

# Undertourism vs. Overtourism : A Systematic Literature Review

---

**Barač-Miftarević, Sandra**

*Source / Izvornik:* **Tourism: An International Interdisciplinary Journal, 2023, 71, 178 - 192**

**Journal article, Published version**

**Rad u časopisu, Objavljena verzija rada (izdavačev PDF)**

<https://doi.org/10.37741/t.71.1.11>

*Permanent link / Trajna poveznica:* <https://um.nsk.hr/um:nbn:hr:191:259239>

*Rights / Prava:* [Attribution-NonCommercial-NoDerivatives 4.0 International/Imenovanje-Nekomercijalno-Bez prerada 4.0 međunarodna](#)

*Download date / Datum preuzimanja:* **2025-03-28**



SVEUČILIŠTE U RIJECI  
FAKULTET ZA MENADŽMENT  
U TURIZMU I UGOSTITELJSTVU  
OPATIJA, HRVATSKA

*Repository / Repozitorij:*

[Repository of Faculty of Tourism and Hospitality Management - Repository of students works of the Faculty of Tourism and Hospitality Management](#)



Sandra Barač–Miftarević

# Undertourism vs. Overtourism: A Systematic Literature Review

## Abstract

This research aims to determine the number of articles dealing with overtourism and undertourism. The authors assume that there is not enough literature dealing with undertourism, while the concept of overtourism has been researched extensively. Undertourism is an underrated concept that requires further research. The selected 41 papers were collected from Web of Science (WOS) and Scopus databases according to basic search criteria. A quantitative and qualitative approach was used to reveal important facts about authors, sources, under topics, and co-citation, and to classify selected papers according to the methods, techniques, and themes examined. The literature review results revealed that there are numerous papers about overtourism but few about the concept of undertourism. The paper's deficit concerning undertourism demands further research, with a precise and clear definition of the concept, its history, and implications for the sustainability of expanding the existing tourism paradigm

*Keywords:* undertourism, overtourism, sustainability, literature review

---

## Acknowledgments

This paper is the result of the scientific project “*Tourism experience measurement in physical and virtual space*” which is supported by the University of Rijeka (Project No. ZIP-UNIRI-116-1-21).

## 1. Introduction

Recent scientific efforts in tourism studies revealed an enormous amount of literature about overtourism describing it as one of the most influential factors of unsustainable growth, causing a negative attitude toward tourists and tourism itself by the local community. Poor planning, mismanagement, and lack of intelligent strategies in a destination could be a solid ground for negative tourist impacts on all three sustainability pillars (Séraphin et al., 2020).

United Nations World Tourism Organization (UNWTO, n.d.) stated that overtourism, or excessive tourism, is defined as a situation in which locals feel that their way of life is disappearing due to tourism activities. This feeling produces resistance to tourism as a whole, to tourists, decision-makers (all levels of government), and economic entities in the destination. Butler (2018) stated that overtourism is less about the number of tourists and more about social injustices and stress on the destination and its residents. The considerable growth of global tourism in recent years has led to bottlenecks and overcrowding in various destinations. Congestion, pollution, excessive housing and property prices, poor visitor experience, and even the indignation or protest of the local population are among the consequences of such proliferation (Mihalič, 2016, 2020; Mihalič & Kuščer, 2019; Kuščer & Mihalič, 2019).

---

Sandra Barač–Miftarević, PhD, Corresponding author, Faculty of Tourism and Hospitality Management, Opatija, University of Rijeka, Croatia; ORCID ID: <https://orcid.org/0000-0001-5689-4857>; e-mail: [sbaracmi@gmail.com](mailto:sbaracmi@gmail.com)

## 2. Undertourism

There is no clear definition of the concept and what undertourism is and whether undertourism is a concept that is the pure opposite of overtourism or not - the word "undertourism" is still under consideration in the Cambridge Dictionary, (Cambridge University Press, n.d.; Undertourism: These are the destinations that want your attention | National Geographic, n.d.). Undertourism, like overtourism, is a problem that destination management organizations (DMOs) have to deal with in cooperation with all stakeholders. Undertourism can in uncertain times have the same negative consequences as overtourism. Issues stemming from undertourism have not been reported such as the ones caused by overtourism, even though undertourism was recognized long before the COVID-19 pandemic for safety and security as well as political reasons. Some authors (Cheer et al., 2019; Muangasame & McKercher, 2015; Ritchie & Crouch, 2003) revealed crises because of diseases and health outbreaks with short-term impacts on tourism. Milano and Koens (2021) stated that too much tourism brings imbalances, capital concentration, and inequality, while too little tourism in an area where the system and a significant number of stakeholders have grown accustomed to or dependent on it, is also harmful to the quality of life in a place. Overtourism and undertourism are related concepts that are interwoven and complex to tackle. Both concepts are inevitable in an era of globalization, sophistication, and emancipation (Milano & Koens, 2021; Soydanbay, 2017). According to Séraphin et al. (2020) overtourism and undertourism result from poor planning, mismanaged destinations, and lack of coordination. Milano et al. (2019) discuss the underutilization of accommodation in a destination, while other authors (Mihalič, 2016, 2020; Mihalič & Kuščer, 2019) stated that undertourism refers to the under-visited destination receiving fewer tourists or no tourists. Séraphin et al. (2019) argued that post-colonial, post-conflict, and post-disaster destination could never fully exploit their tourism resources and attract tourists because of their negative image through terrorism and civil war (Haiti, Syria, Turkey, and Iraq). Some destinations were suffering from a negative image through health issues such as malaria, yellow fever, and ebola (Connell et al., 2009; Gowreesunkar & Séraphin 2019; Kuo et al., 2006; Pintasilgo et al., 2016). The tourism sector is dependent on security and safety, and it is highly vulnerable due to factors such as economic crises, natural disasters, outbreaks of diseases, political instability, and terrorism (Tarlow et al., 2002). These factors could cause the decline or disappearance of some destinations from the tourist map (Séraphin & Gowreesunkar, 2017). A safe and secure environment is a necessary precondition for developing tourism (Gowreesunkar & Séraphin, 2019).

## 3. Overtourism

Overtourism or excessive tourism is when locals feel that their way of life is disappearing due to tourism activities. This feeling produces resistance to tourism as a whole, to tourists, decision-makers (all levels of government), and economic entities in the destination (UNWTO, n.d.). Overtourism is less about the number of tourists, and more about social injustices and stress on the destination and its residents (Butler, 2018; Dodds & Butler, 2019).

Few authors (Pawson et al., 2017) defined overtourism as any destination affected by tourism. This term also refers to what is generally known as the carrying capacity of a destination, i.e., the maximum limit of tourism development (UNWTO, 1981; van der Borg et al., 1996; Wattanacharoensil & Weber, 2020). The turning point is when tourism negatively impacts the stakeholder's life quality or satisfaction (Kuščer & Mihalič, 2019; Mihalič, 2020).

The considerable growth of global tourism (Séraphin et al., 2020) has led to bottlenecks and overcrowding in various destinations. Congestion, pollution, excessive housing and property prices, poor visitor experience, and even the anger or protest of the local population are among the consequences of such proliferation. Effective measurement and tracking of tourism overexploitation will remain critical factors

in the sustainable development of tourism (Wattanacharoensil & Weber, 2020; Young, 1973). Times of turbulence in travel and traffic caused by the oil crisis, inflation, and the global economic recession has prompted some authors to warn in their papers of potential adverse outcomes as a result of the continued growth in demand for international travel (Haulot & Dewailly, 2018; Krippendorf, 1975; Turner & Ash, 1975; Young, 1973). Turner and Ash (1975) hypothesized that the need for tourism would be democratized, including the “ordinary” classes, whose scope would become so vast that destinations would not cope with the new situation. This argument corresponds to a central critique (Haulot & Dewailly, 2018; Krippendorf, 1975) that with the growth of tourist flows, the impact on the environment, resources, and land consumption will also grow, resulting in a radical change in traditional socio-economic systems. Doxey (1975) published “IRRIDEX,” a theory of how the attitudes of residents towards the presence of tourists in the community change from welcome to irritation and anxiety (Allen et al., 1988; Boissevain, 2008; Williams & Lawson, 2001).

