

PASSING ON OPPORTUNITY: THE ATTITUDES TO THE NEGATIVE IMPACTS OF
TOURISM ON RESIDENTS' WILLINGNESS TO WORK
IN THE HOSPITALITY INDUSTRY

By

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Abstract

While prior hospitality and tourism research has shown interest in the impact of tourism on destination sustainability and residents' perceptions, it remains unclear how these changes could affect residents' attitudes toward hospitality employment. This study explores the relationship between residents' attitudes to the negative impact of tourism and their willingness to work in the hospitality industry under the mediation effect of residents' emotional exhaustion and psychological well-being. Furthermore, the boundary condition of residents' destination management perceptions was also explored between attitudes to the negative impact of tourism and the aforementioned mediators. Results obtained through an online survey showed that while the influence between residents' attitudes to the negative impact of tourism on their willingness to work in the hospitality industry is identified, emotional exhaustion and psychological well-being were not significant mediators. Moreover, the boundary condition of residents' destination management perceptions was not shown to be a significant moderator when exploring residents' attitudes to the negative impact of tourism on both emotional exhaustion and psychological well-being. Only residents' psychological well-being was shown to significantly reduce residents' willingness to work in the hospitality industry when negatively influenced.

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Chapter 1. Introduction

1.1 Background of the Study

The tourism and hospitality industries are among the fastest-growing industries in the world. According to the UNWTO (2020), there was a significant increase in international tourism, reaching over 1.5 billion tourist activities globally in 2019 before the COVID-19 pandemic. As the world recuperates from the pandemic, the tourism industry is forecasting full recovery in a few years, surpassing the 2019 records and continuing to grow (UNWTO, 2023). Supported by the overall economy increases globally, the rise in consumer purchasing power is leading more people to seek tourism and leisure activities (UNWTO, 2023). With tourism demand continuously growing, destinations can significantly benefit from the economic opportunities and growth affected by tourism development.

However, tourism development could also lead to negative outcomes when uncontrolled. If destinations only focus on increasing visitor volume for the purpose of boosting economic income and gains, the lack of interest and development in destination sustainability can greatly harm destinations' environment and residents (Almeida-Garcia et al., 2016; Garcia-Buades et al., 2022; Kim & Kang, 2020). When worsened, these effects can negatively impact residents' living conditions and tourism perceptions, potentially leading to an increase in negative behavior toward tourism as well (Berselli et al., 2022; Garcia-Buades et al., 2022; Kim & Kang, 2020). According to Butler's tourism area life cycle model (TALC), that fall of the destination is significantly determined by an increase in visitor volume and imbalanced tourism development. The model also describes and categorizes the progress of changes in residents' perception through different levels of stages of tourism development and presents the negative tourism impacts on destinations at the end stage (Butler, 1980). Researchers in multiple studies globally

have often identified the relationship between unsustainable tourism development and residents' anti-tourism behavior. For example, being one of the popular urban tourist destinations in Europe, Krakow, Poland has recently shown tourism growth as more visitors shown interest in the destination's culture and natural attractions (Szromek et al., 2020). The study has shown certain changes in residents' behavior due to the increasing visitor volume and density of tourist traffic throughout tourism development (Szromek et al., 2020). Adapting from these past studies, and through the lens of TALC (Butler,1980), the current study attempts to understand the impact of tourism on the hospitality industry's employment.

1.2 Problem Statement

From past studies, the topic of unsustainable tourism development has been recognized often in the hospitality and tourism industries (Koens et al., 2018; Mihalic & Kuscer, 2022; Szromek et al., 2020). Being one of the primary causes of unsustainable tourism development, the imbalance between the benefits and costs of tourism has been shown to harm destination sustainability (Berselli et al.,2022; Gursoy et al., 2019). In addition, a pattern of high risk and low benefits can suffocate residents' living conditions (Berselli et al., 2022; Jordan et al., 2019; Park & Agrusa, 2020). Due to this, multiple studies have recognized deterioration in residents' quality of life and an increase in their negative emotions through stress, burnout, and depression (Jordan et al., 2019; Kim et al., 2013; Seo et al., 2021). As a result, these issues could further impact residents' emotional exhaustion and psychological well-being when working or supporting the hospitality industry (Kim et al., 2013; Pyke et al., 2016; Uysal et al., 2016).

The current study attempts to identify how the residents' attitudes to the negative impacts of tourism could impact their willingness to work in the hospitality industry. While past studies have explored how unsustainable tourism development could negatively impact destination

sustainability and residents' tourism perceptions (Almeida-Garcia et al., 2016; Elorrieta et al., 2022; Kim et al., 2023), little is known about how these changes in attitudes towards negative tourism impacts could affect overall hospitality employment. Changes in residents' emotions and perceptions towards tourism due to over-tourism can be detrimental to hospitality employment. Especially, residents are considered one of the most important stakeholders and act as a major labor force in contributing to tourism development occurring in different destinations (Garcia-Buades et al., 2022; Uysal et al., 2020). If poor tourism development negatively affects the residents' tourism perceptions, the aftermath can significantly change the course of tourism development in destinations. Primarily influencing the changes in tourism support and contribution, these phenomena alter future tourism development and tourism labor markets and must be explored further.

Low support and hospitality employment progress can also potentially disrupt tourism development in different destinations due to a lack of labor force. Impacted by the lack of tourism support and the increase in negative attitudes towards tourism development and visitors, destinations' overall qualities may deteriorate significantly (Kim & Kang, 2020; Kim et al., 2013; Tokarchuk et al., 2017). For example, touristification replacement of the local infrastructures can create a distance between residents and tourism activities within destinations (Kim et al., 2021; Woo et al., 2022). This could further worsen residents' anti-tourism attitudes while increasing conflict between visitors and tourism (Kim & Kang, 2020; Mihalic & Kuscer, 2022). Leading to deteriorating tourism development with bad tourism reputation of destinations, tourism activities may slow down while residents begin to move out from their destinations (Jover et al., 2020; Kim et al., 2021). These apathetic behaviors can ultimately result in low desirability to pursue and further build their career growth in the hospitality and tourism field.

1.3 Research Questions

As large service-oriented industries, both the hospitality and tourism industries are well known for their extremely intensive and high-pressured work environment (O'Neill & Davis, 2011; Walmsley et al., 2022). Because of this reason, the hospitality and tourism industries require a large labor force to maintain high-quality service to satisfy increasing tourism demands. With the labor force largely comprised of residents at different destinations, residents hold a large influence on tourism (Garcia-Buades et al., 2022 Walmsley et al., 2022). Therefore, to effectively manage the increasing visitor volumes, residents' contribution to employment is extremely crucial (Uysal et al., 2020; Walmsley et al., 2022; Zopiatis et al., 2016). From identifying residents' tourism perceptions influenced by the burdening demands of the negative impacts of tourism, the current study questions whether the attitudes to the negative impacts of tourism are responsible for further distancing residents' interest in hospitality employment and career growth. To identify the topic further, the current study emphasizes on these list of research questions:

1. How does the residents' attitudes to the negative impacts of tourism have an effect on their willingness to work in the hospitality industry?
2. What are the factors that influence the relationship?
3. How will residents' perceptions towards destination management strengthen the relationship?

1.4 Significance of the Study

The current study gives importance to how residents' negative tourism perceptions could ultimately affect the overall hospitality and tourism industries developed in different destinations. Filling the gap between the negative impact caused by tourism and residents'

desirability to work in the hospitality industry, destinations' tourism labor market can suffer from labor shortages. While destinations can hire migrant workers as an alternative solution, implementing excessive migrant workers can worsen destinations' tourism experiences (Walmsley et al., 2022). Primarily caused by exceeding destinations' carrying capacities, too many migrant workers could worsen residents' cost of living, increase congestion, and slowly lose authenticity in destinations (Park & Agrusa, 2020; Walmsley et al., 2022). These actions could further harm destination sustainability and residents' tourism perceptions in the long term and must be considered as a temporary solution. Moreover, through diminished residents' support and apathetic attitudes towards tourism, the quality of the tourism experience may also show a significant decrease (Kim et al., 2013; Woo et al., 2022). The downfall of tourism activity in destinations and an overwhelming decrease in local facilities during tourism development progress could cause destinations to lose their tourist functions completely while forcing residents to move out (Butler, 1980; Jover et al., 2020; Woo et al., 2022).

Additionally, newer generations entering the hospitality and tourism industries have shown themselves to have different values when employed (O'Connell, 2020; Goh & Lee, 2018). Younger generations of Millennials and Generation Z have shown to value work-life balance, well-being, and flexible and diverse culture in the work environment (O'Connell, 2020). Therefore, it is important for the hospitality and tourism industries to identify these changes in values to attract more residents to pursue their career growth in the hospitality and tourism industries and maintain their retention rate. On the other hand, if organizations do not offer a good work environment and there are negative changes in tourism development, residents' negative perceptions may show no improvements and provide little to no desire to work in the hospitality and tourism industries. The current study can also be developed for different research

studies in the future to support their topic in hospitality employment and contributing to the changes in the tourism labor market. Since residents are seen as the main workforce in different destinations, researchers can expand the current study to other destinations and analyze the labor markets to uncover any gaps. Furthermore, they can investigate how these gaps relate to the existing sustainability conditions within the destinations.

1.5 Delimitations

While being recorded as 3rd most visited country through tourism, the U.S.'s popular urban tourist destinations are constantly overshadowed by the other European popular urban destinations in the past studies (UNWTO, 2023c). The current study specifies residents' desirability to work in hospitality in the United States. Therefore, certain factors may not be applicable to other urban tourist destinations outside of the United States due to the differences in culture and diversity. Differences in culture and diversity in different destinations overall provide different economic, social, and environmental values and perspectives towards current tourism development occurring within destinations (Gursoy et al., 2002; Kim & Kang, 2020). Moreover, determined by the length of history and quality of past destinations' tourism experiences, the current study may also not be applicable to other urban tourist destinations outside of the United States (Gursoy et al., 2002; Jover et al., 2020). Specifically, as these factors form multiple tourist regulations and standards over time in destinations differently, the current study focused on U.S. residents in popular urban tourism destinations: New York, Miami, Orlando, Los Angeles, San Francisco, Las Vegas, Chicago, and Washington D.C. (International Trade Administration, 2022; YouGov, 2022).

Focusing on identifying the relationship between the residents' attitudes to the negative impacts of tourism and their willingness to work in the hospitality industry, the negative tourism

impact on residents' living conditions and emotions is the focus of the current study. Therefore, to measure their level of negative tourism perceptions, the current study pinpoints residents' emotional exhaustion, psychological well-being, and destination management perceptions factors to further approach the topic. Other potential factors such as residents' family structure and residents' place image (Stylidis et al., 2014) may also have an influence on the outcome variable but was not investigated at this stage. Previous work experience in the hospitality and tourism industry and some demographic variables, such as household income and level of education, were tested as control variables in the current study.

1.6 Assumptions

Over the course of research, certain assumptions can be identified in the current study. First, the current study assumes that popular U.S. urban tourist destinations are able to provide high-quality data. From the wide cultural backgrounds originating from immigrants from different countries, U.S. residents may provide more diverse perspectives compared to residents from other countries. For instance, when comparing the U.S. and other countries' cultural values, ethics, and practices, studies have shown that U.S. residents are more adapted to individualistic culture compared to other countries (Ardichvili et al., 2010; Garcia et al., 2014). Influenced by the multicultural background along with individual personal values and ethical beliefs, demographics within the U.S. provide diverse standards and perspectives compared to residents from other countries. Therefore, the current study predicts that popular urban tourist destinations spread across different regions in the United States may offer more diverse thoughts and perspectives to test. By sectioning popular U.S. urban tourist destinations by regions, the current study was able to control data more effectively during data analyzes.

