



UNIVERSIDAD DE MÁLAGA

FACULTAD DE TURISMO

Programa de Doctorado Interuniversitario en Turismo (INT)

Residents' Perspective of Tourism Development. The
Case of Petra, Jordan

TESIS DOCTORAL

Autor

Moayad Mohammad Salameh Alrwajfah

Directores

Dr. Fernando Almeida-García

Dr. Rafael Cortés-Macías


MÁLAGA, 2020





UNIVERSIDAD
DE MÁLAGA

AUTOR: Moayad Al Rwajfah Mohammad

 <http://orcid.org/0000-0001-9704-7734>

EDITA: Publicaciones y Divulgación Científica. Universidad de Málaga



Esta obra está bajo una licencia de Creative Commons Reconocimiento-NoComercial-SinObraDerivada 4.0 Internacional:

<http://creativecommons.org/licenses/by-nc-nd/4.0/legalcode>

Cualquier parte de esta obra se puede reproducir sin autorización pero con el reconocimiento y atribución de los autores.

No se puede hacer uso comercial de la obra y no se puede alterar, transformar o hacer obras derivadas.

Esta Tesis Doctoral está depositada en el Repositorio Institucional de la Universidad de Málaga (RIUMA): riuma.uma.es

TESIS DOCTORAL

Moayad Mohammad Alrwajfah



UNIVERSIDAD
DE MÁLAGA

2020





Facultad de Turismo
UNIVERSIDAD DE MÁLAGA

Dr. Fernando Almeida-García y Dr. Rafael Cortés Macías, Profesores Titulares de la Universidad de Málaga,

CERTIFICAN:

Que la memoria presentada por D. Moayad Mohammad Salameh Alrwajfah, con el título "Residents' Perspective of Tourism Development. The Case of Petra, Jordan", ha sido realizada bajo nuestra dirección, reuniendo a nuestro juicio los requisitos necesarios para optar al grado de Doctor por la Universidad de Málaga, por lo que autorizo su presentación.

Asimismo, informo que las publicaciones que avalan la tesis no han sido publicadas en tesis anteriores.

Y para que así conste, firmamos el presente certificado.

Fdo.: Fernando Almeida-García
Profesor Titular
Departamento de Geografía
Universidad de Málaga

Fdo.: Rafael Cortés-Macías
Profesor Titular
Departamento de Geografía
Universidad de Málaga

En Málaga, a 17 de febrero de 2020



DECLARACIÓN DE ORIGINALIDAD

D. Moayad Mohammad Salameh Alrwajfah

Estudiante del programa de doctorado INTERUNIVERSITARIO EN TURISMO (INT) de la Universidad de Málaga, autor de la tesis, presentada para la obtención del título de doctor por la Universidad de Málaga, titulada: RESIDENTS' PERSPECTIVE OF TOURISM DEVELOPMENT. THE CASE OF PETRA, JORDAN, Y realizada bajo la tutorización de Dr. Fernando Almeida-García y dirección de Dr. Fernando Almeida-García y Dr. Rafael Cortés-Macías,

DECLARO QUE:

La tesis presentada es una obra original que no infringe los derechos de propiedad intelectual ni los derechos de propiedad industrial u otros, conforme al ordenamiento jurídico vigente (Real Decreto Legislativo 1/1996, de 12 de abril, por el que se aprueba el texto refundido de la Ley de Propiedad Intelectual, regularizando, aclarando y armonizando las disposiciones legales vigentes sobre la materia), modificado por la Ley 2/2019, de 1 de marzo.

Igualmente asumo, ante a la Universidad de Málaga y ante cualquier otra instancia, la responsabilidad que pudiera derivarse en caso de plagio de contenidos en la tesis presentada, conforme al ordenamiento jurídico vigente.

Fdo.: Moayad Mohammad Salameh Alrwajfah

En Málaga, a 17 de febrero de 2020



I. DEDICATION

اللهم اجعل هذا العمل خالصا لوجهك الكريم ومنفعه للناس جميعا

الى عائلتي ،،

الى ابي وامي اللذان علماني الاخلاق والقيم، علماني المكافحه والصبر، علماني الايمان وال تقوى. لا تكفي الاوراق الموجوده في العالم لاكتب ما هم عليه من حسن الاخلاق والمعامله، ما هم عليه من صدق وأمانه، ما هم عليه من تصميم وكفاح، ما هم عليه من اجمل ما يتصف ف به البشر..... ما انا عليه الان يرجع كله لما علماني اياه وربباني عليه.....

الي اخي سلطان الذي دائما ينصحني ويدعمني ويساعدني. هو المرشد الصارم والاخ الحنون، هو المثل الاعلى للاخ العصامي، المكافح والشهم....

الى اختي الحبيبه هيا، التي كانت وما زالت دائما بجانبني، هي واطفالها، قره عيني أسيل، عيد، عبدالله وتسليم. انتم الجانب المضيئ المفعم بالحياه والحب بالنسبة الي.....

الى اخي مهند، الذي دائما يؤمن بقدراتي ومواهبني، هو الاذن الصاغيه التي تسمع لي عندما لا اجد احدا، وهو القلب الذي يتسع الي همومي عندما ترميها علي امواج الحياه.....

الى أخي الحبيب معتز، الذي كان وما زال بجانبني دائما، الذي تعلمت منه الصدق والتصميم والعزيمه "معتز يا عز النزول ومن شافه همه يزول".....

الى هايدا.....



II. ACKNOWLEDGMENTS

This work has been actually life-changing and life-challenging experience, and it would not have been done without the help, support and guidance I received from many people, directly and indirectly. I know that my next words will not be equal to what I received from them; it is just like a drop of water in the Mediterranean.

First and foremost, I would like to express my deepest appreciation to my directors Dr. Fernando Almeida-García and Dr. Rafael Cortés-Macías for all the support and encouragement they gave me during almost four years. Without their guidance and constant assistance this investigation would not have been achievable. I remember when I started to work with them, they contained my basic knowledge of the research field, and they kept telling me 'you are going to make it'. I learned from them how to be an ideal professor.

I would like to extend my sincere thanks to the members of the University of Malaga, who were always kind and helpful with all matters. Especially members of the faculty of tourism and its dean Dr. Antonio Guevara Plaza. Names are too long to mention here, but I would like to thank the staff of the library, secretary and consulting office. I am also grateful to the all professors who created and working on the Inter-university Doctoral Program in Tourism for all their support to encourage all students of the program to make tourism better in the whole world. In here, I would like to express my special thanks to Dr. Fernando Vera Rebollo and his words in the annual meeting of the doctorate students in Alicante in 2017.

I would like to extend my sincere thanks to the members of the Petra Development and Tourism Region Authority and its Chief commissioner Dr. Suliman Alfarajat for their assistance before and during conducting this work. I can't leave the Petra region without thanking Dr. Sami Alhasanat, Dr. Husien Alhasanat, Talal Alfalahat for their assistance and encouragement.

I would also like to express my deepest gratitude to my Spanish family, who were there always for me, my stay in Malaga was like home, I received the warm of family union and emotions since I met them. Thanks to Abuela for here extreme kindness and generosity, thank you for your invitation to every Christmas eve and New Year eve every year. Thanks for Abuelo for his stories he was telling me. Thanks for Jesus for all his generous support and his good company in trekking. Thanks to Paqui, my first host, for here encouragement and helping. Special thanks for my first Spanish friend ever, Carlos De los Rios, for his generosity and helping. Huge thanks also for the rest of the family members Javi, Estrella, Meli, Samuel, Francisco, Nazarete, Anna and here brother.

Special thanks to my colleagues who make my life in Malaga easier and happier. First thank goes to Tomac, for his encouragement, I learned from him how friendship could be strong in distance, and I learned from him why desert is a clean place. Special thanks to Alfredo Mena Navarro for his encouragement and his wonderful conversations. Thanks should also go to

Jaime Ortega for his wonderful times, especially the Asturias food recipes, and for long and enjoyable conversation, we had. I very much appreciate the time I spent with Luis in the campus house, it was one of my greatest social experiment.

I would also like to extend my deepest gratitude to Ghiath Jresat and his mother for their warm hospitality and generosity. Thanks should also goes to Rakan Alabadi for his encouragement and advices.

And to everyone who help to make this investigation done.



When we love, we always strive to become better than we are. When we strive to become better than we are, everything around us becomes better too.

Paulo Coelho, *THE ALCHEMIST*

III. MOTIVATION

I always see myself as intellectually curious person, always looking for answers for social issues in my community, job and the world. Since I was little, my dream was to improve my society, volunteering in NGOs and in my school and help my family and friends to solve their problems. I was part of many community activities in my village, school and culture center. I was living in a small village 20 Km away from the main tourism destination in Jordan, but I was amazed how we cannot see any of these visitors. Therefore, I finished my B.A. in business administration and that gave me general knowledge in maximizing profits and problem solving, and I conducting a study related to the human resources in Marriott Hotel in Petra City. After I finished B.A. I could not wait to work in the tourism industry, I was eager to be involve in tourism activities in Petra. My first job was as a receptionist in Petra Palace Hotel, that I became more interested in all aspects of tourism.

I felt that I want different type of involving. I started to work with Petra Park, Jordan, which was my dream position, public relations, which I was responsible to help and guide visitors and coordinate with local tourism stakeholders to make the visit easy and enjoyable for our gusts. I learned so much every day while I was working, improving myself daily. After that, I enrolled in MBA program in Jordan, which was very interesting to improve my management skills and problem solving as I was dealing with administration issues in my job, with a deep feeling to continue my goal to improve and help my community.

After that I wanted to help my community in different way, so I decided to continue my studies in tourism, this ambition started when I met a PhD. Student from Slovakia, investigating the impact of tourism on Bedouin of Petra and Wadi Rum, his study was in area of anthropology, I helped him to make interviews and data collection. I enrolled in a PhD program in University of Malaga, I spent 4 remarkable years full of learning and discovering tourism field.

Choosing the Petra region for conducting this research was related to my place of living, in the village I grew up in, which I noticed always the absent of the tourism benefits for my family and people in my village.

Now my objective has been shaped, and I know what I am going to do for the rest of my life, investigating to make the world a better place for everyone thought tourism activity. This objective helps me to wake up every day for a noble reason, and makes me always looking high.



Tourism contains the seeds of its own destruction: tourism can kill tourism, destroying the very attraction visitors have come to experience.

Glasson et al. (1995, P.27)



IV. RESUMEN

El turismo ha llegado a casi todas las regiones del mundo y ha tenido un notable crecimiento en los países en desarrollo. Se ha convertido en una herramienta importante para el desarrollo de las comunidades anfitrionas y uno de los caminos preferidos por los gobiernos para generar crecimiento. A medida que los residentes de los destinos anfitriones se convierten parte del desarrollo, también influyen en los resultados de desarrollo.

Esta investigación evalúa los impactos del desarrollo turístico en función de las percepciones de los residentes en la región de Petra (Jordania). Para hacerlo, esta investigación primero examina el progreso del desarrollo turístico desde 1968, y cuál es el papel de la comunidad local en este proceso. Luego, se examinan las percepciones de los residentes con respecto al desarrollo y su impacto.

El objetivo principal de esta investigación es identificar la situación actual del desarrollo turístico y su impacto en las comunidades de la región de Petra. Particularmente es un análisis del desarrollo turístico y del papel de la comunidad local en la planificación turística. Además, es una exploración sobre la percepción de los residentes en torno a tres aspectos de los impactos del turismo (económico, sociocultural y ambiental), y sobre la evaluación de la gestión local que gestiona el desarrollo turístico en su región.

Esta investigación utiliza un método mixto para lograr su objetivo. Primero, una investigación cualitativa para evaluar el desarrollo turístico y el papel de los residentes en el proceso de planificación. Esto se ha realizado mediante un análisis del contenido de los documentos de planificación turística de la región durante 45 años, además se utiliza entrevistas en profundidad para explorar las percepciones de las mujeres sobre el impacto económico del turismo. En segundo lugar, se lleva a cabo una investigación cuantitativa para evaluar las percepciones de los residentes sobre los impactos del turismo y su satisfacción con la gestión local, esta investigación emplea un cuestionario aplicado a 470 residentes de todas las comunidades de la región.

La investigación incluye diversos artículos académicos publicados; cada publicación pretende dar respuesta a las preguntas y objetivos de una investigación. Los resultados muestran, en general la falta de integración de los residentes en el desarrollo turístico y la distribución desigual de los beneficios turísticos en la región (documentos 1 y 2). Los residentes no están satisfechos con la gestión del turismo en la región (documentos 3 y 4). Las variables sociodemográficas, el apego a la comunidad, el lugar de residencia y el contacto con los turistas influyen significativamente en las percepciones de los residentes (documentos 3 y 4). Se descubrió que las organizaciones locales desempeñan un papel relevante en los beneficios económicos del turismo, así como la participación de las mujeres en el sector turístico (documentos 4 y 5).

Este estudio proporciona una contribución útil para el conocimiento sobre las percepciones del turismo por parte de las comunidades locales, especialmente en los países musulmanes en desarrollo. Además, proporciona información para mejorar el desarrollo del turismo en la región de Petra. Se discuten sugerencias para futuros estudios en la región e implicaciones.

Palabras clave: región de Petra, percepciones de los residentes, impactos turísticos, desarrollo turístico.

FINANCIAMIENTO

ESTA INVESTIGACIÓN FUE FINANCIADA Y APOYADA POR:

- Instituto Universitario de Investigación de Inteligencia e Innovación Turística - **igt**, Facultad de Turismo, Universidad de Málaga.
- Spanish Government and the research project: "Transformations of the historical urban landscape induced by tourism: contradictions and controversies, government and local governance" (CSO2016-75470-R)/paitur-ciudad - 2017-2019).
- Research project Geographies of crisis: analysis of urban-tourist areas of the Balearic Islands, Costa del Sol and major tourist destinations in the Caribbean and Central America (CSO2012-30840), National Plan R+D, Ministry of Science and Innovation and the research programme of the University of Malaga, Andalucía Tech, Spain.

V. ABSTRACT

Tourism has reached almost all regions of the world, and has had a notable growth in development countries. It became an important tool to host communities' development and a preferable way of growth to governments. As the residents of the host destinations became also part of the development, they influenced by development's outcomes.

This investigation evaluates the impacts of tourism development based on the residents' perceptions in the Petra region, Jordan. To do so, this research first examine the tourism development's progress since 1968, and what is the role of local community in this process. Then, residents' perceptions were examined regarding the development and its impact.

The principle aim of this research id to identify the current situation of tourism development and its impact on the communities of the Petra region. in particular, it is an examination of the tourism development and the role of local community in tourism planning. Furthermore, it is an exploration of how residents' view three aspects of tourism impacts (economic, socio-culture and environment), and how they evaluate the local management administer the tourism development in their region.

This research utilized mixed method to achieve its objective. First, qualitative research used to evaluate the tourism development and the role of residents in planning process. This involved a content analysis of the tourism planning documents of the region over 45 years, moreover, in-depth interviews were used to explore the women's perceptions regarding economic impact of tourism. Second, quantitative research was used to evaluate the residents' perceptions of the tourism impacts and their satisfaction with local management, this research used a questionnaire method deployed in all region's communities to 470 residents.

The research involves published academic articles, each publication seeks to accomplish a research's question/s and objective/s. The results show, generally, lack of residents' integration in tourism development and unequal distribution of tourism benefits in the region (Paper 1 and 2). Residents are not satisfied with the tourism management in the region (paper 3 and 4). Sociodemographic variables, community attachment, place of living and contact with tourists significantly influence the residents' perceptions (Paper 3 and 4). Local organizations found to be playing an important role in economic benefits of tourism and females' involvement in tourism sector (paper 4 and 5).

This study makes a useful contribution to the body of knowledge on hosts' perceptions of tourism especially in developing Muslim countries. Also, provides insights to enhance the tourism development in the Petra region. Suggestions for future studies in the region and possible implications are discussed.

Keywords: Petra region, residents' perceptions, tourism impacts, tourism development.



VI. PUBLICACIONES DEL DOCTORANDO

Los artículos que avalan la tesis por compilación y que a continuación se presentan, cumplen las normas del Programa de Doctorado Interuniversitario en Turismo, las normas reguladoras de los estudios de doctorado de la Universidad de Málaga (artículo 21) y los criterios de la Agencia Nacional de Evaluación de la Calidad y Acreditación (ANECA)

PUBLISHED JOURNAL ARTICLES

1. **Alrwajfah, M., Almeida-García, F., & Cortés-Macías, R. (2020).** Females' perspectives on tourism's impact and their employment in the sector: The case of Petra, Jordan. *Tourism Management*, 78, 104069, <https://doi.org/10.1016/j.tourman.2019.104069>

The image shows a screenshot of a journal article page. At the top, it says "Tourism Management 78 (2020) 104069". Below that, there is a navigation bar with the Elsevier logo, the text "Contents lists available at ScienceDirect", the journal title "Tourism Management", and the journal homepage URL "http://www.elsevier.com/locate/tourman". The main title of the article is "Females' perspectives on tourism's impact and their employment in the sector: The case of Petra, Jordan." The authors listed are Moayad Mohammad Alrwajfah^{a,*}, Fernando Almeida-García^b, and Rafael Cortés-Macías^b. Below the authors, there are footnotes for their affiliations: ^a Faculty of Tourism, University of Malaga, Campus de Teatinos, 29071, Malaga, Spain; and ^b Department of Geography, Faculty of Tourism, University of Malaga, Campus de Teatinos, 29071, Malaga, Spain. The article is categorized as a "Research note". There is a "Check for updates" button. The abstract section is titled "ARTICLE INFO" and "ABSTRACT". The abstract text reads: "This study aims to explore the trend towards gender equality in the tourism sector of the Petra region, Jordan. To do so, a mixed methods design including a questionnaire and in-depth interviews was employed for female residents of rural and urban areas in the region. The results show that women do not have favourable view of tourism's economic impacts and that several barriers exist to their employment in the tourism sector. The findings' implications and future studies are addressed."

Figure 1: Tourism management publication (Paper 5).

2. Alrwajfah, M., Almeida-García, F., & Cortés-Macías, R. (2019). Residents' Perceptions and Satisfaction toward Tourism Development: A Case Study of Petra Region, Jordan. *Sustainability*, 11(7), 1907. MDPI AG. Retrieved from <http://dx.doi.org/10.3390/su11071907>





sustainability



Article

Residents' Perceptions and Satisfaction toward Tourism Development: A Case Study of Petra Region, Jordan

Moayad Mohammad Alrwajfah ^{1,*} , Fernando Almeida-García ²  and Rafael Cortés-Macías ²

¹ Faculty of Tourism, University of Malaga, Campus de Teatinos s/n, 29071 Malaga, Spain

² Department of Geography, Faculty of Tourism, University of Malaga, Campus de Teatinos s/n, 29071 Malaga, Spain; falmeida@uma.es (F.A.-G.); rcortes@uma.es (R.C.-M.)

* Correspondence: moayadrwajfah@uma.es

Received: 20 February 2019; Accepted: 26 March 2019; Published: 30 March 2019




Abstract: This study investigates whether local residents' sociodemographics and community attachment can influence their perceptions toward the impact of tourism (economic, environmental, and sociocultural effects) and, further, whether these perceptions influence their satisfaction with local tourism management. The perceptions of 467 residents were surveyed from six communities in the region of Petra, Jordan. The results of a regression analysis indicate that the respondents' sociodemographics and community attachment influence their perceptions of the impacts of tourism. Gender and distance from tourist sites are found to be very important factors that influence local residents' perceptions. In addition, the perceived economic impact is the most important aspect for these respondents, and perceived negative impacts do not significantly influence their satisfaction. Suggestions for future studies in the region and possible implications are discussed.

Keywords: residents' perceptions; community attachment; community satisfaction; socio-demographic characteristics; Petra

Figure 2: Sustainability publication (Paper 3).

3. Alrwajfah, M. M., Almeida-García, F., & Cortés-Macías, R. (2019). International aid to tourism planning and stakeholder participation in the Petra region. *Cogent Social Sciences*, 1616362. <https://doi.org/10.1080/23311886.2019.1616362>

Alrwajfah et al., *Cogent Social Sciences* (2019), 5: 1616362
<https://doi.org/10.1080/23311886.2019.1616362>




Received: 21 January 2019
 Accepted: 01 May 2019
 First Published: 07 May 2019

*Corresponding author: Moayad Mohammad Alrwajfah, Faculty of Tourism, University of Malaga, Málaga
 E-mail: moayadrwajfah@gmail.com

Reviewing editor:
 Willem Coetzee, Department of Tourism, University of Otago, Dunedin, New Zealand

Additional information is available at the end of the article



SPORT, LEISURE & TOURISM | RESEARCH ARTICLE

International aid to tourism planning and stakeholder participation in the Petra region

Moayad Mohammad Alrwajfah^{1*}, Fernando Almeida-García¹ and Rafael Cortés-Macías¹


Abstract: This study calls into question whether international aid agencies have involved relevant stakeholders in the tourism development planning process of the Petra region. The paper determines the advantages of the stakeholders' participation in the tourism planning and development process by reviewing related literature; then, an intensive desk research has been performed to the localization of the study, to establish a platform to answer the study's question. The study relies on a qualitative data analysis, by conducting a deductive direct content analysis of the planning documents of the Petra region throughout the period of 1968–2014. Inviting the international organization to address development plans did not help the region's stakeholders to reap the rewards, because the stakeholders did not participate effectively in the planning process. Moreover, the study revealed several barriers to stakeholders' participation in the region. This study contributes to the advantages of the stakeholders' integration in the tourism development planning process also it sheds the light on different barriers to tourism planning.

Subjects: Development Studies, Environment, Social Work, Urban Studies; Social Sciences; Tourism, Hospitality and Events; Tourism Planning and Policy

Keywords: Stakeholders' participation; planning process; Petra region; international aid; tourism planning

1. Introduction

In recent decades, different approaches have been adopted in tourism planning. Forms of planning that are based on the community-based development have been particularly popular (Dutra, Haworth, & Taboada, 2011). Tourism planning today is increasingly expected to involve both the




Moayad Mohammad Alrwajfah


ABOUT THE AUTHOR

Moayad Mohammad Alrwajfah is a tourism researcher and doctoral candidate at the University of Malaga (Spain). He holds a master degree in business administration (MBA) from Mutah University (Jordan). His research interests concentrate on community-based tourism management. His works focus on the societies and their culture as the key of future tourism, by investigating sustainable tourism development, community-based tourism and tourism impacts. He approached these concepts from his field of work in Petra, Jordan.

PUBLIC INTEREST STATEMENT

This paper is a part of the greater effort of investigating the impact of tourism on the local community of the Petra region, Jordan. The purpose of this study, to our research, is to revise the tourism development in the region and to shade the light of the importance of integrating the stakeholders in the planning process. In the case of the Petra region, international agencies were invited to formulate development plans, it was found that the plans did not effectively involve the relative stakeholders. However, there are barriers stood between the integration and the involvement, such as the lack of local expertise and financial funding.





© 2019 The Author(s). This open access article is distributed under a Creative Commons Attribution (CC-BY) 4.0 license.

Page 2 of 21

Figure 3: Cogent social science publication (Paper 2).

JOURNAL MANUSCRIPTS UNDER REVIEW

4. Local management dilemma of tourism impacts in Petra region, World Heritage Site, Jordan: A Residents perspective.

Under revision with the International Journal of Hospitality and Tourism Administration.

PUBLISHED INTERNATIONAL CONFERENCE PAPER

5. **Alrwajfah, M. M., Almeida-García, F., & Cortés-Macías, R. (2017).** An analysis of tourism policy development in Petra: the role of the host community in tourism development. 7th advances in tourism marketing conference. (pp. 405–4011), Casablanca, Morocco. CEFAGE - Universidade do Algarve.

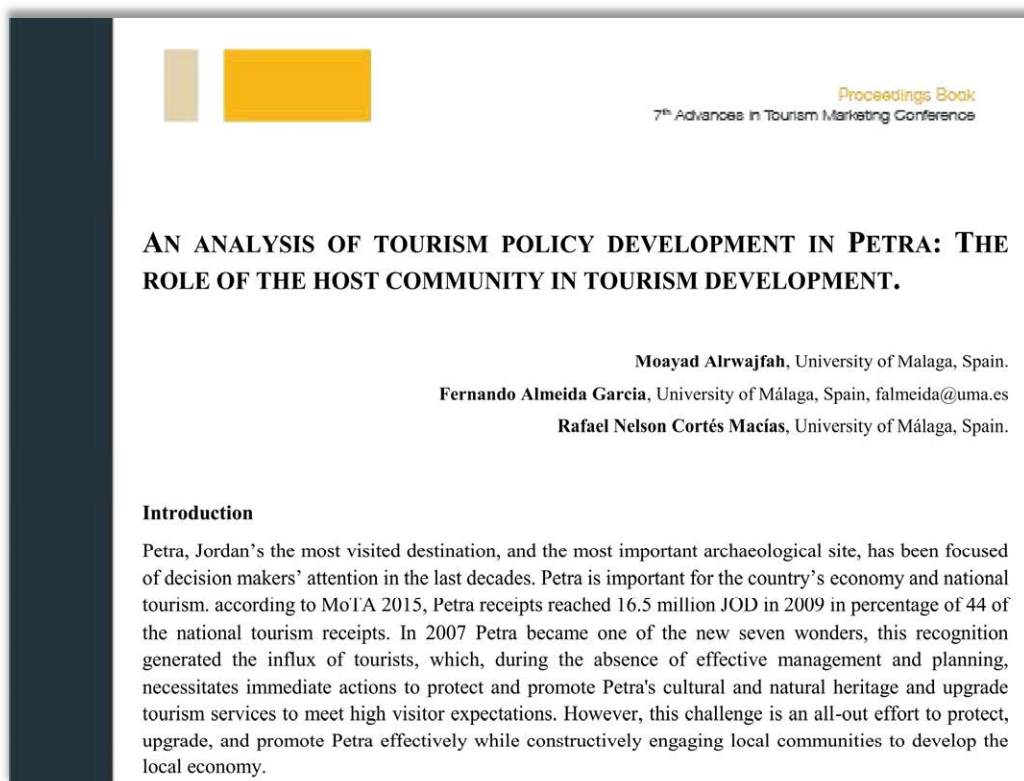


Figure 4: ATMC publication (Paper 1).

