



The Impact of Tourism on the Quality of Life of Communities in Tourist Destination Areas: A Systematic Review

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Abstract

BACKGROUND: Tourism development can have a positive or negative impact on the lives of local communities.

AIM: This systematic review aims to determine the impact of tourism on the quality of life (QoL) of people in tourist destination areas.

METHODS: The search was conducted on the Science Direct database, Taylor Francis, EBSCO Host, Wiley Online Library, and Google Scholar. The keywords used were "residents' QoL" AND impacts of tourism. Inclusion criteria were articles that focus on the QoL of people in tourist destination areas, published from 2015 to 2019 in peer-reviewed journals, in English. Articles were excluded if they were qualitative studies, literature reviews, and if full papers were unavailable. The review was conducted on 18 articles selected from 673 articles obtained in the initial search.

RESULTS: Tourism has an impact on the QoL of local communities. In general, the domains that are perceived as being positively affected are the improvement of the economy, employment opportunities, community pride, cultural exchanges, and increased facilities availability. Meanwhile, the domains that are negatively affected in most of the studies are health, safety, quality of the physical environment, cost of living, accessibility to public facilities, and social relations. Apart from that, there is also dissatisfaction with the types of jobs available and the low level of community involvement in tourism development.

CONCLUSIONS: Tourism can have both positive and negative impacts on the QoL of local communities. Efforts to minimize the negative impacts of tourism should be undertaken to improve community support for tourism development.

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Introduction

Tourism is an industrial sector with the fastest development and is the sector that drives the world economy [1]. Previously, the main focus of research in the tourism sector was to develop strategies to optimize tourist visits and the economic benefits of destination areas [2], [3]. However, along with the development of tourism, research has begun to shift toward efforts to improve tourism sustainability [2], [4], [5], [6]. There is increasing evidence that tourism cannot only have a positive impact but can also adversely affect the economy, socio-cultural and environment in tourist destination areas [2], [7], [8], [9]. The local communities, as one of the key actors, are very much affected by tourism development [2], [6], [10]. Awareness of this fact causes a shift in the current tourism development policy agenda. Tourism development is no longer focused solely on efforts to improve the economy, but also on efforts to improve the welfare of the communities in tourist

destination areas, including their quality of life (QoL) [4], [11].

More and more evidence shows that positive community perceptions about the impact of tourism on their QoL are related to stronger community support for tourism, an important requirement for tourism sustainability in destination areas [4], [6], [10], [12], [13], [14]. The importance of paying attention to the quality of lives is reflected in developments in research that focus on the impact of tourism on the QoL of community in tourist destination areas. However, there is not enough literature that has summarized the results of these studies to be able to conclude the impact of tourism on the QoL of people in tourist destination areas. This systematic review aims to determine the impact of tourism on the QoL of destination communities. In addition, an assessment was carried out on what dimensions have been used in existing studies to measure the QoL of communities in tourist destination areas.

Methods

Search strategy

This systematic literature review was conducted in accordance with the 2015 Preferred Reporting Items for Systematic Reviews and Meta-analysis (PRISMA) guidelines [15]. The keywords used in the search were "residents' QoL" AND impacts of tourism. Articles were identified through a search of the following databases: Science Direct, Taylor Francis, EBSCO Host, Wiley Online Library, and Google Scholar, in January 2020. The search was carried out on articles published in the last 5 years, that is, 2015 to 2019. Figure 1 shows the flowchart of literature search and selection based on PRISMA guideline.

Inclusion and exclusion criteria

The research articles included in this review were (1) focusing on the QoL of people in tourist destination areas; (2) published in 2015 to 2019; (3) published in an English peer-reviewed journal. The exclusion criteria were if it was a qualitative study, literature review, and if a full paper was not available.

