with our daily lives, allowing people to stay connected wherever they are. In the same way, technology plays a massive role in enhancing travellers' experiences today. Businesses too use technology to increase their level of competitiveness and technology is increasingly recognised as an essential variable in the sustainable development of destinations (Huang et al., 2016). The findings of the analysis clearly offer new perspectives of tourism impacts under the five themes discussed: economic, sociocultural, environmental, political, and technological.

Based on Table 3, the main research interest has been economic impact of tourism (18 articles), followed by technological impact (11 articles), sociocultural impact (9 articles), environmental impact (5 articles), and political impact (1 article). The study also found that the most applied theory to studying tourism impacts is Social Exchange Theory (SET). The majority of research on SET in tourism focuses exclusively on residents' and tourists' perceptions toward tourism. Additionally, some studies explain and interpret SET to understand community attitudes toward tourists and tourism better (e.g., Eslami et al., 2019; Helgadóttir et al., 2019; Kim et al., 2020; Özel & Kozak, 2016).

Accordingly, the analysis also shows that in terms of stakeholders, residents (29 articles) have been the most mentioned, followed by tourists (15 articles), the business sector (7 articles), and the public sector (3 articles). It should be noted that the perceptions of different stakeholders play an essential part in studying tourism impacts because different stakeholder groups perceive different positive and negative effects in each aspect, which in turn, affect the management and planning process of tourism development (Sánchez Cañizares et al., 2016). With regard to the research methodology and general methods used in the literature on tourism impact, quantitative research (41 articles) was the most common, followed by qualitative research (22 articles), mixed methods (16 articles), and 1 review paper. In addition, Asian countries were the most studied regions based on the analysis.

The study also demonstrated that using the PRISMA method can help ensure that the selection and analysis of papers is transparent and that the study is distinct from previous work on similar issues. While research in the past mostly focused on the economic, sociocultural, and environmental impacts of tourism (Fleming & Toepper, 1990; Gursoy et al., 2019; Hillery et al., 2001; Kim et al., 2013), this study included political and technological impacts as well as they are relevant factors (Lau & Koo, 2020).

Additionally, the assessment of tourism impacts and stakeholders, such as residents, tourists, governments, and business sectors, are related to tourism planning and management. For example, the economic policy of governments stimulates international tourism demand, and technological accessibility and destination data can increase the number of tourist arrivals (Anaya & Lehto, 2020; Labanauskaitė et

al., 2020; Lee et al., 2016). Tourism brings in infrastructure development as well as economic, social, and environmental development to communities and residents, and tourism operators who also perceive these benefits. However, overtourism can also cause damage to the destination (Kanwal et al., 2020).

Furthermore, this systematic review provides valuable insights for both academics and practitioners by looking at the economic, social, cultural, environmental, political, and technological impacts of tourism. In addition, it aims to provide recommendations to improve the accuracy and reliability of future reviews related to tourism impacts on destinations. This will guide future systematic reviews to be more transparent and reliable, vital to reducing researcher biases. For future researchers who intend to conduct studies on the impact of tourism on destinations, this study can guide to ensure transparency, reliability, and accuracy of the review. In addition, this study is also a good reference point for tourism impact studies on theories and stakeholders because it has synthesised the tourism literature, which can be used as the foundation for future research. Researchers can also better understand how to support tourism studies, and this is important for PhD students in particular, who often systematically review literature to conduct research.

The present study has some limitations that should be noted. Firstly, although this report is referred to as a PRISMA checklist, it did not incorporate the details of PRISMA. Therefore, future research should address by adopting more diverse methods and theories to support a more general understanding of their findings. Secondly, this systematic review summarised the latest five-year period literature (2016–2020), which may contradict with much earlier studies. Future research may need to include older articles to determine similarities or differences with regard to tourism impacts to further improve this research domain.

At times, some of the tourism impacts are regarded as short-term and are likely to be dismissed or not assessed. Thus, future research should collect data in all aspects and realise that tourism may positively and negatively impact stakeholders. Moreover, analysing various impacts at the different geographic scales and regional levels is helpful and critical in determining the extent and depth of the effects. This also requires government and institutional support to help prevent communities from becoming vulnerable in the future (Schmude, Zavareh, Schwaiger, & Karl, 2018). For future studies, different geographic scales are significant but consist of other impacts and various extents. Therefore, it is essential to determine regionally differentiated values, including terms of urban and rural areas.

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