CONTENTS

I.	DEDICATION	ix
II.	ACKNOWLEDGMENTS.....	xi
III.	MOTIVATION	xiii
IV.	RESUMEN	xvii
V.	ABSTRACT	xix
VI.	PUBLICACIONES DEL DOCTORANDO	xxi
	CONTENTS	xxv
	ABBREVIATIONS AND GLOSSARY	xxxii
PART ONE.....	xxxv
	CHAPTER ONE: INTRODUCTION	1
1.1.	PREFACE	3
1.2.	RESEARCH SCHEMA.....	5
1.2.1.	Thesis structure	5
1.2.2.	Thesis drafting.....	6
1.2.3.	Scientific research process.....	7
1.2.4.	The research flowchart	8
1.3.	RESEARCH AREA	9
1.3.1.	General information	9
1.3.2.	Management of the region	15
1.3.3.	Host community	19
1.3.4.	The residents and tourism	20
1.4.	RESEARCH GAP.....	23
1.4.1.	The research gaps in the literature (Theoretical/academic perspective).....	23
1.4.2.	The research gaps in the field of the study	24
1.5.	SYNOPSIS PERSONAL OBSERVATIONS.....	26
1.6.	RESEARCH PROBLEM	29
1.7.	RESEARCH OBJECTIVES.....	32
1.8.	RESEARCH QUESTIONS	36
1.9.	THEORETICAL FRAMEWORK	37
1.10.	LITERATURE REVIEW.....	39
1.10.1.	Impacts of tourism development	40

1.10.2.	Residents perceptions.....	43
1.10.3.	Residents' satisfaction.....	46
1.10.4.	Factors influence residents' perceptions toward tourism.....	47
1.10.5.	The Petra region studies	48
1.11.	CONCEPTUAL FRAMEWORK.....	50
1.12.	CHAPTER ONE SUMMARY	51

CHAPTER TWO: METHODOLOGY..... 53

2.1.	RESEARCH PARADIGM.....	56
2.2.	TYPE OF THE RESEARCH	58
2.3.	RESEARCH APPROACH	59
2.4.	RESEARCH STRATEGY	60
2.4.1.	Survey design	61
2.4.2.	Sampling design.....	62
2.4.3.	Validity and reliability	64
2.5.	RESEARCH VALUES AND ETHICS.....	66
2.5.1.	Introduction.....	66
2.5.2.	Permission	68
2.5.3.	Confidentiality, anonymity, access and refusal	68
2.5.4.	Objectivity	70
2.6.	PAPERS SYNOPSIS	71
2.6.1.	Summary of papers' methods, objectives and results.....	71
2.7.	THEMATIC UNIT OF PAPERS	75
2.7.1.	In depth overview of papers' relations	76
2.8.	CHAPTER TWO SUMMARY	78

.....PART TWO 81

CHAPTER THREE: An analysis of tourism policy development in petra: the role of the host community in tourism development. 83

INTRODUCTION	85
METHODS AND MATERIALS	86
REFERENCES	91



CHAPTER FOUR: International aid to tourism planning and stakeholder participation in the Petra region. 93

ABSTRACT95

1. Introduction.....96

2. Literature review 97

3. Localization and context of the Petra region98

 3.1. *Stakeholders of the Petra region*100

4. METHODOLOGY 101

 4.1. Analysis process 101

5. RESULTS AND DISCUSSION 103

 5.1. Management and implementations dimension104

 5.2. The involvement of stakeholder105

 5.3. Barriers of stakeholder’s integration106

6. CONCLUSIONS 107

References.....108

CHAPTER FIVE: Residents’ perceptions and satisfaction toward tourism development: A case study of petra region, Jordan..... 113

ABSTRACT 115

1. INTRODUCTION..... 115

2. LITERATURE REVIEW.....117

 2.1. Tourism impacts and residents’ perceptions117

 2.2. Factors influencing residents’ perceptions117

3. MATERIALS AND METHODS122

 3.1. Study area 122

 3.2. Sampling and data collection123

 3.3. Scale of analysis 124

 3.4. Data analysis 124

4. RESULTS 127

5. DISCUSSION AND CONCLUSIONS..... 130

 5.1. Community attachment 131

 5.2. Distance from tourist zone 131

 5.3. Gender and membership in local organization 132

 5.4. Age 133

 5.5. Employment in the tourism sector..... 133

5.6.	Level of education	133
5.7.	Satisfaction with local management.....	134
	REFERENCES	135

CHAPTER SIX: Local management dilemma of tourism impacts in Petra region, World Heritage Site, Jordan: A residents perspective. 141

	ABSTRACT	143
1.	Introduction.....	143
2.	STUDY AREA	145
3.	LITERATURE REVIEW.....	147
3.1.	Residents’ perceptions toward tourism development.....	147
3.2.	Study modelizing	148
4.	RESEARCH METHOD	152
4.1.	Data collection	153
4.2.	Measures.....	153
4.3.	Data analysis process.....	154
5.	RESULTS AND DISCUSSION	154
5.1.	Assessment of measurement model	154
5.2.	Hypothesis testing	156
6.	CONCLUSION.....	159
	REFERENCES	160

CHAPTER SEVEN: Females’ perspectives on tourism’s impact and their employment in the sector: The case of Petra, Jordan..... 169

	ABSTRACT	171
1.	INTRODUCTION	171
2.	LITERATURE REVIEW.....	174
3.	WOMEN AND THE TOURISM SECTOR IN JORDAN	175
3.1.	The Petra region	176
4.	METHODOLOGY	176
5.	RESULTS AND DISCUSSION	177
6.	CONCLUSIONS	181
	AUTHOR CONTRIBUTIONS	182
	ACKNOWLEDGMENTS.....	182
	REFERENCES	182



.....PART THREE	189
CHAPTER EIGHT: CONCLUSIONS.....	191
8.1. RESTATEMENT OF AIMS OBJECTIVES.....	192
8.2. Filling PRACTICAL GAPS.....	194
8.3. CONTRIBUTION OF THE RESEARCH.....	195
8.3.1. Contribution to the knowledge	195
8.3.2. Practical implications.....	197
8.4. RECOMMENDATIONS.....	199
Summary of conclusions	202
8.5. LIMITATIONS.....	202
8.6. SCOPE FOR FUTURE RESEARCH.....	203
SUGGESTED READINGS	204
FINAL STATEMENT	204
CHAPTER NINE: UNIFIED LIST OF REFERENCES.....	207
9.1. UNITED REFERENCES.....	208
9.2. QUOTES REFERENCES.....	¡Error! Marcador no definido.
APPENDICES.....	257
APPENDIX A: Personal communications	259
APPENDIX B: The questionnaire	260
Appendix B.1. Survey instrument in Arabic language	260
Appendix B.2. Survey instrument in English.....	263
APPENDIX C: Chapter three appendices	267
Appendix C.1. Resources of the analyzed documents.....	267
Appendix C.2. Documentary evidence selection criteria	268
Appendix c.3. Raw results of the content analysis.....	269
APPENDIX D: Chapter four appendices	277
APPENDIX E: Thesis structure	280
APPENDIX F: Research flowchart.....	281

LIST OF TABLES

TABLE 1: PETRA REGION STATISTICS.....	13
TABLE 2: STUDIES RELATED TO THE PETRA REGION'S TOURISM IMPACTS.....	25
TABLE 3: RESEARCH PARADIGM TERMS.....	56
TABLE 4: COMPARISON OF THREE RESEARCH PHILOSOPHIES.....	57
TABLE 5: CHARACTERISTICS OF THE RESEARCH'S PRAGMATISM APPROACH.....	58
TABLE 6: PILOT STUDY SAMPLE.....	62
TABLE 7: RELIABILITY STATISTICS USING SPSS.....	64
TABLE 8: CODE OF RESEARCH CONDUCT.....	67
TABLE 9: SUMMARY OF PAPER 1 AND 2.....	72
TABLE 10: SUMMARY OF PAPER 3 AND 4.....	73
TABLE 11: SUMMARY OF PAPER 5.....	74

LIST OF FIGURES

FIGURE 1: TOURISM MANAGEMENT PUBLICATION (PAPER 5).....	XXI
FIGURE 2: SUSTAINABILITY PUBLICATION (PAPER 3).....	XXII
FIGURE 3: COGENT SOCIAL SCIENCE PUBLICATION (PAPER 2).....	XXIII
FIGURE 4: ATMC PUBLICATION (PAPER 1).....	XXIV
FIGURE 5: THESIS STRUCTURE.....	5
FIGURE 6: THESIS WRITING MODEL.....	6
FIGURE 7: ADOPTED RESEARCH PROCESS.....	7
FIGURE 8: RESEARCH FLOWCHART.....	8
FIGURE 9: PETRA VISITATION.....	9
FIGURE 10: REGIONAL CONFLICTS AND TOURISM IN PETRA.....	10
FIGURE 11: JORDAN VISITATION.....	11
FIGURE 12: OBSTACLES RELATED TO THE TOURISM DEVELOPMENT IN THE PETRA REGION.....	17
FIGURE 13: EVENTS AND FESTIVALS IN THE PETRA REGION.....	22
FIGURE 14: STEPS IN THE MIXED METHODS RESEARCH PROCESS.....	31
FIGURE 15: THE CONCEPTUAL FRAMEWORK OF THE RESEARCH.....	50
FIGURE 16: RESEARCH APPROACH. SOURCE: SPENS, K. AND KOVÁCS, G. (2006).....	60
FIGURE 17: PAPER NOTE OF THE QUESTIONNAIRE.....	69
FIGURE 18: THE THIRD-PERSON VIEW OF THE RESEARCHER.....	70
FIGURE 19: FLOW OF THE RESEARCH, COMBINING THE METHODOLOGY, RESEARCH PAPERS AND RESEARCH PROCESS.....	75
FIGURE 20: IN-DEPTH CONNECTION OF THE INCLUDED PAPER OF THIS THESIS.....	76

ABBREVIATIONS AND GLOSSARY

LIST OF ABBREVIATIONS AND KEYWORDS DEFINITION

ACOR	The American center of oriental research in Jordan
ACT	ACT Management Consulting GmbH
ASEZA	Aqaba Special Economic Zone Authority (Jordan)
CBR	Community Based Research
DOA	Department of Antiquities (Jordan)
FOA	Friends of Archology
HCST	Higher Council for Science and Technology (Jordan)
HFA	Hyogo Framework for Action
HKJ	Hashemite Kingdome of Jordan
ICOMOS	International Council on Monuments and Sites
JICA	Japan International Cooperation Agency
JOD	Jordanian Dinar (the currency of Jordan)
JTA	Jordan Tourism Agency
MEGA	Middle Eastern Geodatabase for Antiquities
MOA	Ministry of Agriculture (Jordan)
MoTA	Ministry of Tourism and Antiquities of (Jordan)
NGO	Non-Government Organization
OECD	Organization for Economic Cooperation and Development
PANP	Petra Archeological and Natural Park (Jordan)
PAP	Petra Archaeological Park
PDTRA	Petra Development and Tourism Region Authority
PNT	Petra National Trust (Jordan, non-profit organization)
PR	Petra Regional
PRA	Petra Region Authority
PRC	Petra Regional Council
PRPC	Petra Regional Planning Council
RJGC	Royal Jordanian Geographic Center (Jordan)
RSCN	Royal Society for the conversation of Nature (Jordan)
SDGs	Sustainable Development Goals
UMA	Universidad de Málaga (Malaga University)
UNDP	United Nations Development Program
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNWTO	United Nations World Tourism Organization
US/ICOMOS	The United States International Council on Monument and Sites
US\NPS	US National Park Service
USAid	United States Aid Agency
WHS	World Heritage Site
WRPA	Wadi Rum Protected Area (Jordan)
WTTC	World Travel and Tourism Council
OUV	Outstanding Universal Value

GLOSSARY

Throughout this thesis, keywords have been written in different form, however, following the identification of each keyword:

Satisfaction: Satisfaction with local management.

Attachment: Community attachment.

Contact: The level of contact with tourists.

Literature: Literature review or previous studies.

The management: PDTRA.

The residents: The residents of the Petra region in six villages or around them.

Respondents: The residents who participated in the data collection of this research.

Residents: The individuals who lives in a house hold into the boundaries of the PDTRA for more than one year.

Tourism authorities: The official departments, which has power in public policies in Jordan.

Planners: Tourism authorities, PDTRA and international agencies who formulating a plan related to tourism development.

Local associations: NGOs or Charity organization.

The researcher: The author of this thesis (Moayad Mohammad Alrwajfah).

Development: The process in which someone or something grows or changes and becomes more advanced.

Tourism Impacts: The effect brought by directly or indirectly by tourism policies, tourism-related establishment and infrastructure, and tourist behavior.

Perceptions: It is the recognition and interpretation of sensory information. Perception also includes how we respond to the information.

Social stigma: According to social stigma is "the negative regard, inferior status, and relative powerlessness that society collectively accords to people who possess a particular characteristic or belong to a particular group or category" ([Herek et al., 2009, p. 441](#)).

Petra region: Is an autonomy region located in south of Jordan, it was established to manage six communities, Petra National Park and the Petra archeological park.

Petra National Park: It's a park located in the Petra region and contains the ancient city of Petra.

Petra Archeological Park: It is a protected area within the Petra national park. Contains the discovered monuments that build by the Nabataeans.

Moreover, in literature, names of the villages in the Petra region have been named in different spelling using Latin characters, as the original names are Arabic. In order to extend the visibility of this thesis, and clear the confusion of this issue, the table below shows the names of villages that have been found in literature:

The name of the village in this thesis	Names have been found in literature
Wadi Musa	Wadimusa, Wadi-Musa, Wadi Mousa
Taybeh	Taibah. Taibeh
Alrajif	Rajif, Alrajef
Dlaghah	Delaga, Delagah
Baidah	Baydha, Albaidah
Um Sayhoun	Umm Siehoun



PART ONE





1

CHAPTER ONE: INTRODUCTION

This chapter incorporate the construction of the investigation. Starting with the researcher's observations and ends with the conceptual framework of the research. The purpose of this chapter is to highlight the importance of the research, where is located in the literature and how we can improve the tourism development in the Petra region and similar areas. In particular, it involves every research step prior the research design process. In particular, this chapter includes:

- 1.1. Preface.
- 1.2. Research site.
- 1.3. Research gap.
- 1.4. Observations.
- 1.5. Research problem.
- 1.6. Research objectives.
- 1.7. Research questions.
- 1.8. Theoretical framework.
- 1.9. Literature review.
- 1.10. Conceptual framework.



Once a community becomes a tourist destination, the lives of host community become impacted by tourism activities.

Kim, Uysal & Sirgy (2013, p. 527)

1.1. PREFACE

A FLASHBACK TO THE BEGINNING OF TOURISM, the first international tourist, the historian Herodotus (480-421 BC), and after that Olympic Games in 776 BC, and the story continues now with more than one billion tourists moving every year to different tourism destination, with hundreds of travel motives and purposes. Therefore, in 2018, the economic impact of tourism world wide summarized in tourism exports of 1.7 Trillion USD, employment share of 10% of all jobs, and contribution to the global GDP share of 10.4%, that was the consequences of mobility of 1.4 Billion tourists (UNWTO, 2019a).

However, this vast movements and activities led unavoidably to changes in the arrived destinations. Despite of the lack attention regarding tourism by the government around the world (Rifai, Taleb 2019, personal communication, 11 February), the influence of tourism on host community is robust, including the social life, economic activities, environment, and culture components. Literature has shown that tourism has both positive and negative effects on environmental, social-cultural and economic of tourism destination. Which can include increased job opportunities and create seasonal unemployment, enhanced the roads network and traffics, and, increased the quality of life and cost of living. Investigating tourism impact is useful to the tourism planning and development, which directly influence the host community's quality of life and sustainable tourism industry.

To achieve the effective tourism development, planners and management of the tourism destination should pay attention to the perception of the host community and stakeholders toward tourism development and its impacts. Understanding the host's perceptions helps create a balance between host and guest's needs, afterword; this will help to satisfy the host community. Subsequently, satisfied community will support for future tourism development and sustainable truism development. However, local community plays an important role in tourism development (Hall, 2008; Ritchie & Crouch, 2003). The involvement of the residents in the planning and developing their own place of living is the most important factor of the successful development (Byrd, Cárdenas, & Greenwood, 2008; Simpson, 2001). The involvement of residents in tourism development, moreover, influence residents' perceptions and their satisfaction with planning authorities (Allendorf, Smith, & Anderson, 2007; Cavus & Tanrisevdi, 2003; Cooke, 1982; Nicholas, Thapa, & Ko, 2009a; Rasoolimanesh, Jaafar, Kock, & Ramayah, 2015; Su & Wall, 2014).

Tourism has been considered as a tool to community development and well-being. Especially in developing countries, the host community view tourism as a tool to enhance their economic income, develop the infrastructure and protect their heritage and natural landscape. However, WTO has been recently released the Sustainable Development Goals (SDGs), which are poverty reduction, health, education and the environment. Therefore, to achieve sustainable tourism in the host community, the management should emphasize the importance of the perceptions and attitudes of the local community toward tourism

development and its impacts (Andereck & Vogt, 2000). The support of the host community and relevant stakeholders is crucial to develop the tourism in a sustainable approach. The support of future tourism development can be achieved when the host community is satisfied and favorable with tourism development and its impacts (Moscardo, 2009, 2011). In spite of having a large body of investigations in tourism impacts, authors indicate lack of investigating perceptions toward tourism development and the reasons behind these perceptions.

Planning and managing tourism are the main challenge that be facing the management of destination. However, the management has the responsibility to create a stable environment for both gusts and hosts. On the other hand, the host community seeks to create a balance between the negative and positive impacts. When the locals view positive impacts more than negative impacts, this result a favorable perceptions of tourism development and vice versa. Whit that in mind, host community continuously seeking to gain more positive impacts of tourism, such as new employment opportunities and better public services. Residents assess the local management's success or failure based on the perceived impacts of tourism (Andriotis, 2002; Moswete, Thapa, & Child, 2012). However, while the management may seek to that effective planning, intrinsic challenges can be Impeding the development, such as lack of planning experience, shortage of funding and landscape characteristics. Moreover, more challenges that are recent mentioned by Müller (2011) such as, lack of innovation, which leads to less positive change and weak internal economic linkages and information flows.

Gender research in tourism is important to what can explain the current situation of the role of gender in the sector. In recent decades, many studies have been carried out to investigate the tourism development and its impact in specified contexts (Sharpley, 2014). In this study, greater focus has been given to the studies performed in developing countries, Muslim countries and World Heritage Sites. Those areas of studies paid higher attention to the gender in tourism than other areas. Literature shows gender inequality regarding employment, job position, tourism education and the role of women in tourism sector.

The endeavor of this thesis is to study the tourism development and its impact in the Petra region, Jordan. This research suggests that the current situation of tourism development and the perceptions of the local community toward that development is a result of lack of effective tourism planning and development. In order to investigate the residents' perception toward tourism development objectively, the study first explored the tourism development in the region focusing on the role of local residents in development, and then, examined the perceptions of the local community and their satisfaction with the local management. This framework (section 1.10) designed in order to help to identify the main challenges of the management's planning and development, and the perceptions of the local residents toward tourism development and its impacts (economic, environment and socio-culture). This is the largest study so far documenting the impact of tourism development and perceptions of local community in the Petra region. It was hoped that this project would provide an evidence of tourism impacts and its importance in the Jordanian context.

1.2. RESEARCH SCHEMA

1.2.1. THESIS STRUCTURE

This is a compendium of scientific publications thesis, (mixed thesis or papers model thesis). It contains published papers (Chapters 2-5). However, these papers are part of the research, and each one discusses and fulfil a research objective. In other words, the theses as whole is connected and associated as one investigation.

Based on the thesis type (by publications or sandwich approach), this thesis includes nine chapters, classified into three parts based on the research schema. However, part one (thesis biases) involves the establishment of the research back to the observations of the researcher, to the adopted methodology. It includes two chapters (chapter one and chapter two), chapter one presents the investigation's background, research problem, research questions, research aims and objectives and literature review. Chapter two represent the methodology, the design of the study and quality considerations. The second part of the thesis (publications) includes the studies which conducted to fulfill the objectives of the research. Five studies have been conducted which each one presented in separate chapter (chapter three, chapter four, chapter five, chapter six and chapter seven). Thereafter, part three of the thesis (finale) includes two chapters. Chapter eight discusses the main findings of the research. It includes interpretation and describing the significance of the findings. Moreover, the it highlights the conclusions of the research and the importance of the research for the target audiences. Afterwards, and finally, the chapter addresses managerial and theoretical implications, limitations of the study, suggestions for future study, and quality consecrations. The second chapter in the third part of the thesis (chapter nine) unifies all references and resources that used in the research and in this document.

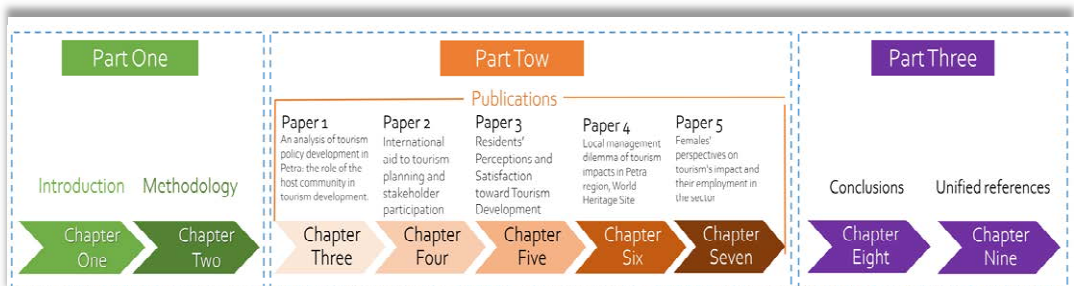


Figure 5: Thesis structure (Appendix E).

The structure of this thesis is in accordance of the requirements of the PhD thesis of the University of Malaga (please refer to UMA PhD Regulations and guidelines, Article 21).

1.2.2. THESIS DRAFTING

This thesis used mix approach of thesis writing, ANALYTICAL and EXPOSITORY. Analytical approach is an easily constructive method, and is preferred by most doctoral students. This approach allows the writer to in-depth examining the topic with questions of Why, How, When, What. Expository Approach, on the other hand, described as carefully outlined and organized. The main part in this model is involved in describing the goal of the research and how it is related to target audience. Also, it focuses on how the thesis is structured. The current thesis emphasis the importance of the macro structure of the thesis, through graphs, diagrams and outlined sections. Regarding sequence of chapters, it follows the COMPROMISE model (Figure 5). This model was applied in humanities and social sciences effectively (Dunleavy, 2015).

Based on the thesis structure, papers (articles and conference paper) were embedded in the thesis as an exact copy of the original published papers in order to homogenize the format in the whole document. They were embedded as chapters (3-5), however, they are separated from the thesis regarding figures, references, tables, maps and in-text citation, not the Appendices.

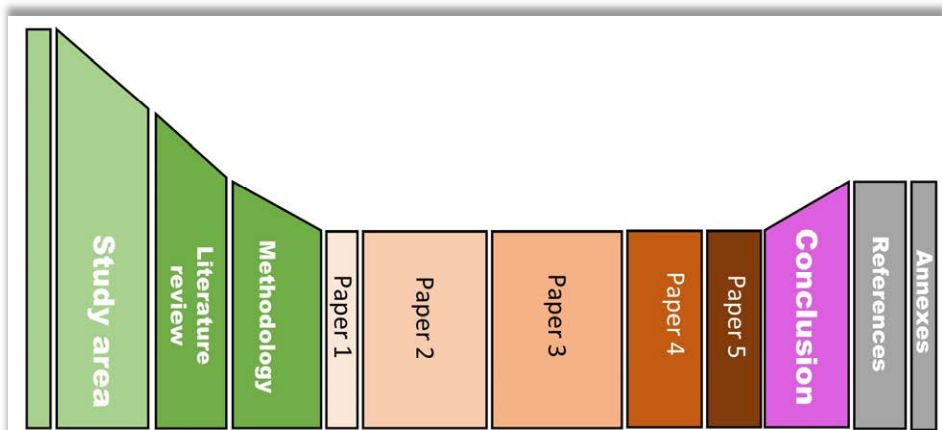


Figure 6: Thesis writing model.

Source: Dunleavy, 2015

The writing and designing of this thesis was carried out by the researcher himself.

Information of the thesis document:

Word count: 83161.

Number of Pages: 320.

Languages: Spanish, English and Arabic.

Font: Corbel Light.

Used software: InDesign, MS Word, MS power point, MS Excel, MS Publisher, Prezi, ArcGIS, SPSS, SmartPLS, and Mendeley.

1.2.3. SCIENTIFIC RESEARCH PROCESS

The investigation adopted the research process proposed by [Sakaran & Bougie¹](#). The model was used in the whole investigation process, and in each article's process. This process is valid for basic research and, such as this research, applied research.

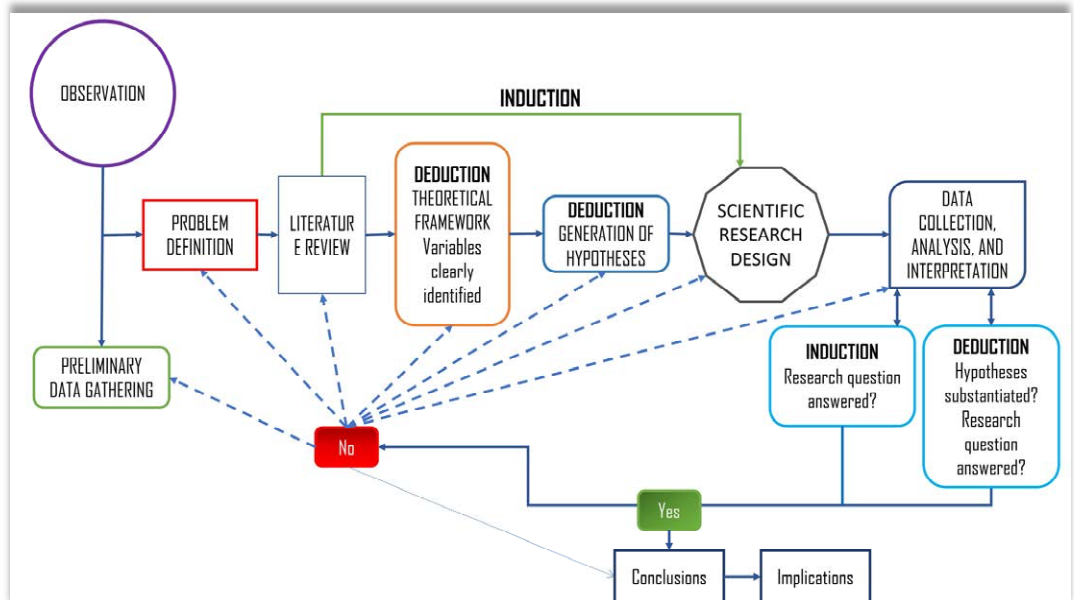


Figure 7: Adopted research process.