Data extraction

All articles identified in the database search were exported to the Mendeley Library and duplicates were removed. The initial screening was done by reading the title and abstract. After that, a review of

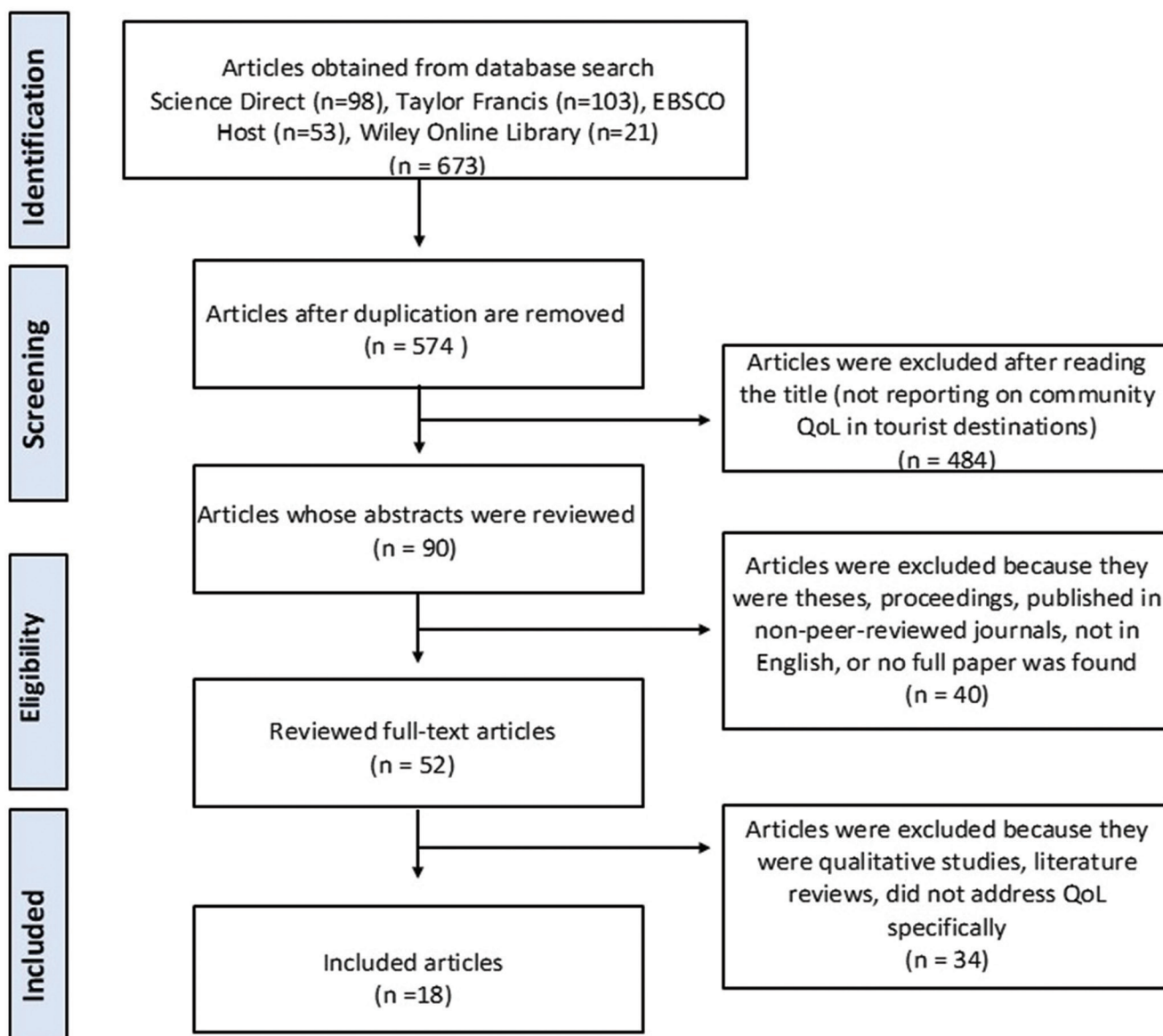


Figure 1: Flowchart of literature search and selection based on preferred reporting items for systematic reviews and meta-analysis guideline