Negative consequences include congestion and overuse of infrastructure (from roads to toilets), privatization of public places, loss of purchasing power, high ratio of tourists and residents, social gentrification, anti-social behavior, and environmental degradation (air pollution, waste) (Koens et al., 2021; Koens et al., 2018; Mihalič, 2016, 2020; Peeters et al., 2018). Séraphin et al. (2019) single out Venice as the embodiment of the negative impacts that excessive tourism can have on a destination, namely heritage destruction, adverse effects on the lives of locals, and the endangered sustainability of the destination (Gossling et al., 2020). The life cycle of a destination (Butler, 1999; Butler, 1980; Mill & Morrison, 1985) begins with a phase of prolonged growth in tourists. Potential tourists do not yet recognize the destination. In the second phase of the cycle, tourism grows to a peak. Then in the third phase, there is stagnation and a remote entry into the fourth phase of the decline in the number of tourists. Gentrification, displacement, and place alienation are intertwined socio-spatial processes that contribute to social injustice. Lefebvre's theoretical and empirical work informs all these elements of urban space (Brenner & Elden, 2009; Terman & Izhikevich, 2008). Anti-social behavior incorporates two dimensions: the way people misbehave in public (e.g., people being drunk or rowdy in public places) and the consequences of that behavior for the environment (e.g., vandalism, graffiti, and other deliberate damage to property, Sinkovics & Alfoldi, 2012). Overtourism is a severe issue for the local community as well as for tourists and visitors.

## 4. Methodology

Web of Science (WOS) Core Collection and Scopus databases were selected for a systematic literature review since these two databases are the most popular databases used in tourism and other studies. Data collection was conducted on April 2020, using the following search string on the title, abstract, and keywords: (overtourism OR over-tourism) OR (undertourism OR under-tourism). It must be underlined that the use of keywords “under tourism” or “over tourism” was avoided because of the possible misguided identification of articles with unrelated topics. The first screening yielded a total of 336 papers from WOS and 392 from Scopus. After applying basic limitation criteria, the selection was reduced to 63 papers, 18 from WOS and 45 from Scopus. Following the removal protocol, 13 articles were removed due to being duplicated, 6 since they were irrelevant to the topic, and 3 were removed because it was clear that full text was not open access. Finally, 41 papers were chosen for further analysis. Primary search limited the number of records by year from 2015-2021, by type of access (Open Access only), by type of article (articles published in journals, excluding review articles, research notes, book chapters, or proceeding papers), by research area (social science only), by language (English language only), and by citation (a minimum of 3 times being cited). The selection process is presented in Table 1.

**Table 1**  
*Screening process*

| Search string: (overtourism OR over-tourism) OR (undertourism OR under-tourism) |                |               |                  |
|---|----------------|---------------|------------------|
| 1. Screening  |                | WOS           | Scopus           |
| Total   |                | 336           | 392              |
| Limited by year   | 2015- 2021     | 314           | 355              |
| Limited by access   | Open access    | 141           | 144              |
| Limited by type   | Article        | 122           | 126              |
| Limited by research area  | Social science | 42            | 102              |
| Limited by language   | English        | 37            | 94               |
| Limited by citation   | Min 3x cited   | 18            | 45               |
| 2. Screening  |                |               |                  |
| Total   |                |               | 63               |
| Removed because of being duplicated   |                |               | 13               |
| Removed because of being irrelevant   |                |               | 6                |
| Removed because of unavailable full text  |                |               | 3                |
|   |                | <b>WOS 13</b> | <b>SCOPUS 28</b> |
|   |                |               | <b>41</b>        |

Source: Author's elaboration.

Further analysis of choosing data was performed using bibliometric and content analysis. A bibliometric analysis was conducted with the support of Vosviewer Ver. 1.6.16. (van Eck & Waltman, 2010) to understand how the topic has evolved through time, particularly from 2015, because recently, all relevant scientific literature has been indicating that overtourism has become one of the most significant tourism sector issues. The bibliometric focus was on the sources (see Table 2), authors (see Table 3), geographical region, or country. Also, the software was used to conduct the thematic content analysis to identify primary research streams. Further content analysis was performed using logic to connect and explain similar items led by relevant literature. Vosviewer ver. 1.6.16. helps classify keywords (authors and index keywords) into thematic clusters (see Table 4). A further step was taken to refine and rearrange groups formed by Vosviewer using logic and a literature framework. (see Figure 1).

**Table 2**  
*Number of documents by source*

|  | Impact factor | H-index | Records   | % of 41       |
|--|---------------|---------|-----------|---------------|
| <i>Sustainability</i>                                  | 2.58          | 85      | 20        | 48.78         |
| <i>Journal of Sustainable Tourism</i>                  | 3.99          | 103     | 6         | 14.63         |
| <i>Annals of Tourism Research</i>                      | 5.91          | 171     | 4         | 9.76          |
| <i>Boletín de la Asociación de Geógrafos Españoles</i> | 0.68          | 19      | 3         | 7.32          |
| <i>Current Issues in Tourism</i>                       | 4.15          | 74      | 1         | 2.44          |
| <i>International Journal of Tourism Cities</i>         | 2.62          | 12      | 1         | 2.44          |
| <i>Journal of Destination Marketing Management</i>     | 4.28          | 39      | 1         | 2.44          |
| <i>Journal of Tourism Futures</i>                      | 2.03          | 15      | 1         | 2.44          |
| <i>Tourism Economics</i>                               | 1.82          | 58      | 1         | 2.44          |
| <i>Tourism Geographies</i>                             | 3.16          | 61      | 1         | 2.44          |
| <i>Tourism Planning Development</i>                    | 1.85          | 31      | 1         | 2.44          |
| <i>Tourism Review</i>                                  | 5.95          | 32      | 1         | 2.44          |
| <b>Total</b>   |               |         | <b>41</b> | <b>100.00</b> |