Source: [Sakaran & Bougie \(2016\)](#).

¹ Sekaran, U., & Bougie, R. (2016). *Research methods for business a skill-building approach* (7th ed.). Chichester, West Sussex, United Kingdom John Wiley & Sons.

1.2.4. THE RESEARCH FLOWCHART

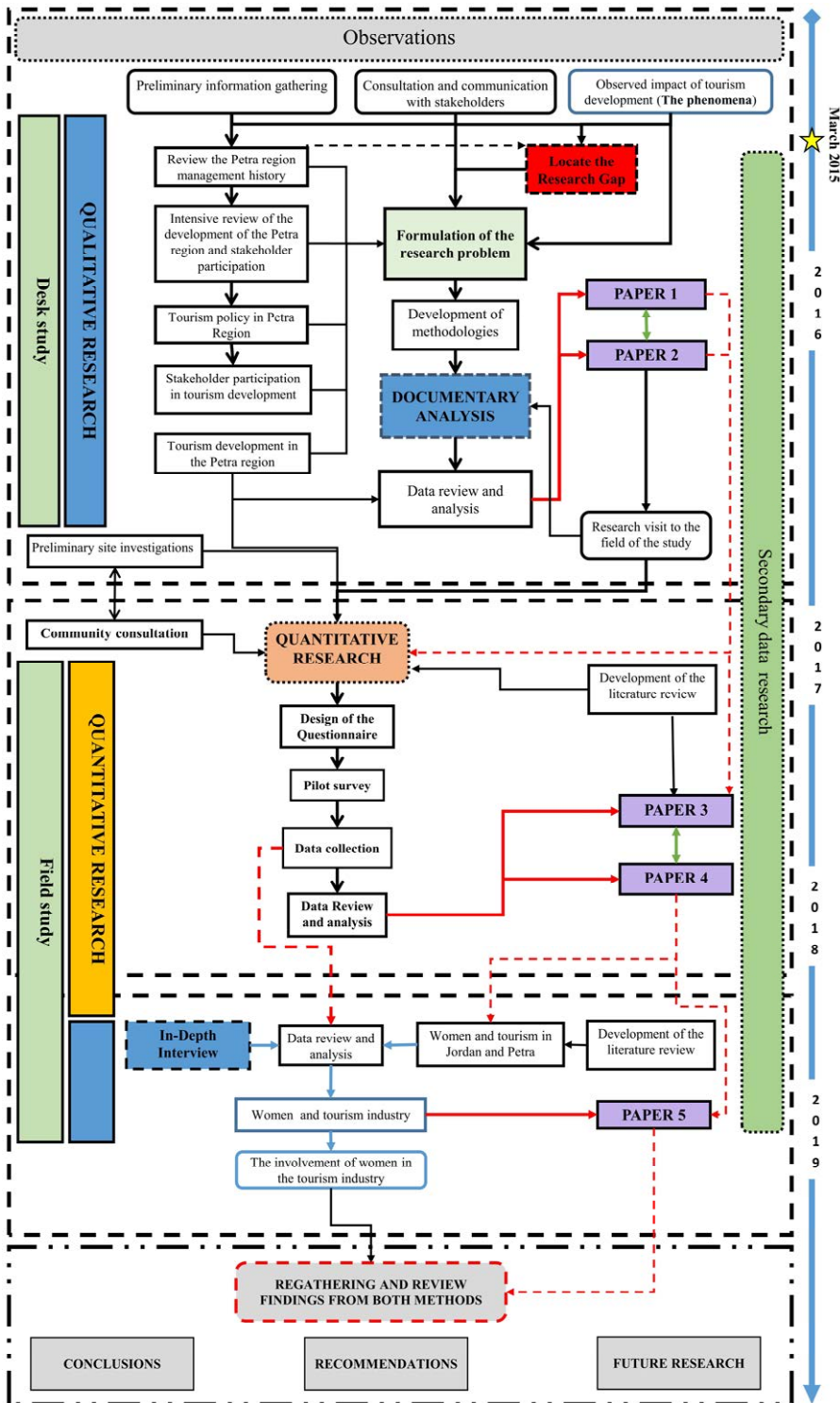


Figure 8: Research flowchart.

1.3. RESEARCH AREA

1.3.1. GENERAL INFORMATION

PETRA **البتراء**, also called Al-Batrā in Arabic (romanized) it is an archeological and historical city located now south-western Jordan ([map 1](#)). Famous of its stone-cut architecture (Πέτρα a Greek word for stone) as well as water conduit system. Due to the color of the stone out of which it is carved, the city also called Rose City. Moreover, Petra was "lost" to the Western world for hundreds of years, thus, it has also called the Lost City. It was the capital of the Nabatean Kingdom and they call it RAQMU, and considered as one of the oldest metropolises of the world. The Nabataeans were nomadic Arabs, who were traders and established trade routes between the Middle East and Asia ([Taylor, 2002](#)).

On August 22, 1812, Swiss traveler Ludwig Burckhardt discovered the city. He was guided by a local resident, one of the communities that has been living there for a long time. The same people who gave the city's monuments its current names, such as the Al k h a z n e h . However, since that time Petra gain more fame to the world, and travellers increasingly visiting the city ([Figure 9](#)).

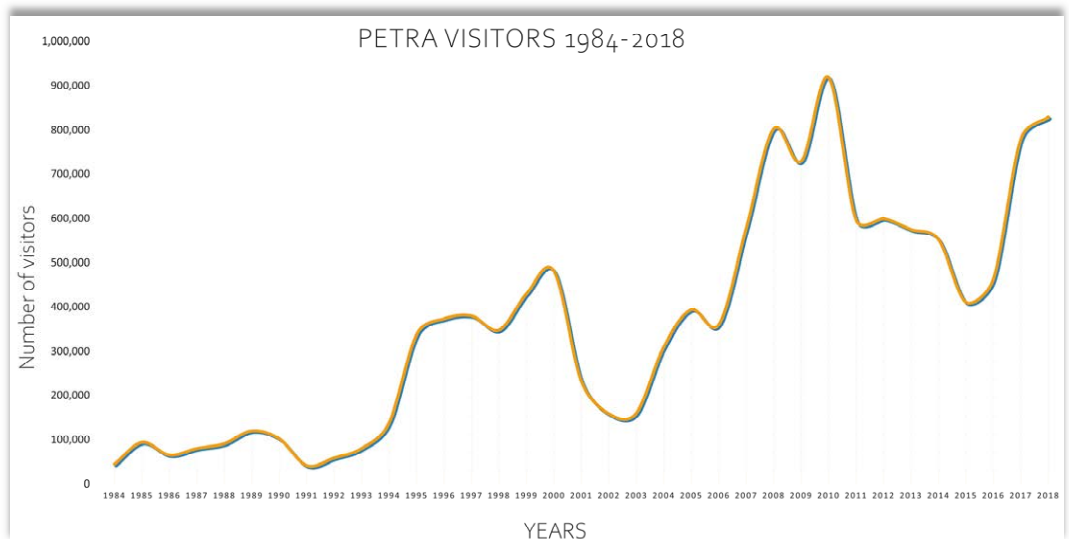


Figure 9: Petra visitation
Source: PDTRA (2019a)

Three incidents have significantly increased the visitation to the city. First when the Petra has listed as one of the World Heritage Sites (WHS) in 1985, which caused 113.9% more visitation the next year. The Petra site is a WHS and Outstanding Universal Value (OUV). Second, the Peace agreement with Israel in 1994, which raised the visitation 243.4% in 1995. And the last was in 2007, when Petra has chosen as one of the new seven wonders of the world, the next year the visitation increased by 123.4%. On the other hand, the strategic location of Petra in the time of the Nabateans was on their side, but after more than 2300 years, the current location has its negative effect on the city's visitation and image as tourism destination. Jordan located in the heart of the Medill east, which considered a conflict area since 1948, when the conflict started between the Arab countries and Israel. However, there are five conflicts has a direct influence on the city's tourism flow:

- Iraq-Iran war in 1986 negatively influenced the visitation to Petra by 30.80%.
- Gulf Conflict (Second Gulf war 1991). In 1992 the numbers of visitation decreased by 59.97% to reach 40,889 visitors.
- The terrorist attacks in United States of America in 2001 affected the visitation of the city, and it was decreasing of numbers by 51.95% and for the following year by 31.30%.
- In 2005, Jordan was a target of the terrorist attack that flows in the region. In Amman (Capital of Jordan), the terrorists attacked a hotel, and the impact on tourism of Petra was less than the other political conflict that mentioned before. In 2006 visitation figures decreased by 8.60%.
- The ARAB SPRING since 2010. For Petra, it was the longest conflict that affected the visitation of the city.

Figure 10 represents the effect of each conflict on the number of visitors of the Petra. Data were retrieved from The Jordan Times Newsletter and PDTRA websites.

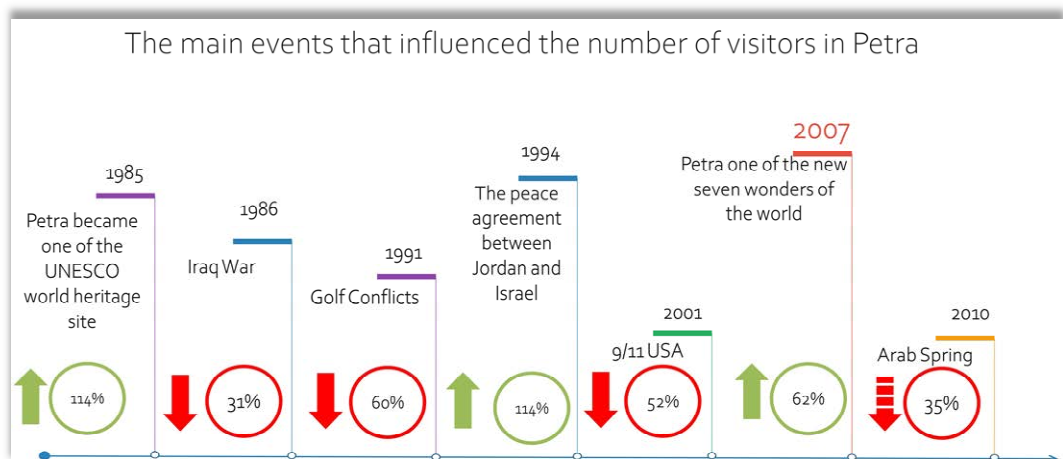


Figure 10: Regional conflicts and tourism in Petra.

Source: PDTRA (2019a); The Jordan Times (2019).

Tourism in Jordan considered as an important industry, and it support the country's economy by \$5-billion in 2018 according to the Central Bank of Jordan (CBJ, 2018). The country stands on a rich diversity of tourism attractions. Such as the red sea (Aqaba), historical sites (Petra, Jerash, Um Qais, Ajloun Castel), natural sites (Dana Biosphere Reserve and Azraq Wetland Reserve) and religious sites (Bethany, The Baptism Site).

Petra is the most visited tourism site in Jordan. Petra is important for the country's economy and national tourism. According to Al Fayed (2015), Petra receipts reached 16.5 million JOD in 2009 in percentage of 44 of the national tourism receipts. The visitation to the city reached 780,378 visitors in 2017 (o, the early plans between 1990 and 2014 (such as the USAID plan 2000) were expected 2 million visitors in 2020; unfortunately, the plans did not expect the conflict growing in the Middle East. Figure 11 shows the variation in number of inbound tourism to the country and the domestic tourism. However, it appears that inbound tourism from Europe is the most stable variation, according to the overall inbound tourism, it was extremely changing. It can be explained by the political situation surrounding Jordan (Figure 10).

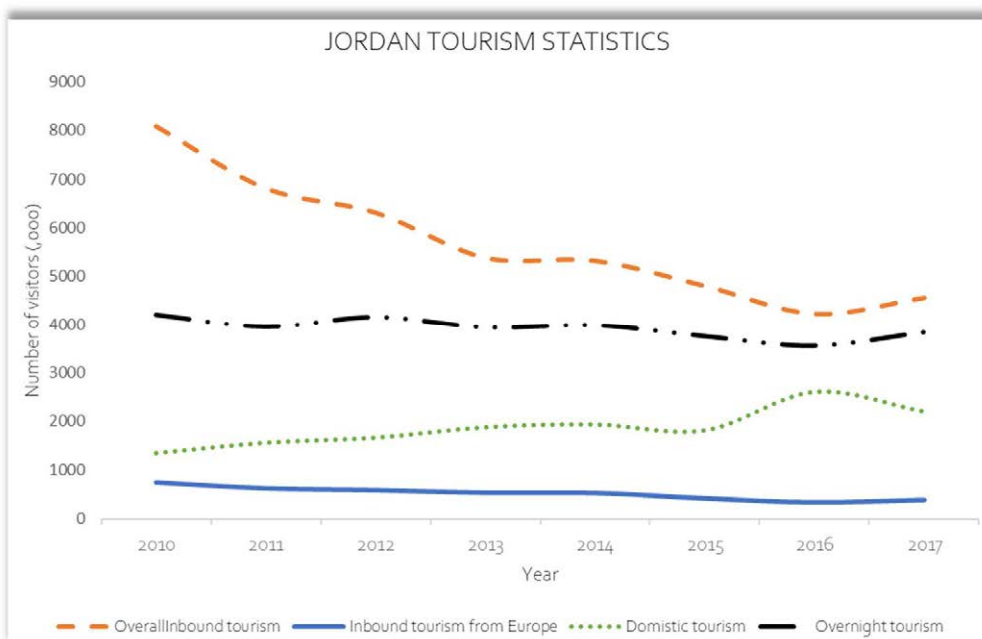
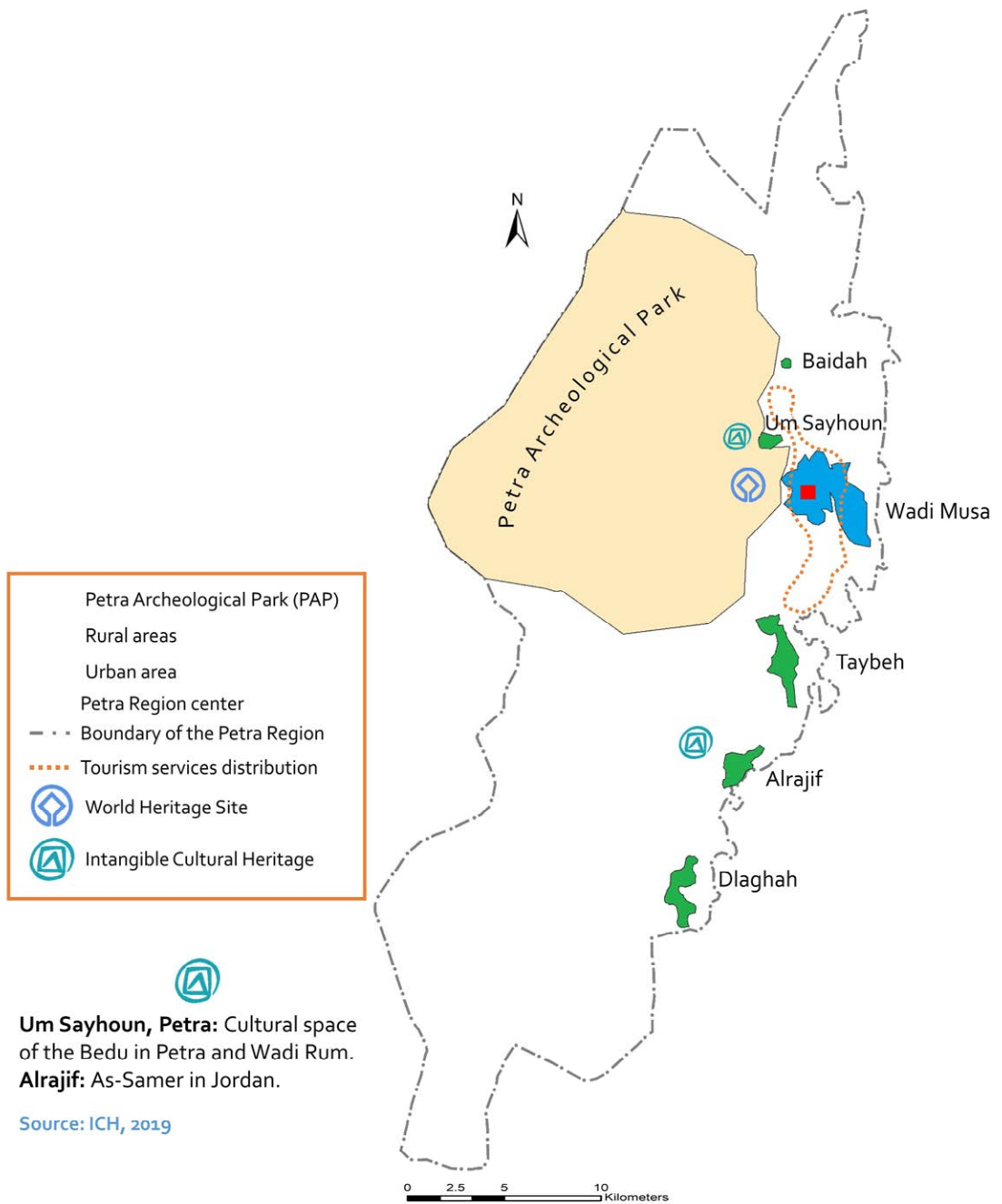


Figure 11: Jordan visitation.
Source: MOTA (2019).



Map 1: The Petra region map.
Source: Designed by the author.



	Population		Tourism services	Public services					
	Female	Male		Hospital	Clinic	Bus station	University	school	library
Wadi Musa	8851	9119	Hotel, restaurant, travel operator and souvenir shape	✓	✓	✓	✓	✓	✓
Taybeh	3386	3356	Hotel and souvenir shape		✓			✓	
Alrajif	1102	1097	Non		✓			✓	
Um Sayhoun	1198	1207	Travel operator and souvenir shape		✓			✓	
Dlaghah	1162	1150	Non					✓	
Baidah	162	166	Non					✓	
Total	15861	16095							

Table 1: Petra region statistics.
Source: PDTRA (2019b).



What happens in our region impacts the entire world, and it takes a broad partnership to create a platform for economic growth, private sector investment and productivity at every level... one of our most promising service sectors, tourism, we are seeing rising numbers of foreign visitors to Jordan, they know and trust our welcoming, secure country and they are drawn to our many and diverse destinations.

Jordan's King Abdullah II, 2019

1.3.2. MANAGEMENT OF THE REGION

The Petra region located south-west of Jordan ([map 1](#)). The Petra region's area is 755 km², of that area 264 km² Petra Archeological Park (PAP). The residents are living in six communities located between 2 Km and 30 Km from the tourism site. The population in 2015 was 31,956 ([DOS, 2015](#)). It has been managed by the Petra Development and Tourism Region Authority (PDTRA) since 2009. The PDTRA was established to develop the region and to protect the archaeological sites, and it took an autonomous type of management. However, in one hand, previous managements of the region didn't help the development of tourism and protection of the site. Based on the UNESCO reports from 1994-1998, the managements were ineffectively developing and protect the site ([UNESCO, 2019a](#)). On the other hand, the development of the local communities was also ineffective, regarding the distribution of the tourism services, provided services, distribution of the tourism benefits and the involvement in tourism development ([Al Hajja, 2011](#); [Farajat, 2012](#); [Mustafa & Tayeh, 2011](#)).

The Petra region is an autonomous region including six communities (Dlaghah, Alrajif, Taybeh, Wadi Musa, Baidah and Um Sayhoun), and the archeological park. The current management of the Petra region is responsible for the following:

- Administrate the Petra Region including the six communities and the Park.
- Manage and develop the tourism industry in Petra.
- Create attractive investment environment for national and international investors.
- Development of comprehensive strategies for the maintenance, protection and restoration of archaeological sites.
- Enhance the quality of life for the local committee and private infrastructures, institutions, and support the local industry especially in tourism.
- Protect the environment settings in the region.

The responsibilities of the management are considerable. However, the management of the region facing several obstacles toward the development of the local community:

- Lack of funding for proposed projects.
- Geography. One of the most important factors in development is geography. The physical features of the region are difficult and expensive. The region located on a mountainside of the Sharah Mountain. Which include high slopes. Moreover, the mountains are covered by snow. It is important to

mention that, Petra site is threatening by floods, and this is considered as a serious issue of tourists and residents' safety.

- Lack of effective planning. The tourism leaders in the country called for an international assist since 1968 to nowadays. Several reports of an international organizations have reported the lack of local experience of the tourism planning.
- Several issues related to the heritage site, including working animals and child labour.
- The lack of effective management communication, especially before establishing the PDTRA, when the decision-making was located in the capital (Amman), and the operational tasks were all located in the region.
- Expanding visitation to the Petra Park.

Figure 12 shows some of those obstacles.

The previous mentioned challenges have produced following issues:

- Tourism in region mainly focused on the archaeological park. While other sites are not developed or promoted.
- Limited activities after 6PM and limited entertainment to the tourists. Which indicates the lack of community engagement in the tourism activities.
- Insufficiently developed tourism supply chain's infrastructure. Thus, this cause a several issues such as pollution and traffic.
- Unequal distribution of tourism income and jobs.
- The violation on the natural resources especially by tourists. Such as camping in the archaeological park and surrounding areas.
- The use of drugs and alcohol by young local residents. The local communities are a Muslim, and this is forbidden regarding their believes, thus, drinking alcohol, for instance, is not socially accepted.
- The lack of community participation in tourism planning. The involvement of community in the development is crucial, despite that, the Petra region's community has been absent in the tourism and development plans and strategies.

The previous mentioned effects have a strong likelihood to lead to an unfavourable perception toward tourism development in the region. However, the perceptions of the local community are not enough investigated in the region. The need of such study is important to fill the gap that will help the decision makers to improve the tourism industry and the local community's well-being.



Figure 12: Obstacles related to the tourism development in the Petra region.

Figure 12 contains four picture that summarized the difficulties of tourism development in the Petra region. Pic 1. shows the hard landscape settings in the region. Pic 2. represents the weather obstacles that local management faces. Pic 3. shows the traffic caused by locals in a social activity, which represent the lack of basic infrastructure development in the region. Pic 4. represent a child working in the tourist's site.

Source: pic 1, 2 and 3 [PDTRA \(2019c\)](#); Pic 4. [Kurick, T. \(2014\)](#).



WE ARE PROUD OF PETRA. PEOPLE FROM ALL OVER THE WORLD COME TO VISIT PETRA TO SEE AND EXPERIENCE OUR CULTURE, TRADITIONS AND HISTORICAL DESTINATIONS. GUESTS OF PETRA DESERVE TO BE TREATED IN RESPECT. ONE OF OUR CULTURAL PRINCIPLES IS TO HONOR, RESPECT AND PROTECT THE GUESTS.

(Mohammad Alrwajfah 2018, personal communication, 25 July)

Picture source: Author (2015).

1.3.3. HOST COMMUNITY

Community is a group of people who exist in one particular location who share common goals or opinions (Sherlock, 1999; Williams & Lawson, 2001), host community is inhabitants who live within a tourism destination area (Mathieson & Wall, 1982; Swarbrooke, 1999). Local community of the Petra region are WHS communities, and they are influenced by the tourism activity. The management is responsible of protecting the residents of tourism impacts, and ensure the equal distribution of the tourism benefits. The residents are recognized by their Arab-Muslim culture, Bedouin traditions and values are very important to the residents, and it shape their social connection². The residents established several local associations in each community. Its purpose is to support the locals economically and to cover the lack of public services. However, lately residents are interested to create tourism associations to benefit from tourism industry; unfortunately, some of them are on the papers and waiting for the PDTRA or government support. The lack of experience and funding of the residents is the main reason to delay such projects, such as Alrajif tourism association. Local association considered to be a very effective way of gaining benefits of tourism by host community (Montero, 2018; Nicholas & Thapa, 2013; Swanson & Timothy, 2012).

Based on the place of living, it can be dividing the region into a community near tourism area, and far from tourism area. Dlaghah, Alrajif and Taybeh are three communities located far from the tourism area, also, they don't have tourism services inside the inhibited area, except of one hotel located in Taybeh. However, the host-guest direct interaction is almost not evident in these communities.

Based on the characteristics of the living area. It can be classified into rural and urban area. Wadi Musa considered as the only urban area in the Petra region, according to the population and public services. Which contain all the public administration offices, banks and bus station etc. the other five inhibited areas are considered to be rural areas. However, Um Sayhoun and Baidah are located near the tourism site.

Map 1 shows the localization of the communities into the region's border. The localization of the communities has provided significant set of ideas in which this study can help to improve the tourism development and its impact in the Petra region.

² "Social connection is an umbrella term that refers to the ways in which one can connect to others physically, behaviorally, cognitively, and emotionally" (Holt-Lunstad, 2018).

1.3.4. THE RESIDENTS AND TOURISM

Since the establishment of the PDTRA, local communities of the region were and still looking to enhance their quality of life. Including better health services, enhancing the infrastructure, and witness new jobs and business opportunities. The direct contact with tourists is limited to the people who work in tourism services and the employees of tourism department and archeological department in the PDTRA. However, Um Sayhoun's residents have the highest contact with tourists comparing with other towns in the region.

The involvement of the local community in tourism industry is not evident in the whole region. The interaction between guest and host is not the main issues of the tourism impacts on the local community, for the following reasons:

- Most of the tourism services are located far from the inhabited areas. The hotels are located in Wadi Musa city, and surrounding the park there are several camps.
- Due the lack of tourism attraction and events in the region, the overnight visiting is very low. Thus, the interaction between guest and local community is not high. The overnight visiting increases the impact of tourism in destination community (Bruner, 1991).
- The tourism site is a place where local people can see people from all over the world, with different cultures background. According to the characteristics of host's culture, residents concern about their culture and their children's values.
- Working for women in tourism sector is not socially accepted (ETF, 2011; Masadeh, Al-Ababneh, Al-Sabi, & Habib Allah, 2018; SIGI, 2019).