Second, the current study assumed that the residents have truthfully respond to the tourism impact occurring in their area. Residents' honest perspectives can heavily determine the credibility of the research (Chandler et al., 2017). If the residents provide low attention and dishonest answers within the survey, it may provide falsified data, which could inflate or skew the results of the current study.

1.7 Definitions of Terms

Residents' attitudes to the negative impacts of tourism: Attitudes to the negative impacts of tourism diminishing residents' living conditions in economic, socio-cultural, and environmental perspectives, which may cause lower support for tourism as negative perceptions increase (Almedia-Garcia et al., 2016; Nunkoo & Gursoy, 2012).

Tourism development: Process of further developing the tourism industry within destinations to improve tourism activities and attract visitors (Almedia-Garcia et al., 2016; Gursoy et al., 2019; Gursoy et al., 2002; Jaafar et al., 2017; Kim & Kang, 2020).

Touristification: The transformation of residential areas (a region, a town, a neighborhood, etc.) into tourism-centric locations for tourist consumption purposes resulting in changes in the economic, sociocultural, and environmental dynamics (Kim et al., 2021; Lorenzen, 2021; Ojeda & Kieffer, 2020).

Tourism gentrification: Gradual population replacement from residents with visitors in tourist destinations due to the increasing visitor volume (Gotham, 2005; Jover et al., 2020; Kim et al., 2021; Woo et al., 2022).

Destination sustainability: Sustainability principles of environmental, economic, and socio-cultural aspects of tourism development occurring within the destinations (Almedia-Garcia

et al., 2016; Jaafar et al., 2017; Mihalic & Kuscer, 2022; Rozmiarek et al., 2022; UNWTO, 2023b).

Emotional exhaustion: “Feelings of being emotionally overextended and drained by others” (Greenglass, 2007, pp 713).

Well-being: Individuals' positive feelings and experiences, such as happiness, satisfaction, health, welfare, and others (Kim et al., 2013; Koh et al., 2022; Uysal et al., 2016).

Psychological well-being: “A state of well-being in which an individual realizes their own abilities, can cope with the normal stresses of life, can work productively and fruitfully and can contribute to his or her community” (Ariza-Montes, 2019, pp. 139)

Willingness to work in the hospitality industry: Desirability to actively seek to work and build a career in the hospitality industry (Alemida-Garcia et al., 2021; Walmsley et al., 2022; Zopiatis et al., 2016).

Destination management: “Paramount for quality of life centered sustainable tourism implementation within the destination through strategic leadership, effective governance, and efficient implementation” (Mihalic & Kuscer, 2022, pp. 17).

Tourism area life cycle theory: the progress of rise and fall of tourism development within the destinations determined by an increase in tourist numbers over time. (Butler, 1980)

Social exchange theory: the study of social behavior which analyzes the interaction of two or more parties and determines their risk and benefits process (Muler-Gonzalez et al., 2018; Rasoolimanesh et al., 2015; Woo et al., 2022).

Chapter 2. Literature Review

2.1 Overview

The current literature review examines tourism's negative influence on residents and its impact on hospitality employment. In the first few sections, the causes of residents' attitudes to the negative impacts of tourism were reviewed followed by its impacts on destination sustainability. Afterward, different stages of tourism development occurring within destinations and residents' overall attitudes in each stage were explained through the lens of Butler's Tourism Area Life Cycle theory. Then, the next sections have further identified the negative tourism impacts on residents' emotional exhaustion and psychological well-being and how they could factor in diminishing hospitality employment within destinations. Finally, acting as a significant contribution factor, destination management perception was discussed to how it could strengthen or weaken the relationships between each variable in the conceptual model. Using the information provided from previous studies, the current study's hypotheses were developed.

2.2 Tourism Development

Defined as a process of establishing and promoting the tourism industry within the destination to attract visitors, tourism development is heavily influenced by both the benefits and costs of tourism in the destinations (Almedia-Garcia et al., 2016; Gursoy et al., 2019; Gursoy et al., 2002; Jaafar et al., 2017; Kim & Kang, 2020). Multiple studies have shown that tourism development can significantly provide a positive impact on destinations (Almeida-Garcia et al., 2016; Gursoy et al., 2019; Gursoy et al., 2002; Kim & Kang, 2020; Lei et al., 2023). Improving residents' values, behaviors, and lifestyles within local communities, tourism development can boost the local economy by creating different employment and development opportunities, increasing overall destinations' quality of life, supporting local businesses' infrastructures,

promoting different destinations' inherent and exhibited natural and cultural resources (Almedia-Garcia et al., 2016; Jaafar et al., 2017; Woo et al., 2015). Moreover, multiple studies have shown that residents have participative and interested attitudes supporting tourism growth (Almedia-Garcia et al., 2016; Rasoolimanesh et al., 2015; Woo et al., 2015). Depending on the number of interactions between residents and visitors through different businesses in local communities, positive tourism developments are a motivational factor for the local communities (Almedia-Garcia et al., 2016; Garcia-Buades et al., 2022; Rasoolimanesh et al., 2015). By building and managing a good relationship with visitors, residents' behavior engagement can improve tourism development through mutually beneficial relationships and co-creation (Almeida-Garcia et al., 2016; Garcia-Buades et al., 2022; Gursoy et al., 2002; Kim et al., 2023; Rasoolimanesh et al., 2015).

Although tourism can bring diverse benefits to residents, it can also develop negative effects. Attitudes to the negative impacts of tourism can be understood as the diminishing residents' living conditions in economic, socio-cultural, and environmental perspectives, which may cause lower support for tourism as negative perceptions increase (Almedia-Garcia et al., 2016; Nunkoo & Gursoy, 2012). To maintain benefits of tourism, residents may need to make certain changes on lifestyle such as by sharing local resources, spaces, and time for visitors (Berselli et al., 2022; Elorrieta et al., 2022; Lei et al., 2023; Woo et al., 2015). Through the lens of social exchange theory (1976), multiple studies have shown that residents are more willing to support tourism development when the benefits exceed the negative impacts of tourism (Emerson, 1976; Gursoy et al., 2019; Lei et al., 2023; Muler-Gonzalez et al., 2018; Rasoolimanesh et al., 2015; Woo et al., 2015). Social exchange theory focuses on analyzing the interaction of different parties to determine their risk and benefit process (Emerson, 1976;

Gursoy et al., 2019). Social exchange theory (SET) could support this study in determining how the negative impact of tourism affects residents, as a result of the exchange processes. As long as the benefit of tourism continues to improve their quality of life, residents have shown resilience when it comes to tourism development (Gursoy et al., 2019; Muler-Gonzalez et al., 2018; Woo et al., 2015).

Statistics and studies in recent years have shown that tourism demands are increasing worldwide and visitor volumes are growing to an overwhelming amount (Elorrieta et al., 2022; Mihalic & Kuscer, 2022; Muler-Gonzalez et al., 2018; Nilsson, 2020; Saveriades, 2000; UNWTO, 2023a). Often surpassing the sustainable tourism threshold and carrying capacity within certain destinations, residents are suffering more and gaining fewer benefits in return (Garcia-Buades et al., 2022; Koens et al, 2018; Muler-Gonzalez et al., 2018; Rozmiarek et al., 2022; Saveriades, 2000; Woo et al., 2022). These negative impacts of tourism within destinations can create a negative experience and attitudes for the residents and local communities (Koens et al., 2018; Rozmiarek et al., 2022; Saveriades, 2000; Woo et al., 2022). Multiple studies have shown these negative experiences are resulting in residents' diminishing their participation and support for tourism and leading to negative psychological outcomes such as emotional exhaustion and decreased psychological well-being (Almeida-Garcia et al., 2016; Elorrieta et al., 2022; Garcia-Buades et al., 2022; Kim et al., 2023; Kim & Kang, 2020; Woo et al., 2015).

Due to its unique atmosphere, resources, culture, and leisure activities, Barcelona has become one of the most popular tourist destinations worldwide. It has received multiple recognitions as an example of the increase in residents' negative perceptions towards tourism development and visitors (Elorrieta et al., 2022; Garcia-Buades et al., 2022; Muler-Gonzalez et al., 2018; Woo et al., 2022). While residents typically fully supported tourism development in its

early phases, multiple studies indicate that, as tourism develops, the increase in visitors constantly challenges residents' quality of life and well-being (Elorrieta et al., 2022; Garcia-Buades et al., 2022; Muler-Gonzalez et al., 2018; Woo et al., 2022).

2.3 Touristification

Touristification is one of the major phenomena often found resulting from tourism development's negative impacts. Touristification can be described as the process of tourism development that only focuses on increasing tourists' consumption and satisfying their increasing demands while causing changes in the location and residents' way of life (Kim et al., 2021; Ojeda & Kieffer, 2020). Studies have shown how touristification disrupts the destinations' communities and transforms locations into incompatible spaces for the residents (Jover et al., 2020; Kim et al., 2021; Nilsson, 2020; Woo et al., 2022). From creating more tourist-friendly infrastructures to implementing amenities around the destinations for visitors' convenience and matching growing tourist volume, the combination of both mass tourism and touristification has been shown to significantly limit residents' daily routines by forcibly increasing carrying capacity within destinations (Koens et al., 2018; Muler-Gonzales et al., 2018; Nilsson, 2020; Saveriades, 2000). Challenges for residents include increasing traffic congestion, increasing costs of living, diminishing culture, and destroying local environments (Almeida-Garcia et al., 2016; Elorrieta et al., 2022; Kim et al., 2021). Specifically, as destinations continue to prioritize visitors' perspective and satisfaction, the imbalance in residents' and visitors' mutual relationships can greatly result in burnout, frustration, and other negative outcomes for residents (Berselli et al., 2022; Kim et al., 2023; Lei et al., 2023; Woo et al., 2015).

Overall, when continued, touristification can also lead to other negative aspects of unsustainable tourism development consequences for destinations to overcome (Gotham, 2005;

Jover et al., 2020; Rozmiarek et al., 2022; Woo et al., 2022). Being one of the common consequences, Tourism gentrification can be understood as a population replacement for residents with visitors in tourist destinations due to the increasing visitor volume (Gotham, 2005; Jover et al., 2020; Woo et al., 2022). From being heavily affected by increasing vacation rentals, new types of tourism stay, and international migrations, tourism gentrification has influenced the cost of living, making it difficult for residents to continue their original lifestyle (Jover et al., 2020; Kim et al., 2021; Park & Agrusa, 2020; Rozmiarek et al., 2022; Woo et al., 2022). For example, certain studies have identified that tourism gentrification is pushing residents to move out of the destinations (Jover et al., 2020; Park & Agrusa, 2020; Rozmiarek et al., 2022; Woo et al., 2022).

Researchers are also showing that sudden increases in economic value in local communities are burdening low-income residents (Kim et al., 2021). Residents are opting to live outside of tourist destinations seeking a less stressful environment (Elorrieta et al., 2022; Gotham, 2005; Jover et al., 2020; Koens et al., 2018). Additionally, as touristification brings in different multi-global franchise businesses to match high visitor demands, most local businesses have now suffered from significant deficits because of a highly competitive environment (Koens et al., 2018; Rozmiarek et al., 2022). Some studies are even predicting that tourist destinations will completely lose their authenticity and cultural value due to a lack of residents and lead to the downfall of tourism development as residents show tourism-phobic behavior (Almeida-Garcia et al., 2021; Gotham, 2005; Kim & Kang, 2020; Moreira-Gregori et al., 2022).