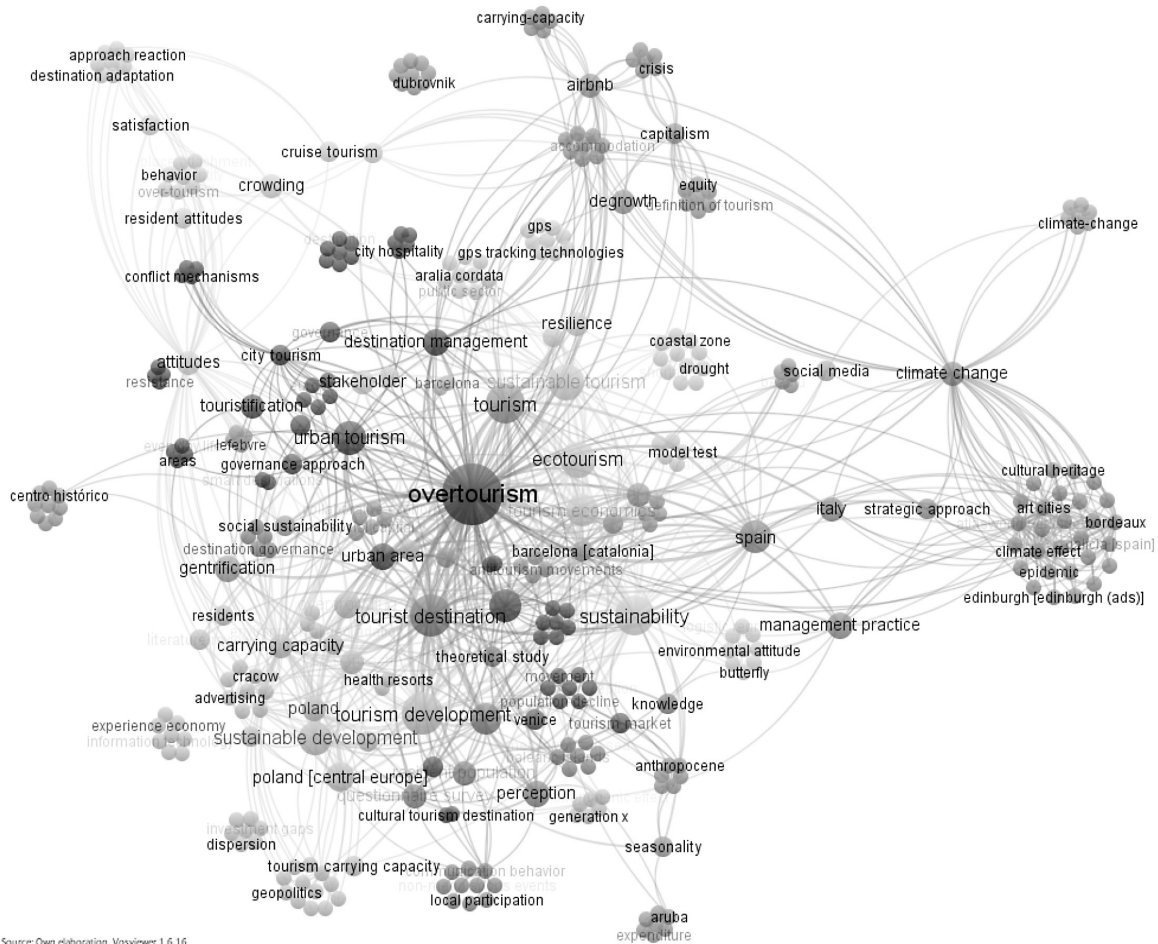
Source: Author's elaboration.

**Table 3**  
**Number of publications by author (minimum 2 records)**

| 2015-2020     |         |
|---------------|---------|
| Author name   | Records |
| Koens, K.     | 3       |
| Szromek, A.R. | 3       |
| Postma, A.    | 2       |
| Gossling, S.  | 2       |
| Mccabe, S.    | 2       |
| Bertocchi, D. | 2       |
| Milano, C.    | 2       |
| Novelli, M.   | 2       |
| Cheer, J.M.   | 2       |
| Diazparra, I. | 2       |
| Jover, J.     | 2       |
| Melissen, F.  | 2       |
| Mayer, I.     | 2       |

Source: Author's elaboration.

**Figure 1**  
**Thematic clusters according to word occurrences**



Source: Own elaboration, Vassviewer 1.6.16.



## 5. Results

### 5.1. Bibliometric analysis

A bibliometric analysis is a quantitative analysis, which is defined as the application of statistical and mathematical methods (Pritchard, 1969), and it can provide a new approach to the evaluation of scientific progress (Zhang et al., 2012).

As was already stated, the screening process resulted in 41 papers published in different journals. Unfortunately, search results excluded four documents with the undertourism concept based on search criteria. All of the documents were published in 2020 and 2021 and marked with the Early Access option (Lim et al., 2021; Pasquinelli & Trunfio, n.d.; Yuval, n.d.). It was presumed that all these four papers are not cited by others because they were relatively recently published. This result can confirm the research hypothesis: the concept of undertourism is not well-recognized and examined, therefore, it demands further efforts. In these uncertain times in a global world with so many hazards, both of natural and human origin, it is essential more than ever to be prepared for all possible issues and outcomes (negative or positive). The most considerable number of papers were from 2019, 18 in total. In 2020, 17 papers examined the topic. It can be seen that the research trend was rapidly growing in 2019, according to Table 3. Spain had 12 records, Poland 9, Italy and the Netherlands 6, England and Norway 5, South Africa and New Zealand 4, and Germany and Japan 2 records. Regarding the papers, the leading journal with 20 records was *Sustainability*.

In comparison, the *Journal of Sustainable Tourism* counted 6 records, *Annals of Tourism Research* 4, *Boletín de la Asociación de Geógrafos Españoles* had 3 records. All other journals counted 1 record each. Bibliometric analysis showed that Koens has a significant impact on other authors with impressive 142 cited records. In the top three were Muler Gonzalez with 81 records and Oklevik with 71 (see table 4).

**Table 4**  
*Number of cited references*

| ≥10 record      |      |         |
|-----------------|------|---------|
| Author name     | Year | Records |
| Koens           | 2018 | 142     |
| Muler Gonzalez  | 2018 | 81      |
| Oklevik         | 2019 | 71      |
| Postma          | 2017 | 69      |
| Martin Martin   | 2018 | 63      |
| Cheer           | 2019 | 36      |
| Fletcher        | 2019 | 35      |
| Milano          | 2019 | 35      |
| Panayiotopoulos | 2019 | 28      |
| Jacobsen        | 2019 | 26      |
| Novy            | 2019 | 20      |
| Bertocchi       | 2020 | 14      |
| Diaz-Parra      | 2021 | 11      |
| Gutierrez-Tano  | 2019 | 11      |
| Alonso-Almeida  | 2019 | 10      |

Source: Author's elaboration.

### 5.2. Content analysis

#### 5.2.1. Methods used in the study of undertourism and overtourism

Regarding the methods used in the papers, 15 papers applied a qualitative approach, 17 a quantitative approach, and 9 mixed methods. Conceptual research (Fletcher et al., 2019; Gössling, et al., 2020; Koens, et

al., 2019; Mihalič, 2020), literature review (Novy, 2019; Thees et al., 2020; Zemla & Zemła, 2020), and selective systematic review (Zmyslony et al., 2020) were applied in 9 papers (see Appendix A).

Several authors (Alonso-Almeida et al., 2019; Koens et al., 2018; Milano et al., 2019; Postma & Schmuecker, 2017; Romero-Padilla et al., 2019) used a qualitative approach to examine the overtourism concept (observation, focus groups, in-depth interviews, informal conversation, discussion groups, desk research, semi-structured interviews).

Quantitative methods used in papers mostly applied a survey as an instrument (Ansari et al., 2019; Fedyk et al., 2020; Gutierrez-Tano et al., 2019; Jacobsen et al., 2019; Oklevik et al., 2019; Padron-Avila & Hernandez-Martin, 2019; Shoval et al., 2020; Szromek et al., 2020; Szromek et al., 2019). Several authors chose a method of collecting data from secondary sources (Celata & Romano, 2020; de Luca et al., 2020; García-Hernández et al., 2019; Ridderstaat & Nijkamp, 2015). Mixed methods were used in the form of in-depth interviews, semi-structured interviews, focus groups, observation, informal conversation, Q methodology, social cost-benefit analysis, urban design method, tourism research method, Rapid Situation Analysis, retrospective evaluation, official secondary data, surveys, etc. (Almeida-Garcia et al., 2019; Bertocchi & Visentin, 2019; Boom et al., 2021; Jover & Díaz-Parra, 2020; Koens et al., 2018; Martin et al., 2018; Milano et al., 2019; Muler Gonzalez et al., 2018; Romero-Padilla et al., 2019; Szromek & Naramski, 2019)

Regarding the locations in the focus of research interest (Alonso-Almeida et al., 2019; Cheer et al., 2019; Garcia-Hernandez et al., 2019; Martin et al., 2018; Padron-Avila & Hernandez-Martin, 2019) Spain is one of the most researched places (Barcelona, Sevilla, Malaga, Majorca, Madrid, Canary Islands). Venice and Palermo in Italy, Dubrovnik in Croatia, Wroclaw, and Krakow in Poland were examined in different studies (Bertocchi & Visentin, 2019; Bertocchi et al., 2020; Fedyk et al., 2020; Panayiotopoulos & Pisano, 2019; Poczta et al., 2020; Szromek et al., 2019; Szromek & Naramski, 2019; Zarębski et al., 2019).