However, PDTRA lately have created cultural events presented by the local community, such as Petra Tourism Festival and Elgee Village Festival. Moreover, the management recently organized several meetings with the local community seeking to recognize their needs and problems. The current events are performed at the tourist area near the visitor centre of Petra city, with regard to other villages in the region, still there is no events oriented for both tourists and local communities. [Figure 13](#) shows recent cultural events.

ESTABLISHING THE AUTONOMOUS REGION MIGHT BE THE ISSUE!

The Petra is the most visited site in Jordan, and the local community is expected to gain, mainly economically, from tourism development. However, their expectation increased after establishing the PDTRA. The government has proposed to establish the PDTRA in 2008, with many promises to the local community for high level of development and benefit from tourism industry. However, the current tourism development is not equally distributed ([Farajat, 2012](#)). Several studies have shown the unfavorable attitudes toward tourism development ([Al Ababneh, 2016](#); [Al-hasanat & Hyasat, 2011](#); [Hejazeen, 2007](#)), according to the decision of the government to establish an autonomous in the Petra region, and the current attitudes of the residents, this situation can be explained by the Dependency Theory.

Dependency theory explains how decisions are affected by earlier decisions ([Erik L., 2015](#)), and it has been used to understand the government strategies ([Gill & Williams, 2011](#)). Gill and Williams illustrate that tourism impacts perceived as positive the early stages of development, and they are perceived as negative in advanced stages of tourism development. However, in this research didn't seek to demonstrate this theory in the case of the Petra region, it's only to understand the decision consequences of the government,



Figure 13: Events and festivals in the Petra region.

Figure 13 contains four picture that shows the events and festivals in the Petra region. Pic 5. shows a national festival in Baidah. Pic 6. shows a local market in Elgee cultural festival. Pic 7. local man singing a traditional song in the Petra site. Pic 8. Shows a local folklore festival in Alrajif.

Source: PDTRA (2019c).

1.4. RESEARCH GAP

IN THE PREVIOUS SECTION, it was explained the problems related to the tourism development in the Petra region. And the obstacles facing the local management in the development. Also, it was addressed the residents' situation in the region as a host community. However, to push the knowledge wheel a head, the research gap it should be defined. The research gap is a deference between what is known and what should be known. It is the missing pieces in the research literature. To identify this research gap, first, an exhaustive literature review was performed, for three topics; tourism impacts, tourism development and literature related to the Petra region. Second, an extensive review of the tourism development and related published work. Together with the summary of the observations that last for five years before starting the current study.

In order to explain the research gap, due its important to formulate the research questions and objectives, thus the author divided the gap into two parts: gaps in literature and gaps in the field of the study.

1.4.1. THE RESEARCH GAPS IN THE LITERATURE (THEORETICAL/ACADEMIC PERSPECTIVE)

Reviewing the literature related to tourism development and its impacts indicates a lack of research into perceptions of residents in Muslim countries (Zamani-Farahani & Musa, 2012), developing countries (Teye, Sönmez & Sirakaya, 2002), in WHS (Rasoolimanesh, Jaafar, Ahmad, & Barghi, 2017a; Sharpley, 2014), especially Jordan (Al Ababneh, 2016; Al-hasanat & Hyasat, 2011). Moreover, the research addresses the in-depth review of the literature shows that the factors influencing the satisfaction with (i.e. community, public services, life etc.). First, it was found that satisfaction with local management is non-existed in the literature. Second, the conceptual frame works in the existent literature are not explaining the current research problem. Moreover, the influence of the perceived tourism impacts on the satisfaction with local management is non-existent. Andriotis (2002) and Moswete et al. (2012) asserts of the need for such relationship testing.

1.4.2. THE RESEARCH GAPS IN THE FIELD OF THE STUDY (PRACTICAL IMPLICATIONS GAP)

According to the studies that performed in the Petra region, which are related to this research context and scope are very limited. Reviewing the literature also included the strategic plans of the local government and international agencies ([paper 1](#) and [2](#)). [Table 2](#) shows all available and academic published work of the Petra region. The review of published works and successive managements' plans and reports, were having following gaps:

- Absence of integration all six communities of the Petra region.
- Absence of using mix method. The mixed method design helps to generate unique insight especially into a complex social phenomenon.
- The earlier published work did not take into considerations the three types of tourism impacts (economic, environment and socio-culture). In spite of including them in the study of [Mustafa & Tayeh \(2011\)](#), however, they focus on their study on the impacts on the archeological park and the heritage site.
- None of the studies tested the satisfaction with tourism development and management in the Petra region.
- Lack of using factors influencing perceived tourism impacts, such as Community attachment, Distance from tourism zone, level of contact with tourists and involvement in tourism planning.
- The importance of local associations was absent in the Petra literature.
- Absence of the mixed methodology approach.
- Absence of the gender-tourism research.
- Absence of the urban-rural research.

Besides the importance of investigating the perceptions toward tourism impacts and the significant value of Petra to the Jordan's economy and development, the gaps in the literature are considerable, and they justify investigating the tourism development impacts in the Petra region, along with the importance of the investigating the tourism development ([section 1.8](#)).

Table 2: Studies related to the Petra region's tourism impacts.

Author and year	Title of the work	Study site	Targeted sample	Method
Al Ababneh, M. (2016)	Community Perspectives to Tourism Impacts in Petra.	Petra	Local residents	Quantitative
Al Hajja, A. A. (2011)	Jordan: Tourism and conflict with local communities.	Petra Park, Um Sayhoun	Local residents	Qualitative
Al-hasanat, S. A., & Hyasat, A. S. (2011)	Sociocultural Impacts of Tourism on the Local Community in Petra, Jordan.	Wadi Musa, Taybeh, Rajif, Umm Sayhoun and Baidah	Local residents	Quantitative
Farajat, S. (2012)	The Participation of Local Communities in the Tourism Industry at Petra.	Petra Park, Um Sayhoun	Local residents	Qualitative
Hejazeen, G. (2008)	Tourism and local communities in Jordan: Perception, attitudes, and impacts.	Wadi Musa, Um Sayhoun	Tourism leaders and business holders	Qualitative
Mustafa & Tayeh (2011)	The impacts of tourism development on the archaeological site of Petra and local communities in surrounding villages	NA	NA	Qualitative
Tarawneh & Wray (2017)	Incorporating Neolithic villages at Petra, Jordan: an integrated approach to sustainable tourism	Wadi Musa	local tour operators	Qualitative
Alshawagfih, Albrari & Alananzeh (2015)	Tourist Development in Petra Province: Wadi Musa as a Case Study.	Wadi Musa	Local residents	Quantitative
Hashem, Al-Tawil (2002) cited in Alshawagfih et al. (2015)	NA	Wadi Musa	Local residents	NA

La duda es uno de los nombres de la inteligencia.

Jorge Luis Borges

1.5. SYNOPSIS PERSONAL OBSERVATIONS

THE INTEREST OF THE RESEARCHER in the impacts of tourism and local tourism development based on his experience in the tourism sector and his place of living (see the researcher resume [Appendix E](#)). The current research observations last for five years (2010-2015) in the Petra region.

Observation is the first phase of to identify the area research's interest, and it is the initiating of sense the changes or new phenomena in the surrounding environment (i.e. society). However, to progress a research or part of it, based on the observation, the observed phenomena should be important and follow the purpose of the social science research, which is seeks to the social well-being. The researcher recorded the observations, by taking notes, recording videos and photos, related to the tourism development and changes in behaviors and attitudes of his own society. The observations were summarized in following tables and classified based on different types of perceptions in the line with the investigation's scope ([Table 3](#)).

Table 3: Observations of the researcher.

Observed economic impacts

- The low wages of the jobs related to tourism in all types of services (i.e. hotels, restaurants).
- The products and services that available for local residents are higher than other cities around the region, and it gets higher every year.
- The land prices are increasing rapidly, due the need for construct new housing buildings.
- Residents are not favorable with the economic benefits of tourism, and they claim that the economic benefits are not distributed and limited to few families in the region.
- The residents of rural east villages of the region (Alrajif, Dlaghah and Taybeh) are claiming of distribution of tourism activities to their village.
- The local associations are not getting any support of the local management, especially of engaging them I tourism sector.
- There are jobs available in the tourism sector.
- Tourism activity helped to activate other provided services to the locals.

Social-culture impacts observations

- The residents concern of drug and alcohol usage.
- The concern of family relationships because of increasing the marriage of local young people with visitors.
- Residents are concerning of sexual diseases that could be brought by visitors.
- Residents believe that tourism make their city and village is more worldwide known.
- Residents are feeling proud of their place of living, as they are in the Petra region, and living close to the world-famous Petra.

Environment impacts observations

- The littering in the downtown of Wadi Musa.
- Increasing of sanitation facilities' problems especially in Wadi Musa and Um Sayhoun.
- The illegal logging in the Park, in the area that planned to be a natural park in 2020.
- Decreasing the amount of water provided to the local residents.
- The pollution caused by the traffic in the down town of Wadi Musa.

*Continue table 3.***Place and community attachment.**

- It was observed that local residents are very proud of living in the region. They are proud of their heritage and what Nabatean Arabs made and what left behind for the entire world.
- The communities of the region are living in their villages for thousands of years, and they are highly attached to their place of living and their community. moreover, they are respect and follow the community values, norms, religion, customs and identity.

Satisfaction with local management of the Petra region

- It was observed that local residents are not satisfied with the PDTRA and the services that provided by them.
- The involvement of the community in tourism planning is not evident.
- Local community claiming that PDTRA is responsible for the limitation of the job opportunities in the tourism sector.
- The tourism development in rural areas is not evident.
- The local development in rural area is not as what local expected from PDTRA.
- The community claims that promises that have been made for them to be part of the autonomous (the Petra region).

Several of personal communications and consultations have been conducted with members of local communities and researchers who investigated the tourism sector in the region ([Appendix A](#)). For instance, PDTRA's Chairman of Board of Commissioners ([Dr. Alnwafleh M. 2015, personal communication, 6 June](#)), tourism researcher ([Dr. Kucirek, Tomas 2013, personal communication, 15 may](#)), community member ([Mohammad Alrwajfah 2018, personal communication, 25 July](#)), community development officer ([S. Kh. 2014, personal communication, 13 September](#)), hotel owner ([H. Abu A. 2013, personal communication, 3 January](#)) and tour guide ([Mahmoud F. 2012, personal communication, 2 October](#)), in summary, they emphasize the need for empirical research that explain the tourism impact in the region.

Based on previous mentioned observations along with literature review, the area of the research problem has been defined, and the researcher start in preliminary information gathering and deeper review the literature to identify the area of research interest. It's important to mention that the selected variables used in quantitative method in this study were followed the initiative observations.

Regarding the observation by a researcher from the same society, it is important to demonstrate the objectivity, thus, more details are explained in [chapter two, section 2.6.4](#).

RELOCATION OF PETRA'S INHABITANCE!!!

In 1985, tourism leaders along with officials decided to relocate 300 families Petra's caves to the neighboring village of Um Sayhoun in 1985. This process has been done in the night, but what is wrong with that? The inhabitation of Petra site or Um Sayhoun now are Bedouins, and traditionally, Bedouins leaving the place where they live in the night only when the family feel threaten by surrounding individuals or environment. The decision was taken without take that into consecration nor the long-term effect on the Bedouins satisfaction with the local management.

1.6. RESEARCH PROBLEM

DEVELOPING A CENTRAL QUESTION in papers model thesis is rare (Dunleavy, 2015). Ninety percent of finished thesis in Europe addressed specific issues in details. However, in this thesis, author addressed one problem to be solved, because he believe that the case of Petra region, according to the observed issues (section 1.4. chapter one), there was a need to united that issues in one defined problem in order to clarify and determine the path of the research. It was noticed that, in the preparation phase of the research, the tourism development and its' perceived impacts topic in research area ramify to enormous related topics.

The role of tourism industry has been represented as a factor of economic development and growth. Tourism one of the main sectors that provide income, infrastructure development and government revenues in the destination area (Jenkins, 1991). To achieve a successful tourism development, tourism leaders should create a balanced relationship between host community, tourist, and the organizations that provide tourism services (Zhang, Inbakaran, & Jackson, 2006).

Once a destination become a tourism destination, the communities start to perceive its development impacts. As mentioned before, those impacts have deferent types (economic, environmental, and socio-culture) and it comes as negative and positive. Thus, residents in this

quo start to trade-off between benefits and costs. However, the role of tourism leaders in the destination is critical (Andriotis, 2002; Nicholas & Thapa, 2013), it must create a balanced relationship between host and guest and to manage the tourism.

According to the area of study (PDTRA), first, despite the importance of the residents' involvement in the tourism planning, the local management did not consider this into the tourism development approaches. In spite of the importance of the investigating residents' perceptions to the tourism development, there is a lack of research related to tourism impacts and tourism development in the literature. In addition, it is important to the support of the local community to future tourism development. Moreover, satisfied host or "happy host" (Snaith & Haley, 1999, p. 597) status is important to the success of the tourism industry (Pérez & Nadal, 2005). However, previously mentioned issues plus the observations from the study field and the research gaps, do not indicate an effective tourism development in the Petra region.

Generally speaking, defining research problem seeks to address the gap between the actual and desired ideal status, or locate the deficiencies in our existing knowledge about the problem. Thus, on one hand, the status quo has been defined in section 1.2. and 1.3. which discussed the actual tourism development status in the Petra region, and the impacts of tourism on the local community. On the other hand, the desired status is the:

- Existence of balanced and healthy relationship between host and guest.
- Equal distribution of the tourism benefits.
- Enhance the public services and infrastructure.
- Happy and satisfied host community.
- Protected environment and culture.

Consequently, the research attempts to fill those gaps. However, in social since, the research question is the fundamental key of research process (Bryman, 2007), it also helps to discipline the research design and minimize the errors in data collection and analysis. Thus, based on the presented gaps, observations and in-depth review of the literature, especially in the Petra region (Section 1.9), this research addressed nine questions in the section 1.7. of this chapter.

Since the research conducted using mixed methods approach, research questions is very important and it helps to drive the methods used (Newman & Benz, 1998). However, formulating research question in mixed method studies is difficult (Onwuegbuzie & Leech, 2006) because it includes formulating questions for both quantitative and qualitative method in the same investigation's framework. In this study, regarding formulating of the research objectives and questions, researcher adopted the process proposed by Onwuegbuzie & Leech (2006). Figure 14 shows the steps of formulating the current study questions and objectives.

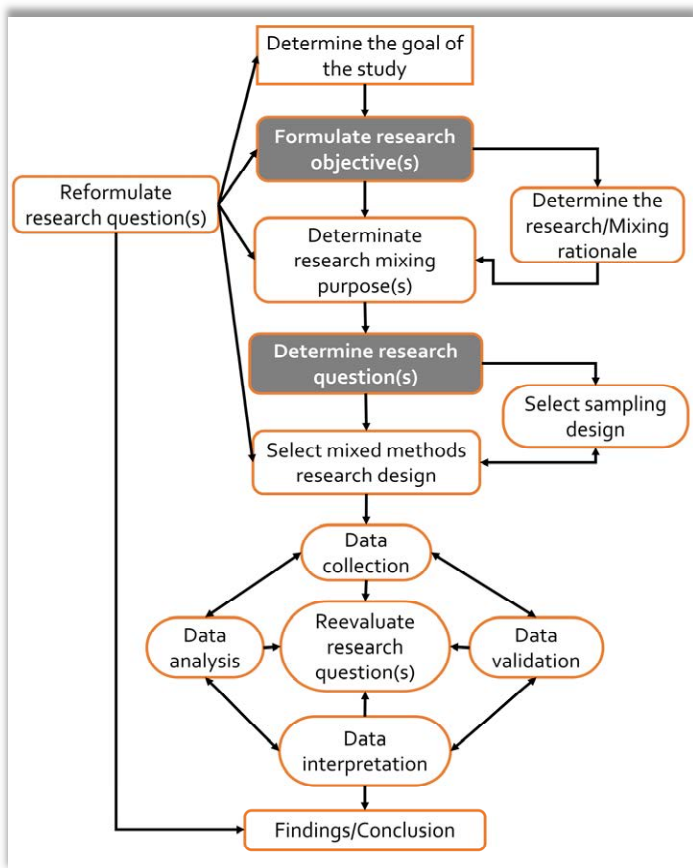


Figure 14: Steps in the mixed methods research process.
Source: Onwuegbuzie & Leech (2006).

1.7. RESEARCH OBJECTIVES

NOW THE OBJECTIVES SHOULD BE ADDRESSED. The purpose of the objectives is to establish the limits of the study, define the focus of the study and clarify the variables attended to be measured. Next section includes the main, specific and published papers' objectives, and more importantly, the moral objective of the investigation.

GENERAL OBJECTIVES OF THE RESEARCH

This research aims to identify the current situation of tourism development and its impact in the Petra region, by identifying the perceptions of the local residents' and their satisfaction with local management.

SPECIFIC OBJECTIVES OF THE STUDY

In order to clarify the main objective of the study, and draw more evident path to the study, the general objective was divided into following specific objectives:

- O1:** Assess the tourism development in the Petra region.
- O2:** Determine the role of local community in the tourism development in the Petra region.
- O3:** Describe the current residents' perceptions toward tourism development regarding three aspects (environment, socio-culture and economic).
- O4:** Identify the profile of residents based on their characteristics and their perceptions toward tourism development.
- O5:** Find the factors that influence residents' perceived tourism impacts.
- O6:** Examine the satisfaction of residents toward the Petra region's management and their effort in tourism development.
- O7:** Explore the influence of the perceived tourism impacts on the satisfaction with local management.

O8: Define the extent to which the place of living and distance from tourist site can influence the residents' perceptions.

O9: Examine the female's situation in the tourism sector of Petra region.

SUB-SPECIFIC OBJECTIVES

In order to achieve the specific objectives via several studies (publications), it was necessary to divide them in accordance with the search requirements and scope. Consequently, the specific objectives were divided into five publications (papers) and each study contained following objectives:

Paper 1: an analysis of tourism policy development in Petra: the role of the host community in tourism development.

Objectives:

P1-O1: Analyzes the tourism policy in Petra Region.

P1-O2: Recognize the role that the local community and stakeholders played in the development of the Region.

P1-O3: Examine the main tourism projects and programs related to the tourism development in the Petra Region.

Paper 2: International aid to tourism planning and stakeholder participation in the Petra region.

Objectives:

P2-O1: To determine whether the international aid agencies have integrated the local community in the planning of tourism and community development, and

P2-O2: To identify the barriers of tourism planning and stakeholder participation in the Petra region.

Paper 3: Residents' Perceptions and Satisfaction toward Tourism Development: A Case Study of Petra Region, Jordan.

Objectives:

P3-O1: Assess and identify residents' perceptions of the impact of tourism in the Petra region.

P3-O2: Examine whether residents' sociodemographic characteristics and community attachment influence the residents' perceptions of the impact of tourism.

P3-O3: Examine the influence of the perceived impact of tourism on the satisfaction with local management.

Paper 4: Local management dilemma of tourism impacts in Petra region, World Heritage Site, Jordan: A Residents perspective.

Objectives:

P4-O1: Examine the effect of perceived tourism development impacts on the satisfaction with the responsible party of that development, and

P4-O2: Examine the effect of several factors on perceived impacts.

Paper 5: Females' perspectives on tourism's impact and their employment in the sector: the case of Petra, Jordan.

Objectives:

P5-O1: How do women in the Petra region perceive the economic impacts of tourism in rural and urban areas?

P5-O2: Are there any difficulties faced by women in the Petra region related to working in the tourism sector?

The given codes of the objectives (i.e. O3, P1-O3) will be used further in this research.

Nuestros objetivos sólo se pueden alcanzar a través del vehículo de un plan, en el cual debemos creer fervientemente, y por el cual debemos actuar vigorosamente. No hay ninguna otra ruta hacia el éxito.

Pablo Ruiz Picasso



NIMBUS OBJECTIVES

This research is lying under a shadow of incorporeal purposes of the researcher. i) Contributes to the existing literature of tourism development and tourism impacts and host-guest interaction, by highlighting the results of an Arabic-Muslim country, and ii) to provide a scientific results and conclusions to the local management of the Petra region, in which related to their tourism development.

1.8. RESEARCH QUESTIONS

To fulfil the aim of the research nine questions required to be investigated:

- Q1:** What is the role of local community in tourism development in the Petra region?
- Q2:** What is the role of local management in tourism development and its impacts in the Petra region?
- Q3:** How residents of the Petra region perceived tourism impacts (economic, environment and socio-culture)?
- Q4:** What are the factors influencing the residents' perceptions in the Petra region?
- Q5:** How residents are satisfied with the local management of the Petra region?
- Q6:** Are the perceptions of residents influence their satisfaction with the local management?
- Q7:** How perceived tourism impacts are differing between residents?
- Q8:** How distance from tourist site influence the perceived tourism impacts?
- Q9:** Why women in the Petra region are not involved in the sector?

The given codes (i.e. **Q3**) will be used further in this thesis.

1.9. THEORETICAL FRAMEWORK

TO UNDERSTAND AND EXPLAIN residents' perceptions of tourism, several models proposed by researchers such as Social Exchange Theory (Ap, 1992; Blau, 1964; Homans, 1961; Perdue et al., 1990), Irritation Index (Doxey, 1975), Stakeholder Theory (Freeman, 1984), and Tourism Destination Lifecycle Theory (Butler, 1980). However, according to the research objectives, the current study used Social Exchange Theory (SET). Using SET in this study was a result of review of related models related to the residents' perceptions. It was found that SET offers the most suitable theoretical framework for the field of research of this study. Moreover, SET helps to understand both type of perceptions (Negative and Positive) toward tourism development (Lee et al., 2010; McGehee & Andereck, 2004; Perdue et al., 1990). It also helps to examine relationships on individual and collective levels, and as Ap (1992) and Gursoy, Jurowski & Uysal (2002) stated, SET help to explain the differentiation in perceived tourism impacts within a community. For what can be used and support the investigation of the residents' perceptions and attitudes, it has been used in theoretical framework in numerous studies. After Ap's adaptation in 1992, SET has been adapted exceedingly by tourism researchers since the 1990s.

The theory, from a psychological perspective, explains social change as a process of trade-off between people in society (Yutyunyong & Scott, 2010). It suggests that residents are willing to involve in the exchange if the outcome of the exchange process is valuable, and the benefits outweigh the costs (Skidmore, 1975). Moreover, SET suggests that perceptions of society and individuals (local residents) toward tourism development determined by their evaluating the cost (negative impacts) they pay for and the benefits (positive impacts) (Ap, 1992; Jurowski et al., 1997).

This study also examines the satisfaction of the local communities with the local management. SET can provide a theoretical bias to understand the relationship between the perceived impacts of tourism by local residents and satisfaction with local management. As mentioned before and more in details in the next section, the tourism development creates both positive and negative impact of tourism on economic, environment and socio-culture aspects of the local communities. However, the attention of the local government to the tourism development and the need of the citizens is critical to the political economy. Nunkoo & Gursoy (2012, p. 1540) noted, "Political economy is not only useful to understand government intervention in tourism development, but it also stresses on the importance of the state's relationship with society". Therefore, the local residents, mostly, attribute the responsibility of the tourism development on the local management or the government (Besley & Burgess, 2002; Bramwell, 2011). The local management of the tourism destination creates tourism policies and that define the level of costs and benefits of tourism development for local residents, thus, those policies can receive support and favor of residents (satisfied residents),

and vice versa, residents who cynicism those policies (unsatisfied residents) when they are not agree with them. It is expected from the local management performing satisfactorily, else, the poor performance will create distrust, skepticism and dissatisfaction (Hetherington, 1998; Nunkoo & Gursoy, 2012). SET suggest that social interaction is an exchange of activity based on costs and payoff (Ap, 1992; Homans, 1961). in other words, the theory propose that the positive and negative outcomes of the exchange relationship determine the gaining the satisfaction and trust of one partner (residents) to the other (local management) (Sheppard & Sherman, 1998). The theory also has been used to determine the factors that effects the residents' perceptions toward tourism development (Gursoy et al., 2002; Haobin Ye et al., 2014; Ko & Stewart 2002; Látková & Vogt 2012; Wang & Pfister, 2008).

The current study considered SET is the most suitable theoretical framework as it helps to explain the variation in perceived tourism impacts of tourism development. Next section will address the literature of impacts of tourism development and residents' perceptions, and highlight the factors that influence the perceived impacts of tourism development.

If you steal from one author it's plagiarism; if you steal from many it's research.

Wilson Mizner

1.10. LITERATURE REVIEW

THIS SECTION deals with the theoretical background of the study. The items in this section were derived from the problem definition and study objectives. The key purpose of reviewing the literature is to place the current research within the context of existing literature. The literature will be reviewed with more focus on the studies that performed in sites similar to the Petra region (Muslim-Arab country, WHS community). However, more detailed literature review has been addressed in each article based on the objectives, hypothesis and question of each paper.

A present research for the “residents’ perceptions and tourism development” as a keyword revealed 285,000 results in [GoogleScholar](#), and 8,532 in [ScienceDirect](#). As mentioned before, studying residents’ perceptions toward tourism development is crucial to the sustainable tourism development, support for future tourism development and reduce the negative and improve the positive impacts of tourism. Despite that, authors in the literature indicates lack of investigating perceptions toward tourism development and the reasons behind these perceptions. However, this section is not intended to highlight the literature in details; it only provides the whole investigation a literature review of its field of study. Furthermore, detailed literature review is placed in each paper according to their purpose in the research.

Development is a process of change. Previous studies suggest that the key elements that involved in the tourism development exchange process are environmental, socio-cultural and economic impacts ([Jurowski & Gursoy, 2004](#); [Nunkoo & Ramkissoon, 2010](#)). The government (local management) plays a very important role in tourism development. The motive behind interest of the government of the tourism sector is that the sector generates rapid employment opportunities and quick economic incomes. Which, consequently, helps to prevent social and political conflicts ([Jeffries, 2001](#); [Urry, 2002](#)). The degree of the government’s effective involvement in the tourism development, has its positive influence on the country’s economy ([Jenkins & Henry, 1982](#)). In developing countries, the importance of the sector to the economy is higher.