Over-tourism is also one of the effects that could result from touristification and mass tourism (Kim et al., 2021; Ojeda & Kieffer, 2020). Resulting from overwhelming visitor volume and continuously exceeding destinations' carrying capacity, over-tourism particularly has been

one of the well-known topics among researchers (Elorrieta et al., 2022; Garcia-Buades et al., 2022; Mihalic & Kuscer, 2022). Multiple studies have shown that over-tourism leads to conflict between residents and visitors (Kim et al., 2021; Kim & Kang, 2020; Mihalic & Kuscer, 2022). According to the social exchange theory (Emerson, 1976), researchers have shown that over-tourism creates an unfair perspective toward residents, resulting in high costs of tourism and minimal benefits from tourism development (Mihalic & Kuscer, 2022; Muler-gonzalez et al., 2018; Rasoolimanesh et al., 2015; Woo et al., et al., 2022). Moreover, through over-tourism, a conflict between visitors to visitors can also be shown to harm destinations' tourism values unnecessarily due to the high congestion and fast diminishing resources available for tourists, which could lead to more negative effects on residents (Almeida-Garcia et al., 2016; Garcia-Buades et al., 2022).

2.4 Destination Sustainability

To prevent challenges in touristification phenomenon and mass tourism, it is important for tourism development to integrate sustainable tourism practices to improve both destination sustainability and local quality of life (Koens et al., 2018; Mihalic & Kuscer, 2022; Muler-Gonzalez et al., 2018). Through multiple studies, the residents' perceptions of tourism development impact on destination sustainability concentrate on economic, sociocultural, and environmental areas (Almedia-Garcia et al., 2016; Jaafar et al., 2017; Mihalic & Kuscer, 2022; Rozmiarek et al., 2022). For example, Barcelona provides a great example as each of these areas showing significant changes affected by over-tourism (Elorrieta et al., 2022; Garcia-Buades et al., 2022). While tourism in that region brings positive impacts, residents of Barcelona have been noticeably struggling to keep up with the increase in the cost of living and competitive living environment. Moreover, Barcelona's culture and quality of life has been disruptive on multiple

occasions from congestion, depleting resources, and challenging waste management from high visitor volume (Elorrieta et al., 2022; Garcia-Buades et al., 2022).

From a positive perspective, tourism development can improve overall economic flow, destinations' values, and introduce new growth opportunities within the local communities (Berselli et al., 2022; Kim et al., 2013; Rasoolimanesh et al., 2015; Rozmiarek et al., 2022). Promoting cultural awareness and protecting local natural resources has also been one of the significant positive impacts to the local communities, generating additional income and gaining outside support (Berselli et al., 2022; Kim et al., 2013; Rozmiarek et al., 2022). On the other hand, poor tourism development can lead to high tourism impacts and negatively affect destination sustainability in local communities (Almeida-Garcia et al., 2016; Berselli et al., 2022; Rozmiarek et al., 2022).

Economically, studies have shown that poor tourism development can cause local communities to suffer from high costs of housing, goods, and taxes (Almeida-Garcia et al., 2016; Park & Agrusa, 2020; Rozmiarek et al., 2022). Moreover, due to touristification, changes in destination infrastructures are leading to economic inequality for residents (Almeida-Garcia et al., 2016; Koens et al., 2018; Nilsson, 2020). Socio-culturally, poor tourism development brings a negative impact as conflict between residents and visitors gets deeper (Garcia-Buades et al., 2022; Mihalic & Kuscer, 2022; Rozmiarek et al., 2022). Congestion, an increase in crime rate, overwhelming waste, and other factors caused by mass tourism can significantly disrupt local quality of life (Berselli et al., 2022; Elorrieta et al., 2021; Rozmiarek et al., 2022). Finally, environmentally, poor tourism development with mass tourism significantly harms local communities (Mihalic & Kuscer, 2022; Rozmiarek et al., 2022; Seraphin et al., 2018). Natural resources within destinations have been shown to deplete at a fast pace while ecosystems and

cultural heritage sites within destinations continue to be damaged by increasing pollution caused by touristification (Almeida-Garcia et al., 2016; Rozmiarek et al., 2022; Seraphin et al., 2018;). For example, over recent years, studies indicated that Venice's active water tourism and overwhelming visitor volume have significantly polluted the water quality in the destination (Braga et al., 2020; Seraphin et al., 2018). By comparing Venice's tourism activity before and during COVID-19, studies have found positive changes in water quality and low pollution levels from COVID-19 restrictions and lockdowns (Braga et al., 2020).

2.5 Tourism Impact on Residents' Behavior

To explain poor tourism development and the negative impacts of tourism phenomena further, multiple studies have been integrating Butler's tourism area life cycle model (TALC), (1980) as an overarching theory. Adapted from the product life cycle concept, Butler's TALC model (1980) analyzes tourism development processes occurring within different destinations. Especially, like the product life cycle, Butler theorizes that while tourism development initially will attract a small number of visitors, the destinations' popularity will grow rapidly until the carrying capacity is maximized (Butler, 1980). Categorizing this progress into exploration, involvement, development, consolidation, and stagnation stages, the model helps identify how tourism development affects destinations and residents' perception of tourism development (Butler, 1980). Depending on whether the progress has been positive or negative throughout the development, the model helps to determine whether tourism is declining or rejuvenating within a destination through residents' tourism perceptions and recognizing the balance between the benefits and cost of tourism (Berselli et al., 2022; Butler, 1980; Kim & Kang, 2020).

The TALC model developed by Butler, has multiple stages (Butler, 1980). The first stage of the TALC model is exploration. Butler states that both physical and social infrastructures and

the environment are unaffected by tourism as the overall visitor volumes are relatively low. This indicates that tourism activities do not initially affect the residents' economic and social daily activities, establishing a neutral relationship with the visitors. As tourists become more attracted to the destinations' unique natural and cultural features, Butler states that the destinations enter the involvement stage. Local communities started creating amenities and infrastructure for tourist activities. During this stage, the interaction between visitors and residents develops as residents become more active in catering to visitors. After the involvement stage, the model indicates the tourism drawbacks within destinations. Affected by the increase in overall visitor volume and benefits of tourism, Butler states that residents' engagement and support in tourism development at the destination greatly contribute to the progress of the development. Tourism markets within the destination are shown to expand during this stage and provide a more tourist-friendly environment for the visitors.

However, as more visitors are attracted to the tourism development, the model presents changes in residents' lifestyles and relationships with visitors (Butler, 1980). Entering the consolidation stage, replacement of local infrastructures, accommodating visitors' tourism experience, increase in both external organizations and labor, and others have indicated the decline in tourism control as the destinations' economy becomes heavily influenced by tourism activities. Because of this impact, Butler states that these negative effects could worsen conflict in residents' perception towards tourism, with a gradual increase in tension in destinations. Resulting in the peak of carrying capacity in destinations and affecting overall destination sustainability in the stagnation stage, the model shows the overwhelming challenges in the tourism market due to depleted resources and negative experiences and conflicts because of congestion and experience ruining inconveniences. This could either lead to a decline after the

stagnation stage due to challenging recovery and market decline or possibly lead to rejuvenation with the alternative changes in tourism attractions which could attract visitors further.

Influenced by the model, multiple studies are able to support their research by comparing the tourism development process and residents' tourism engagement (Berselli et al., 2022; Kim & Kang, 2020; Kim et al., 2013; Woo et al., 2022). Expanding to different studies in destination and tourism development, the model provides a useful tool in recognizing both positive and negative effects occurring due to the visitor increase, while also recognizing when negative effects begin to outweigh positive effects on locals' daily lives (Berselli et al., 2022; Elorrieta et al., 2022; Garcia-Buades et al., 2022; Kim & Kang, 2020; Kim et al., 2013). Specifically, destinations can use the model to gain more insights into current issues and trends affecting residents' perceptions of tourism developments (Berselli et al., 2022; Elorrieta et al., 2022). For example, being one of the popular tourism destinations, studies have shown how Barcelona has been negatively impacted by the massive influx of visitors (Elorrieta et al., 2022). To examine the causes of residents' negative behaviors, Elorrieta et al. (2022) used the TALC model to show Barcelona's current tourism position within different communities (Elorrieta et al., 2022). As a result, researchers could find that all communities shared similar negative perceptions towards tourism and have shown complaints and anti-tourism behavior due to congestion, displacement, and weak social structures (Elorrieta et al., 2022).

2.5.1 Emotional Exhaustion

As the negative impact of tourism gets overwhelming over time, negative effects may surge. For example, the increased costs of tourism can negatively influence residents' perception of tourism development and increase their emotional exhaustion (Jordan et al., 2019; Kim et al., 2013; Uysal et al., 2020; Woo et al., 2022). Defined as the process of draining emotional

resources and engagement with others (Greenglass, 2007), emotional exhaustion can significantly reduce residents' quality of life. Studies have shown that forcing changes in residents' lifestyles and gradual replacement of tourism infrastructures for visitors and preferences are causes of high burnout, stress, and other negative emotions (Woo et al., 2022). Moreover, overcrowded local districts, limit accessibility to public services, increasing costs of services, and other occurrences resulting from ongoing tourism development also restrict residents' choices to recover (Berselli et al., 2022; Jordan et al., 2019; Woo et al., 2022). With the costs of tourism continuously overshadowing the benefits of tourism from residents' perspective, the imbalance and negative impacts could also further expedite residents' emotional exhaustion (Muler-Gonzalez et al., 2018; Rasoolimanesh et al., 2015; Woo et al., 2022). For example, Seo et al. (2021) study attempts to explore the impact on residents' quality of life and their emotional and psychological responses to tourism development. By identifying residents' emotional solidarity and stress with tourism impacts, the researchers found that residents' tourism-related stress does matter. In fact, Seon et al. (2021) found that tourism-related stress negatively impacts residents' quality of life and compromises their living situation significantly. Moreover, while local economic benefits may provide positivity to residents' behaviors, residents' satisfaction is short-spanned and provides a lack of support as visitor volume continues to increase (Seo et al., 2021).

Emotional exhaustion can often be correlated with distress (Liu et al., 2022). Through Kessler's distress scale (2002), residents' emotional exhaustion can be identified by measuring their level of distress and negative attitudes towards tourism development. Designed to screen and assess different psychological distress and symptoms, integrating Kessler's scale (2002) in

emotional exhaustion can help further examine residents' level of emotional exhaustion throughout each tourism development progress effectively.

High emotional exhaustion could be a changing factor in tourism development as future tourism perception worsens, which could cause a suffocating environment for residents. Residents are considered one of the most important stakeholders in tourism development within destinations (Kim et al., 2013; Koens et al., 2018). If residents continue to lose interest and motivation due to poor tourism development, destinations will lose both support and development power (Koens et al., 2018; Mihalic & Kuscer, 2022; Uysal et al., 2020). This could intensify the conflict between residents to visitors and visitors to visitors, which could end in losing its tourist function completely in the destinations with no growth (Mihalic & Kuscer, 2022; Seo et al., 2021; Uysal et al., 2020). Accounting for these statements, it is hypothesized that:

H1. The residents' attitudes to the negative impacts of tourism have a positive influence on their emotional exhaustion.