Table 1: Summary of the included articles

No	Author, year, location	Article title	Domains of quality of life	The impact of tourism on the quality of life and its influencing factors	Research methods	Article quality
1	Biagi et al.[9] Italy and Spain	Tourism and the city: The impact on residents' quality of life	Urban quality of life: (1) Personal characteristics, (2) environmental facilities, (3) man-made facilities (including health services), (4) disappointment, (5) social interactions, (6) tourism. Each domain consists of indicators of capability and functioning	<ul style="list-style-type: none"> • Availability of services or facilities (capability) and accessibility (functioning) are determinants of urban quality of life • The negative impact of tourism is mainly felt in the aspect of accessibility of services or facilities • Tourism activities reduce the urban quality of life of the community in Alghero and Sitges 	Cross-sectional study Sample size: 923 (508 in Italy and 415 in Spain)	High
2	Su et al.[18] China	Perceived justice, community support, community identity, and residents' quality of life: Testing an integrative model	Global quality of life scale European Organization for Research and Treatment of Cancer's quality of life questionnaire: (1) Overall health, (2) overall function (physical, role, cognitive, emotional, social), (3) overall quality of life	<ul style="list-style-type: none"> • Overall quality of life is good with mean (SD) = 5.67 (1.109) out of a maximum possible value of 7 • Procedural and interactional justice in the implementation of tourism has a positive effect on community support • Procedural and distributive justice in the implementation of tourism has a positive effect on community identification • Perceptions of community support and community identification contribute to quality of life • Perceptions of justice in the delivery of tourism indirectly affect the quality of life of the community 	Cross-sectional study Sample size: 453	Moderate
3	Bimonte et al. [16] Italy	Tourist season and residents' life satisfaction: Empirical evidence from a longitudinal design in a Mediterranean destination	Life satisfaction assessed: (1) Satisfaction with life as a whole, (2) economic situation, (3) place of residence, (4) leisure, (5) personal relationships, (6) public services, (7) recreational opportunities, (8) security	<ul style="list-style-type: none"> • Community satisfaction with aspects of their life (economy and family situation) does not change based on the season of tourist arrivals • The aspect of the living environment has changed in a negative direction along with the increase in the number of tourists • During the tourist season, there is a significant proportion of the population experiencing a decrease in the overall quality of life, job satisfaction, and personal relationships • The aspect of personal relationships is the aspect most affected by tourism 	Longitudinal descriptive study Sample size: First measurement: 174, Second measurement: 132, Third measurement: 41	Moderate
4	Eslami et al. [14] Malaysia	Community attachment, tourism impacts, quality of life, and residents' support for sustainable tourism development	Overall quality of life which is measured through 3 statements: (1) Life conditions, (2) achievement of important things in life, (3) satisfaction with life	<ul style="list-style-type: none"> • Mean (SD) overall quality of life = 1.56 (0.818) means very satisfying • Community entanglement is significantly associated with perceived tourism impacts • Perceptions of the socio-cultural impacts of tourism related to the non-material welfare domain • Perceptions of economic impacts relate to the material and non-material domains • Material and non-material well-being are related to quality of life 	Cross-sectional study Sample size: 542	Moderate
5	Kafashpor et al. [19] Iran	Perception of tourism development and subjective happiness of residents in Mashhad, Iran	Quality of life domain: (1) Living conditions, (2) satisfaction with life as a whole, (3) economic security from work, (4) facilities found in society, (5) leisure time to relax	<ul style="list-style-type: none"> • Tourism development affects subjective happiness and the quality of life of the community • Perceptions of the social and micro-economic impact of tourism have a positive effect on people's subjective happiness • Perceptions of the impact of tourism on culture, environment, and macro-economy have a positive effect on the quality of life of the community 	Cross-sectional study Sample size: 384	Moderate
6	Sajad and Bhat[8] India	Relationship between tourism impacts and residents' quality of life: A study in Kashmir valley	Three dimensions of quality of life: (1) Material well-being, (2) emotional well-being, (3) health and safety	<ul style="list-style-type: none"> • Respondents have a mean total quality of life=3.64, classified as satisfactory. Emotional well-being has the highest score (3.58), material well-being (3.48), and health and safety has the lowest score (2.98) • The three elements of the health and security domain that have the lowest value are security, cleanliness of the living environment, the physical environment in the community (air quality, water) • Material well-being is the best predictor of people's quality of life • The impact of tourism has a positive and significant correlation with overall quality of life 	Cross-sectional study Sample size: 384	Moderate

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Table 1: (Continued)