According to the role of the local management in tourism development, it is not compendious in i.e. providing public services, expanding and developing the infrastructure nor protecting historical sites. It also responsible for manage the tourism impacts of the tourism development. Government decisions are considered as important when it comes to i.e. protect the environment, preserve heritage sites and manage the natural resources. The private sector, as known, is concern primarily in profits, and the government’s primarily concern is to serve and protect communities.

Literature address few studies related to the government role in perceived tourism impacts (i.e. [Andriotis, 2002](#); [Liu, Sheldon & Var, 1987](#); [Madrigal, 1993](#); [Perdue et al., 1990](#)). Moreover, it

was pointed that the residents' power in influencing local institutions and trust in local management determine the community satisfaction (Diener, 1984; Grzeskowiak, Sirgy & Widgery, 2003; Widgery, 1982). Other studies integrated the relationship between satisfaction with government and life, community satisfaction (i.e. Andrews & Withey, 1976; Sirgy et al., 2000). Sirgy et al. (2000) hypothesized that satisfaction with government influence the satisfaction with community. In Natal, Brazil Gursoy et al. (2017) suggested that local's perceptions toward mega event impacts determined by trust in government. Andriotis (2002) suggested a future work related to the community satisfaction with public sector, and pointed out the importance of the government's role in the residents' perceived tourism impacts. It was found that residents' perceptions toward are determined by their perceptions toward protected areas management (Fiallo & Jacobson, 1995; Holmes, 2003).

1.10.1. IMPACTS OF TOURISM DEVELOPMENT

Tourism impacts are various and numerous; however, literature has defined major impacts which are economic, environmental and socio-culture impacts. And, according to the host community, take two forms, positive and negative. Studying tourism impacts begun in observing the negative ones, especially the economic impacts (Pizam, 1978). In the 1970s, examine socio-culture impacts began, later on, in 1980s more attention paid to the environmental impacts (De Kadt, 1979; Butler, 1980). Researchers suggest that studying all impacts of tourism (economic, social, cultural, and environmental) should be examine altogether in 1990s (Jurowski et al., 1997; Andereck & Vogt, 2000; Ap & Crompton, 1993; Ko & Stewart, 2002; Mason & Cheyne, 2008; Li, 2002). In the current study, all three impacts of tourism will be examined based on the perspectives of the local residents of the Petra region. However, following literature related to the three types of impacts, economic, environment and socio-culture impact. Based on the scope and the area of the current study, the table identify the location of each study and which of the three types of impacts were included.

ECONOMIC IMPACTS

As mentioned before, early studies of tourism impacts were focus on the economic impacts of tourism. However, literature addresses number of positive effects of tourism development, include providing employment opportunities (direct and indirect) (Aguiló et al., 2004; Andereck & Nyaupane, 2011; Andereck et al., 2005; Andriotis & Vaughan, 2003; Belisle & Hoy, 1980; Besculides, Lee, & McCormick, 2002; Brunt & Courtney, 1999; Bujosa & Rosselló, 2007; Chen, 2000; Diedrich & García, 2009; Dyer et al., 2007; Gursoy et al., 2002; Haralambopoulos &

Pizam, 1996; Horn & Simmons, 2002; King, Pizam, & Milman, 1993; Korça, 1996; Lankford, 1994; Lindberg & Johnson, 1997; Liu, Sheldon, & Var, 1987; Liu & Var, 1986; Mason & Cheyne, 2000; McGehee & Andereck, 2004; Milman & Pizam, 1988; Ritchie, 1988; Saveriades, 2000; Sheldon & Var, 1984; Var, Kendall & Tarakcioglu, 1985; Yoon, Gursoy, & Chen, 2001), increases the income of residents (Andereck & Nyaupane, 2011; Brunt & Courtney, 1999; Bujosa & Rosselló, 2007; Haralambopoulos & Pizam, 1996; King et al., 1993; Liu & Var, 1986; Milman & Pizam, 1988; Saveriades, 2000), provide more business opportunities (Aguiló et al., 2004; Akis et al., 1996; Bujosa & Rosselló, 2007; Chen, 2000; Dyer et al., 2007; Lindberg & Johnson, 1997; Liu & Var, 1986; Liu et al., 1987; Var et al., 1985; Yoon et al., 2001). Also, it was noted that tourism development increases tax revenue, increased economic diversity in the host community, and foreign exchange for country's economies (Jurowski & Gursoy, 2004; Siriporn & Youngsoo, 2010). Moreover, tourism development in the contest of the positive economic impacts can improve the public facilities and infrastructure (Andereck & Vogt, 2000; Andereck et al., 2005; Belisle & Hoy, 1980; Korça, 1996; Mason & Cheyne, 2000; Saveriades, 2000; Sheldon & Var, 1984; Yoon et al., 2001).

On the other hand, authors found that tourism development could generates negative economic impacts. Which can be increases the cost of living (Bujosa & Rosselló, 2007; Liu & Var, 1986; McGehee & Andereck, 2004; Saveriades, 2000), for instance prices of goods and services (Aguiló et al., 2004; Haralambopoulos & Pizam, 1996; Johnson, Snepenger, & Akis, 1994; Korca, 1996), also it causes the increase of housing prices (Aguiló et al., 2004; Korca, 1996; Madrigal, 1993; Per due, Long, & Allen, 1990; Var et al., 1985), and land prices (Aguiló et al., 2004; Korca, 1996; Saveriades, 2000), also, it has been revealed that tourism development can increase the tax burdens, local government debt and inflation (Ap & Crompton, 1993; Wall & Mathieson, 2006). Tourism development might generate employment opportunities; however, these opportunities can be low wages jobs and tourism related jobs, mostly, creates seasonality unemployment (Davidson, Sahli, 2015).

ENVIRONMENT IMPACT

Tourism can lead to negative environmental effects, which can reduce the quality of life of the local communities and hazard the tourism activity itself (Williams & Shaw, 1991). Tourism helps to increase pollution, desertification and Land degradation (Mason, 2008). Consequently, it negatively influences the local community life (Mason, 1995; Ryan & Gu, 2009).

In general, there are no accepted models for environmental impacts (Cooper et al., 1998). Tourism leaders need a wider overview of environmental impacts in order to develop tourism as effective as possible. Tourism receives unjustifiable criticism for its environmental impacts. However, literature indicates that studying environmental impacts has been divided into two categories: natural ecological environment, biophysical and social-cultural environments

(Zhong et al., 2011). According to the natural ecological environment, several studies have been examining the tourism impacts on the plants, animals, water and air. In spite of its importance to the local community, few studies have examined the socio-cultural environments.

Water consider as important environmental resource to any tourism destination. Tourism activity increases sources of pollution such as feces, garbage and sewage. Moreover, it makes the water conservation and treatment harder to the local community (Li, 2004; Zhong et al., 2011). Previous studies have emphasized the negative impacts of the tourism activities on the water resources in the tourism destination. Beside water pollution, increases the demand on water results water shortages, especially in dray area, such as the Petra region, which Groundwater is the main source of water.

Tourism activities also effects the residents' lifestyle, such as crowding in streets, litter, pollution, depletion of wildlife, changes in landscape, and threaten the local properties (Var et al., 1985). Moreover, in historical and heritage destinations, such as Petra, tourism can cause damage to the cultural resources, increasing urbanization and land use (Harrill & Potts, 2003; Muhanna, 2006; Snaith & Haley, 1999; Travis, 1982; Yoon, Gursoy, & Chen, 2001; Unalan, 2013).

On the other hand, tourism can contribute positive effects on the local community's environment. Several studies have indicated that tourism can enhance residents' living and environment (Kendall & Var, 1984). Tourism increases park areas, protect city landscape, enhance pollution control and public health, and protection of natural environments and ecological resources (Brougham & Butler 1981; Ko & Stewart, 2002; Travis, 1982; Lee & Back, 2006; McCool & Martin, 1994; Snaith & Haley, 1999). Moreover, tourism helps to protect cultural heritage and historical buildings, enhancing the infrastructure development, improvement of public transportation (Wales Tourist Board, 1981; Rothman, 1978).

SOCIO-CULTURE IMPACT

Socio-culture impacts of tourism were, relatively, the most examined in the literature of tourism development impacts and host-guest interaction (Almeida, Balbuena & Cortés, 2015). Literature suggest that tourism influence the local residents' sociocultural characteristics, such as habits, customs, social life, beliefs and values. Moreover, the social effect of tourism is related to community well-being aspects, includes safety levels, social life, daily routines, habits, family relationships and community organizations (Dogan, 1989; Ritchie & Inkari, 2006).

However, socio-culture impacts of tourism can be divided into positive and negative. According to the positive effects, several studies have found that tourism helps to create opportunities for leisure activities (Andereck & Nyaupane, 2011; Andereck & Vogt, 2000; Brunt & Courtney, 1999; Bujosa & Rosselló, 2007; Belisle & Holy, 1980; Gursoy et al., 2002; Lankford

& Howard, 1994; Perdue et al., 1990; Yoon et al., 2001). Some authors noted that tourism helps to preserve cultural values (Andereck et al., 2005; Oviedo et al., 2008). Moreover, it motivates local residents to participate in cultural activities (Andereck & Vogt, 2000; Brunt & Courtney, 1999; Chen, 2000; Korça, 1996; Liu & Var, 1986; Liu et al., 1987; Var et al., 1985; Yoon et al., 2001). Furthermore, it helps to protect communities' historical and heritage sites (Andereck et al., 2005; Liu et al., 1987; Oviedo et al., 2008; Yoon et al., 2001). Additional benefits include raise the sense of pride and cultural identity of locals (Andereck et al., 2005; Besculides et al., 2002; Yoon et al., 2001; Hamilton & Alexander, 2013), which related to the improvement of the image of the host community and their destination (Besculides et al., 2002; Mason & Cheyne, 2000). In the social contest, tourism can help to enhance the infrastructure facilities (Belisle & Holy, 1980, Cohen, 1984; Lankford & Howard, 1994). Also, tourism revitalize the activities related to the art, handcraft and local traditions (Mason, 2008).

The other, dark side of tourism effects on socio-cultural aspects found in several studies. Tourism can create ills such as crowding, traffic, parking problems and noise (Ap 1992; Andereck et al., 2005; Brunt & Courtney, 1999; Bujosa & Rosselló, 2007; Dyer et al., 2007; King et al., 1993; Lindberg & Johnson, 1997; Liu et al., 1987; Mason & Cheyne, 2000; McGehee & Andereck, 2004; Milman & Pizam, 1988; Perdue et al., 1990; Ritchie, 1988; Sheldon & Abenoja, 2001; Sheldon & Var, 1984; Snaith & Haley, 1999; Lindberg & Johnson, 1997; Tatoglu et al., 2002). Moreover, some negative effect that found to be important especially in developing and Muslim countries, such as consumption of alcohol, gambling, theft, prostitution, drug use and trafficking and crime (Andereck et al., 2005; Belisle & Hoy, 1980; Belisle & Hoy, 1980;; Haralambopoulos & Pizam, 1996; King et al., 1993; Lankford & Howard, 1994; Kuvan & Akan, 2005; Brunt & Courtney, 1999; Diedrich & García, 2009; Haralambopoulos & King et al., 1993; Lankford, 1994; Lindberg & Johnson, 1997; Liu & Var, 1986; Long et al., 1990; Pizam, 1996; Milman & Pizam, 1988; Saveriades, 2000; Sheldon & Abenoja, 2001). Other negative socio-cultural effects of tourism on local community related to the values, behaviors and family structure and relationship (Ritchie & Inkari, 2006).

1.10.2. RESIDENTS PERCEPTIONS

In the previous section, tourism impacts were defined based on a wide range of studies that performed based on the perceptions of local residents and stakeholders, and in the context of host-guest interaction and tourism development. The majority of the tourism impacts researches, especially at early twenty first century, focused on the examining and exploring the local residents' perceptions toward tourism development (Sheldon & Abenoja, 2001; Sharma & Dyer, 2009; Teye & Sönmez & Sirakaya, 2002; Tosun, 2002). However, studying residents' perceptions begun more than forty years ago (Sharpley, 2014; Vargas, Plaza, & Porras, 2008). Since then, many studies have investigated residents' perception toward tourism development and its relation to the perceived tourism impacts of that

development (i.e. Almeida-García et al. 2016; Andereck et al., 2005; Kim, Uysal, & Sirgy, 2013; Sharpley, 2014; Gursoy, Jurowski & Uysal 2002; Ko & Stewart 2002; Látková & Vogt 2012; Nicholas et al., 2009a; Vareiro, Remoaldo, & Cadima Ribeiro, 2013; Wang & Pfister 2008). The perceptions of residents towards tourism development have been recognized as negative and positive, based on their needs and expectations, and as the SET has been discussed (Sah & Heinen, 2001; Weladji, Stein & Vedeld, 2003).

Literature shows that local communities perceived tourism impacts as negative and positive of three aspects, economic, environment and socio-culture perceptions (Ap, 1990; Gu & Ryan, 2010; Liu & Var, 1986; Pizam, 1978; Sharpley, 2014). However, in spite of the wide range of perceptions studies of tourism impacts, the perceptions of tourism destinations' residents are numerous, various and changing (Sharpley, 2014; Christopher, William & Gareth, 2018).

In order to understand the perceptions of residents, some authors attempted to classify their perceived tourism impacts. For instance, the perceived impacts of tourism development can be classified into two groups (Butler 1974). First group related to the nature of the destination area as a result of host-guest interaction, which includes the perception toward social impacts of tourism development, for instance, crime, prostitution and changes in values and behavior of host communities. The other group is related to the perceived social impacts on the public service and infrastructure development. which includes using of local resources (e.g. water, oil, food), facilities (e.g. transportation, health sector) and labor opportunities.

Why exploring residents' perceptions are important? Residents' perceptions are important for the planning and designing strategies that suit the host community's expectations (Mehta & Heinen, 2001; Mukherjee & Borad, 2004; Sah & Heinen, 2001; Weladji et al., 2003). Moreover, understanding how residents perceive the impacts of tourism is considered necessary for the sustainability planning and development (Gursoy, Chi, & Dyer, 2010; Huong & Lee, 2017; Jurowski & Gursoy, 2004; Pérez & Nadal, 2005; Stylidis & Terzidou, 2014), and predicts the future support for tourism development (Gursoy et al., 2002; Telfer & Sharpley, 2008; Jaafar, Noor & Rasoolimanesh, 2015; Nicholas et al., 2009; Jurowski & Gursoy, 2004; Pérez & Nadal, 2005). Moreover, residents' perceptions consider as a predictor of residents' participation in tourism activities of tourism development (Nicholas et al., 2009; Gursoy, Chi, & Dyer, 2010). Studies of residents' perceptions in WHS indicates that residents' perception is vital for WHS sustainability and protection (Andereck, Valentine, Knopf, & Vogt, 2005; Látková & Vogt, 2012; Nicholas et al., 2009a; Wang & Pfister, 2008; Rasoolimanesh et al., 2017a). Also, it is important for tourist satisfaction (Andriotis and Vaughan, 2003), and more importantly, knowing how residents perceived the impacts of tourism is indispensable to predict the host community's satisfaction (Ko & Stewart, 2002; Vargas-sánchez et al., 2009; Nunkoo & Ramkissoon, 2011; Kim, Uysal, & Sirgy, 2013; Lin et al., 2017).

Recognizing negative impacts of tourism development by residents, influence the current body of research of residents' perceptions (Sharpley, 2014). However, generally speaking, it was noted that economic impacts are the most recognized by the residents (Akis et al., 1996; Liu et al., 1987; Ritchie, 1988; Pérez & Nadal, 2005; Sharpley, 2014; Kayat, 2002; Williams & Lawson, 2001). Authors also found that perceived economic impacts are the main reason of the positive attitudes toward tourism development (Pérez & Nadal, 2005; Sharpley, 2014). For instance, Akis et al. (1996), Liu et al. (1987) and Ritchie (1988) found that economic positive effects are the most valued by the local residents. And the least valued aspect by residents of tourism impacts was seasonality (Bujosa & Rosselló, 2007). Moreover, few studies have found that, in general, residents have a positive perception toward economic impacts and negative perceptions toward sociocultural and environmental impacts (Dowling, 1993; Liu & Var, 1986; Perdue, Long, & Allen, 1990; Pizam, 1978; Sharpley, 2014; Christopher, William & Gareth, 2018).

However, tourism has been viewed by residents as an industry offers and generate employment opportunities (Aguiló, Barros, García, & Rosselló, 2004; Andereck & Nyaupane, 2011; Andereck et al., 2005; Andriotis & Vaughan, 2003; Besculides, Lee, & McCormick, 2002; Bujosa & Rosselló, 2007; Chen, 2000; Diedrich & García, 2009; Dyer, Gursoy, Sharma, & Carter, 2007; Gursoy et al., 2002; Horn & Simmons, 2002; King, Pizam, & Milman, 1993; Korca, 1996; Lankford, 1994; Mason & Cheyne, 2000; McGehee & Andereck, 2004; Saveriades, 2000; Yoon, Gursoy, & Chen, 2001). Moreover, residents also indicate that tourism leads to improvements in public facilities and services (Andereck & Vogt, 2000; Andereck et al., 2005; Korca, 1996; Mason & Cheyne, 2000; Saveriades, 2000; Yoon et al., 2001), also, it enhances the residents' quality of life (Andereck & Nyaupane, 2011; Saveriades, 2000).

In deed, as the residents perceived positive impacts, negative impacts must be noticed. The body of research in residents' perceptions note that residents are aware that tourism development raises the price of services and goods (Aguiló et al., 2004; Haralambopoulos & Pizam, 1996; Korca, 1996; Gursoy & Rutherford, 2004; Ko & Stewart, 2002; Nunkoo & Ramkissoon, 2011) and increases other cost of living (Bujosa & Rosselló, 2007; McGehee & Andereck, 2004; Saveriades, 2000). Also, residents were aware of the negative effect of tourism on the standers of living and quality of life (Akis et al., 1996; Aguiló et al., 2004; Korca, 1996; Madrigal, 1993; Var et al., 1985). Moreover, they were irritated of the tourism influence on the land and housing prices (Aguiló et al., 2004; Korca, 1996; Saveriades, 2000; Antón & González, 2008). Last but not least, researchers found that residents are disturbed of tourism impacts on their surrounding environment. They claimed that tourism causes air and water pollution (Yoon et al., 2001; Ko & Stewart, 2002), litter (McGehee & Andereck, 2004; Snaith & Haley, 1999; Fan, Lu, & Wu, 2013), damage in natural environment (Ko & Stewart, 2002), and other such as, damage the cultural resources, increasing urbanization and land use (Unalan, 2013; Muhanna, 2006; Harrill & Potts, 2003; Yoon, Gursoy, & Chen, 2001).

1.10.3. RESIDENTS' SATISFACTION

Regarding satisfaction toward local management, literature addresses few studies in the context of the residents' perceptions. However, as mentioned before in this section, perceptions of residents toward tourism impacts critical to understand the role of management in tourism development (Moswete et al., 2012). Residents assess the local management's success of faljar based on the perceived impacts of tourism (Moswete et al., 2012; Andriotis, 2002). Some studies found that residents' perceptions toward tourism have influence on satisfaction life domains (Chi et al., 2017; Kim et al., 2013; Ko & Stewart, 2002; Lin et al., 2017). Other examine the influence of the perceptions on the government provided services (e.g. Vargas-sánchez, Plaza-Mejía, & Porrás-Bueno, 2009; Wang, Zhen, Zhang, & Wu, 2014). However, as mentioned before, literature has been discussed more devilishly in each attached paper in this research.

The Unit of Analysis

Based on the literature review, the current study situated in different categories regarding the unit of analysis. The first category including studies on a community level. Which evaluated the residents' perceptions based on overall level of favorability or disagreement with tourism development, and uses these levels in order to explain several dimensions, such as life satisfaction, support for future tourism development or to explain attitudes toward tourism activity (e.g. Moswete & Thapa, 2015; Eslami, Khalifah, Mardani, & Streimikiene, 2018; Chi, C. G. qing, Cai, R., & Li, Y., 2017). Thus, the influences on residents' perceptions are measured by non-individual factors such as economic contribution in local economy. The unit of analysis in this study located in the second category, which examine the residents' perceptions and its variation at the individual level of surveyed sample. For instance, this category examine the influence of community attachment, socio-demographic variables or economic dependence on tourism, on the residents' perceptions.

1.10.4. FACTORS INFLUENCE RESIDENTS' PERCEPTIONS TOWARD TOURISM

As discussed before, residents certainly receive tourism impacts, weather positively or negatively, however, literature asserts the variation of the perceived impacts. Many researches have explained that residents are not identical groups. Individuals are different in their demographics and attitudinal factors, which may influence how they perceive tourism development (Pizam 1978; Thomason, Crompton and Kamp 1979; Murphy 1983; Tyrell and Spaulding 1984; Ap and Crompton, 1993; Brougham and Butler, 1981; Husbands, 1989; Lawson, Williams, Young and Cossens, 1998; Ryan and Montgomery, 1994; Fallon & Kriwoken, 2003; Gu & Ryan, 2010; Sharpley, 2014; Šegota, Mihalic, & Kuscer, 2016).

Exploring the variation in perceived impact of tourism development help to classify the residents to deferent groups, which contribute to enhance the influences of tourism impacts and help the sustainable tourism development planning (Perdue et al., 1990; Sharpley, 2014). Therefore, to locate such variation, many researchers have investigated and considered considerable number of factors influencing perceived tourism impacts and cause the variation. Most of their studies have focus on the factors influencing residents' perceptions (Perdue et al., 1990 Christopher et al., 2018).

One more, essential, advantage of subgrouping the residents based on their perceptions is to locate the most favorable slice of community, which help the local management to use their support for future tourism development. On the contrary, locating the most unfavorable slice of community to tourism impacts will help identify the potential conflict's indicator with the local community, to avoid it and proceed to a successful tourism planning (Ritchie, 1988).

However, factors influencing residents' perceptions in both levels (individual and community) can be classified into two groups: INTRINSIC (Micro level) and EXTRINSIC (Macro level) factors. However, regarding the unit of analysis of this study, only the INTRINSIC factors are explained below. Bearing in mind studies measured the tourism impacts in areas similar to Petra region (WHS, Arab-Muslim Country, Developing country) (Petra region studies, Table 1; Alobiedat, 2016; Almeida et al., 2015; Bader, Alrousan, Abuamoud, & Alasal, 2016; Eslami et al., 2018; Jaafar, Kock & Ahmad, 2017b; Jaafar et al., 2015; Tosun, 2002; Var et al., 1985; Korca, 1996; Kuvan y Akan, 2005; Rasoolimanesh et al., 2015; Khoshkam, Marzuki & Al-Mulali, 2016; Rasoolimanesh & Jaafar, 2017; Rasoolimanesh et al., 2017a; Rasoolimanesh, Rasoolimanesh, Roldán, Jaafar & Ramayah, 2017c; Rasoolimanesh, Ringle, Jaafar & Ramayah, 2017d; Noor, Rasoolimanesh, Jaafar & Barghi, 2018; Steiner, 2010; Meimand et al., 2017; Nunkoo, Smith, & Ramkissoon, 2013; Zamani-Farahani & Musa, 2008; Zamani-Farahani & Musa, 2012), and based on considerable previous research researches on tourism development impacts (e.g. Ap & Crompton, 1998; Haralambopoulos & Pizam, 1996; Lankford & Howard, 1994; Vargas-

Sanchez et al., 2009), also, and more importantly, In light of these observations of this study (Section 1.4.), the current research, following the three types of tourism impacts (economic, environment and socio-culture), selected following variables:

- Socio-demographic variables (Age, Gender, Education Level, Marital status).
- Community attachment.
- Distance of residence from the central tourism zone.
- Level of contact with tourist.
- Participation in tourism planning.
- Participation in local organization.
- Economic reliance on the tourism industry.

It is important to note that in-depth literature review of each factor addressed in presented publications.

1.10.5. THE PETRA REGION STUDIES

As mentioned before, the studies of tourism impacts in the Petra region are very limited. However, Taweel (2003, cited in, Alshawagfih, Albrari & Alananzeh, 2015) suggest that, in his study in the Wadi Musa (the region center), dependency on tourism and some socio-demographic variables influence residents' perceptions of tourism impacts. Moreover, Hejazeen (2007), in his study of the tourism influences in the main tourism attraction in Jordan (including Petra), indicates that sociocultural impacts in the Petra region are highly evident, more than the other tourism attractions.

A remarkable study by Alhasanat & Hyasat (2011) suggested that the overall sociocultural impacts of tourism in the Petra region are perceived as positive; residents indicated that tourism helps to improve the infrastructure in the region, and creates jobs and investment opportunities. The residents, based on their study, were concern about some tourism's culture impacts, such as the negative influence on behavior. Residents were agree that tourism helps to increase the cost of living and land prices. However, he conclude that despite perceiving negative impacts, Petra region's residents are supportive to future tourism development.

Mustafa and Tayeh (2011) study suggested that involvement of residents in tourism planning is critical for the future effective tourism development. They also emphasizes the importance of the local production of the handcraft industry by local owned business, arguing the influence of imported products on the local economy. Moreover, they indicated the importance of protecting the history and heritage of the local community, respecting their culture, and preserving the landscape settings.

Farajat's (2012) study emphasizes the importance of the local organizations in the tourism development, and the positive effect of the local community involvement in the protection and management the heritage site. Later then, Alshawagfih et al. (2015) found that quality of life dimension was the most evident across other dimensions and it influenced positively with tourism development and economic, environment and cultural dimensions, respectively, where ranked after. Last but not least, Al-Ababneh (2016) indicated that residents are favor to tourism impacts. Economic impacts viewed as most important among residents, followed by cultural and social impact, respectively.

The literature review section summarized the key literature related residents' perceptions of tourism development, with focus on the Petra region and comparable tourism destinations' studies in the world. However, subsequent the review of literature, the scope of the research become clear, therefore, next section will explain the research scope, and then, the methodology of obtaining data will be highlighted.



1.11. CONCEPTUAL FRAMEWORK

THE CONCEPTUAL FRAMEWORK is a universal image of the research. It explain or display the main topics to be studied, including key factors, main concepts and variables, also shows the relationship between them (Miles & Huberman, 1994; Maxwell, 2013).