### 5.2.2. Thematic clustering based on selected literature ((H3))

The thematic clusters were classified according to the similarity regarding the concrete proposal, opinions, views, and approaches (Voswiever 1.6.16.) and were titled according to their concepts - five of them (see Appendix Bs).

The first cluster was titled "Overtourism: Why and how?" It describes possible causes, factors, and existing issues in this field. Six authors were researching this field. The second cluster under the title "Social Perspective" included 15 authors concerning the social side of described concepts. They were most intrigued by the social exchange theory (SET) and local community perspective in the context of sustainability.

"Other Side View – Tourists and Visitors" as a third cluster covered travelers' perceptions, visitors' motivation, and consumer behavior. Three authors were dealing with these topics. The fourth cluster, "Possible Solution," includes articles from 14 authors who focused on possible practical solutions such as policy change, tax policy change, new business models, etc. The fifth cluster, titled "Hope for the Future," offers a sustainable approach with the practical manual user to predict, prevent, and manage potential risks and damage. The majority of studies have conducted their examination in a particular destination, for example, Barcelona in Spain (Alonso-Almeida et al., 2019; Cheer et al., 2019; Martin et al., 2018) or Venice in Italy (Bertocchi & Visentin, 2019; Bertocchi et al., 2020).

## 6. Discussion and further recommendations

A systematic literature review confirmed the research hypothesis that overtourism is the most often examined concept in selected studies (see Figure 1). At the same time, undertourism is an under-researched phenomenon (Lim, 2020) that is not defined, structured, or explored correctly. Unfortunately, four articles about



undertourism were excluded from further analysis according to the essential search limitation criteria. Nevertheless, it will be fair and pragmatic for a reader to know more about the concept of undertourism. The concept of undertourism was recognized as one of the critical and emerging problems in those four excluded articles not only because of the COVID-19 pandemic situation but also because it can be linked to many other scenarios such as post-colonial, post-conflict, and post-disaster destination issues as well as terrorism phenomenon on the global scene which is unpredictable and dangerous (S  raphin & Gowreesunkar, 2017). Diseases such as malaria, yellow fever, or ebola are producing a negative destination image despite the natural beauty of particular parts of the world (Connell et al., 2009; Gowreesunkar & S  raphin, 2019; Gowreesunkar & Sotiriadis, 2015; Kuo et al., 2008; Rossell   et al., 2017). Lim (2020) connects undertourism primarily with the COVID-19 situation and argues that undertourism produces a negative economic impact. For example, a virtual tour is offered to people sitting and traveling simultaneously from their own homes with the help of modern technology.

In their narrative review, Milano and Koens (2021) synthesized all relevant research. They concluded that both overtourism and undertourism are the results of underlying issues of the current tourism political economy. They offered a complete overview and insights into extremes on both sides of the spectrum, widening an existing theoretical work underlying the fact that the problem of tourism is not just a matter of volume but also of extremes, sudden and unexpected changes, or events. According to their results, the best way to manage tourism is to find a balance while promoting social justice and recalibrating the political economy of tourism. They pointed out that many still do not have a political will, clear alternative vision, or strategy despite the need for a balance (Milano & Koens, 2021). S  raphin and Ivanov (2020) offering a revenue management solution to resolve overtourism and undertourism problems, noted that those destinations that suffer from underutilization of their accommodation establishments and low occupancy rates suffer from undertourism.

Undertourism must be defined and explained appropriately, which demands further research. This concept is underrated and unexplored, probably because it was presumed to be a part of overtourism and can be seen sporadically and rarely. However, if someone examines the concept much more profoundly, you can see that the near future is compromised and endangered.

Social exchange theory (SET) and social capital theory were mentioned by several studies underlining one more time that SET is one the most helpful and applied theories for examining complex and sensitive tourism issues such as overtourism and undertourism taking into account a delicate world of opinion, perception, and behavior of stakeholders in a destination. Few studies included social carrying capacity as an important variable.

In conclusion, it can be said that both concepts, overtourism, and undertourism, are nowadays present in any destination, and that should be recognized and managed by the DMOs and all stakeholder networks. This issue demands further research and scientific efforts to prevent those potentially harassing concepts from reaching their peak.

## References

- Allen, L.R., Long, P.T., Perdue, R.R., & Kieselbach, S. (1988). The impact of tourism development on residents' perceptions of community life. *Journal of Travel Research*, 27(1), 16–21. <https://doi.org/10.1177/004728758802700104>
- Almeida-Garc  a, F., Cort  s-Mac  as, R., & Balbuena-V  zquez, A. (2019). Tourism-phobia in historic centers: The case of Malaga. *Bolet  n de la Asociaci  n de Ge  grafos Espa  oles*, 83, Article 2823. <https://doi.org/10.21138/bage.2823>
- Alonso-Almeida, M.M., Borrajo-Millan, F., & Yi, L. (2019). Are social media data pushing overtourism? The case of Barcelona and Chinese tourists. *Sustainability*, 11(12), Article 3356. <https://doi.org/10.3390/su11123356>
- Ansari, F., Jeong, Y., Putri, I.A.S.L.P.I., & Kim, S-il. (2019). Sociopsychological aspects of butterfly souvenir purchasing behavior at Bantimurung Bulusaraung National Park in Indonesia. *Sustainability*, 11(6), Article 1789. <https://doi.org/10.3390/su11061789>