No	Author, year, location	Article title	Domains of quality of life	The impact of tourism on the quality of life and its influencing factors	Research methods	Article quality
7	Al-Saad <i>et al.</i> [24] Jordan	Residents' perceptions toward tourism and its impacts on their quality of life in Aqaba city	Quality of life domain: (1) economy, (2) socio-cultural, (3) environment.	<ul style="list-style-type: none"> The public has a higher positive perception of tourism's impact on the economy and socio-cultural because tourism increases employment opportunities, increases local economies, increases cultural exchange and awareness of tourists On the other hand, community's quality of life is also negatively affected by increases in land prices and the cost of living. Apart from that, tourism also contributes to traffic jams and crowds 	Cross-sectional study Sample size: 295	Moderate
8	Yu <i>et al.</i> [10] United States of America	Resident support for tourism Development in Rural Midwestern (USA) Communities: Perceived Tourism Impacts and Community Quality of Life Perspective	Tourism-related community quality of life dimensions: (1) Overall community livability, (2) overall community conditions, (3) overall community services	<ul style="list-style-type: none"> The tourism-related community quality of life component most affected by tourism is the overall community conditions Perceptions of the positive impact of tourism on the local socio-cultural and environment are positively related to tourism-related community quality of life Perceptions of the positive impact of tourism to the economy as well as the negative impact of tourism to the economy, socio-cultural, and the environment do not affect tourism-related community quality of life 	Cross-sectional study Sample size: 324	Moderate
9	Su <i>et al.</i> [5] China	Effects of destination social responsibility and tourism impacts on residents' support for tourism and perceived quality of life	Three global items of quality of life: (1) Overall health, (2) overall functioning (physical, role, cognitive, emotional, social), (3) overall quality of life	<ul style="list-style-type: none"> Destination social responsibility improves community's perceptions of the positive impacts of tourism but has no effect on their perceptions of tourism's adverse impacts Destination social responsibility has a strong direct and positive relationship with perceptions of quality of life and community support for tourism Destination social responsibility also has an indirect and positive relationship to perceptions of quality of life and community support for tourism. If the community has a positive perception of the impact of tourism, support for tourism and quality of life will increase. If the perception is negative, then the support for tourism and quality of life will also decrease 	Cross-sectional study Sample size: 292	Moderate
10	Carneiro <i>et al.</i> [20] Portugal	The influence of social contact in residents' Perceptions of the tourism impact on their quality of life: a structural equation model	The four domains of quality of life: (1) Positive feelings, (2) economic and social opportunities, (3) public facilities and services, and (4) tranquility and security	<ul style="list-style-type: none"> Tourism has a positive effect on 4 quality of life domains: Positive feelings, economic, and social opportunities, public facilities and services, and peace and security Social interactions between the community and tourists have a significant effect on people's perceptions of tourism's impact on their quality of life 	Cross-sectional study Sample size: 308	Moderate
11	Mathew and Sreejesh[4] India	Impact of responsible tourism on destination sustainability and quality of life of community in tourism destinations	Quality of life consists of 8 domains: (1) Material welfare, (2) community welfare, (3) emotional well-being, (4) health, (5) safety, (6) urban problems, (7) crime, and (8) drug abuse.	<ul style="list-style-type: none"> Good perceptions of responsible tourism significantly affect the perception of the sustainability of destinations. A good perception of destination sustainability significantly affects quality of life Perceptions of destination sustainability mediate the relationship between perceptions of responsible tourism and quality of life 	Cross-sectional study Sample size = 399	Moderate
12	Ridderstaat <i>et al.</i> [21] Venezuela	A two-way causal chain between tourism development and quality of life in a small island destination: An empirical analysis	Dimensions of quality of life: (1) Work and income, (2) number of hours of sleep and exercise	<ul style="list-style-type: none"> The development of tourism has a direct and indirect impact on the quality of life of the people The direct effect is seen in the dimensions of employment and income The indirect effect is on the dimensions of the amount of sleep and exercise time (negative effect) 	Cross-sectional study Sample size: 454	Moderate
13	Tokarchuk <i>et al.</i> [17] German	Tourism intensity impact on satisfaction with life of German residents	Satisfaction with life: (1) community life, (2) material well-being, (3) work, (4) health, (5) relationships with family and friends, (6) emotional well-being, (7) environmental quality, (8) personal safety	<ul style="list-style-type: none"> Mean (SD) life satisfaction = 6.99 (1.77) which is quite good There is a non-linear relationship between tourism intensity and community welfare in the working and non-working groups. At low tourism intensity, people's welfare is weakly affected, while at a higher tourism intensity the positive effect is stronger 	Cross-sectional study, Secondary data German Socio-Economic Panel (2000–2011) Sample size: 239.533	High