2.5.2 Well-being

The overwhelming negative impacts of tourism can also diminish residents' psychological well-being and increase their negative attitudes towards tourism development. Well-being overall encompasses individuals' positive feelings and experiences, including happiness, satisfaction, health, welfare, and others (Kim et al., 2013; Koh et al., 2022; Uysal et al., 2016). Specifically, the current study focuses on psychological well-being as it is the fundamental psychosocial process that determines quality of life (Ariza-Montes et al., 2019). As a state of well-being, psychological well-being focuses on individuals' abilities to cope stress affected from their daily activities (Ariza-Montes, 2019). Researchers use it to examine the

relationship between residents and tourism impacts in detail (Ariza-Montes et al., 2019; Kim et al., 2013; Uysal et al., 2016). Affected by the increasingly overwhelming tourism demands, studies have shown changes in tourism values in destinations (Jover et al., 2020; Woo et al., 2022). Challenges, such as the increase in visitor volume and economic fluctuations in the destination, have disrupted destinations' sustainability (Koens et al., 2018; Mihalic & Kuscer, 2022). These disruptions have continued to deteriorate residents' quality of life, health, and safety within destinations, presenting a significant problem in residents' daily tasks (Elorrieta et al., 2022; Garcia-Buades et al., 2022; Mihalic & Kuscer, 2022). However, if tourism is well-developed, progress can have a positive impact on residents' psychological well-being (Lei et al., 2023; Uysal et al., 2016; Woo et al., 2015). Providing a balance between the costs and benefits of tourism, good tourism development can improve residents' quality of life significantly (Rozmiarek et al., 2022; Uysal et al., 2016). As positive attitudes lead to better delivery of tourism experiences to others, psychological well-being can reduce negative mental health and the overall productivity and performance in destinations (Ariza-Montes et al., 2019; Pyke et al., 2016). Residents will have higher engagement, support, and pride in representing their destination, increasing their support to tourism development (Garcia-Buades et al., 2022; Pyke et al., 2016; Uysal et al., 2020). Moreover, from promoting positive outcomes for residents' psychological well-being, studies have demonstrated that destinations' enhanced reputation can be utilized as a strong marketing tool (Ariza-Montes et al., 2022; Pyke et al., 2016).

Affected by negative impacts of tourism, multiple studies have shown that residents' attitudes towards negative tourism could increase (Elorrieta et al., 2022; Kim & Kang, 2020; Lei et al., 2023; Rozmiarek et al., 2022;). When tourism development progress exceeds different aspects of destinations' maximum capacity, residents' psychological well-being can be negatively

affected (Muler-Gonzalez et al., 2020; Nilsson, 2020; Rozmiarek et al., 2022). For example, in Ariza-Montes et al. (2019) study, poor working conditions offered in the hospitality industry are shown to have a negative impact on the psychological well-being of the servers. Considering how the poor working conditions had a negative impact on servers' psychological well-being, the negative effects of tourism are expected to negatively impact residents' psychological well-being as well. Therefore, based on the arguments above, it is hypothesized that:

H2. The residents' attitudes to the negative impacts of tourism have a negative influence on their psychological well-being.

2.6 Well-being and Emotional Exhaustion Effects on Hospitality Employment

Residents play an important role in improving tourism destinations (Almeida-Garcia et al., 2016; Garcia-Buades et al., 2022; Uysal et al., 2020). Being one of the most significant stakeholders in touristic destinations, residents provide high-quality tourism experiences and help to maintain sustainable tourism development (Kim et al., 2013; Koens et al., 2018). In fact, studies state that residents' positive attitudes and contributions can be a determining factor in overall positive tourism development for destinations to grow and flourish (Garcia-Buades et al., 2022; Kim et al., 2013; Uysal et al., 2020). However, as the negative impacts of tourism affect residents' emotional exhaustion and psychological well-being in their daily lives, each factor can increase residents' growing negative perception of the hospitality industry (Koh et al., 2022; Mihalic & Kuscer, 2022). This negative perception could also diminish hospitality employment and residents' willingness to work in the hospitality industry. Furthermore, if continued, certain studies have shown that residents' negative perceptions could also potentially develop into more hostile and tourism-phobic behaviors (Almeida-Garcia et al., 2021; Kim & Kang, 2020; Seraphin et al., 2018). These circumstances could ultimately distance the relationship between residents

and destination tourism and reduce support for tourism development, influencing changes that can affect hospitality employment (Walmsley et al., 2022; Woo et al., 2022; Zopiatis et al., 2016).

Overall, emotional exhaustion and lack of psychological well-being provide a high-risk and low-reward environment for individuals (Seo et al., 2021; Walmsley et al., 2022). For instance, emotional exhaustion can cause residents to lack motivation and engagement in tourism development (Almedia-Garcia et al., 2016; Garcia-Buades et al., 2022; Walmsley et al., 2022), and as a result, willingness to work for the industry can be affected. The hospitality industry's demanding and intense work nature can influence residents' inclination to work for it (Almedia-Garcia et al., 2016; O'Neill & Davis, 2011; Walmsley et al., 2022). Affected by the intense work-life balance, low wages, poor recognition, and poor treatment could further increase emotional exhaustion and ultimately reduce residents' willingness to work in the industry (Ariza-Montes et al., 2022; O'Neill & Davis, 2011; Walmsley et al., 2022). Even now, with the annual turnover rate within the hospitality industry reaching an average of 70-80%, studies have found that destinations are losing residents' support and replacing their hospitality labor force with migrants to perform low-level jobs (The U.S. Bureau of Labor, 2023).

Along with emotional exhaustion, a lack of well-being can restrict residents' activities physically, socially, and psychologically when working in the hospitality industry (Jordan et al., 2019; Kim et al., 2013; Seo et al., 2021). These limitations can heavily challenge residents' quality of life and ultimately cause hardship in their health and welfare (Kim et al., 2013). For example, from the physical well-being standpoint, multiple studies have shown that the negative impacts of tourism such as overall increase in demand, cost of tourism, and touristification are challenging residents' quality of life (Berselli et al., 2022; Jover et al., 2020; Woo et al., 2022).

While the residents' cost of living continues to increase, the hospitality industry's low wages provide a significant disadvantage for residents financially (Berselli et al., 2022; Kim et al., 2020; Walmsley et al., 2022). Sometimes, forcing residents to work two or more jobs to meet their financial needs, residents may avoid working in the hospitality industry (Walmsley et al., 2022). Especially, with the local public spaces suffering from tourism infrastructure replacements and congestion, studies have shown that residents prefer to move out to avoid overcrowding (Elorrieta et al., 2022; Rozmiarek et al., 2022). As residents are considered the primary labor force in destinations, this could also indicate a decrease in residents' support for hospitality employment, as the labor market within destinations can significantly drop (Walmsley et al., 2022).

From the social and psychological well-being standpoint, working in the hospitality industry can exacerbate negative well-being (Mihalic & Kuscer, 2022; Uysal et al., 2016). The correlation between stressful working conditions, high-quality customer service expectations, and low recognition could also factor in eluding residents from working in the hospitality industry (Uysal et al., 2016; Walmsley et al., 2022). Moreover, studies have shown that peak tourism development could also lead to safety issues and deteriorate destination culture and environment (Almedia-Garcia et al., 2021; Kim et al., 2013). This could intensify conflicts between residents and tourism (Almedia-Garcia et al., 2021; Mihalic & Kuscer, 2022). These social problems affecting individual residents could lower the hospitality industry's image as they share their unhealthy and negative experiences with other residents (Jordan et al., 2019; Kim & Kang, 2020; Park & Agrusa, 2020) This could also be a significant factor in the decrease in hospitality employment (Walmsley et al., 2022). Despite all this evidence, there is limited research exploring how the negative impacts of tourism can affect willingness to work in the

hospitality industry. Out of multiple studies on negative tourism impacts and residents, few studies have identified the impact on future hospitality employment within the destinations (Goh & Lee 2018; Uysal et al., 2016; Walmsley et al., 2022). Residents' impact on hospitality and tourism labor markets and residents' willingness to work in hospitality must be further explored to identify these changes. Taking these arguments into account, it is hypothesized that:

H3. Emotional exhaustion has a negative impact on residents' willingness to work in the hospitality industry.

H4. Psychological well-being has a positive impact on residents' willingness to work in the hospitality industry.

2.7 Destination Management Perceptions

Destination management plays a crucial role in promoting and supporting hospitality and tourism operations occurring within the destinations. Destination management can be understood as a comprehensive process that provides strategies to help create immersive tourism experiences and development (UNWTO, 2019). Depending on the different strategies that destination management provides, the overall tourism development and destination lifestyle can have diverse results (Boukas & Ziakas, 2016; Garcia-Buades et al., 2022; Mihalic & Kuscer, 2022). Factored from the changes in tourism retention rates, revenue changes in destination sustainability, and life satisfaction in destinations, studies were able to identify positive and negative results from different levels of destination management (Garcia-Baudes et al., 2022; Mihalic & Kuscer, 2022).

Therefore, destination management perceptions can act as a strong moderator of the indirect relationships between the residents' attitudes to the negative impacts of tourism, emotional exhaustion, and psychological well-being. Depending on how well destinations are

managed, tourism may have different impacts on residents and their daily lives (Berselli et al., 2022; Mihalic & Kuscer, 2022). This can significantly influence residents' behaviors toward the tourism development occurring within destinations and can ultimately strengthen or weaken residents' emotional exhaustion and psychological well-being (Mihalic & Kuscer, 2022).

Influenced by destination management perceptions, a study indicates that poor destination management challenges and further negative residents' emotions due to impact on their quality of life (Mihalic & Kuscer, 2022). Triggered by consecutive poor destination management and lack of improvement, Mihalic and Kuscer (2022) study showed that diminished residents' credibility and increased irritation towards future tourism developments occurred in the city of Ljubljana (Mihalic & Kuscer, 2022). These symptoms of negative tourism impacts and failed destination management can further increase residents' perceptions of dissatisfaction and worsen their emotional exhaustion (Mihalic & Kuscer, 2022).