- Bertocchi, D., & Visentin, F. (2019). "The overwhelmed city": Physical and social over-capacities of global tourism in Venice. *Sustainability*, 11(24), Article 6937. <https://doi.org/10.3390/su11246937>
- Bertocchi, D., Camatti, N., Giove, S., & van der Borg, J. (2020). Venice and overtourism: Simulating sustainable development scenarios through a tourism carrying capacity model. *Sustainability*, 12(2), Article 512. <https://doi.org/10.3390/su12020512>
- Boissevain, J. (1977). Tourism and development in Malta. *Development and Change*, 8, 523-538. <https://doi.org/10.1111/j.1467-7660.1977.tb00754.x>
- Boom, S., Weijschede, J., Melissen, F., Koens, K., & Mayer, I. (2021). Identifying stakeholder perspectives and worldviews on sustainable urban tourism development using a Q-sort methodology. *Current Issues in Tourism*, 24(4), 520-535. <https://doi.org/10.1080/13683500.2020.1722076>
- Brenner, N., & Elden, S. (2009). Henri Lefebvre on state, space, and territory. *International Political Sociology*, 3(4), 353-377. <https://doi.org/10.1111/j.1749-5687.2009.00081.x>
- Buckley, J. (2019, August 12). *Undertourism: These are the destinations that want your attention*. National Geographic. <https://www.nationalgeographic.co.uk/travel/2019/08/undertourism-these-are-destinations-want-your-attention>
- Butler, R. (2018). Sustainable tourism in sensitive environments: A wolf in sheep's clothing? *Sustainability*, 10(6), Article 1789. <https://doi.org/10.3390/su10061789>
- Butler, R.W. (1999). Sustainable tourism: A state-of-the-art review. *Tourism Geographies*, 1(1), 7-25. <https://doi.org/10.1080/14616689908721291>
- Butler, R.W. (1980). The concept of a tourist area cycle of evolution: Implications for management of resources. *Canadian Geographer*, 24(1), 5-12. <https://doi.org/10.1111/j.1541-0064.1980.tb00970.x>
- Cambridge University Press. (2019, October 28). New words. Undertourism. *Cambridge dictionary*. <https://dictionaryblog.cambridge.org/2019/10/28/new-words-28-october-2019/>
- Celata, F., & Romano, A. (2020). Overtourism and online short-term rental platforms in Italian cities. *Journal of Sustainable Tourism*, 30(5), 1020-1039. <https://doi.org/10.1080/09669582.2020.1788568>
- Cheer, J.M., Milano, C., & Novelli, M. (2019). Tourism and community resilience in the Anthropocene: Accentuating temporal overtourism. *Journal of Sustainable Tourism*, 27(4), 554-572. <https://doi.org/10.1080/09669582.2019.1578363>
- Connell, J., Page, S.J., & Bentley, T. (2009). Towards sustainable tourism planning in New Zealand: Monitoring local government planning under the Resource Management Act. *Tourism Management*, 30(6), 867-877. <https://doi.org/10.1016/j.tourman.2008.12.001>
- de Luca, G., Dastgerdi, A.S., Francini, C., & Liberatore, G. (2020). Sustainable cultural heritage planning and management of overtourism in art cities: Lessons from Atlas World Heritage. *Sustainability*, 12(9), Article 3929. <https://doi.org/10.3390/su12093929>
- Dewailly, J-M. (2018). Arthur Haulot : Tourisme et environnement, 1974 [Arthur Haulot: Tourism and environment, 1974]. *Hommes et Terres du Nord*, 1975(2), 105-106. [https://www.persee.fr/doc/htn\\_0018-439x\\_1975\\_num\\_2\\_1\\_1513\\_t1\\_0105\\_0000\\_3](https://www.persee.fr/doc/htn_0018-439x_1975_num_2_1_1513_t1_0105_0000_3)
- Dodds, R., & Butler, R. (2019). The phenomena of overtourism: A review. *International Journal of Tourism Cities*, 5(4), 519-528. <https://doi.org/10.1108/IJTC-06-2019-0090>
- Doxey, G. (1975). A causation theory of visitor-resident irritants: Methodology and research inferences. In *The impact of tourism: Sixth annual conference proceedings* (pp. 195-198). The Travel Research Association.
- Fedyk, W., Soltysik, M., Olearnik, J., Barwicka, K., & Mucha, A. (2020). How overtourism threatens large urban areas: A case study of the city of Wrocław, Poland. *Sustainability*, 12(5), Article 1783. <https://doi.org/10.3390/su12051783>
- Fletcher, R., Murray Mas, I., Blanco-Romero, A., & Blázquez-Salom, M. (2019). Tourism and degrowth: An emerging agenda for research and praxis. *Journal of Sustainable Tourism*, 27(12), 1745-1763. <https://doi.org/10.1080/09669582.2019.1679822>
- García-Hernández, M., Ivars-Baidal, J., & Mendoza de Miguel, S. (2019). Overtourism in urban destinations: The myth of smart solutions. *Boletín de la Asociación de Geógrafos Españoles*, 83, Article 2830. <https://doi.org/10.21138/bage.2830>

- Gössling, S., McCabe, S., & Chen, N. (Chris). (2020). A socio-psychological conceptualisation of overtourism. *Annals of Tourism Research*, 84(6), Article 102976. <https://doi.org/10.1016/j.annals.2020.102976>
- Gowreesunkar, V., & Séraphin, H. (2019). Conclusion: Local communities' quality of life: What strategy to address overtourism? *Worldwide Hospitality and Tourism Themes*, 11(5), 627–633. <https://doi.org/10.1108/WHATT-06-2019-0042>
- Gowreesunkar, V., & Sotiriadis, M. (2015). Entertainment of leisure tourists in island destinations: Evidence from the island of Mauritius. *African Journal of Hospitality, Tourism and Leisure*, 4(Special edition), 1–19. [http://www.ajhtl.com/uploads/7/1/6/3/7163688/article\\_15\\_special\\_edition\\_vol\\_4\\_\(2015\).pdf](http://www.ajhtl.com/uploads/7/1/6/3/7163688/article_15_special_edition_vol_4_(2015).pdf)
- Gutierrez-Tano, D., Garau-vadell, J.B., Diaz-Armas, R.J., Guti, D., & Garau-vadell, J.B. (2019). The influence of knowledge on residents' perceptions of the impacts of overtourism in P2P accommodation rental. *Sustainability*, 11(4), Article 1043. <https://doi.org/10.3390/su11041043>
- Jacobsen, J.K.S., Iversen, N.M., & Hem, L.E. (2019). Hotspot crowding and over-tourism: Antecedents of destination attractiveness. *Annals of Tourism Research*, 76, 53–66. <https://doi.org/10.1016/j.annals.2019.02.011>
- Jover, J., & Díaz-Parra, I. (2020). Who is the city for? Overtourism, lifestyle migration, and social sustainability. *Tourism Geographies*, 24(1), 9–32. <https://doi.org/10.1080/14616688.2020.1713878>
- Koens, K., Melissen, F., Mayer, I., & Aall, C. (2021). The smart city hospitality framework: Creating a foundation for collaborative reflections on overtourism that support destination design. *Journal of Destination Marketing & Management*, 19, Article 100376. <https://doi.org/10.1016/j.jdmm.2019.100376>
- Koens, K., Postma, A., & Papp, B. (2018). Is overtourism overused? Understanding the impact of tourism in a city context. *Sustainability*, 10(12), Article 4384. <https://doi.org/10.3390/su10124384>
- Krippendorf, J. (1975). *Die landschaftsfresser: Tourismus u. Erholungslandschaft* [The landscape eaters: Tourism and recreation landscape]. Hallwag.
- Kuo, H.I., Chen, C.C., Tseng, W.C., Ju, L.F., & Huang, B.W. (2008). Assessing impacts of SARS and Avian Flu on international tourism demand to Asia. *Tourism Management*, 29(5), 917–928. <https://doi.org/10.1016/j.tourman.2007.10.006>
- Kuo, N.W., Chen, Y.J., & Huang, C.L. (2006). Linkages between organic agriculture and agro eco-tourism. *Renewable Agriculture and Food Systems*, 21(4), 238–244. <https://doi.org/10.1079/RAF2006148>
- Kuščer, K., & Mihalič, T. (2019). Residents' attitudes towards overtourism from the perspective of tourism impacts and cooperation – The case of Ljubljana. *Sustainability*, 11(6), Article 1823. <https://doi.org/10.3390/su11061823>
- Lim, J.E., & Lee, H.R. (2020). Living as residents in a tourist destination: A phenomenological approach. *Sustainability*, 12(5), Article 1836. <https://doi.org/10.3390/su12051836>
- Lim, W.M. (2021). Toward an agency and reactance theory of crowding: Insights from COVID-19 and the tourism industry. *Journal of Consumer Behaviour*, 20(6), 1690–1694. <https://doi.org/10.1002/cb.1948>
- Martin, J.M.M., Martinez, J.M.G., & Fernández, J.A.S. (2018). An analysis of the factors behind the citizen's attitude of rejection towards tourism in a context of overtourism and economic dependence on this activity. *Sustainability*, 10(8), Article 2851. <https://doi.org/10.3390/su10082851>
- Mihalič, T. (2016). Sustainable-responsible tourism discourse – Towards “responsustable” tourism. *Journal of Cleaner Production*, 111, 461–470. <https://doi.org/10.1016/j.jclepro.2014.12.062>
- Mihalič, T. (2020). Conceptualizing overtourism: A sustainability approach. *Annals of Tourism Research*, 84, Article 103025. <https://doi.org/10.1016/j.annals.2020.103025>
- Mihalič, T., & Kuščer, K. (2019). Impacts of overtourism on satisfaction with life in a tourism destination. In *Travel and Tourism Research Association's (TTRA) annual research conference, Bournemouth* (pp. 92–93). <https://www.bournemouth.ac.uk/sites/default/files/asset/document/ttra-event-brochure-2-april.pdf>
- Milano, C., & Koens, K. (2021). The paradox of tourism extremes. Excesses and restraints in times of COVID-19. *Current Issues in Tourism*, 25(2), 219–231. <https://doi.org/10.1080/13683500.2021.1908967>
- Milano, C., Novelli, M., & Cheer, J.M. (2019). Overtourism and tourismphobia: A journey through four decades of tourism development, planning and local concerns. *Tourism Planning & Development*, 16(4), 353–357. <https://doi.org/10.1080/21568316.2019.1599604>