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Table 1: (Continued)

No	Author, year, location	Article title	Domains of quality of life	The impact of tourism on the quality of life and its influencing factors	Research methods	Article quality
14	Liang and Hui[22] China	Residents' quality of life and attitudes toward tourism development in China	Tourism quality of life domain: (1) Urban problems, (2) economic strength of society, (3) personal and family welfare, (4) community welfare, (5) way of life, (6) public awareness and facilities	• The impact of tourism (from large to small): Urban problems, public awareness and facilities, way of life, community welfare, personal and family welfare, economy	Cross-sectional study Sample size = 562	Moderate
15	Woo et al.[7] United States of America	Tourism impact and Stakeholders' quality of life	Overall life satisfaction through 6 questions: (1) Satisfaction with life as a whole, (2) living conditions, (3) ideal life, (4) achievement of important things in life, (5) not wanting to change anything in life, (6) happiness	• People who work in the tourism sector tend to perceive more positively the impact of tourism on material life (taxes, living costs, costs of basic necessities, income, economic security, family income) and non-material (community life, emotional life, health, and security) than those who do not work in the tourism sector • Community satisfaction with the material and non-material aspects of life affects overall life satisfaction	Cross-sectional study Sample size: 407	Moderate
16	Suntikul et al. [23] Vietnam	Impacts of tourism on the quality of life of local residents in Hue, Vietnam	The domain of quality of life used: (1) provision of recreational facilities, (2) community pride, (3) economic strength, (4) cultural and natural preservation, (5) community welfare, (6) way of life.	• Tourism creates a sense of community pride and well-being • Although tourism opens up new jobs, there is dissatisfaction with the quality of jobs available as well as a lack of community empowerment in the policy-making process and participation in local governance	Cross-sectional study Sample size = 480	Moderate
17	Hanafiah[11] Malaysia	Responsible tourism practices and quality of life: Perspective of Langkawi Island communities	Quality of life domain: (1) emotional well-being, (2) community welfare, (3) economic welfare, (4) security	• Public perception of tourism development which includes economic, environmental, and social aspects directly affects their quality of life • There is a significant relationship between the impact of tourism development, quality of life, and responsible tourism practices. The strength of the link between tourism development and quality of life is stronger with the existence of responsible tourism practices • Responsible tourism practices affects the quality of life of the population	Cross-sectional study Sample size = 481	Moderate
18	Woo et al.[6] United States of America	Life satisfaction and support for tourism development	Overall life satisfaction which is measured through 3 statements: (1) Life conditions, (2) achievement of important things in life, (3) satisfaction with life as a whole	• Public perception of the value of tourism development positively affects life satisfaction in the material (material life, financial situation, standard of living) and non-material (health, emotional, community) domains • Satisfaction with material and material domains affects overall life satisfaction. Life satisfaction affects support for tourism development	Cross-sectional study Sample size: 407	Moderate

the full paper articles that passed the initial screening was conducted. Based on the review of the full paper, it was determined which articles would be included in the systematic review.

Assessment of the quality of the article

The Strengthening the Reporting of Observational Studies in Epidemiology (STROBE) checklist was used as a guide to assess the quality of the studies reviewed. After the initial review of the articles, the 22 STROBE criteria were modified into six criteria, namely: Sample size, sampling method, response rate, measurement, statistical analysis, and limitations of the study. The scores given in the studies reviewed were in the range of 0–6 (0 if none of the criteria is met, 6 if all criteria are met). Studies were labeled as low quality if the score is 2 or less, moderate quality if the score is 3–5, and high quality if the score is 6.