On the other hand, unlike emotional exhaustion, positive destination perceptions can improve residents' psychological well-being. Multiple studies have shown that rather than providing a one-sided benefit (economic), well-planned and executed destination management strategies are able to help local communities and businesses thrive (Boukas & Ziakas, 2016; Garcia-Buades et al., 2022; Mihalic & Kuscer, 2022). Through helping revitalize their destination sustainability and quality of life, studies have demonstrated that these improvements can further improve tourism markets, strengthen residents' perspectives of tourism, and maintain a mutual understanding and benefits between the two parties (Boukas & Ziakas, 2016; Koh et al., 2022; Mihalic & Kuscer, 2022). Overall, destination management can improve tourism benefits and experiences while also reducing the negative impacts of tourism effectively for the residents

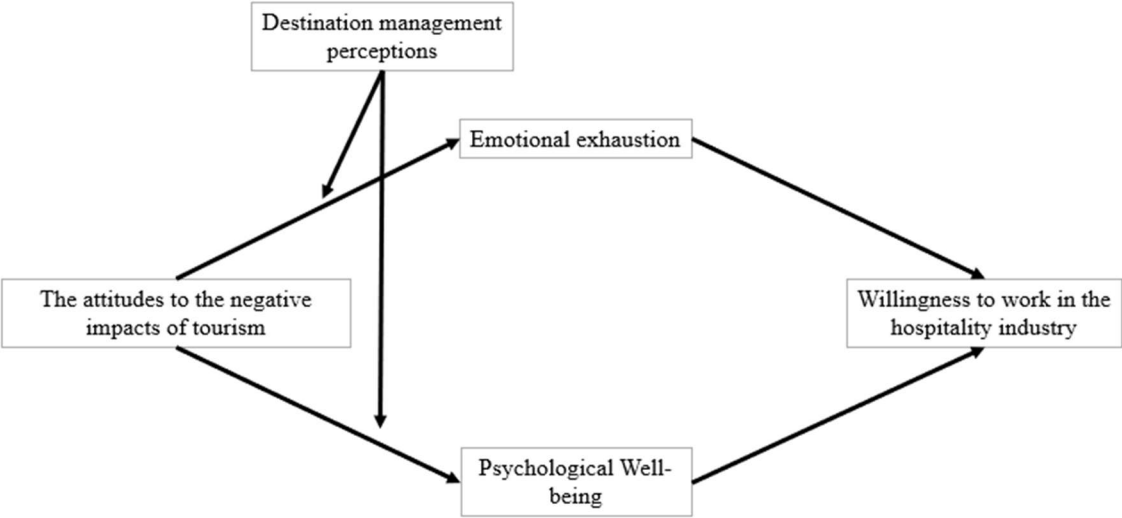
(Berselli et al., 2022; Uysal et al., 2016). This progress can significantly satisfy residents and provide new perspectives on tourism support (Kim et al., 2023).

Destination management plays a crucial role in ensuring positive tourism development for the destination, enabling stakeholders to maintain a well-balanced approach to the benefits and costs of tourism (Mihalic & Kuscer, 2022). Through well-organized destination management strategies, such as managing tourist flows and eco-friendly tourism development plans, residents are able to perform their daily duties without being disturbed by tourism activities while also maintaining resources and waste management effectively (Mihalic & Kuscer, 2022; Park & Agrusa, 2020; Rozmiarek et al., 2022). Providing strong positive improvement with little to no fall backs, this progress could greatly reduce residents' emotional exhaustion as well as improve their psychological well-being (Mihalic & Kuscer, 2022; Uysal et al., 2020). As residents recognize the positive impacts of tourism development consecutively, these results can ultimately increase residents' activity and support towards tourism development including their willingness to work in the hospitality industry. The overall concept model can be found in Figure 1. Based on those findings, the following hypotheses were developed:

H5. Participants' destination management perceptions moderate the relationship between the attitudes to the negative impacts of tourism and emotional exhaustion, such that the indirect effect of emotional exhaustion on willingness to work in the hospitality industry is considered stronger for participants with negative destination management perceptions.

H6. Participants' destination management perceptions moderate the indirect relationship between the attitudes to the negative impacts of tourism and psychological well-being, such that the indirect effect of psychological well-being on willingness to work in the hospitality industry is considered stronger for participants with positive destination management perceptions.

Figure 1: Concept model



Chapter 3. Methodology

3.1 Chapter Overview

The imbalance between the cost and benefits of tourism can overall result in significant changes in residents and their living conditions physically and psychologically (Almedia-Garcia et al., 2016; Kim et al., 2013; Seo et al., 2021). While previous studies have explored how poor tourism development can result in residents' negative tourism behaviors and perceptions (Almedia-Garcia et al., 2016; Berselli et al., 2022; Lei et al., 2023), limited research has been conducted on how it could impact hospitality employment in destinations. In addition, uncovering the boundary conditions of destination management perceptions on this study variables further advance what is known about this topic (Garcia-Buades et al., 2022; Mihalic & Kuscer, 2022). Particularly, overshadowed by popular European urban destinations, not much is known about U.S. destinations. Therefore, due to these limited reasons, residents' willingness to work in the U.S. hospitality industry has yet to be further researched.

To better understand this topic, a survey with U.S. residents was conducted. Surveys were collected through panel data company, Prolific, by surveying residents who are 18 years or older and live in an urban tourism destination in the U.S. Specifically, the study focused on the top 6 popular U.S. destinations: New York, Miami, Orlando, Los Angeles, San Francisco, Las Vegas, Chicago, and Washington D.C. (International Trade Administration, 2022; YouGov, 2022). Orlando, New York, and Los Angeles. Reaching estimation of 6.9 million, 4 million, 2.9 million, 2.7 million, 1.7 million, and 1.6 million in international visitor volume alone in 2022 respectively, the data collected from these destinations can provide richer results for the study (International Trade Administration, 2022; YouGov, 2022). Chapter 3 have presented details regarding study design, sampling, measures, and data analysis.

3.2 Procedure and Participants

The current study used a quantitative survey study design to further collect data. The study was submitted to IRB evaluation and received an exempt review before any data collection (Appendix A). The sample size needed was determined by the number of items in each variable explored in this study. Accordingly, a minimum number of 160 respondents were needed to achieve statistical power (Hair et al., 2016). Participants have answered a survey (Appendix B, C, D, E) through an online research platform called Prolific to participate in the research. As Prolific is limited in allowing to enlist participants based only on their state residency, two surveys were conducted to help screen participants more effectively. One short screening survey to identify participants who previously or currently are living in those states and specifically in the cities of interest; while the second survey includes participants who have met the research's criteria and requirements.

The short survey should take no more than one minute to be answered, and respondents were paid \$ 0.20 for their participation. Respondents that qualify were invited to answer the main survey. The main survey took on average 10 minutes to be answered, and participants were paid \$ 2,00 for participation. The survey can ultimately provide rich and diverse data gathered from a large population (Peer et al., 2022). Especially through Prolific, the risk of non-response bias can be greatly reduced as Prolific restricts delayed responses and only approves eligible participants to continue their survey. This process could significantly improve the survey's reliability and maintain high quality of data for the current study (Peer et al., 2022). The identification of large populations' perspectives, attitudes, and standards can be effectively achieved through quantitative data analysis, enabling reliable processing and analysis of data from large samples (Heale et al., 2015). Moreover, providing flexibility in time and easy accessibility online, the use

of online surveys does not necessarily have a negative impact on research outcomes and helps widen availability for more participants to complete the survey (Evans et al., 2018).

The online survey had specific sets of structured questions provided to participants. Before starting the survey, participants will encounter the consent page. Participants who have acknowledged and accepted the consent are able to continue to see and answer the survey. Participants will then encounter different screening questions (age and residency). Like the consent page, only participants who have matched the requirements are able to move forward in the survey. Participants were screened based on their approval rate on Prolific (minimum of 85%). The survey items include questions related to the attitudes to the negative impact of tourism, emotional exhaustion, psychological well-being, destination management, and willingness to work in the hospitality industry. At the end of the survey, demographic information (gender, age, race, household income, education, and past or current hospitality career experiences) were asked.

3.3 Measures

Each variable was measured by using other prior studies' tested items, all using a 5-point Likert Scale. The attitudes to the negative impacts of tourism variable were measured with 10 items from Nunkoo & Gursoy (2012) scale. Specifically, the study used the scale adapted by Almedia-Garcia et al. (2018). A sample item is "Tourism increases the cost of living". Likert scale from 1 (completely disagree) to 5 (strongly agree) were used to measure the variable.

Residents' emotional exhaustion was measured by using 5 items from Kessler (2002). Kessler's psychological distress scale has been used to measure emotional exhaustion as they are highly correlated variables (Liu et al., 2022). A sample item is "During the last 30 days, how often did you feel so depressed that nothing could cheer you up?". Likert scale from 1 (none of

the time) to 5 (all of the time) were used. Residents' psychological well-being were measured through 5 items from Ariza-Montes et al. (2019). A sample item is "I have felt cheerful and been in good spirit". Likert scale from 1 (strongly disagree) to 5 (strongly agree) were used to measure the variable.

Residents' willingness to work in the hospitality industry were measured by using 4 items from Zopitatis et al. (2016) and 1 item from Hertzman & Zhong (2016). Adaptations were made for this study. For instance, instead of "I have never thought of quitting this industry and seeking employment elsewhere (reversed code)", the current study used "I have never thought of working for the hospitality industry". The item from Hertzman & Zhong (2016) was adapted as follows: "I am willing to work for the hospitality industry". Likert scale from 1 (strongly disagree) to 5 (strongly agree) used to measure the current scale.

Finally, residents' destination management perceptions were measured by using 3 items from Mihalic & Kuscer (2022). A sample item is "In general, I am satisfied with residents' involvement and influence in tourism planning and development". Likert scale from 1 (totally disagree) to 5 (totally agree) were used to measure this scale.

3.4 Data Analysis

The current study used SPSS version 28 to analyze the data. Specifically, Process model 7 template was used to test the current study's hypotheses. Assumptions of multivariate analysis were conducted. First, normality was evaluated by verifying skewness, kurtoses and normality plots. At significance level of 0.05 skewness and kurtosis should be within -2 to 2 (Geroge & Mallery, 2010). Next, multicollinearity was examined by evaluating correlations between independent factors (Abu-bader, 2011). Then, multivariate outliers were examined by checking

Cook's distance and Mahalanobis distance (Abu-bader, 2011). The reliability of all measures was evaluated by examining Cronbachs' Alpha (higher than 0.7 – Hair et al., 2016).

Chapter 4. Results

4.1 Demographic Results

In the first screening survey, a total of 489 participants' data was received. Out of the 489 participants, 223 participants were invited to participate in the main survey as they met the requirements of the screening questions. The same screening requirements were also provided in the main survey to double-screen participants and maintain high-quality data. For the overall second survey, a total of 210 responses were received. However, out of those 210 responses, 187 responses were left after data cleaning. Twenty-three participants' data were excluded due to either failing to complete the entire survey, answering the qualifier questions incorrectly, or failing two attention checks. These failed responses were not included in the final data and were deleted before beginning analysis. Multivariate outliers were also evaluated by inspecting the Cook's distance and Mahalanobis distance. As the Cook's maximum value was less than 1, we can assume that there are no multivariate outliers. However, Mahalanobis's distance revealed two multivariate outliers, for the critical values, which led to the elimination of those two respondents (7 variables- critical value of 24.32) (Abu-Bader, 2011). Therefore, the final sample constitutes a total of 185 participants.

Out of the 185 valid participants, 60% were identified as males, 38.9% were identified as females, and 1% were identified as non-binary or others. Participants' average age was shown to be 35.97 years old (SD = 11.26). As for ethnicity, 41.1% of the respondents were White or Caucasian, 13.5% were Latino or Hispanic, 15.1% were Black or African American, 21.6% were Asian, and 8.7% were identified as other or mixed ethnicity. As for education, 10.3% are high school graduates, 9.2% had some college education, 8.6% have received a 2-year associate degree, 50.8% have received a bachelor's degree, 17.8% have received a Master's degree, and

2.7% have received a Doctorate. Moreover, the participants' average length of residency in chosen urban cities is shown to be 24.37 years (SD = 14.94). 47% of the valid participants are currently residing in the west coast region while the other 53% are currently residing in the east coast region.

Of the 185 valid participants, the majority have indicated no prior experience in the hospitality industry. While 36.8% have shown current or previous hospitality work experience, 63.2% have never worked in the hospitality industry. Currently, within their work, 13.5% have shown themselves to be in supervisor positions, 33% in managerial positions, 36.8% in line-level positions, and 16.8% with no work experience. In terms of house-hold income, 16.8% of participants have shown to earn \$0-30,000, 22.7% have shown to earn \$30,001- 60,000, 21.1% have shown to earn \$60,001-90,000, 16.8% have shown to earn \$ 90,001- 120,000 and 22.7% have shown to earn more than \$120,000. These samples can be shown as great representations in determining residents' well-being when processing data collection. Detailed demographics are shown in Table 1.