It was assumed that satisfaction and perceptions are consequences of tourism development process and involvement of local community in that process. Tourism development can create impacts, and residents perceived those impacts. However, the tourism development process and involvement of the residents can influence their perceptions toward tourism development. Moreover, those perceptions can influence the satisfaction with local management.

However, the literature review together with the problem definition and the objectives of the study provided the research a clear path. Including on one hand, factors that influencing the perceptions and the most important scales of perceptions toward tourism impacts. Moreover, it clarifies the relations between the perceptions and satisfaction with the local management. On the other hand, the local management profile has been defined, and every possible justification that likely influence the residents’ perception related to the managements’ responsibilities, have been explained. Accordingly, the conceptual framework of this study has been built and shown in figure 15.

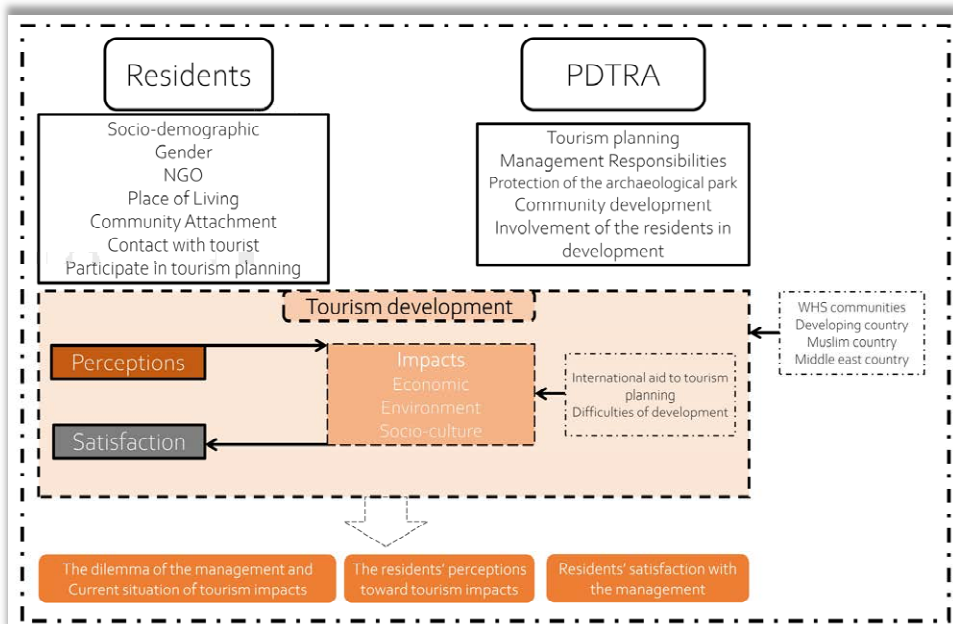


Figure 15: The conceptual framework of the research.



1.12. CHAPTER ONE SUMMARY

In summary, chapter one builds the theoretical and observational context of this research, and helped to establish the methodology of the research. The study field was identified regarding local communities and tourism development. Moreover, the observations of the researcher's were addressed, together with the literature review, consequently, the problem of the study was identified and then the objectives of the study were determined. The next chapter discuss the research methodologies used to achieve the objectives of the research.



2



CHAPTER TWO: METHODOLOGY

This chapter defines the study's research philosophy and design. A description of how researcher understood the reality and what path did he chose to solve the research problem. Moreover, a description of the ethical and quality criteria which have been considered during conducting this research. In particular, this chapter includes following sections:

- 2.1. Research paradigm.
- 2.2. Research Approach.
- 2.3. Type of the research.
- 2.4. Research strategy.
- 2.5. Research values and ethics.
- 2.6. Papers synopsis.
- 2.7. Thematic unit of papers.



Morpheus: This is your last chance. After this, there is no turning back. You take the **blue** pill – the story ends, you wake up in your bed and believe whatever you want to believe. You take the **red** pill – you stay in Wonderland, and I show you how deep the rabbit hole goes. Remember, all I'm offering is the truth – nothing more.

Larry & Andy Wachowski (1999)

In order to enter the **MATRIX** likewise NEO, the researcher choose the **red** pill, which led him to answer his curiosity. Many **blue** pills are available in the literature, many of them could help the researcher to understand the phenomena, however, this section explains the methodology of the overall research, which was selected carefully for conducting the study and achieve the objectives. It starts by demonstrating the paradigm and the approach that guided this research. Then, provides an overview of the research design used in this thesis, including the primary questionnaire design. Thereafter, it shows the adopted methods for each publication, and finally presents the ethical and quality considerations of the research.

2.1. RESEARCH PARADIGM

RESEARCH PARADIGM is the key of success to any research. It explains the way the researcher handle and thinks the development of knowledge. It defines the perspectives and set of believes that forms the interpretation of data (Mackenzie & Knipe, 2006). The need of paradigm is to understand social research in term of axiology, ontology, epistemology, and methodology (table 5).

Table 3: Research paradigm terms.

Term	Definition
Paradigm	Basic set of beliefs that guides action.
Axiology	Beliefs about the role of values and morals in research. View of what is valuable.
Ontology	What is the nature of reality / view of reality?
Epistemology	What is the nature of the relationship between the knower and the known? How we know what we know. View of knowing and relationship between knower and to-be known.
Methodology	How should the inquirer go about finding out the knowledge / The process of research / view of mode of inquiry?
Method	What are the tools of data collection and analysis?

Source: Creswell (2013), Jennings (2001) and Kaushik & Walsh (2019).

The current research lies within the P R A G M A T I S M approach. According to Johnson & Onwuegbuzie (2004), pragmatism is the third research paradigm movement in research field after Positivism and Interpretivism (table 6), and it is an approach help researchers who designing a mixed method research, or who want to understand social phenomena throughout multiple methods, different forms of data collection and different assumptions. This approach is recommended in tourism field regarding cultural tourism, travel behavior and tourism impact (Creswell, 2003; Jennings, 2001). "Individual researchers have a freedom of choice. In this way, researchers are free to choose the methods, techniques, and procedures of research that best meet their needs and purposes" (Creswell, 2003, p.11). "Pragmatism has been hailed as the foundation of mixed methods and, depending on the nature of research, it can be adopted to yield better outcomes" (Pansiri, 2005, p. 191). Table 7 shows the flexibility of the pragmatism philosophy, moreover, it indicates the terms in which are located in this thesis.

Table 4: Comparison of three research philosophies

	Research approach	Ontology	Axiology	Research strategy
Positivism	Deductive	Objective	Value-free	Quantitative
Interpretivism	Inductive	Subjective	Biased	Qualitative
Pragmatism	Deductive/Inductive	Objective or subjective	Value- free/biased	Qualitative and/or quantitative

Source: [Creswell \(2003\)](#), [Jennings \(2001\)](#) and [Kaushik & Walsh \(2019\)](#).

The ontological ground of this study is that “human actions can never be separated from the past experiences and from the beliefs that have originated from those experiences”, to this end the research started investigating the tourism development history in the Petra region. The tourism impacts in the region is a consequence of previous actions including tourism planning, community development and infrastructure development. Moreover, pragmatism aims to study people’s actions to solve emergent problems, assumes a research for multiple perspectives, and views reality as fluid, somewhat indeterminate. To this end, perspectives of the local community were examined and understood to solve the problem. The epistemological base of the pragmatism paradigm instructs objectivity in knowing the reality and more importantly, the relationship between the knower and the known, consequently, in this research took all needed precautions to determine the objectivity especially in data collection (section objectivity and data collection). Pragmatism paradigm also dictates a subjective point of view regarding addressing research problem, for that reason research problem were shaped along with the researcher’s experience ([section 1.4.](#) and [1.5.](#)). According to the methodology, bearing in mind the arguments that related to the methodological issues in which should be focused on over the epistemological consecrations ([Kaushik & Walsh, 2019](#)). In addition, researchers argued that in social sciences investigations, authors should focus on both issues. Methodology which is related directly to the research (Petra region study), and epistemology, which is related to the researcher’s beliefs that effect the research scenario (researcher’s experience and background). However, pragmatism paradigm allows using mix methods, in this research, EXPLORATORY SEQUENTIAL MIXED METHODS DESIGN or SEQUENTIAL EXPLORATORY DESIGN was used, and it was carefully designed and presented in this section and the publications.

Table 5: Characteristics of the research's pragmatism approach.

Characteristics	Assumptions (where it appears in this thesis)
Axiology	Value-driven research (chapter 2, section 2.6.) Research initiated and sustained by researcher's doubts and beliefs (chapter 1, section 1.4.) Researcher reflexivity (chapter 1, section 1.4. and section 1.6.)
Ontology	Complex, rich, external 'Reality' is the practical consequences of ideas (chapter 1, section 1.5. and section 1.8.) Flux of processes, experiences and practices
Epistemology	Practical meaning of knowledge in specific contexts 'True' theories and knowledge are those that enable successful action (chapter 1, section 1.8. and section 1.9.) Focus on problems, practices and relevance (chapter 1, section 1.2. and section 1.5.) Problem solving and informed future practice as contribution (chapter 1, section 1.5. and chapter 8, section 8.3.)
Methodology	Following research problem and research question (chapter 2, section 2.5.) Range of methods: mixed, multiple, qualitative, quantitative, action research (chapter 2, section 2.4.) Emphasis on practical solutions and outcomes (chapter 8, section 2.3. and 2.4.)

Source: [Creswell \(2003\)](#) and [Saunders, Lewis, & Thornhill \(2019\)](#).

2.2. TYPE OF THE RESEARCH

IN THE LINE WITH THE RESEARCH'S PARADIGM, this study can be described as EXPLORATORY RESEARCH. This type of research aims to explain an observed phenomena, behaviors, or problems. It is also named as interpretive research or grounded theory approach, which aims to answer questions such as what, how and why. The current research also has some of the Community-based research (CBR) characteristics. Community-Based Research principles stated that the research should "doing no harm" of the involved communities, also, CBR involve the community in the design and implementation of the research. Moreover, CBS is designed to empower the local community to influence the policy

changes. CBR also characterized by using multiple methods of knowledge produced. In the current research, the initial motivation of this study was stimulated by personal communications with several tourism leaders and stakeholders in the Petra region ([Appendix A](#)). The purpose of these communications were to help the design of the study, and to discuss issues that the researcher have doubts about regarding tourism policies and tourism management in the region. All necessary procedures were taken in order to respect participants' privacy (in both questionnaires and interviews). Furthermore, the researcher stayed in the field study during conducting the research for three months (research stay), which involved communicating with local community, retrieving official documents used in ([paper 1](#) and [2](#)), and data collection.

2.3. RESEARCH APPROACH

INDUCTIVE OR DEDUCTIVE? This question was asked many times in the stage of developing this research design. According to the pragmatism, allows the researcher to move back and forth between induction and deduction ([Morgan, 2007](#)), which called abductive. "Where you are collecting data to explore a phenomenon, identify themes and explain patterns, to generate a new or modify an existing theory which you subsequently test through additional data collection" ([Saunders, Lewis, & Thornhill, 2019, p.145](#)). With regard to the research's characteristics and approach, and the way that the researcher understand the reality (pragmatism paradigm), the abductive approach was found to serve the need of understanding the phenomena (research problem).

Applying an abductive approach to our research on the reasons for high employee absenteeism in a retail store would mean obtaining data that were sufficiently detailed and rich to allow us to explore the phenomenon and identify and explain themes and patterns regarding employee absenteeism. We would then try to integrate these explanations in an overall conceptual framework, thereby building up a theory of employee absenteeism in a retail store. This we would test using evidence provided by existing data and new data and revise as necessary" ([Saunders et al., 2019, p.149](#)).

However, the research as whole adopted the abductive approach ([figure 16](#)), the research start with the review of existing theoretical knowledge of tourism development and the impact of tourism on local community ([chapter 1, section 1.9.](#)). Then, a real life observations were indicated ([chapter 1, section 1.4.](#)), thereafter, propositions were suggested along with building of theoretical framework ([chapter 1, section 1.5, 1.7. and 1.8.](#)). Finally, the propositions testing performed to create new knowledge ([chapter 3, 4 and 5](#)).

regarding the tourism development history in the Petra region, and what are the reason behind the lack of tourism development in the region. Moreover, it shade the light on the community involvement in the tourism planning.

According to the type of this thesis (by publication), it was decided to construct a questionnaire and use it in different papers (paper 3, 4, 5 and 6). As mentioned before, the questionnaire used both observations of the researcher side by side with the results of the quantitative method (paper 1 and 2). Which emphasize the nature of the research paradigm (pragmatism), the type of the research (exploratory) and research design (exploratory sequential mixed methods).

2 . 4 . 1 . SURVEY DESIGN

The Questionnaire as a data collection tool was used in the majority of the previous studies of residents' perceptions toward tourism development (Appendix B). Self-administered questionnaire used in order to support the objectivity of the real world collected data, which is related to the assumption of the adopted paradigm (pragmatism). Moreover, for several reasons such as ability to collect large amount of data, help obtain generalized results, and for its suitability for researches with low financial funding.

In order to enhance the quality of the research and collected data, there are several considerations were considered in the phase of building the current study's questionnaire. Next section discusses all necessary precautions such as anonymity, access and refusal and permission along with the criteria of the research in the University of Málaga. Moreover, the survey design followed the recommendations of the American association for public opinion research (AAPOR).

PILOT QUESTIONNAIRE was employed to test the research tool, it was important to measure the tool and then prepare the final copy of the questionnaire. Testing the tool important to ensure that respondents understand the questions as the researcher do. In addition, to know if the respondents are feeling comfortable with the questions and to ensure that the questions are in suitable sequence that make it more understandable for the respondents. The pilot questionnaire also was performed to measure the research quality criteria such as reducing social desirability bias (Brace, 2008, p.195) increasing the confidence of the despondences with the research. Respondents were chosen randomly from all villages of the region, with same characteristics of the study population. The average time to fill each of the handwriting questionnaire was 15 minutes. It was performed during 15 to 20 August of 2016. According to Connelly (2008), suggests that a pilot study sample should be 10% of the sample. Isaac and Michael (1995) and Hill (1998) suggested 10 to 30 respondents. However, we have 400 target sample of 32092 residents, so we distributed 40 questionnaires for the region's residents according to their gender, age and the living area in order to obtain a representative pilot sample (table . The pilot questionnaire was formulated in July 2016 and distributed in

August 2016. Respondents' notes were taken and seriously considered. Notes were few and they can be summarized as following:

1. Fifteen percent of the respondents recommended reducing the number of questions.
2. Illiterate respondents recommended a help during the questionnaire filling.
3. Several respondents were concerned about the motivation behind the research.
4. The researcher did not receive any note related to misspell in the questionnaire.

Table 6: Pilot study sample.

Town	Population percentage	Number of questionnaire
Wadi Musa	55%	20
Taybeh	20%	9
Rajif	7.6%	4
Um Sayhoun	6.6%	3
Dlaghah	7.7%	3
Baidah	1.6%	1
	100%	Total 40

2 . 4 . 2 . S A M P L I N G D E S I G N

The sampling was driven by the type of the research and paradigm (table 4), the population of this study is the residents of the Petra region. The epistemology of the research philosophy indicate that the research should focus on problems, practices and relevance, also, it should focus on problem solving and informed future practice as contribution. According to the methodology, it should emphasis on practical solutions and outcomes.

Overall, sampling design includes four elements (Malhotra and Birks, 2007), which are POPULATION AND ELEMENT, SAMPLING FRAME, SAMPLING METHOD and SAMPLING SIZE. As the study focus on the residents of the Petra region, researcher determined two criteria of the population, first, it should be aged 18 or more, to ensure the ability of the respondent of recognize her/his personal benefits of tourism development. Second, the researcher decided to include residents who are living more than three years in the region, to ensure her/his knowledge about tourism development and regulations of the PDTRA. Sampling frame was not determined due the difficulty of including all residents of the region, who are aged 18 and more, to what explained before regarding the research funding and residents' accessibility. Probability sampling method was adopted, to its advantage in analysis method such as regression or structural equation modelling. As one of the objectives of this research is to draw a profile of the residents' perceptions, stratified random sampling method

was employed according to the residents' place of living and gender. This method helps to study a particular subgroup within a greater population, also helps to provide more accurate statistical findings than random sampling (Sekaran, 2003).

The **sample size** of this study exceeded the recommendation of previous researcher in tourism field (Crammer, 2009; Diamantopoulos & Siguaw, 2000; Hair et al., 2010; Kline, 2005; Vargas-Sanchez et al., 2009; Yoon et al., 1999; Connelly, 2008). All mentioned researcher have recommended sample size of maximum 359 and minimum 150 cases, for deferent analysis tools. However, in this research we use the following equation to calculate the sample size, which is recommended by the AAPOR:

$$\text{Sample size} = \frac{\frac{z^2 * p * 1 - p}{e^2}}{1 + \left(\frac{z^2 * p (1 - p)}{e^2 N} \right)}$$

Where:

N = Population size

e = Margin of error (percentage in decimal form)

z = z-score

p= Population proportion

The survey first written in English for study purposes, and the bilingual researcher translated the questionnaire into Arabic. It was decided to distribute 470 hard copy questionnaire and of 40 electronic copy was sent to random participants to their emails. A valid 467 completed questionnaires with (91% respond rate, 4.5 Confidence Interval and 95% Confidence Level) were included within the statistical analysis. Multiple imputation method was used in missing values procedure for scale items in 15 surveys. Data collection was conducting over three weeks in Jun 2017. Cross-sectional method of data collection was used because it is useful in determining priority subgroups within a population.

The research strategy also includes questionnaire design and data analysis process, however, according to the research thesis type (by publication), it was decided to describe and discuss the methods employed in detail in each paper. However, full copy of the questionnaire attached in the [appendix B](#). It is important to mention that the questionnaire was not used as a whole in each quantitative paper. In the next section, a description of each paper's method was highlighted.

2.4.3. VALIDITY AND RELIABILITY

The results of this study shows that the tool of quantitative data is reliable. First, the tested relation between residents' perceptions and satisfaction were the same in two test [paper 3 and 4](#). Second, the value of Cronbach's alpha of the questionnaire is (.892), this indicates that the questionnaire is reliable enough to measure the variables identified in the study.

According to the findings of this research, it was found that the study measured what it claimed to be measured ([section 8.1.](#)), this indicator was mentioned by [MacGivern \(2006\)](#). According to [Johns \(1999\)](#), the ease of completing the questionnaire and the ease of analyzing the data indicates that the tool has greater validity. In this research, as mentioned in [section \(1.10.4.\)](#), the respondents indicated their comfort in completing the questionnaire, moreover, during the data analysis process in [paper 3, 4, 5 and 6](#), the researcher didn't find a difficulties that influence the validity of the data. With regard to the external validity (generalizability), the sampling of the population was representative ([section 1.10.4.](#)), the sample selection considered the following formula: (number of population at each district ÷ total number of population in Petra × number of questionnaires).

Table 7: Reliability Statistics using SPSS.

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.892	.890	42

Enter through the narrow gate. For wide is the gate and broad is the road that leads to destruction, and many enter through it.

Matthew 7:13

2.5. RESEARCH VALUES AND ETHICS

2.5.1. INTRODUCTION

RESEARCH ETHICS and values are not different from human values that stratify in daily life, however, in the context of the academic writing and conducting scientific research, these values and ethics have specific application. According to [Sekaran & Bougie \(2016, p.17\)](#) ethics in research is “code of conduct or expected societal norm of behavior while conducting research”. [Anol \(2012, p. 137\)](#) stated, “Scientists should not manipulate their data collection, analysis, and interpretation procedures in a way that contradicts the principles of science or the scientific method or advances their personal agenda”.

In this study, the researcher followed two main sources as guidance regarding ethical research conduct. **First**, the guidelines of the Experimentation Ethics Committee of Málaga University [Comité Ético de Experimentación de la Universidad de Málaga (**CEUMA**)], which is also in the line with other Spanish ethical and values principles and responsibilities in the research activity, which they are:

- Consejo Superior de Investigaciones Científicas (**CSIC**).
- La Confederación de Sociedades Científicas de España (**COSCE**).
- La Conferencia de Rectores de las Universidades Españolas (**CRUE**).
- Advisory Committee on Ethics of Scientific and Technical Research by the President of the Spanish Foundation for Science and Technology (**FECYT**).

Second, the recommendations of the Association of Information Systems (AIS). AIS has published a code of conduct in March 4, 2015, which contain guidelines (The AIS Code of Research Conduct) for researcher. [Table 8](#) summarize the codes of AIS.



Table 8: Code of research conduct.

CATEGORY ONE-Codes that must always be involved
<ul style="list-style-type: none">▪ Do not plagiarize.▪ Do not fabricate or falsify data, research procedures, or data analysis.▪ Do not use other people’s unpublished writings, information, ideas, concepts or data that you may see as a result of processes such as peer review without permission of the author.▪ Do not make misrepresentations to editors and conference program chairs about the originality of papers you submit to them.
CATEGORY TWO-Recommended ethical issues
<ul style="list-style-type: none">▪ Give priority to the public interest, particularly when designing or implementing new information systems or other designed artefacts.▪ Respect the rights of research subjects, particularly their rights to information privacy, and to being informed about the nature of the research and the types of activities in which they will be asked to engage.▪ Do not abuse the authority and responsibility you have been given as an editor, reviewer or supervisor, and ensure that personal relationships do not interfere with your judgment.▪ Do not take or use published data of others without acknowledgement; do not take or use unpublished data without both permission and acknowledgement.▪ Declare any material conflict of interest that might interfere with your ability to be objective and impartial when reviewing submissions, grant applications, software, or undertaking work from outside sources.▪ Acknowledge the substantive contributions of all research participants, whether colleagues or students, according to their intellectual contribution.▪ Use archival material only in accordance with the rules of the archival source.
Additional recommendations
<ul style="list-style-type: none">▪ Keep the documentation and data necessary to validate your original authorship for each scholarly work with which you are connected.▪ Do not republish old ideas of your own as if they were a new intellectual contribution.▪ Settle data set ownership issues before data compilation.▪ Consult appropriate colleagues if in doubt.

Source: [AIS \(2015\)](#).

In this research, all mentioned recommendation were taken seriously and all in all. However, several principles related to ethics should be highlighted in details such as permission, access and refusal and anonymity.

Spanish research institutions key ethical and value consecrations:

- The increase of knowledge and the improvement of human life.
- Research should consider the protection of fundamental rights of people, animals and the environment.
- Contribution to society from research sectors, as far as economic and social development within the context of increasing competitiveness, in their respective countries and cultures.
- Honesty, objectivity, impartiality and trust
- Research should be directed to solve society's problems regarding knowledge.

2.5.2. PERMISSION

Before starting this research, permission was requested from PDTRA during personal communications, and they were aware of the research's aim and why it is important to the Petra region and its tourism development. In addition, in the data collection process, respondents were informed about the aim of the study and they were asked to participate in the survey freely. Regarding interviewed participants, they were asked verbally (recorded), stating that they are aware of the research and giving their acceptance.

2.5.3. CONFIDENTIALITY, ANONYMITY, ACCESS AND REFUSAL

Participant were treated in respect and they were updated throughout the research process. For that purpose, a **Facebook** was created to inform the, not only the participants, the targeted audience includes the PDTRA, researchers in tourism field, residents of the region and students.

As the researcher from the same community, the "trust relationship" between researcher and participant was not a problem, however, this is lead to another ethical issue, which is the objectivity. Objectivity in conducting the research was explained more in details in "values" in this section.

Iltis (2006) suggests that "it should be made clear to personal that by enrolling in a study they are not committed to remaining in the study and they may terminate their participation at any time.". However, to this date none of the participants has indicate any issue or refusal of using here or his data in this research.

Along with the questionnaire, a paper notes (Figure 17) were given to the respondents that show the **Facebook** link and email address, to report their decision to cancel their participation in anytime, requesting information regarding research's findings and provide any feedback that help to improve this research and future research



Figure 17: Paper note of the questionnaire.

Respect was shown for the participant before, during and after data collection. Including their privacy and traditions. Respondent were informed that their time is highly appreciated, and their participation in the data collection is highly important to them and to all communities of the Petra region. In order to enhance the anonymity of the data collection. Questionnaires were collected by a sealed box, to ensure that identity of the respondent will not be recognized. With regard to the interviews in paper 5, the confidentiality's considerations were taken to protect the participant from any harmful.

According to the National Academies of Sciences, Engineering, and Medicine (NASEM, 2017), the values of the research involves honesty, fairness, objectivity, reliability, skepticism, accountability and openness. In this research, the researcher has considered all these issues in conducting the research process. However, validity, reliability and objectivity discussed in details to ensure the integrity of the research as the researcher was a resident of the Petra region.

2.5.4. OBJECTIVITY

Objectivity means, "Certain kinds of motivations should not influence a researcher's action, even though others will" (NASEM, 2017, p. 30). According to Kritarth (2014), objectivity is the most respected value of any scientific research. Objectivity helps to produce valid and reliable findings, it also helps to raise the level of the research integrity.

Being resident of the Petra region, the researcher did not find difficulties to understand the customs, traditions and privacy of the respondents. However, the researcher ensures that his cultural background, memories, emotions, and his personal life are completely separated from understanding the phenomena. In other words, the perspective of the researcher regarding understanding the research problem was always from a third-person point of view (Figure 18). The objectivity in conducting the research was also considered the researcher Intellectual Curiosity, which is directly related to the academic performance (von Stumm, Hell, & Chamorro-Premuzic, 2011).

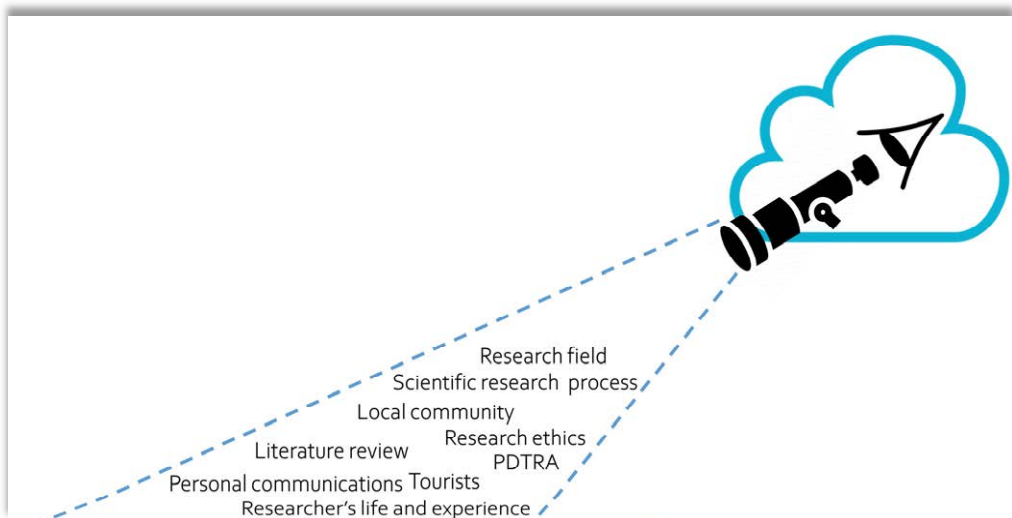


Figure 18: The third-person view of the researcher.