Results

Study description

This systematic review is a synthesis of 18 articles that met the eligibility criteria from 673 articles obtained from the initial search [4], [5], [6], [7] [8], [9], [10], [11], [16], [17], [18], [19], [20], [21], [22], [23], [24]. A summary of the extracted results of the 18 articles is presented in Table 1 Eslami et al. Most of the studies were conducted in Asia, and several studies were conducted in America and Europe. Almost all studies employed a cross-sectional design. Only one study by Bimonte et al. [16] used a longitudinal design, by measuring at three points in time, that is, before, at the peak, and after tourist seasons. Most of the studies used primary data collection methods in the form of questionnaire surveys by means of self-administered and interviews, which were given directly (through face to face) or indirectly (online). There is one study that used

secondary data, that is, data from the German Socio-Economic Panel [17], a database of annual household surveys results. Most of the studies had a sample size of more than 200 people. Only the study by Bimonte *et al.* [16] used a sample of less than 200. Based on the modified STROBE criteria, only two studies were of high quality, and 16 were of moderate quality.

Dimensions used in measuring the QoL of people in tourist destination areas

QoL can be measured at the individual, family, and community level [2]. Most of the studies reviewed focused on QoL at the individual level. Only one study by Torkachuk used a combination of variables measured at the individual and community levels, which is at the district level [17]. The dimensions or domains used in measuring QoL varied between studies. There are studies that use overall QoL to those that use specific domains to measure QoL. Some of the domains used are very general, such as satisfaction with life conditions, achievement of important things in life, and satisfaction with life [14]. In addition, there are two studies using the measurement scale used to measure life satisfaction in cancer patients from the European Organization for the Research and Treatment of Cancer (EORTC) that explored satisfaction with health, overall functioning and overall QoL [5], [18]. Other studies have used specific domains that are theoretically related to tourism such as material well-being, employment, income, standard of living, availability of facilities and services, health, safety, security, psychological well-being, pride, personal relationships, standard of living, leisure, ecological environmental conditions, socio-cultural conditions, urban problems, community welfare, and good governance [4], [6], [9], [16], [17], [19], [20], [21], [22], [23].

The impact of tourism on the QoL of people in tourist destination areas

Not all studies contain descriptive statistics of the QoL of the people studied. Studies carried out in India, China, Malaysia, and Germany reveal that the QoL of the people in the destination areas they studied is good [5], [8], [14], [17]. A study in the Kashmir Valley, India, concludes that the social and material welfare domains have the highest average satisfaction scores. Meanwhile, health and safety are components of the QoL with the lowest satisfaction score. The three elements of the health and security domain that have the lowest value are security, cleanliness of the living environment, and the physical environment in the community (air quality, water) [8].

This review suggests that the development of tourism affects various life domains, either directly or indirectly. Tourism development can have a positive impact on the QoL of local communities. Tourism impacts local economies by increasing

employment opportunities, income, and material well-being [8], [20], [24]. Moreover, there is an impact on socio-cultural domain because tourism increases cultural exchange and tourists' awareness of the destination area's cultural richness [20], [21], [24]. Tourism also has a positive impact on positive feelings and community pride in the region [23]. Tourism demands the availability of adequate supporting facilities. Therefore, the increased availability of public facilities is one of the impacts of tourism development that is felt by the destination communities [9], [20]. Peace and security are also perceived as a positive impact of tourism in tourist destination areas in Portugal [20].

Apart from the positive impacts of tourism, the literature review also identified several negative impacts of tourism on local communities. Tourism causes an increase in health problems, traffic jams, and crowds in urban areas [22], [24]. During the tourist season, people experience decreased satisfaction with aspects of working conditions and personal relationships [16]. The increase in tourist visits results in a high workload, an extension of work time, thereby reducing free time for socializing. This indicates that social capital is a non-material aspect that also determines the QoL of people in tourist areas. Although tourism encourages increased availability of existing facilities and services, these improvements are not necessarily accessible to local communities. Research by Biagi *et al.* shows that tourism decreases the accessibility of local people to existing facilities [9]. The development of tourism can also drive inflation, thereby increasing the burden on the economy, for example, by increasing land prices and the cost of living [24]. Although tourism can create new jobs, there is dissatisfaction with the quality of jobs available. Moreover, there is also dissatisfaction toward the level of community empowerment in the policy-making processes and participation in local governance [23].