Table 1: Demographics

State residency		
	Frequency	Percent
California (Los Angeles, San Francisco)	77	41.6
Florida (Miami, Orlando)	22	11.9
Illinois (Chicago)	24	13
Nevada (Las Vegas)	10	5.4
New York (New York City)	52	28.1
Total	185	100.0
Race		
	Frequency	Percent
White (Non-Hispanic)	76	41.1
Hispanic or Latino	25	13.5

Black/African American	28	15.1
Asian	40	21.6
American Indian and Alaska Native	0	0
Native Hawaiian or Other Pacific Islander	0	0
Others	16	8.6
Total	185	100.0

Gender

	Frequency	Percent
Male	111	60
Female	72	38.9
Non-binary / third gender	1	0.5
Prefer not to say	1	0.5
Total	185	100.0

Work experience

	Frequency	Percent
Have current or past hospitality work experience	68	36.8
No current or past hospitality work experience	117	63.2
Total	185	100.0

Job position

	Frequency	Percent
Supervisor	25	13.5
Manager	61	33.0
Line-level	68	36.8
I am currently not working	31	16.8
Total	185	100.0

Education

	Frequency	Percent
Less than high school	0	0.0
High school graduate	19	10.3
Some college but no degree	17	9.2
2-years associate degree	16	8.6
4-year bachelor's degree	94	50.8
Master's degree	33	17.8
Doctorate	5	2.7
Prefer not to say	1	0.5
Total	185	100.0

Income

	Frequency	Percent
\$0 - \$30,000	31	16.8
\$30,001 - \$60,000	42	22.7

\$60,001 - \$90,000	39	21.1
\$90,001 - \$120,000	31	16.8
\$120,000 +	42	22.7
Total	185	100.0

4.2 Assumption Testing and Reliability

After data analysis, the results have shown good reliability and normality. Results are shown in Table 2. For reliability, all variables of Cronbach's alpha were above the commonly accepted threshold of 0.7 (Hair et al., 2016). Normality has been evaluated by checking skewness and kurtosis (Geroge & Mallery, 2010). Measures of skewness and kurtosis statistics with their SE provided effective normality and fell within normal distribution as variables are in between the range of -2 to 2 for skewness and -7 to 7 for kurtosis statistics with their SE backed up by Hair et al (2010) to justify normality. During the measurement, emotional exhaustion and destination management both presented skewness outside the normal threshold range (± 2 ; Hair et al., 2010). Therefore, to test the mediation model, percentile bootstrap confidence intervals (CIs) were applied to avoid bias correction. There were no multicollinearity issues as correlation coefficients were lower than 0.8 between all independent variables (Abu-bader, 2011). Results are shown in Table 3.

Table 2: Assumption's testing and descriptive statistics

Variable	Means / Std. Deviation	Cronbach's Alpha	Skewness	SE	Kurtosis	SE
Attitudes to the Negative impacts of tourism	3.23 / 0.73	0.86	-0.21	0.18	0.06	0.35
	1.99 / 0.99					
Emotional Exhaustion		0.93	0.76	0.18	-0.51	0.35
Psychological Well-being	3.33 / 0.99	0.92	-0.08	0.18	-0.64	0.35
	/ 0.99					
Willingness to work in hospitality		0.85	0.11	0.18	-0.75	0.35
Destination management	3.56 / 0.85	0.86	-0.60	0.18	0.58	0.35

Table 3: Correlation table

		ANIT	EE	PWB	DM
ANIT	Pearson Correlation	1	.224**	-.110	-.169*
	Sig. (2-tailed)		.002	.138	.022
EE	Pearson Correlation	.224**	1	-.631**	-.240**
	Sig. (2-tailed)	.002		<.001	.001
PWB	Pearson Correlation	-.110	-.631**	1	.482**
	Sig. (2-tailed)	.138	<.001		<.001
DM	Pearson Correlation	-.169*	-.240**	.482**	1
	Sig. (2-tailed)	.022	.001	<.001	

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

ANIT = attitudes to the negative impact of tourism, EE = emotional exhaustion, PWB = psychological well-being, DM = destination management perceptions

4.3 Hypotheses Testing

To test the hypotheses, Process Version 28 Model 7 and bootstrap analysis were used when regressing variables and extracting 5000 samples for the analysis (95 % CI). Table 4 provides the

results. First, the direct effect of negative attitudes toward tourism on emotional exhaustion was insignificant, rejecting Hypothesis 1 ($b = -0.30, [-0.97, 0.37]$). The direct attitudes to the negative impacts of tourism on psychological well-being were also insignificant, rejecting Hypothesis 2 ($b = 0.32, [-0.25, 0.88]$).

Similarly, emotional exhaustion did not have a significant direct effect on willingness to work in the hospitality industry ($b = 0.04, [-0.12, 0.21]$) rejecting Hypothesis 3. The direct effect of psychological well-being on willingness to work in the hospitality industry ($b = 0.28, [0.09, 0.46]$) was positive and significant, supporting Hypothesis 4. Additionally, while not hypothesized in the current study, the direct effect of attitudes to the negative impact of tourism on willingness to work in the hospitality industry has shown to be negative and significant ($b = -0.22, [-0.40, -0.04]$). This result translates to the idea that residents' negative attitudes towards tourism are likely to discourage them from pursuing careers in the hospitality industry.

Table 4 also shows the conditional effects of destination management perceptions on the indirect relationship between the attitudes to the negative impacts of tourism on willingness to work for the hospitality industry through emotional exhaustion and psychological well-being. When destination management perception was low, the indirect effects of emotional exhaustion ($b = 0, [-0.03, 0.05]$) on the relationship between the attitudes to the negative impacts of tourism and willingness to work in the hospitality industry were not supported and insignificant. When destination management perception was high, the indirect effects of psychological well-being ($b = -0.03, [-0.1, 0.03]$) on the relationship between attitudes to the negative impact of tourism and willingness to work in the hospitality industry were also not supported and shown insignificant. Therefore, both Hypotheses 5 and 6 were rejected. The moderated mediation indexes were insignificant in these indirect relationships. Thus, destination management was not a significant

moderator in the aforementioned relationships. The R^2 values indicated that 16.95% of the variance in emotion exhaustion, 26.08% of the variance in psychological well-being, 26.62% of the variance in willingness to work in the hospitality industry can be explained by the relationships with other variables in the model.

Participants' demographics (age, state of residency, gender, ethnicity, hospitality work experience, job level position, education, and length of residency) were entered into the model as covariates. Specifically, state of residency, gender, ethnicity, and education were dummy-coded and entered into the model. However, other than age and job level positions, most participants' demographics did not have an effect on this study's variables. Specifically, younger generations have shown more emotional exhaustion ($b = -0.20, [-0.31, -0.10]$) while also showing a higher psychological well-being ($b = 0.01, [0.001, 0.02]$). Respondents who hold managerial-level job positions have shown negative attitudes toward willingness to work in the hospitality industry ($b = -0.53, [-0.80, -0.27]$).

Table 4: Conditional direct/indirect effects of ANIT on EE, PWB, and HE at different levels of destination management perception

Hypothesis	Destination management	Effects	SE	LLCI 95%	ULCI 95%
ANIT → HE		-0.22	0.90	-0.40	-0.04
H1: ANIT → EE		-0.30	0.34	-0.97	0.37
H2: ANIT → PWB		0.32	0.29	-0.25	0.88
H3: EE → HE		0.04	0.09	-0.13	0.21
H4: PWB → HE		0.28	0.09	0.09	0.46
H5: ANIT → EE → HE	2.73 (-1SD)	0	0.02	-0.03	0.05
Index MM = 0.14, [-0.05,	3.56 (mean)	0.01	0.02	-0.04	0.07
0.09]	4.40 (+1SD)	0.01	0.04	-0.05	0.09
H6: ANIT → PWB → HE	2.73 (-1SD)	0.02	0.04	-0.07	0.11
Index MM = -0.03, [-0.10,	3.57 (mean)	-0	0.03	-0.06	0.05
0.03]	4.40 (+1SD)	-0.03	0.03	-0.10	0.03

Notes. Index MM = index of moderated mediation.

ANIT = attitudes to the negative impact of tourism, EE = emotional exhaustion, PWB = psychological well-being, DM = destination management perceptions

Chapter 5. Discussions and Conclusions

Through the lens of social exchange theory and tourism area life cycle, this study investigated residents' willingness to work in the hospitality industry by measuring the relationship between residents' attitudes to the negative impacts of tourism and willingness to work for the hospitality and tourism industry through emotional exhaustion and psychological well-being and under the boundary conditions of destination management perceptions. Overall, the findings of the empirical study revealed that most hypotheses were insignificant. Specifically, for Hypotheses 1 and 2, the relationship between residents' attitudes to the negative impact of tourism on emotional exhaustion and psychological well-being provided no significant results. Thus, refuting Hypothesis 1 and 2 for the current study. Similarly, for Hypothesis 3, there was not a significant effect between residents' emotional exhaustion and willingness to work in the hospitality industry, refuting Hypothesis 3. However, for Hypothesis 4, residents' psychological well-being has shown a positive influence on their willingness to work in the hospitality industry. Therefore, emotional exhaustion and psychological well-being were not significant mediators for the current study.

The current study also attempted to explore the following relationships further by evaluating boundary conditions of residents' destination management perceptions in attempts to strengthen the relationship between variables. However, residents' destination management perceptions were not a significant moderator between residents' attitudes toward tourism and both emotional exhaustion and psychological well-being. Therefore, Hypotheses 5 and 6 were refuted. On the other hand, the findings have indicated the direct effects of the residents' attitudes to the negative impact of tourism on willingness to work in the hospitality industry to be significant. As well-being, emotional exhaustion, and destination management perceptions have

been found to be significant mechanisms in past research, these variables should be retested in future studies to further understand the impacts clearly (Garcia-Buades et al., 2022; Uysal et al., 2020; Walmsley et al., 2022).

5.1 Theoretical Implications

The current study's main theoretical contribution was to explore residents' willingness to work in the hospitality industry while evaluating residents' perceptions of the negative impacts of tourism. While multiple prior studies have shown how the negative impacts of tourism have affected residents' tourism perceptions (Almeida-Garcia et al., 2016; Kim & Kang, 2020; Mihalic & Kuscer, 2022), little is known as to how these affected residents' tourism perceptions may have an influence on their desirability to work in the hospitality industry. The current study also evaluated emotional exhaustion and psychological well-being as mediating variables between the aforementioned relationships. Being one of the most important stakeholders in destinations, residents' understanding of tourism development has been shown to be a significant factor that influences their overall perceptions of local tourism in previous research (Garcia-Buades et al., 2022; Uysal et al., 2020). However, residents' destination management perceptions did not strengthen or weaken the relationship between attitude toward tourism and the proposed mediators in the current study. Suppose residents' attitudes to the negative impact of tourism continue to influence residents' daily lives, their perceptions about tourism development could influence their emotional exhaustion and psychological well-being decreasing their willingness to work in the hospitality industry. Thus, based on the findings from the current study, the understanding of the tourism area life cycle model should investigate additional variables and retest the variables explored here, aiming to explore specific residents' outcome.