- Mill, C., & Morrison, A.M. (1985). *The tourism system: An introductory text*. Prentice-Hall, Inc.
- Muangasame, K., & McKercher, B. (2015). The challenge of implementing sustainable tourism policy: A 360-degree assessment of Thailand's "7 Greens sustainable tourism policy." *Journal of Sustainable Tourism*, 23(4), 497–516. <https://doi.org/10.1080/09669582.2014.978789>
- Muler Gonzalez, V., Coromina, L., & Galí, N. (2018). Overtourism: Residents' perceptions of tourism impact as an indicator of resident social carrying capacity - Case study of a Spanish heritage town. *Tourism Review*, 73(3), 277–296. <https://doi.org/10.1108/TR-08-2017-0138>
- Novy, J. (2019). Urban tourism as a bone of contention: Four explanatory hypotheses and a caveat. *International Journal of Tourism Cities*, 5(1), 63–74. <https://doi.org/10.1108/IJTC-01-2018-0011>
- Oklevik, O., Gössling, S., Hall, C.M., Steen Jacobsen, J.K., Grøtte, I.P., & McCabe, S. (2019). Overtourism, optimization, and destination performance indicators: A case study of activities in Fjord Norway. *Journal of Sustainable Tourism*, 27(12), 1804–1824. <https://doi.org/10.1080/09669582.2018.1533020>
- Padron-Avila, H., & Hernandez-Martin, R. (2019). Preventing overtourism by identifying the determinants of tourists' choice of attractions. *Sustainability*, 11(19), Article 5177. <https://doi.org/10.3390/su11195177>
- Panayiotopoulos, A., & Pisano, C. (2019). Overtourism dystopias and socialist utopias: Towards an urban armature for Dubrovnik. *Tourism Planning & Development*, 16(4), 393–410. <https://doi.org/10.1080/21568316.2019.1569123>
- Pasquinelli, C., & Trunfio, M. (2021). The missing link between overtourism and post-pandemic tourism. Framing the Twitter debate on the Italian tourism crisis. *Journal of Place Management and Development*, 15(3), 229–247. <https://doi.org/10.1108/JPMD-07-2020-0073>
- Pawson, S., D'Arcy, P., & Richardson, S. (2017). The value of community-based tourism in Banteay Chhmar, Cambodia. *Tourism Geographies*, 19(3), 378–397. <https://doi.org/10.1080/14616688.2016.1183143>
- Peeters, P., Gössling, S., Klijs, J., Milano, C., Novelli, M., Dijkmans, C., Eijgelaar, E., Hartman, S., Heslinga, J., Isaac, R., Mitas, O., Moretti, S., Nawijn, J., Papp, B., & Postma, A. (2018). *Research for TRAN Committee - Overtourism: Impact and possible policy responses*. European Parliament, Policy Department for Structural and Cohesion Policies, Brussels. [http://www.europarl.europa.eu/thinktank/en/document.html?reference=IPOL\\_STU\(2018\)629184](http://www.europarl.europa.eu/thinktank/en/document.html?reference=IPOL_STU(2018)629184)
- Pintassilgo, P., Rosselló, J., Santana-Gallego, M., & Valle, E. (2016). The economic dimension of climate change impacts on tourism: The case of Portugal. *Tourism Economics*, 22(4), 685–698. <https://doi.org/10.1177/1354816616654242>
- Poczta, J., Dabrowska, A., Kazimierzczak, M., Gravelle, F., & Malchrowicz-Mośsko, E. (2020). Overtourism and medium-scale sporting events organizations - The perception of negative externalities by host residents. *Sustainability*, 12(7), Article 2827. <https://doi.org/10.3390/su12072827>
- Postma, A., & Schmuecker, D. (2017). Understanding and overcoming negative impacts of tourism in city destinations: A conceptual model and strategic framework. *Journal of Tourism Futures*, 3(2), 144–156. <https://doi.org/10.1108/JTF-04-2017-0022>
- Pritchard, A. (1969). Statistical bibliography or bibliometrics? *Journal of Documentation*, 25(4), 348–349.
- Ridderstaat, J., & Nijkamp, P. (2015). Measuring pattern, amplitude, and timing differences between monetary and nonmonetary seasonal factors of tourism - The case of Aruba. *Tourism Economics*, 21(3), 501–526. <https://doi.org/10.5367/te.2015.0481>
- Ritchie, J.B., & Crouch, G.I. (2003). *The competitive destination: A sustainable tourism perspective*. Cabi.
- Romero-Padilla, Y., Cerezo-Medina, A., Navarro-Jurado, E., Romero-Martinez, J.M., & Guevara-Plaza, A. (2019). Conflicts in the tourist city from the perspective of local social movements. *Boletín de la Asociación de Geógrafos Españoles*, 83, Article 2837. <https://doi.org/10.21138/bage.2837>
- Rosselló, J., Santana-Gallego, M., & Awan, W. (2017). Infectious disease risk and international tourism demand. *Health Policy and Planning*, 32(4), 538–548. <https://doi.org/10.1093/heapol/czw177>
- Séraphin, H., Gladkikh, T., & Thanh, T.V. (Eds.) (2020). *Overtourism causes, implications, and solutions* (1st ed.). Palgrave MacMillan. <https://doi.org/10.1007/978-3-030-42458-9>
- Séraphin, H., & Gowreesunkar, V.G.B. (2017). Introduction: What marketing strategy for destinations with a negative image? *Worldwide Hospitality and Tourism Themes*, 9(5), 496–503. <https://doi.org/10.1108/WHATT-07-2017-0035>

