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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

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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).

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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
		WOS 13	SCOPUS 28
			41

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
Total			41	100.00

Source: Author's elaboration.

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.

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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 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-Moško, E.	Quantitative	Diagnostic survey
Zarębski, P., Kwiatkowski, G., Malchrowicz-Moško, 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
4. POSSIBLE SOLUTION		
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
5. HOPE FOR THE FUTURE		
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.

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