Unlike our prediction, the results demonstrated that the negative effects of tourism had no significant impact on either emotional exhaustion or psychological well-being. Along with this, residents' destination management perception also provided no significant impact as a moderator in the proposed model. First, analyzing Hypothesis 1 and 2, residents' attitudes to the negative impact of tourism had no influence on both emotional exhaustion and psychological well-being. Prior empirical literature identified emotional exhaustion and psychological well-being to be significant as unsustainable concerns of tourism and pressure triggers individuals' negative emotions and lead to emotional exhaustion or psychological well-being (Ariza-Montes et al., 2019; Kim et al., 2013; Liu et al., 2022). Potentially, differences in living conditions, cultures, and tourism regulations in different destinations may change residents' tourism perceptions (Ardichvili et al., 2010; Garcia et al., 2014; Seraphin et al., 2018), which could lead to different levels of emotional exhaustion and well-being. Therefore, advancing future studies through use of qualitative study to identify individual residents' perceptions through in-depth data collection methods can be proven to be effective. Also, perhaps using residents' personal lives alone may have been inefficient in comparing and measuring residents' perceptions of the hospitality industry to their willingness to work in the hospitality industry. As the majority of residents participating in the current study were shown to be non-hospitality workers, the different levels of tourism awareness may be a high factor as to why both variables were ineffective.

Second, analyzing Hypotheses 3 and 4, emotional exhaustion and psychological well-being provided mixed results. Through Hypothesis 3, emotional exhaustion provided no significance to residents' willingness to work in the hospitality industry. Prior empirical literature identifies residents' emotional exhaustion caused from unsustainable tourism practices to be one of the potential causes of the decrease in their support for the hospitality industry and tourism

development (Liu et al., 2022; Woo et al., 2022). To better understand the triggering effect of residents' level of willingness to work in the hospitality industry caused by negative tourism perceptions, other psychological aspects could provide better alternative variables to further advance the current study. Psychological aspects relating to stress, quality of life and other psychological influences, which could be found more easily in daily lives could potentially provide more relevant results. Unlike other hypotheses, Hypothesis 4 was able to provide accurate predictions as the direct relationship between psychological well-being on residents' willingness to work in the hospitality industry was found to be significant. Thus, the current study was able to confirm that psychological well-being had a significant effect on residents' willingness to work in the hospitality industry.

Finally, analyzing Hypotheses 5 and 6, residents' destination management perceptions overall proved to have inefficient moderating effect for the current study. While prior literature has found that destination management can determine residents' quality of life and their level of tourism perceptions (Mihalic & Kuscer, 2022), the variable has shown no significance to the current study. Potentially, the differences in locations mentioned in Hypotheses 1 and 2 can be applied to the reasons of ineffective variable. Specifically, depending on the level of tourism activity occurring within destinations and tourism perceptions, residents may not have had sufficient information about how tourism is managed in their cities. The lack of information on tourism development and strategies may leave residents unaware, which can be a cause of insignificant data. Thus, other moderating variables, such as tourist behavior could improve future literature (Chowdhury et al., 2020; Garcia-Buades et al., 2022).

While not specifically included in the current study, the direct relationship between residents' attitudes to the negative impact of tourism on willingness to work in the hospitality

industry has been supported. The relationship between those variables can be confirmed effective and is key to advancing the literature on the impacts of tourism on residents. While multiple empirical studies have used social exchange theory and tourism area life cycle model to explore the effects of tourism on residents (Rasoolimanesh et al., 2015; Muler Gonzalez et al., 2018; Woo et al., 2022), the current study goes beyond and adds a new variable (willingness to work for the industry), that can significantly impact tourism success in destinations. Without residents' support and their experience in the workforce, it may negatively impact tourism perceptions of destinations.

As this study is considered one of the earliest forms of research topics in evaluating willingness to work for the hospitality industry with perceptions about the negative impacts of tourism, the chosen mechanisms were limited. Therefore, integrating more variables could further expand the topic at hand greatly in the future. As signs of residents' negative tourism perceptions are shown to increase as they begin to feel the pressure of high cost and low benefits in tourism, this direct relationship can be aligned with previous literature's evidence based on tourism area life cycle model and social exchange theory (Garcia-Buades et al., 2022; Kim & Kang, 2020; Woo et al., 2022). However, as each destination tends to be different, the tourism area life cycle model may not be as efficient while evaluating certain destinations' aspects. Implementing different theories related to tourism sustainability may be an alternative (Nunkoo & Gursoy, 2012; Woo et al., 2022).

5.2 Practical Implications

The current study adds to the conceptual knowledge of tourism, which could assist professionals working in the hospitality and tourism industry and destinations' local governments in improving current tourism conditions. Although most of the results from the current study are

insignificant, the practitioners may still use the current study to influence residents' awareness of tourism activities and evaluate current unsustainable tourism issues occurring within destinations. Especially, as the relationship between residents' attitudes to the negative impact of tourism on their willingness to work in the hospitality industry was significant, the industry and the destination need to acknowledge the issue and provide probable improvement to further advance. Accounting residents' perspectives on unsustainable tourism can help both the industry and local government in improving tourism development and maintaining an even balance of the cost and benefits of tourism impacts (Berselli et al., 2022; Garcia-Buades et al., 2022; Jaafar et al., 2017). Moreover, by being on the same page with a communicative environment, residents' feedback could provide industry and local governments with their tourism perspectives more freely and effectively (Almedia et al., 2016; Kim et al., 2023; Woo et al., 2015). Such a measure could further improve the tourism experience for both tourists and residents evenly (Kim et al., 2023; Szromek et al., 2020). This progress could positively impact residents' willingness to work in the hospitality industry due to a decrease in the possible negative impact of tourism which could lead to an increase in residents' tourism support (Garcia-Buades et al., 2022; Nunkoo & Gursoy, 2012; Woo et al., 2022). As Hypothesis 4 was able to be supported, positive psychological well-being could lead to an increase in residents' willingness to work in the hospitality industry.

Additionally, practitioners could also monitor the level of unsustainable tourism issues occurring in the city and help focus their efforts on managing residents' tourism perceptions and, consequently, improve their quality of life effectively (Mihalic & Kuscer, 2022; Uysal et al 2020). Providing different opportunities to prioritize residents' benefits and advantages could provide active support and cooperation in reducing unsustainable tourism (Gursoy et al., 2019;

Kim et al., 2020; Tokarchuk et al., 2017). These new opportunities could greatly diminish residents' negative tourism perceptions and experiences, which could improve the industry's credibility.

Moreover, identifying the problem at hand could ultimately expand hospitality employment in local markets (Walmsley et al., 2022). By mitigating any unsustainable tourism practices that could lead to increasing residents' negative tourism perceptions, the industry may attract younger generations to enter the industry effectively (Goh & Lee, 2018; Walmsley et al., 2022). Especially, by providing different benefits, and building high credibility with the locals through improving local sustainability together, younger generations could be more willing to learn and work for the hospitality industry.

5.3 Limitations and Future Research

The current study has its limitations. First, due to the fact that the data is cross-sectional, the study could not establish cause and effect relationships as well as analyze behavior over time. The topic of residents' attitudes to the negative impact of tourism and hospitality employment should be monitored over time and rely on periodical data collection in the future. Second, the current study used limited data due to the destinations selected and the type of data collection established. Cultural components in certain specific cities in the U.S. are solely found in those cities rather than other destinations. Especially, having diverse local government management and standards, different types of tourism, and differences in culture could have affected this study's results. Different contextual factors could be further explored in future studies. Therefore, other cities within the U.S. can be integrated in future studies. Third, the current study provided limited results regarding both direct, indirect, and moderating relationships when identifying residents' attitudes to the negative impact of tourism on willingness to work in the hospitality

industry. Other contextual factors may provide more relevant insights, such as identifying local and tourist interactions, or changes in their quality of life over time (Almedia-Garcia et al, 2016; Moreira-Gregori et al., 2022). In addition, rather than using situational effects such as emotional exhaustion as a variable, implementing longer lasting psychological variables may provide better results in future studies. Future studies could also measure destination management perceptions in a more detailed way, aiming to better grasp residents knowledge about their own destination tourism management. Fourth, while the sample size of this study was enough according to commonly used rule of thumbs determined by number of scale items used to achieve statistical power (Hair et al., 2016), still the sample could be larger to better evaluate the relationships of interest. Finally, as the current study has used Prolific to collect data, limitations of online data collection should be recognized. While large quantities of data are accessible compared to other sources, certain aspects of structure and limited accessibility during the data collection process in Prolific or other data companies could be limiting for the current study (Peer et al., 2022).

Appendices

Appendix A. IRB Protocol Approval



ORI-HS, Exempt Review
Exempt Notice

DATE: January 9, 2024

TO: Renata Fernandes Guzzo

FROM: Office of Research Integrity - Human Subjects

PROTOCOL TITLE: UNLV-2023-706 Passing on the opportunity: The impact of the high cost of tourism on residents' willingness to work in the hospitality industry.

SUBMISSION TYPE: Initial

ACTION: Exempt

REVIEW DATE: January 9, 2024

REVIEW TYPE: EXEMPT

REVIEW CATEGORY: Category 2.(i). Research that only includes interactions involving educational tests (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures, or observation of public behavior (including visual or auditory recording) if at least one of the following criteria is met:

The information obtained is recorded by the investigator in such a manner that the identity of the human subjects cannot readily be ascertained, directly or through identifiers linked to the subjects;

This memorandum is notification that the protocol referenced above has been reviewed as indicated in Federal regulatory statutes 45 CFR 46 and deemed exempt under Category 2.(i). Research that only includes interactions involving educational tests (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures, or observation of public behavior (including visual or auditory recording) if at least one of the following criteria is met:

The information obtained is recorded by the investigator in such a manner that the identity of the human subjects cannot readily be ascertained, directly or through identifiers linked to the subjects;

PLEASE NOTE:

Upon final determination of exempt status, the research team is responsible for conducting the research as stated in the exempt application reviewed by the ORI – HS, which shall include using the most recently submitted Informed Consent/Assent and recruitment materials.

If your project involves paying research participants, it is recommended to contact HSComp@unlv.edu to ensure compliance with the Policy for Incentives for Human Research Subjects.

Any changes to the application may cause this study to require a different level of review. Should there be any change to the study, it will be necessary to submit a **Modification** request for review. No changes may be made to the existing study until modifications have been approved/acknowledged.

All **unanticipated problems** involving risk to subjects or others, and/or **serious and unexpected adverse events** must be reported promptly to this office.

Any **non-compliance** issues or **complaints** regarding this protocol must be reported promptly to this office.

Please remember that all approvals regarding this research must be sought prior to initiation of this study (e.g., IBC, COI, Export Control, OSP, Radiation Safety, Clinical Trials Office, etc.).

If you have questions, please contact the Office of Research Integrity - Human Subjects at IRB@unlv.edu or call 702-895-2794. Please include your study title and study ID in all correspondence.

Office of Research Integrity - Human Subjects
4505 Maryland Parkway . Box 451047 . Las Vegas, Nevada 89154-1047
(702) 895-2794 . IRB@unlv.edu

Appendix B. Consent Form 1

**RESEARCH STUDY
INFORMATION SHEET
HOSPITALITY COLLEGE**

TITLE OF STUDY: Passing on the opportunity: The impact of the high cost of tourism on residents' willingness to work in the hospitality industry.