- Séraphin, H., Gowreesunkar, V., Zaman, M., & Lorey, T. (2019). Limitations of trexit (tourism exit) as a solution to overtourism. *Worldwide Hospitality and Tourism Themes*, 11(5), 566–581. <https://doi.org/10.1108/WHATT-06-2019-0037>
- Séraphin H., & Ivanov, S. (2020). Overtourism: A revenue management perspective. *Journal of Revenue and Pricing Management*, 19(3), 146–150. <https://doi.org/10.1057/s41272-020-00241-7>
- Séraphin, H., Zaman, M., & Fotiadis, A. (2019). Challenging the negative image of postcolonial, post-conflict, and post-disaster destinations using events. *Caribbean Quarterly*, 65(1), 88–112. <https://doi.org/10.1080/00086495.2019.1565223>
- Shoval, N., Kahani, A., de Cantis, S., & Ferrante, M. (2020). Impact of incentives on tourist activity in space-time. *Annals of Tourism Research*, 80 (5), Article 102846. <https://doi.org/10.1016/j.annals.2019.102846>
- Sinkovics, R.R., & Alfoldi, E.A. (2012). Progressive focusing and trustworthiness in qualitative research: The enabling role of computer-assisted qualitative data analysis software (CAQDAS). *Management International Review*, 52(6), 817–845. <https://doi.org/10.1007/s11575-012-0140-5>
- Soydanbay, G. (2017, November 17). *A systemic analysis of overtourism and tourismophobia: And what destinations can do about it*. The Place Brand Observer: Insights, Strategies, Stories, and Examples. <https://placebrandobserver.com/?s=A>
- Szromek, A.R., Kruczek, Z., & Walas, B. (2020). The attitude of tourist destination residents towards the effects of overtourism – Kraków case study. *Sustainability*, 12(1), Article 228. <https://doi.org/10.3390/su12010228>
- Szromek, A.R., Hysa, B., & Karasek, A. (2019). The perception of overtourism from the perspective of different generations. *Sustainability*, 11(24), Article 7151. <https://doi.org/10.3390/su11247151>
- Szromek, A.R., & Naramski, M. (2019). A business model in spa tourism enterprises: A case study from Poland. *Sustainability*, 11(10), Article 2880. <https://doi.org/10.3390/su11102880>
- Tarlow, P. & Santana, G. (2002). Providing safety for tourists: A study of a selected sample of tourist destinations in the United States and Brazil. *Journal of Travel Research*, 40, 424–431. <https://doi.org/10.1177/0047287502040004009>
- Terman, D., & Izhikevich, E. (2008). State space. *Scholarpedia*, 3(3), Article 1924. <https://doi.org/10.4249/scholarpedia.1924>
- Thees, H., Pechlaner, H., Olbrich, N., & Schuhbert, A. (2020). The living lab is a tool to promote residents' participation in destination governance. *Sustainability*, 12(3), Article 1120. <https://doi.org/10.3390/su12031120>
- Turner, L., & Ash, J. (1975). *The golden hordes: International tourism and the pleasure periphery*. Constable.
- United Nations World Tourism Organization. (n.d.). *Sustainable development*. <https://www.unwto.org/sustainable-development>
- United Nations World Tourism Organization. (1981). *Saturation of tourist destinations. Report of the Secretary-General*.
- van der Borg, J., Costa, P., & Gotti, G. (1996). Tourism in European heritage cities. *Annals of Tourism Research*, 23(2), 306–321. [https://doi.org/10.1016/0160-7383\(95\)00065-8](https://doi.org/10.1016/0160-7383(95)00065-8)
- van Eck N.J., & Waltman, L. (2010). Software survey: VOSviewer, a computer program for bibliometric mapping. *Scientometrics*, 84(2), 523–538. <https://doi.org/10.1007/s11192-009-0146-3>
- Wattanacharoensil, W., & Weber, F. (2020). Preface to a Journal of Travel and Tourism Marketing: Special issue on measuring and monitoring overtourism. *Journal of Travel and Tourism Marketing*, 37(8–9), 871–872. <https://doi.org/10.1080/10548408.2020.1840839>
- Williams, J., & Lawson, R. (2001). Community issues and resident opinions of tourism. *Annals of Tourism Research*, 28(2), 269–290. [https://doi.org/10.1016/S0160-7383\(00\)00030-X](https://doi.org/10.1016/S0160-7383(00)00030-X)
- Young, G. (1973). *Tourism, blessing, or blight?* Penguin Books, Inc. <https://doi.org/https://doi.org/10.1177%2F004728757401200417>
- Yuval, F. (2022). To compete or cooperate? Intermunicipal management of overtourism. *Journal of Travel Research*, 61(6), 1327–1341. <https://doi.org/10.1177/00472875211025088>
- Zarębski, P., Kwiatkowski, G., Malchrowicz-Moško, E., & Oklevik, O. (2019). Tourism investment gaps in Poland. *Sustainability*, 11(22), Article 6188. <https://doi.org/10.3390/su11226188>



- Zemła, M. (2020). Reasons and consequences of overtourism in contemporary cities - Knowledge gaps and future research. *Sustainability*, 12(5), Article 1729. <https://doi.org/10.3390/su12051729>
- Zhang, X., Feng, L., Du, L., Zhang, A., & Tang, T. (2012). Literature study on the clinical treatment of facial paralysis in the last 20 years using the Web of Science. *Neural Regeneration Research*, 7(2), 152–159. <https://doi.org/10.3969/j.issn.1673-5374.2012.02.013>
- Zmyslony, P., Leszczynski, G., Waligora, A., & Alejziak, W. (2020). The sharing economy and sustainability of urban destinations in the (over)tourism context: The social capital theory perspective. *Sustainability*, 12(6), Article 2310. <https://doi.org/10.3390/su12062310>

## Appendix A

### The methodology used in selected studies

| AUTHORS   | TYPE         | METHODS  |
|---|--------------|--|
| Bertocchi, D., Visentin, F.   | Mixed        | Data from different official sources and survey  |
| Diaz-Parra, I., Jover, J.   | Mixed        | Data from different sources and in-depth interview   |
| Szromek, A.R., Naramski, M.   | Mixed        | Epistemic research (literature analysis)   |
| Almeida-García, F., Cortés-Macías, R., Balbuena-Vázquez, A.   | Mixed        | Mixed quant qual   |
| Boom, S., Weijtschede, J., Melissen, F., Koens, K., Mayer, I.                                       | Mixed        | Q methodology in-depth and systematic exploration of the construction  |
| Martín, J.M.M., Martínez, J.M.G., Fernández, J.A.S.   | Mixed        | Semi-structured interviews and survey  |
| Kim, S., Kim, N.  | Mixed        | Social cost-benefit analysis and survey  |
| Muler Gonzalez, V., Coromina, L., Galí, N.  | Mixed        | Survey and in-depth interview  |
| Cheer, J.M., Milano, C., Novelli, M.  | Mixed        | Survey, in-depth interview, focus group, observation, content analysis   |
| Alonso-Almeida, M.M., Borrajo-Millán, F., Yi, L.  | Qualitative  | Big data and sentimental analysis  |
| Crossley, E.  | Qualitative  | Conceptual research  |
| Fletcher, R., Mas, I.M., Blanco-Romero, A., Blazquez-Salom, M.                                      | Qualitative  | Conceptual research  |
| Gossling, S., McCabe, S., Chen, N.  | Qualitative  | Conceptual research  |
| Koens, K., Melissen, F., Mayer, I., Aall, C.  | Qualitative  | Conceptual research  |
| Mihalić T.  | Qualitative  | Conceptual research  |
| Postma, A., Schmuecker, D.  | Qualitative  | Desk research conceptual model, no hypothesis tested   |
| Novy, J.  | Qualitative  | Literature review  |
| Thees, H., Pechlaner, H., Olbrich, N., Schuhbert, A.  | Qualitative  | Literature review  |
| Zemła, M.   | Qualitative  | Literature review  |
| Milano, C., Novelli, M., Cheer, J.M.  | Qualitative  | Participant and direct observation, in-depth interviews<br>Stakeholder focus groups and informal conversations |
| Romero-Padilla, Y., Cerezo-Medina, A., Navarro-Jurado, E., Romero-Martínez, J.M., Guevara-Plaza, A. | Qualitative  | Participant observation, interviews, discussion group  |
| Zmyslony, P., Leszczyński, G., Waligóra, A., Alejziak, W.   | Qualitative  | Selective systematic review  |
| Koens, K., Postma, A., Papp, B.   | Qualitative  | Semi-structured interviews   |
| Panayiotopoulos, A., Pisano, C.   | Qualitative  | Urban design and tourism research,   |
| García-Hernández, M., Ivars-Baidal, J., Mendoza de Miguel, S.                                       | Quantitative | Data collection from different sources   |
| Ridderstaat, J., Nijkamp, P.  | Quantitative | Data collection from different sources   |
| Poczta, J., Dabrowska, A., Kazimierczak, M., Gravelle, F., Malchrowicz-Mośko, E.                    | Quantitative | Diagnostic survey  |
| Zarębski, P., Kwiatkowski, G., Malchrowicz-Mośko, E., Oklevik, O.                                   | Quantitative | Multi-dimensional indicator model  |
| Celata, F., Romano, A.  | Quantitative | Quantitative data collection from different sources  |
| De Luca, G., Dastgerdi, A.S., Francini, C., Liberatore, G.  | Quantitative | Quantitative data collection from different sources  |