The studies examined also reveal that there are moderating variables that affect the perception of the impact of tourism on the QoL of local communities. The respondents' socio-demographic characteristics, which are related to the perceived QoL, are marital status, education, and employment [10]. Study by Woo *et al.* shows that people who work in the tourism sector tend to perceive the impact of tourism on material and non-material lives more positively than those who do not work in the tourism sector which then affects their QoL [7]. The intensity of tourism in terms of the number of tourists visiting is one of the determinants that affect the impact of tourism on the communities' QoL [16], [17]. Social interactions between destination communities and tourists have a significant impact on communities' perceptions about the impact of tourism on their QoL [20]. Perception of equity is a factor that is indirectly related to the QoL of the communities, which is mediated by community

support and identification [18]. One of the determinants in terms of tourism management that also affects local communities' QoL is responsible tourism practices and the implementation of social responsibility in destination areas [4], [5].

Discussion

The results of this systematic review reveal that perceptions of the impact of tourism on various life domains have a direct or indirect effect on the QoL felt by communities in tourism destination areas. Existing studies show that tourism can have a positive or negative impact on the QoL of local communities. In general, the domains that are perceived as being positively affected are economic growth, employment, pride, cultural exchange, and increased availability of facilities. Meanwhile, the negatively affected domains in most of the studies were health, safety, quality of the physical environment, cost of living, accessibility to public facilities, and social relations. This systematic review also suggests that there are variables that affect the relationship between the impact of tourism on QoL such as working in the tourism sector, intensity of tourist visits, interaction of tourists and local communities, perceptions of fairness and responsible tourism management.

In several studies, there are conflicting results related to the impact of tourism on the community's QoL. Variation between these studies can be due to the phase of tourism development in the area. In the initial phase of tourism development in an area, people's perceptions of tourism and its impacts tend to be positive. However, at a more advanced stage of tourism development, people's attitudes and QoL tend to decrease [2], [6], [7].

Defining QoL is not easy because it is a subjective perception of individuals influenced by their life experiences [2], [8]. The definitions that the researchers refer to determine the domains they use to measure QoL. The use of the general domain in some studies can provide an overall picture of the QoL but can be less sensitive in capturing the QoL influenced by tourism. As a result, the QoL identified in these studies can be an overestimation or underestimation of the QoL that is actually influenced by tourism due to other influencing factors. Measuring the QoL using the global scale of the EORTC leads to an overrepresentation of the health component, and vice versa, to underrepresent the QoL of other life domains that tourism can influence. This variation in the domains or dimensions used to measure QoL makes it difficult to make comparisons between different research settings.

Measuring the QoL can be done with indicators that are subjective or objective [9], [17]. Most of the

studies use subjective indicators to measure QoL, whereas the use of objective indicators is very rare. There are only two studies by Biagi *et al.* and Tokarchuk *et al.*, which combine subjective and objective indicators to measure QoL. QoL is a subjective perception of individuals, related to what they feel, so that subjective measures are more widely used by existing studies.

Almost all studies on the impact of tourism on the QoL of people in destination areas use weak cross-sectional designs in inferring causal relationships. The cross-sectional design does not meet the criteria for a temporal relationship to demonstrate that the currently measured QoL is the result of tourism development [25]. Future studies may use a more robust design to infer causal relationships, such as studies with longitudinal designs. However, it should be noted that longitudinal research requires more intensive resources, including funding, time, and human resources than cross-sectional research [25]. The negative impact of tourism on communities in tourist destination areas needs to be followed up because it can affect community support for tourism and threaten tourism sustainability [6], [14]. Knowing the determinants of the QoL of people in tourist destinations allows policymakers to develop appropriate strategies [26]. The implementation of responsible tourism by government and related stakeholders is one of the essential strategies to improve destination sustainability and communities' QoL.

Conclusion

Tourism can have both positive and negative impacts on the QoL of local communities. In general, the domains of QoL that are perceived to be positively affected are the economy, employment opportunities, community pride, cultural exchange, and availability of facilities. Meanwhile, the domains that are negatively affected in most studies are health, safety, quality of the physical environment, cost of living, accessibility to public facilities, and social relations. Efforts to minimize negative impacts should be undertaken to increase community support for tourism development.

Authors' Contributions

NMSN conceived the study design and conducted the searches. NMSN screened the search results and extracted data, and IMAW confirmed the extracted data. NMSN and IMAW completed the risk of bias assessments. NMSN and IMAW wrote the manuscript. All authors provided input on the study analysis and results, and critical review of the manuscript.

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