INVESTIGATOR(S) AND CONTACT PHONE NUMBER: Sang Hyun Oh, (702) 908-3599, ohs1@unlv.nevada.edu; Dr. Renata Fernandes Guzzo, (702) 895-5870, renata.fernandesguzzo@unlv.edu

Purpose of the study:

The purpose of this study is to explore the impact of tourism on residents' willingness to work in the hospitality industry.

Participants:

You will be asked to participate in the study when fulfilling 3 criteria: 1) you are 18 years old or above; 2) you currently reside in the selected states within the U.S.; 3) you are fluent in English.

Procedures:

If you volunteer to participate in this study, you will be asked to do the following: Complete a short 1-min online survey. If you are eligible, you will be invited to participate in a 10-min main survey in another moment.

Benefits of participation:

There may not be a direct benefit to you as a participant in this study. However, this study will help promote the understanding of the impact of tourism on hospitality employment in the future.

Risks of Participation

There are risks involved in all research studies. This study may include only minimal risks. This research will not expose you to any discomfort, or stress beyond that which might normally occur during a typical day. There are no right or wrong answers; thus, you need not be stressed about finding a correct answer.

Cost/ Compensation:

There may not be a financial cost to you to participate in this study. The survey will take 1 minute of your time.

You *will* be compensated for your time. The participants will be receiving \$0.20 for participation through Qualtrics after the end of the survey.

Confidentiality:

All information gathered in this study will be kept as confidential as possible. No reference will be made to written or oral materials that could link you to this study. Individual and group responses will not be shared with any students for any reason. All records will be stored in a locked facility at UNLV for 10 years after completion of the study. After the storage time, the information gathered will be destroyed.

Voluntary Participation

Your participation in this study is voluntary. You may refuse to participate in this study or in any part of this study. You may withdraw at any time without prejudice to your relations with UNLV. You are encouraged to ask questions about this study at the beginning or any time during the research study. Your participation in this study will not affect your employment, social status, or relationships.

Question/ contact

For questions regarding this study, please contact the principal investigators Dr. Renata Fernandes Guzzo at renata.fernandesguzzo@unlv.edu.

For questions regarding the rights of research subjects, any complaints, or comments regarding the manner in which the study is being conducted you may contact **the UNLV Office of Research Integrity – – Human Subjects at 702-895-0020, or via email at IRB@unlv.edu.**

Participant Consent:

I have read the above information and agree to participate in this study. I am at least 18 years of age. A copy of this form has been given to me.

- I accept and want to participate in this study.
- I reject and do not want to participate in this study.

Appendix C. Survey 1

Screening questions:

1. How old are you? (Sliding numerical scale in years 0-100).
 - a. Inclusion criteria: must be 18+.
2. Which U.S. states do you current reside in? (Drop down choice menu: list of 50 states)
 - a. Inclusion criteria: must currently reside in either in New York, Florida, California, Nevada, Illinois, and Washington D.C.
3. Do you currently reside in an urban city? (Multiple choice options: 1 = Yes, 2 = No)
 - a. Inclusion criteria: Yes
4. If so, where do you currently reside? (Drop down choice menu 1= New York, 2 = Chicago, 3 = Las Vegas, 4 = Miami, 5= Washington D.C., 6 = Orlando, 7 = San Francisco, 8 = Los Angeles, 9 = others)
 - a. Inclusion criteria: must currently reside either in New York, Miami, Orlando, Los Angeles, San Francisco, Las Vegas, Chicago, and Washington D.C.
5. Which of the following languages are you fluent in? (Multiple choice options: 1 = English, 2 = Spanish, 3 = Mandarin, 4 = French, 5 = others)
 - a. Inclusion criteria: must pick English as one of the fluent languages.

Demographics questions:

1. What gender do you self-identify as? (Multiple choice options: 1 = Male, 2 = Female, 3 = Non-Binary).
2. Do you currently or in the past have experience in working in the tourism or hospitality industry? (Multiple choice options: 1 = Yes, 2 = No).

After screening and consent have been completed on the survey, the participants will be moved on to second (main) survey.

Appendix D. Consent Form 2

**RESEARCH STUDY
INFORMATION SHEET
HOSPITALITY COLLEGE**

TITLE OF STUDY: Passing on the opportunity: The impact of the high cost of tourism on residents' willingness to work in the hospitality industry.

INVESTIGATOR(S) AND CONTACT PHONE NUMBER: Sang Hyun Oh, (702) 908-3599, ohs1@unlv.nevada.edu; Dr. Renata Fernandes Guzzo, (702) 895-5870, renata.fernandesguzzo@unlv.edu

Purpose of the study:

The purpose of this study is to explore the high cost of tourism impact on residents' willingness to work in the hospitality industry.

Participants:

You will be asked to participate in the study when fulfilling 3 criteria: 1) you are 18 years old or above; 2) you currently reside in the selected states within the U.S.; 3) you currently reside in the top 6 most cities in U.S. urban cities (New York, Miami, Orlando, Los Angeles, San Francisco, Las Vegas, Chicago, and Washington D.C.); 4) you are fluent in English.

Procedures:

If you volunteer to participate in this study, you will be asked to do the following: Complete a 10-min online survey.

Benefits of participation:

There may not be a direct benefit to you as a participant in this study. However, this study will help promote the understanding of the impact of high cost of tourism on hospitality employment in the future.

Risks of Participation

There are risks involved in all research studies. This study may include only minimal risks. This research will not expose me to any discomfort, or stress beyond that which might normally occur during a typical day. There are no right or wrong answers; thus, you need not be stressed about finding a correct answer.

Cost/ Compensation:

There may not be a financial cost to you to participate in this study. The study will take 10 minutes of your time.

You *will* be compensated for your time. The participants will be receiving \$ 2.00 for participation after completing the 10-minute survey through Qualtrics after the end of the survey.

Confidentiality:

All information gathered in this study will be kept as confidential as possible. No reference will be made in written or oral materials that could link you to this study. Individual and group responses will not be shared with any students for any reason. All records will be stored in a locked facility at UNLV for 10 years after completion of the study. After the storage time, the information gathered will be destroyed.

Voluntary Participation

Your participation in this study is voluntary. You may refuse to participate in this study or in any part of this study. You may withdraw at any time without prejudice to your relations with UNLV. You are encouraged to ask questions about this study at the beginning or any time during the research study. Your participation in this study will not affect your employment, social status, or relationships.

Question/ contact

For questions regarding this study, please contact the principal investigators Dr. Renata Fernandes Guzzo at renata.fernandesguzzo@unlv.edu.

For questions regarding the rights of research subjects, any complaints, or comments regarding the manner in which the study is being conducted you may contact **the UNLV Office of Research Integrity – – Human Subjects at 702-895-0020, or via email at IRB@unlv.edu.**

Participant Consent:

I have read the above information and agree to participate in this study. I am at least 18 years of age. A copy of this form has been given to me.

- I accept and want to participate in this study.
- I reject and do not want to participate in this study.

Appendix E. Survey 2

Screening questions:

1. How old are you? (Sliding numerical scale in years 0-100)
 - a. Inclusion criteria: must be 18+.
2. Which U.S. states do you current reside in? (Drop down choice menu: list of 50 states)
 - a. Inclusion criteria: must currently reside in either in New York, Florida, California, Nevada, Illinois, and Washington D.C.
3. Do you currently reside in an urban city? (Multiple choice options: 1 = Yes, 2 = No)
 - a. Inclusion criteria: Yes
4. If so, where do you currently reside? (Drop down choice menu 1= New York, 2 = Chicago, 3 = Las Vegas, 4 = Miami, 5= Washington D.C., 6 = Orlando, 7 = San Francisco, 8 = Los Angeles, 9 = others)
 - a. Inclusion criteria: must currently reside either in New York, Miami, Orlando, Los Angeles, San Francisco, Las Vegas, Chicago, and Washington D.C.
5. Which of the following languages are you fluent in? (Multiple choice options: 1 = English, 2 = Spanish, 3 = Mandarin, 4 = French, 5 = others)
 - a. Inclusion criteria: must pick English as one of the fluent languages.

Main questions:

Indicate to what extent you agree or disagree to each item below (1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree).

1. In general, I am satisfied with residents' involvement and influence in tourism planning and development.
2. I am willing to work for the hospitality industry.

3. I would be very happy to spend the rest of my working years (till retirement) in the hospitality industry.
4. I see myself as having a future in the hospitality industry.
5. I have never thought of working for the hospitality industry.
6. It is unlikely that I will actively look for a job in the hospitality industry.

Rate the extent to which you felt the statements below in the past 30 days (1 = none of the time, 2 = a little of the time, 3 = some of the time, 4 = most of the time, 5 = all of the time).

3. I feel so depressed that nothing could cheer me up.
4. I feel hopeless.
5. I feel restless or fidgety.
6. For quality purposes, please select “all of the time”.
7. I feel that everything was an effort.
8. I feel worthless.
9. I feel nervous.

Rate the extent to which you usually feel the statements below (1= none of the time, 2 = a little of the time, 3= some of the time, 4= most of the time, 5 = all of the time).

1. I have felt cheerful and been in good spirit.
2. I have felt calm and relaxed.
3. I have felt active and vigorous.
4. I have woken up feeling fresh and rested.
5. My daily life has been filled with things that interest me.

Indicate your perception towards destination management in the city that you are residing in (1 = strongly disagree, 2 = disagree, 3= neutral, 4 = agree, 5 = strongly agree)

1. The city has a good organization that supports tourism development.
2. The public institute of city tourism has a well-designed, resident-friendly tourism development strategy.
3. In general, I am satisfied with residents' involvement and influence in tourism planning and development.

Indicate to what extent you agree or disagree to each item below (1 = complete disagreement, 2 = slight disagreement, 3 = undecided, 4 = slight agreement, 5 = strong agreement).

1. Tourism increases the price of housing.
2. Tourism increases the cost of living.
3. For quality purposes, please select "complete disagreement".
4. Tourism generates employment instability.
5. Tourism increases drugs and alcohol.
6. Tourism causes more crime.
7. Tourism produces more congestion, accidents, and parking problems.
8. Tourism generates loss or change of our festivals and traditions.
9. Tourism increases pollution, noise, garbage, etc.
10. Tourism deteriorates the natural environment.
11. There are too many people in the current city where I reside.

Demographic questions:

1. What gender do you self-identify as? (Multiple choice options: 1 = Male, 2 = Female, 3 = Non-Binary).

2. What race do you identify as? (Select all that apply: 1 = White (Non-Hispanic), 2 = Hispanic or Latino(a), 3 = Black or African American, 4 = Asian, 5 = American Indian and Alaska Native, 6 = Native Hawaiian and Other Pacific Islander, 7 = Other).
3. Do you currently or in the past have experience in working in the tourism or hospitality industry? (Multiple choice options: 1 = Yes, 2 = No).
4. What is your annual household income? (Multiple choice options: 1 = \$0 - \$30,000, 2 = \$30,001 - \$60,000, 3 = \$60,001 - \$90,000, 4 = \$90,001 - \$120,000, 5 = \$120,001+).
5. What is the highest degree or level of school you have completed? (Drop down choices menus: 1 = Less than high school, 2 = High school graduate, 3 = Some college but no degree, 4 = 2 years associate degree, 5 = 4 year bachelor's degree, 6 = Master's degree, 7 = Doctorate, 8 = Prefer not to say)
6. How long have you been living in the city? (Sliding numerical scale in years 0-100).

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