(continued)

| AUTHORS   | TYPE         | METHODS   |
|---|--------------|---|
| Ansari, F., Jeong, Y., Putri, I.A.S.L.P., Kim, S.-I.                              | Quantitative | Survey  |
| Fedyk, W., Sołtysik, M., Olearnik, J., Barwicka, K., Mucha, A.                    | Quantitative | Survey  |
| Gutiérrez-Taño, D., Garau-Vadell, J.B., Díaz-Armas, R.J.                          | Quantitative | Survey  |
| Jacobsen, J.K.S., Iversen, N.M., Hem, L.E.  | Quantitative | Survey  |
| Oklevik, O., Gossling, S., Hall, C.M., Jacobsen, J.K.S., Grotte, I.P., McCabe, S. | Quantitative | Survey  |
| Padrón-Ávila, H., Hernández-Martín, R.  | Quantitative | Survey  |
| Shoval, N., Kahani, A., De Cantis, S., Ferrante, M.                               | Quantitative | Survey  |
| Szromek, A.R., Hysa, B., Karasek, A.  | Quantitative | Survey  |
| Szromek, A.R., Kruczek, Z., Walas, B.   | Quantitative | Survey  |
| Widz, M., Brzezińska-Wójcik, T.   | Quantitative | Talc model  |
| Bertocchi D., Camatti N., Giove S., van der Borg J.                               | Quantitative | The fuzzy linear programming (quantitative/ modeling) |

Source: Author's elaboration.

## Appendix B

### Thematic clusters

| 1. OVERTOURISM- WHY AND HOW                                       |      |  |
|---|------|--|
| AUTHORS   | YEAR | CONCEPTS   |
| Szromek, A.R., Hysa, B., Karasek, A.                              | 2019 | Perception and acknowledgment of the existing issue          |
| Zarębski, P., Kwiatkowski, G., Malchrowicz-Moško, E., Oklevik, O. | 2019 | Massive investments as the cause of overtourism              |
| Alonso-Almeida, M.-M., Borrajo-Millán, F., Yi, L.                 | 2019 | Social media as cause of overtourism                         |
| Zemła, M.   | 2020 | Factors causing overtourism                                  |
| Poczta et al.   | 2020 | Sports events as a cause of overtourism                      |
| Celata, F., Romano, A.  | 2020 | Airbnb as cause of overtourism                               |
| 2. SOCIAL PERSPECTIVE   |      |  |
| Muler Gonzalez, V., Coromina, L., Galí, N.                        | 2018 | Social exchange theory, carrying capacity                    |
| Martín, J.M.M., Martínez, J.M.G., Fernández, J.A.S.               | 2018 | Sharing economy, social exchange theory                      |
| Milano, C., Novelli, M., Cheer, J.M.                              | 2019 | Social movements perspective, rapid situation analysis       |
| Novy, J.  | 2019 | Conflicts about tourism                                      |
| Almeida-García, F., Cortés-Macías, R., Balbuena-Vázquez, A.       | 2019 | Negative impacts, tourismphobia                              |
| Gutiérrez-Taño, D., Garau-Vadell, J.B., Díaz-Armas, R.J.          | 2019 | Social exchange theory                                       |
| Cheer, J.M., Milano, C., Novelli, M.                              | 2019 | Socio-ecological resilience                                  |
| Bertocchi, D., Visentin, F.                                       | 2019 | Socio-psychical pressure                                     |
| Gossling, S., McCabe, S., Chen, N.                                | 2020 | Socio-psychological conceptualisation of overtourism         |
| Thees, H., Pechlaner, H., Olbrich, N., Schuhbert, A.              | 2020 | Resident participation as a key element for DMO's management |
| Zmyślony, P., Leszczyński, G., Waligóra, A., Alejziak, W.         | 2020 | Social capital theory perspective                            |
| Szromek, A.R., Kruczek, Z., Walas, B.                             | 2020 | Social effects   |
| Bertocchi, D., Camatti, N., Giove, S., van der Borg, J.           | 2020 | Tourism carrying capacity                                    |
| Diaz-Parra, I., Jover, J.   | 2021 | Social issues as consequences                                |
| Boom, S., Weijtschede, J., Melissen, F., Koens, K., Mayer, I.     | 2021 | Stakeholder views on tourism, approaches                     |
| 3. OTHER SIDE VIEW - TOURISTS AND VISITORS                        |      |  |
| Jacobsen, J.K.S., Iversen, N.M., Hem, L.E.                        | 2019 | Traveler's perception of the site, motivation for the choice |
| Ansari, F., Jeong, Y., Putri, I.A.S.L.P., Kim, S.-I.              | 2019 | Visitor motivation to visit                                  |
| Shoval, N., Kahani, A., De Cantis, S., Ferrante, M.               | 2020 | Influence on consumer behavior                               |

(continued)

| AUTHORS   | YEAR | CONCEPTS   |
|---|------|--|
| <b>4. POSSIBLE SOLUTION</b>   |      |  |
| Ridderstaat J., Nijkamp, P.   | 2015 | The policy change, tax policy change, solution   |
| Postma, A., Schmuecker, D.  | 2017 | A possible solution to overcome overtourism issues   |
| García-Hernández, M., Ivars-Baidal, J., Mendoza de Miguel, S.                                       | 2019 | Smart solution implementation  |
| Oklevik, O., Gössling, S., Hall, C.M., Steen Jacobsen, J.K., Grøtte, I.P., McCabe, S.               | 2019 | The need to consider more complex management approaches  |
| Fletcher, R., Mas, I.M., Blanco-Romero, A., Blazquez-Salom, M.                                      | 2019 | Possible solution by degrowth, degrowth as an opportunity  |
| Panayiotopoulos, A., Pisano, C.   | 2019 | Physical impact on the city, urban architecture, reimagine its urban plan/series of interventions          |
| Romero-Padilla, Y., Cerezo-Medina, A., Navarro-Jurado, E., Romero-Martínez, J.M., Guevara-Plaza, A. | 2019 | The nature of spatial conflicts in the tourist city  |
| Szromek, A.R., Naramski, M.   | 2019 | The new business model for management  |
| Padrón-Ávila, H., Hernández-Martín, R.  | 2019 | Determinants of tourist choices of attractions can be used to improve policies against crowding            |
| Crossley, E.  | 2020 | Ecological conscience as a mover of a sustainable future, particularly of tourism for people and the earth |
| Fedyk et al.  | 2020 | Solution for managing overtourism  |
| De Luca, G., Dastgerdi, A.S., Francini, C., Liberatore, G.  | 2020 | Best practices for managing overtourism, expert experience   |
| Kim, S., Kim, N.  | 2020 | Appropriate management policy is essential to secure regional sustainability, proper management            |
| Koens, K., Melissen, F., Mayer, I., Aall, C.  | 2021 | Sustainable development and good hosting, smart city, urban area, proposal to change                       |
| <b>5. HOPE FOR THE FUTURE</b>   |      |  |
| Koens, K., Postma, A., Papp, B.   | 2018 | Deeper exploration, know your enemy (overtourism)  |
| Widz, M., Brzezińska-Wójcik, T.   | 2020 | Risk and prognosis for overtourism   |
| Mihalič, T.   | 2020 | All relevant dimensions of overtourism risk, monitoring, and influencing                                   |

Source: Author's elaboration.

Submitted: July 21, 2022

Submitted: November 25, 2021

Accepted: August 29, 2022