2.6. PAPERS SYNOPSIS

THE PURPOSE OF THIS SECTION is to summarize the methods employed in each paper. Also, it provides an overview of the papers' connection with the paradigm of the research. Previous section explained the adopted methodology of the research, having said that, thesis by publication involving back and forth in many parts of the research design, such as formulating of the research questions, conclusions, discussions and literature review (figure 6 and 13). However, this section clarify and summarized in details the research process, research design and methodology of the entire research and how papers are connected to serve the research aim.

2.6.1. SUMMARY OF PAPERS' METHODS, OBJECTIVES AND RESULTS.

The investigation involves mixed methods and characteristics. Balancing the need of the investigations with the methodology and the need of publishers (journals) was a challenge to this study. However, according to the research paradigm, the investigation should be highly structured and organized. The researcher took all considerations to connect the studies (papers) together in one body of investigation, in order to strengthen the investigation and its findings.

Table 7 shows the summary of each paper regarding adopted methodology, objectives, questions and hypothesis, moreover, how each paper serve the whole investigations' objectives. Furthermore, based on the papers' findings, each finding was related to the next paper's findings and objectives. In depth overview of papers' relations highlight the main connection of research's papers.

Table 9: Summary of paper 1 and 2.

Research's			Papers'			
Objectives	Questions	Hypothesis	Objectives	Methods	Data collection method	Analysis Method
O ₁ and O ₂	Q ₁ and Q ₂	Non	<ul style="list-style-type: none"> Analyzes the tourism policy in Petra Region. Recognize the role that the local community and stakeholders played in the development of the Region. Examine the main tourism projects and programs related to the tourism development in the Petra Region. 	Qualitative	content analysis and documentary research	Manual Analysis.
			<ul style="list-style-type: none"> To determine whether the international aid agencies have integrated the local community in the planning of tourism and community development. To identify the barriers of tourism planning and stakeholder participation in the Petra region. 			

Main findings of the paper 1 and 2:

1. Absent of the local community involvement in the tourism development.
2. Late implementation of plan's recommendations in consequence of lack of funding and local skilled planners, and topography of the region.
3. Petra had many management dilemmas, such as, frequent rotation of the management, balance the protection of the site, the citizens' rights concerning to the need of acquisition lands and moving locals used to live in the archaeological park to Um Sayhoun.
4. Tourism development was focused only on the Petra site and near surrounding communities (Baidah, Um Sayhoun and Wadi Musa).

Table 10: Summary of paper 3 and 4.

research's		Papers'		
Objectives	Questions	Hypothesis	Goals	Methods Data collection Analysis Methods
Paper 4	O3-O8 Q3-Q8	Chapter 3	<ul style="list-style-type: none"> Assess and identify residents' perceptions of the impact of tourism in the Petra region. Examine whether residents' sociodemographic characteristics and community attachment influence the residents' perceptions of the impact of tourism. 	Quantitative Questionnaire Regression, Factor Analysis and Anova.
		Chapter 4	<ul style="list-style-type: none"> Examine the influence of the perceived impact of tourism on the satisfaction with local management. 	
Paper 3				

Main findings of the paper 3 and 4:

1. Scio-culture impacts are important to the residents in term of culture norms and traditions.
2. Economic impacts are highly evident to the residents, especially the negative economic impacts of tourism development.
3. Residents view tourism as a low job opportunities driven sector.
4. Residents who have tourism related job were not favorable with tourism impacts.
5. Women in the Petra region have less favorable views towards the economic benefits of tourism.
6. Perceived positive impact of tourism influences the residents' satisfaction.
7. Community attachment and contact with tourists are positively influences residents' perceived tourism impacts.
8. Closer the residents living to the tourist site, more negative view of tourism they have.
9. Participate in tourism planning and involvement in local association; enhance the residents' perceptions toward tourism development.

Table 11: Summary of paper 5.

Research's		Paper's		
Objectives	Questions	Questions	Objectives	Methods Data collection method Analysis Methods
paper 5 O9 Q7 and Q9	<ul style="list-style-type: none"> ▪ How do women in the Petra region perceive the economic impacts of tourism in rural and urban areas? ▪ Are there any difficulties faced by women in the Petra region related to working in the tourism sector? 		To explore the trend towards gender equality in the tourism sector of the Petra region, Jordan.	Quantitative and qualitative Questionnaire and in-depth interviews Anova, Manual analysis.

Main findings of the paper 5:

1. Women in the Petra region face difficulties in benefitting economically from the tourism industry.
2. Despite the social, religious and educational restrictions, women are interested in gaining from tourism.
3. Having said that, the way of obtaining these benefits should be socially accepted, it was found that local associations are the most preferable to women in the region.
4. Perceived economic tourism impact is differ between women in rural and women in urban areas in the region, however, it is not favourable for both.

2.7. THEMATIC UNIT OF PAPERS

The implementation of the designed research methodology was formulated by six scientific research papers. Each stage of the research was achieved by a publication. Figure 19 shows the connection between research papers and their outcomes with regard conceptual framework and methodology (chapter 1, section 1.9.; chapter 2). The diagram follows the philosophy and methodology of the research, and the adopted research process.

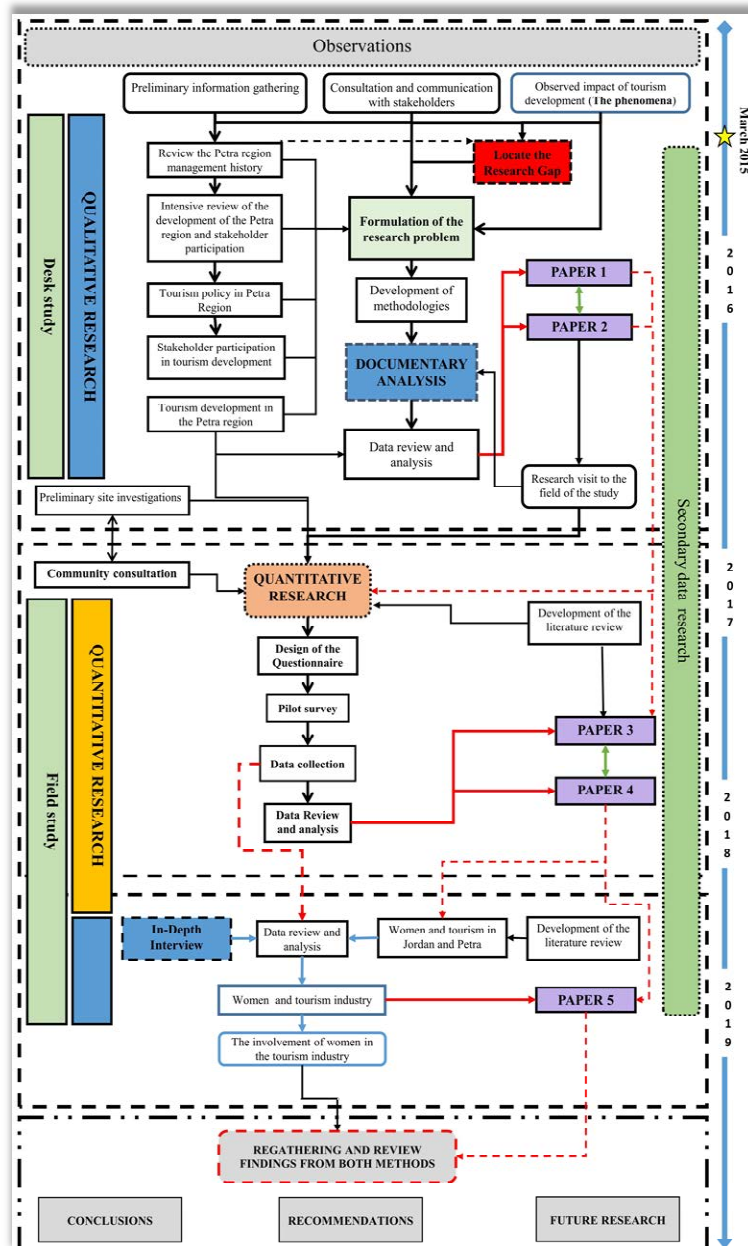


Figure 19: Flow of the research, combining the methodology, research papers and research process.

2.7.1. IN DEPTH OVERVIEW OF PAPERS' RELATIONS

During the conducting the research papers, and based on the adopted methodology (exploratory sequential mixed methods design), the findings of the qualitative research were important to conduct the quantitative research. Reader is respect remained that the timeline in figure 14 is the research real time, not the publication date. However, it is important to mention that each next paper has an evidence of the previous one. For instant, the findings regarding gender differences in [paper 3](#) helps to provide initial data and suggestions to [paper 5](#). The findings of [paper 1](#) and [2](#) provided an evidence of the lack of local community involvement in tourism planning, also the lack of tourism development in the region. Which is important, based on the theoretical framework of the study, as a justification of the tourism impacts and residents' perceptions toward those impacts. [Figure 20](#) shows the in-depth connection of the papers.

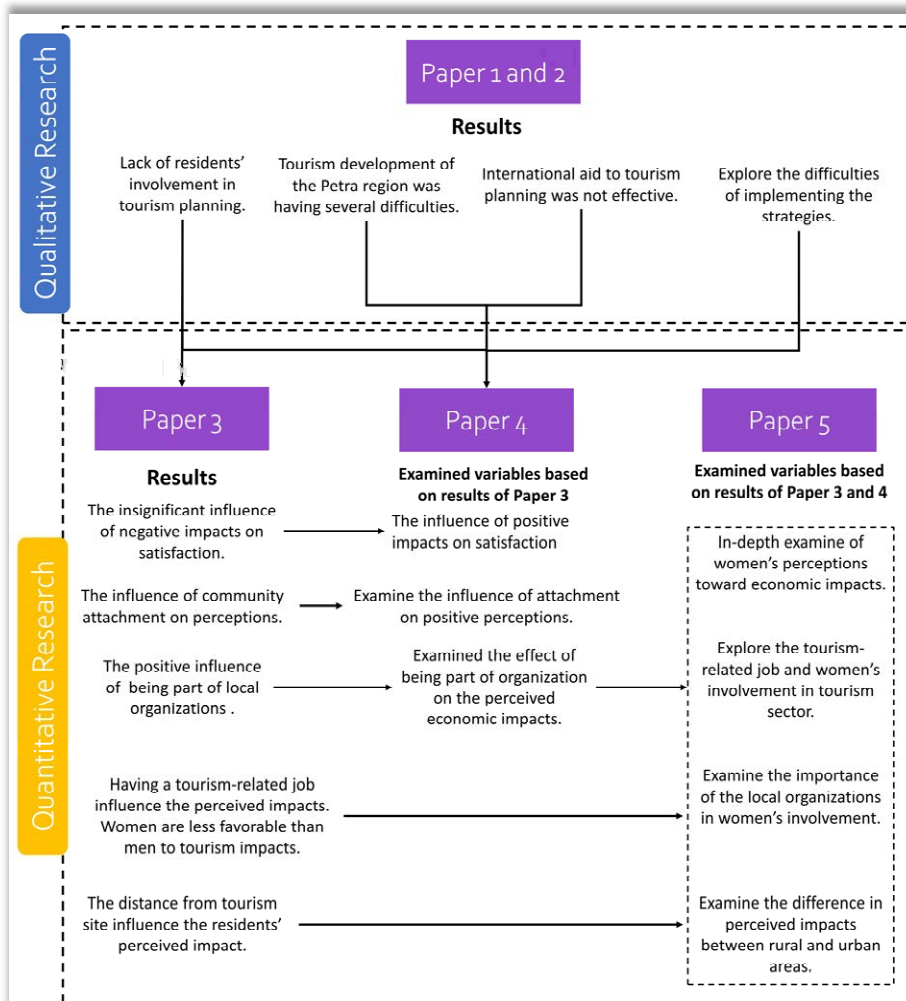


Figure 20: In-depth connection of the included paper of this thesis.

Following some critical issues regarding conducting research papers:

- In [paper 4](#) we used only positive scales, for several reasons: first, the insignificant result of negative perceptions' influence on satisfaction in [Paper 3](#). Second, to seek for different result from different method to have more accurate and valid results.
- The results of [paper 3](#) regarding insignificant influence of negative impacts on satisfaction, helps to design the [paper 4](#).
- The results of [paper 3](#) Hypothesis 7a and 7b indicates the need to establish a local organizations to benefit from tourism activity, which has been considered in [paper 4](#) and [5](#).
- The results in [paper 3](#), hypothesis H5a, H5b (the influence of having a tourism related job on the perceptions), and H3 (the deferent of perceived the impact of tourism between men and women) indicate the need of conducting [paper 5](#).
- Analyzing the influence of distance on perceptions in [paper 3](#) helps to support the examining the rural-urban perceptions of females in [paper 5](#).
- The influence of perceptions on satisfaction. This relation was tested in [paper 3](#) and [4](#), in [paper 3](#) was tested the influence of the residents' perceptions on the satisfaction, however, results shows insignificant relation with regard to the negative constructs. It was decided to tested only the positive construct with different variables (e.g. contact with tourists) in order to have a lager view of the residents' perceptions toward tourism development impact.
- Community attachment was tested in [paper 3](#) and [4](#). According to the influence of attachment on perceptions, despite the differences in perceptions tested scales, it was decided to examine it in [paper 4](#) to have more clear and critical answer of the relationship. Moreover, to have more profound explanation of the attachment influence on the perceptions. It was supported by two reasons. First, the weak influence of the attachment on the positive socio-culture perceptions and the insignificant effect on the positive economic perceptions, second, since this factor is important to understand the residents' perceptions (cites).
- Part of local organization. It was tested in [paper 3](#) and [4](#). Findings of [paper 3](#) shows a strong influence of this variable on residents' perception toward economic tourism impact, consequently, it was decided to test the influence of this variable on the economic positive impact in [paper 4](#). Bearing in mind that the papers used different analysis methods, regression and PLS-SEM. Moreover, it helps to find justifications to conduct [paper 5](#) regarding women and their employment in the tourism sector.

The papers are located in [chapters 2-7](#) of this thesis.

2.8. CHAPTER TWO SUMMARY

CHAPTER TWO PRESENTED the methodology of the research, detailing the adopted research philosophy and approach, the research strategy, the questionnaire and sample design and presented the summary of the methodology of each paper. The research was guided by the pragmatism paradigm approach, an Exploratory Sequential Mixed Methods Design was used to design the study, and accordingly content analysis and questionnaire were employed for the data collection from the study area. The data of the qualitative method was obtained from planning document of the Petra region since 1968, then the A self-administered questionnaire distributed. In one hand, the document analysis was employed to explore the involvement in the tourism development, as it is the key success of the tourism development and has a direct effect on the residents' satisfaction and perceptions. On the other hand, the questionnaire was developed to measure the residents' satisfaction with local management and their perceptions toward impact of tourism development, including ten constructs namely positive and negative impact of tourism regarding economic, environmental and socio-culture aspects, community attachment, level of contact with tourists, level of involvement in tourism development and satisfaction. The data collection took place in all towns of the Petra region and cross-sectional data collection method was used. The data were analysed by several methods based on each paper's objectives and hypothesis.





PART TWO



PUBLICATIONS



3



CHAPTER THREE: AN ANALYSIS OF TOURISM POLICY DEVELOPMENT IN PETRA: THE ROLE OF THE HOST COMMUNITY IN TOURISM DEVELOPMENT.

Paper 1

Authors: Moayad Mohammad Alrwajfah, Fernando Almeida-García and Rafael Cortés-Macías.

Conference: The Art of Living Together, 7th Advances in Tourism Marketing Conference 7th Advanced in tourism Marketing Conferences (ATMC).

Editorial: CEFAGE - Universidade do Algarve Campus Gambelas, Montenegro – Faro Portugal

Pages: 405-411.

Year: 2017.

Number of pages: 8.

The content of this chapter is an identical copy of the conference paper cited above.



INTRODUCTION

Petra, Jordan's the most visited destination, and the most important archaeological site, has been focused of decision makers' attention in the last decades. Petra is important for the country's economy and national tourism. according to MoTA 2015, Petra receipts reached 16.5 million JOD in 2009 in percentage of 44 of the national tourism receipts. In 2007 Petra became one of the new seven wonders, this recognition generated the influx of tourists, which, during the absence of effective management and planning, necessitates immediate actions to protect and promote Petra's cultural and natural heritage and upgrade tourism services to meet high visitor expectations. However, this challenge is an all-out effort to protect, upgrade, and promote Petra effectively while constructively engaging local communities to develop the local economy.

The main challenge for the region was the management, one of the main recommendations of the first plan of Petra in 1968 by The United States National Park Service (US/NPS), was to give the site independent governing body.

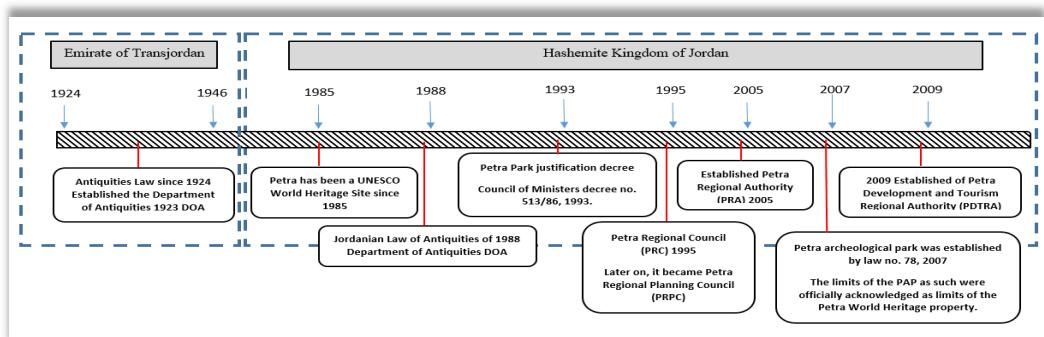


Figure 1. Governance time line in Petra.

Source: MOAT (Designed by author)

The figure shows the time line of the administration of Petra Region, in 2009 the Region has given a separate governance body to develop the site and community, Petra Development and Tourism Region Authority (PDTRA). Table 1 shows the number of visitors during the study period, in the year after establishment of the new management we can see the number of visitors increased in percentage of 26, but the political challenges stand between the tourism expectations for the management as Jordan is surrounding by conflicts and wars in Medill East. The Arab Spring impacts helped to decrease the number of visitors nearly the half in one year.

Table 1. Number of visitors to Petra site in period of 1984-2013

Year	Number of visitors	Year	Number of visitors	Year	Number of visitors
1984	43,920	1994	138,577	2004	310,269
1985	93,933	1995	337,221	2005	393,186
1986	65,000	1996	372,625	2006	359,366
1987	80,000	1997	379,226	2007	577,860
1988	91,000	1998	347,159	2008	802,866
1989	120,338	1999	429,644	2009	728,839
1990	102,151	2000	481,198	2010	918,136
1991	40,889	2001	231,203	2011	596,032
1992	58,227	2002	158,837	2012	599,288
1993	80,330	2003	160,658	2013	574,729

Source: PDTRA, official website visitpetra.jo

METHODS AND MATERIALS

The main objective of the study is to analyze the tourism policy in Petra Region, and to recognize the role that the local community and stakeholders played in the development of the Region and to examine the main tourism projects and programs related to the tourism development in Petra Region. We used strategies, plans, projects, reports and recommendations that have been made for Petra Region as a main source of our study, all documents addressed in the table 5.

This study will provide a methodical analysis of Petra's tourism policies. The model we will stand on is the model that [Hall \(1994, p:49\)](#) has developed which includes the following headings:

1. Policy demands.
2. Policy decisions.
3. Policy outputs.
4. Policy outcomes.

An institutional approach used to analyze the Petra Region's tourism policy (Scott, 2011, P 26) and adopted the tourism policy evaluation model developed by Hall (1994). Community based tourism considered as a form of institution theory, which examines the importance of involving the host community and stakeholders in public policy decision making (Thune and Lawson, 2001). Moreover, [Murphy \(1985\)](#) addressed that the host community should decide

how tourism will be developed. As the tourism industry effect the local community, Non-Government Organizations, local institutions and interests groups have major influence on the tourism policy (Greenwood, 1993).

Alananzeh (2015) examined the role of local communities to develop and sustain tourism in Wadi Musa, and they found that there are differences in the roles of the local community involved in development of tourism in Petra linked to the nature of job and level of income. In his study in 2006, Doan, P. L. examined the effect of using two strategies, Tourists Development Strategy that produced by JICA in 1996 and the

National Tourism Strategy 2004-2010. The study does not seek to empirically test the Hall's model, it does seek to use some of model's components to guide the analysis of Petra's policies. However, most of policies that formulated for Petra region was concerned about the protection of the archeological site. Local community absented from policies-making process and the human resources development was the major concerning of tourism policies. One of the main challenges to PDTRA is the difficulty to recruit employees from outside the Petra region community, for that reason the human resources development in Petra's policies was focusing on training of locals to protect the site as a park rangers, these plans are, Petra national park management plan in 1994 and The Petra archaeological park operating plan in 2000.

The establishment of Ministry of Tourism MoTA encouraged by the share of the tourism income in the Jordan's GDP. Hazbun (2002) addressed that, the share of tourism industry in Jordan in the country's GDP is 6.1% in 1966. Moreover, the war in 1967 with Israel (6 days war) Jordan have lost Bethlehem and Jerusalem as an important tourism attractions. Create and develop new products in Jordan's tourism became important after losing these sites (Haddad, 2001). At the end of 1970s, the tourism infrastructure development has begun.

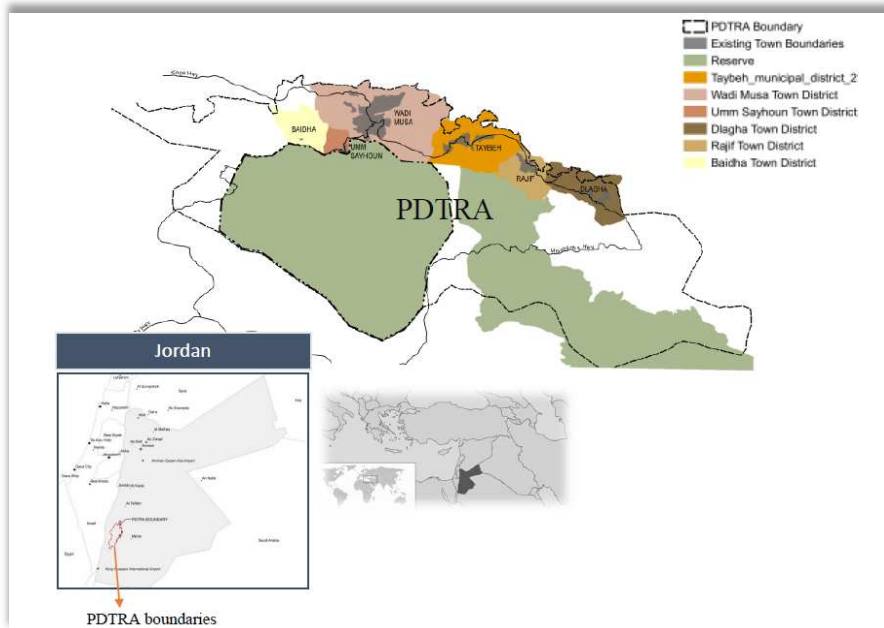
In 1973 Jordanian government issued the first three-year plan showed the need to develop the new tourism product. Followed by the 1977 three-year plan showed the need of "Master-Plan" to clarify the priorities of the development projects, while the plan of 1981 aimed pointed out that should not be longer trapped only in Amman and Aqaba, and the final three-year plan issued in 1986 which focused on the need to building up a tourism data base to proceed the studies on the economic benefits of tourism and localize the tourism markets.

The management of Petra region carried the responsibility to develop the region, the tourists and community activities. In 2016, Petra region witnessed the government's attention to support PDTRA to develop the region after the decrease of the number of visitors in the last six years while the main PDTRA's income is depending on tourists' entrance fees. Chief of PDTRA said that the shortage in arbitrage is 14.2 million Jordanian Dinars (18.6 million EUR) (converted by www.xe.com Jan 2017).

Expanding visitation to Petra is the major challenge to PDTRA management. Tourism sector is the main industry that locals depends on, especially in Wadi Musa, Um Sayhoun and Baidah. In order of tourism planning the management increased the staff numbers to enabled

the campaigns of control and strategies have been developed to manage the site and tourism access and local community involvement in the tourism industry.

PDTRA established in 2009 is mandated with managing the entire Petra Region (755 km²) including the Petra Archaeological Park (PAP) which covers (264 km²) of the land. Map (1) shows the borders of PDTRA and each community in these borders.



Map 1. Petra region boundaries

Source: ATC Master plan of Petra 2011.

Petra region contains six built-up areas, and they are as follows; Wadi Musa, Taybeh, Rajif, Dlagha, Um Sayhoun and Baidah. Table 4 shows various information about each of communities. Local residence in Wadi Musa, Umm Sayhoun and Baidah are depending on tourism for living. According to [DoS \(2014\)](#), more than 1170 employees are working in hotels of Petra. However, the management start 2 years ago, to involve the local community in the region development. In his meeting with Jordan News Agency Dr. Alnwafleh Chief of the commissioners) Alnwafleh said: *"we are seeking to strengthen and expand popular participation in decision-making and to consider the members of the Board channels of communication with the parents, to put them in and the circumstances and developments in the work of power"* ([JNA, 2017](#)). PDTRA management believes that the local involvement in development became important to the future of the tourism development in the region. Moreover, six tourism and management plans and strategies, from 1986 until 2000, has been involved of developing Petra Region but none of them has been completely elaborated because of the lake of funding and long term planning and elaborated. These plans and strategies are; (the United States National Parks Service (USNPS) plan 1968 ([USNPS, 1968](#)), UNESCO Management Plan 1994 ([UNESCO, 1994](#)),

ICOMOS Management Recommendations 1996 (US/ICOMOS, 1996), and the Operating Plan 2000 (USNPS, 2000). Figure 2 shows the time line of managements and regulations have been made to role the region, including international efforts to develop the region of Petra.

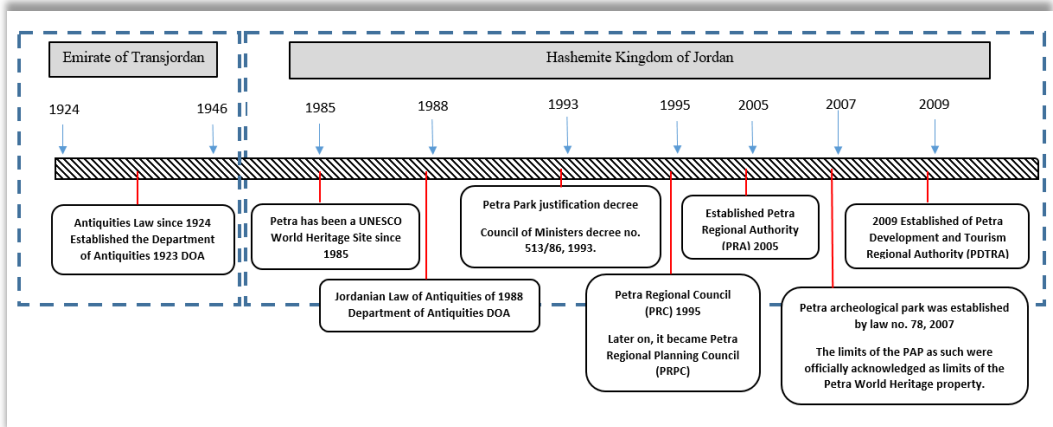


Figure 2. Governance time line in Petra.

Nowadays, PDTRA implements the recommendations of the Strategic Master Plan for the Petra Region. The purpose of the Petra’s master plan is to locate the appropriate development zones and land uses, sustainable tourism development, motivate the domestic and foreign investment, and improve the socioeconomic conditions of the local communities. Emad Hejazeen 2007, in his conclusion of the study he found out that local people are excluded from the planning and management process of development projects. Hejazeen added that the local investors express that the MoTA is not doing enough of foster their investments in tourism.

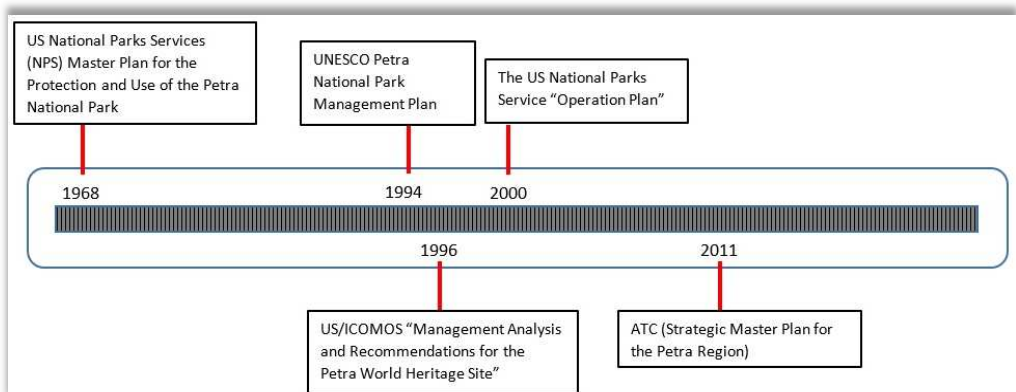


Figure 3. Time line of the plans and strategies of Petra region.

Petra had many management dilemmas such as frequent rotation of the management and balance the protection of the site and the citizens’ rights concerning to the need of acquisition

lands and moving locals used to live in the archaeological park to Um Sayhoun. In [figure 3](#), shows the plans that came acted in Petra region.

Table 2. Plans and projects related to Petra region.

Issue	Year	Plan developer
Master Plan for The Protection and Use of the Petra National Park	1968	US/NPS
Petra national park management plan	1994	UNESCO
Tourism development plan	1995	JICA
Management Analysis and Recommendations for the Petra World Heritage Site	1996	US/ICOMOS
Tourism Development Plan in the HKJ	1996	JICA
The Petra archaeological park operating plan	2000	US/NPS & MoTA
Jordan national tourism strategy (2004-2010)	2004	MoTA
A Strategic Master Plan for Petra Region	2011	2011 ATC
Jordan national tourism strategy (2011-2015)	2011	MoTA

The archaeological heritage of Jordan, including Petra, has been protected under the first Antiquities Law since 1924, soon after the establishment of the DoA in 1923. Protection of the heritage continued under the Emirate of Transjordan (1921–46) and later on with the Hashemite Kingdom of Jordan. Since the Jordanian Law of Antiquities of 1988, the DoA has been the only body responsible for the protection and conservation of the site (law no. 21, art. 5). A protected area for the site of Petra was defined in 1993, with the issue of a justification by-law for the establishment of the park.

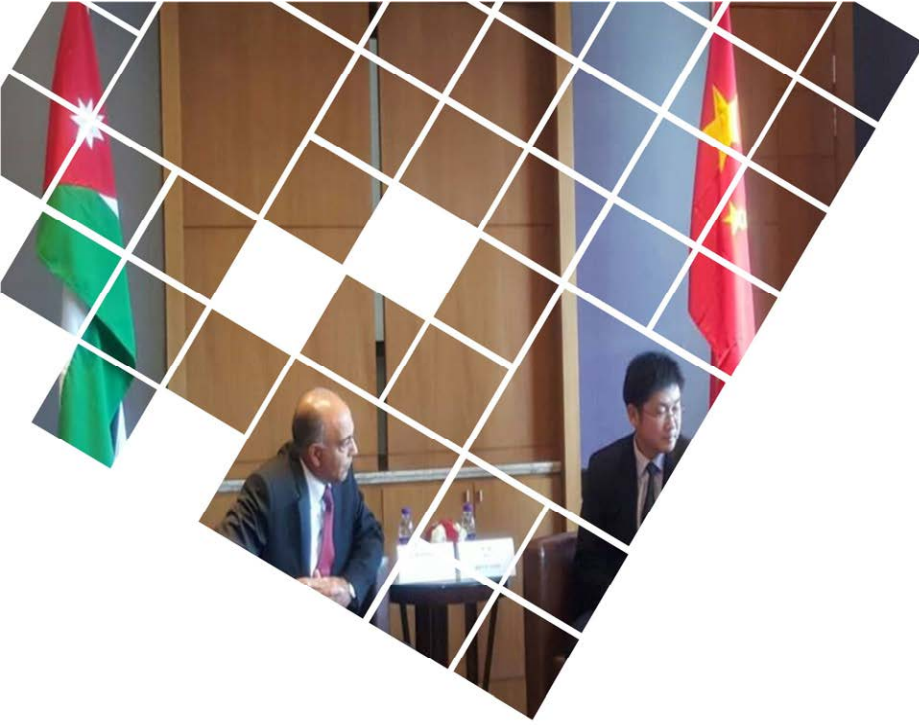
In 1995 survey (JICA) of more than 2,000 visitors, about 70% of whom were western European. Seventy-eight percent reported coming to Jordan for its history and culture. While over 80% were pleased with the sites they visited, rating them as good many were disappointed with other aspects of their stay.

PDTRA playing the same role of other managements, but has also financial and administrative independence as it reports directly to the prime minister and has its own legislative set-up. The mandate of the PDTRA encompasses support to the protection of the PAP, tourism management and development, zoning and land use, investment, improvement of the socio-economic conditions of local communities, and sustainable development. Regulations and policies developed under the Petra Archaeological Park Operating Plan covered infrastructure projects. They will also cover visitor facilities such as park lighting, tourist trails and interpretative signage, restaurants and shops, community recreation areas and businesses, as well as public events and activities within the park.

REFERENCES

1. Leonard Lickorish, Allan Jeffeson & Carson J.Jenkins (1991). *Developing Tourism*.
2. Inskeep, E. (1987). Environmental planning for tourism. *Annals of Tourism Research*.
3. Hejazeen, E. G. (2007). *Tourism and Local Communities in Jordan: Perception, Attitudes and Impacts: "A Case Study on Five Archaeological Tourist Sites"*. München: Tourism Studies, University of Eichstätt-Ingolstadt.
4. The Jordanian Law of Antiquities is the Jordan's primary law governing archaeological sites.
5. Kelly, M. (1998). Jordan's Potential Tourism development, *25*(4), 904–918.
6. Alananzeh, O. A. (2015). *Tourist Development in Petra Province: Wadi Musa as a Case Study* Tourist Development in Petra Province: Wadi Musa as a Case Study.
7. Doan, P. L. (2006). Tourism planning and regional instability: The consequences of rapid expansion of the tourism sector in Jordan. *International Development Planning Review*, *28*(3), 311–332.
8. Jordan (2017). News Agency.
9. Goeldner, C. R., & Ritchie, J. R. B. (2003). *Tourism, Principles, Practices, Philosophies* (9th ed.). New Jersey: John Wiley and Sons.
10. Ahmed, Z. U., & Krohn, F. B. (1990). Reversing the United States declining competitiveness in the marketing of international tourism: a perspective on future policy. *Journal of Travel Research*, *29*(2), 23-29.
11. Elliot, J. (1997). *Tourism: Politics and the public sector*. London: Routledge.
12. Everett, J., & Jamal, T. B. (2004). Multi stakeholder collaboration as symbolic marketplace and pedagogic practice. *Journal of Management Inquiry*, *13*(1), 57-78.
13. Li, S. (2008). *Policy and Development: A study of outbound tourism in China 1978-2008*, University of Tampere Department.
14. Riera, C. M., & Ministrál, M. (2008). Analysis of Irish Tourism Policy's contribution to urban tourism: Dublin Case Study, (July), 94.
15. Comer, Douglas C. *Tourism and archaeological heritage management at Petra: driver to development or destruction?* New York: Springer, 2012.





4

CHAPTER FOUR: INTERNATIONAL AID TO TOURISM PLANNING AND STAKEHOLDER PARTICIPATION IN THE PETRA REGION.

Paper 2

Authors: Moayad Mohammad Alrwajfah, Fernando Almeida-García and Rafael Cortés-Macías.

Original Article.

Journal: Cogent Social Sciences. indexed in Scopus, CiteScour: o.66.

Publisher: Cogent OA/ Taylor & Francis Group.

Volume: 5, Issue: 1.

Year: 2019.

Number of pages: 21.

DOI: <https://doi.org/10.1080/23311886.2019.1616362>.

The content of this chapter is an identical copy of the journal article cited above.



ABSTRACT

This study calls into question whether international aid agencies have involved relevant stakeholders in the tourism development planning process of the Petra region. The paper determines the advantages of the stakeholders' participation in the tourism planning and development process by reviewing related literature; then, an intensive desk research has been performed to the localization of the study, to establish a platform to answer the study's question. The study relies on a qualitative data analysis, by conducting a deductive direct content analysis of the planning documents of the Petra region throughout the period of 1968–2014. Inviting the international organization to address development plans did not help the region's stakeholders to reap the rewards, because the stakeholders did not participate effectively in the planning process. Moreover, the study revealed several barriers to stakeholders' participation in the region. This study contributes to the advantages of the stakeholders' integration in the tourism development planning process also it sheds the light on different barriers to tourism planning.

Subjects: Development Studies, Environment, Social Work, Urban Studies; Social Sciences; Tourism, Hospitality and Events; Tourism Planning and Policy.

Keywords: Stakeholders' participation; planning process; Petra region; international aid; tourism planning

PUBLIC INTEREST STATEMENT

This paper is a part of the greater effort of investigating the impact of tourism on the local community of the Petra region, Jordan. The purpose of this study, to our research, is to revise the tourism development in the region and to shade the light of the importance of integrating the stakeholders in the planning process. In the case of the Petra region, international agencies were invited to formulate development plans, it was found that the plans did not effectively involve the relative stakeholders. However, there are barriers stood between the integration and the involvement, such as the lack of local expertise and financial funding.

1. INTRODUCTION

In recent decades, different approaches have been adopted in tourism planning. Forms of planning that are based on the community-based development have been particularly popular (Dutra, Haworth, & Taboada, 2011). Tourism planning today is increasingly expected to involve both the local community and visitors (Cooper, 1995). Stakeholder engagement is increasingly becoming a central part of the planning process in tourist destinations (Ruhanen, 2009). Hall (2008) and Ritchie and Crouch (2003) emphasize the importance of the involvement of the stakeholders in the planning process. However, stakeholders' participation in the planning process represents the most important factor of successful tourism planning (Byrd, Cárdenas, & Greenwood, 2008; Simpson, 2001).

In developing countries such as Jordan, in one hand, weaknesses exist in the planning framework, on the other hand, tourism represents an industry that is intended to attain economic benefits and facilitate regional development, especially in areas that suffer from a lack of resources and that have weak agricultural and industrial sectors (Harrill, 2004). Therefore, the lack of tourism planning experts and the financial resources drive the developing countries' governments to ask the international agencies to develop tourism plans (Tosun & Jenkins, 1998). The methods used in the planning process are mainly influenced by the funder, which are the international agencies. However, While several authors have addressed the implying of stakeholders in the planning process in their studies (Buhalis, 2000; Byrd, 2007; Crawford, Kotval, Rauhe, & Kotval, 2008; Edgell, Allen, Smith, & Swanson, 2008; Evans, Campbell, & Stonehouse, 2003; Freeman, 2010; Hall, 2008; Jamal&Getz, 1995; Meyers, Budruk, & Andereck, 2010; Ritchie & Crouch, 2003), there is lack of studying the role of the international consulting agencies in tourism development (Tosun & Jenkins, 1998).

However, effective governmental planning and management may stimulate greater development in the nation as a whole. If development is poorly planned and managed, tourism might have a number of negative effects (Harrill, 2004; Hejazeen, 2007). In general, the government has several orientations to tourism development, such as seeking more positive economic impacts (Pekka Kauppila, Jarkko Saarinen & Riikka Leinonen, 2009). Sustainability has been recently appearing in the regional tourism planning (Hall, 2007; Cobbinah, Black, Thwaites, 2013). Hall (2000) added sustainable tourism planning dimension to what Getz (1987) divided the tourism planning traditions (cited in Treuren & Lane, 2003, p. 13). The last divided them into boosterism, development, physical and community-based approaches. Sustainability approach to tourism planning is defined by two key principles: strategic orientation and stakeholders' participation (Ruhanen, 2009; Simpson, 2001).

Previous studies have identified certain barriers to the involvement of local stakeholders in the planning process. A lack of shared vision and long-term strategy have represented the most

important factors that inhibit integration approaches (Hatipoglu, Alvarez, & Ertuna, 2016; Ladkin & Martinez Bertramini, 2002).

The present study adopts the community approach in tourism planning at the regional level, in order to evaluate the involvement of stakeholders in the international agencies' tourism planning process in the Petra region, Jordan. Moreover, this study aims to contribute towards the quality enhancement of the Petra region tourism and community development plans by accomplishing the following objectives: **(i)** to determine whether the international aid agencies have integrated the local community in the planning of tourism and community development, and **(ii)** to identify the barriers of tourism planning and stakeholder participation in the Petra region. To do so, the available planning documents of the international agencies have been analysed using the content analysis method.

The following section will address the literature review of the tourism planning and international aid in the developing countries. Thereafter, the study area's management history will be explained, to what can provide insight into the several barriers to tourism development in the region. Then, section four will address the analysis process. Afterwards, discussion and conclusion will be provided along with implications and recommendations for future research.

2 . LITERATURE REVIEW

Carefully planned tourism policies can increase the benefits and decrease the negative impacts of tourism. This has been realised within both the private and public sectors following growing awareness of the detrimental consequences of badly planned tourism policies (Parsa, 2015; Ragas & Roberts, 2009). In order to be successful and beneficial, tourism planning should include the whole community. This can be achieved through responsible management and planning (Butler, Hall, & Jenkins, 1999; Inskip, 1991; Southgate & Sharpley, 2002). Accordingly, communities that use or plan to use tourism as a tool for economic development and diversity must develop policies with sustainability principles at their core (Pucako & Ratz, 2000; Puppim de Oliveira, 2003; Southgate & Sharpley, 2002; Yuksel, Bramwell, & Yuksel, 1999).

The participation of the community in the planning process may be considered a form of institution theory, which examines the importance of addressing host community interests in public policy decision-making processes (Thyne & Lawson, 2001). Murphy (1985) argues that by involving local communities in community planning decision-making, potential disputes between local people and the central authorities can be avoided, as has been observed in South America (Kent, 2006).

However, the main barrier to collaborative planning is the absence of a shared vision or the failure to enable all stakeholders to participate (Ladkin & Bertramini 2002). Moreover, Hall (2008) has described a new approach that focuses on efficiency, investment return and

increased stakeholder participation. Interested groups, stakeholders and government should work together to ensure that the benefits of tourism are enjoyed by locals, increasing the community's quality of life.

However, the absence of stakeholder participation has been highlighted as the principal challenge to collaborative planning approaches in numerous studies (Sautter & Leisen, 1999). For instance, Blackstock (2005, p. 2) has criticised the absence of a shared vision in community based tourism approaches: "the local community is a homogeneous body capable of making decisions through consensus". The relational approach confirms the importance of stakeholder participation in tourism planning (Hall, 2008). The stakeholder approach highlights the "plurality of organizational interest groups and the political nature of organizational goal setting and policy implementation" (Treuren & Lane, 2003, p. 4).

Regarding the location of this study, the Petra region has received little interest from tourism researchers. However, two notable exceptions exist, which examine stakeholders' engagement in the region's tourism development. First, Hejazeen (2007) concluded that stakeholders were not formally invited to participate in any strategic plans, and that they did not believe that the strategies developed addressed their issues. This study covered the most important tourism attractions in Jordan, Petra being one of them. In contrast, Alhasanat and Hyasat (2011) claimed that local community representatives were involved at a moderate level in decision-making at Petra.

3. LOCALIZATION AND CONTEXT OF THE PETRA REGION

Petra is located 248 km from Amman, the capital of Jordan, via the famous Kings' Highway, and attracts visitors from Jordan and around the world. Petra Archaeological Park (PAP) is centrally located in the Petra region and covers 264 km² out of 800 km² of its area (Figure 1). The present borders of the Petra region were set following the establishment of the Petra Development and Tourism Region Authority (PDTRA) in 2009. The PDTRA shares similar roles with other authorities, but it also enjoys financial and administrative independence, reports directly to the Prime Minister, and has its own legislative set-up. The mandate of the PDTRA is to support the protection of the PAP, such as by overseeing tourism management and development, zoning and land use, and the improvement of the socio-economic conditions of local communities. The current system of management is a result of numerous organisational changes since 1924 (Figure 2). Tourism development in many developing countries, including Jordan, began under three decades ago (Telfer & Sharpley, 2008). In Jordan's case, the government started to ask for aid from international organisations in order to develop the industry (Hejazeen, 2007). The ancient city of Petra represents the country's primary tourist destination and is today considered one of the most significant tourist destinations in the world. Organisations from the United States of America (USA) have funded numerous projects aimed

at developing tourism in the region, starting in 1968 with the United States National Park Service (US/NPS) and subsequently the United States Aid Agency (USAID). In 2016, the Jordanian government pledged to support the PDTRA following a decline in visitor numbers over a 7-years period (Figure 3), an issue of particular concern given that the PDTRA's main income is dependent on entrance fees.

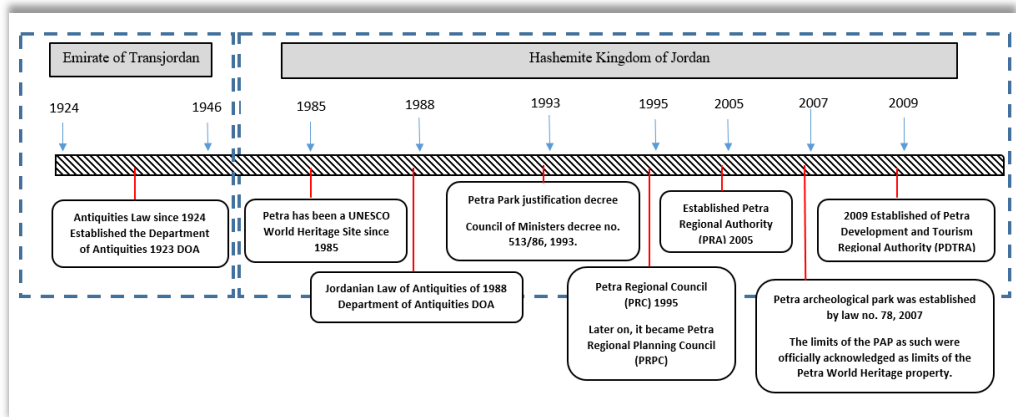


Figure 2. Petra region management and legislation timeline.
Source: PDTRA website, designed by authors.

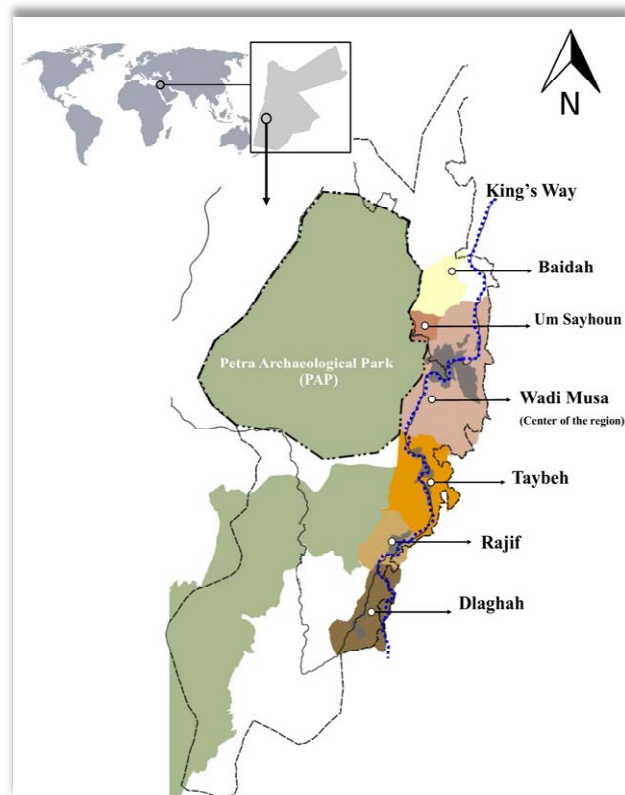


Figure 1. PDTRA location and borders.
Source: ATC consultant Plan (2011), modified by authors.

3.1. STAKEHOLDERS OF THE PETRA REGION

Defining stakeholder groups considered as problematic (Richards & Hall, 2000). Stakeholder groups can be classified based on different qualities (e.g. economic and social). However, According to the definition of (Buhalis, 2000; Yoon, 2002; Carroll & Buchholtz, 2009, p. 27; Freeman, 2010; Morrison, 2013) and more importantly, Simpson (2001) emphasized that the following categorisation is appropriate to identify involved affected parties, especially when it comes to the tourism planning:

- (i) Governmental: national, regional and local government, national and regional tourism organisations, government departments with links to tourism.
- (ii) Visitation: existing visitor groups.
- (iii) Community: tourism industry operators, non-tourism business practitioners, local community groups, indigenous people's groups and local residents (Ordinary residents).

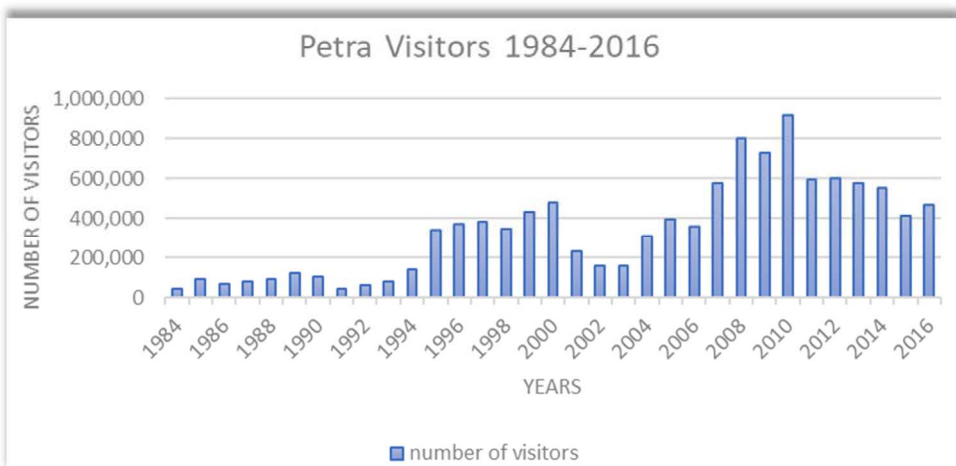


Figure 3. Petra visitor numbers (1984–2016).

Source: PDTRA website.

4. METHODOLOGY

A heavy desk research by authors was carried out related to the Petra region and its tourism planning, by gathering data from different sources; including reports from PDTRA and MOTA, newspapers, books and five years observations of one of the authors, in order to examine the involvement of the local community in the planning process. In order to accomplish the research's objectives, content analysis and documentary research method were performed to analyse the planning documents of the international agencies, which aimed to develop the tourism sector in the Petra region (Table 1), these documents are the unit of analysis. According to O'Leary (2014), the type of these documents is Public Records, more precisely, the types of documents were as follows: mediate access, primary source, written text and private documents (Scott, 2014). And the number of analysed documents is valid (Bowen, 2009; O'Leary, 2014) where the quality of the document is elevated. Data were collected by undertaking a latent analysis of planning documents. The plans were issued during the period of 1968–2014, one document was issued 30 years ago, this can be justified by the few numbers of tourism plans of the region, and the linked of the document to other plans and to the study's objectives.

The analysis focused on the planning documents that formulated whether to develop the archaeological park or the towns of the region, by international organisations. The archives of planning documents were obtained from the websites and offices (archive) of PDTRA and Ministry of Tourism and Antiquities of Jordan (MOTA) (Appendix C.1.).

It should be noted that some plans are aimed at developing the tourism sector in the country, but during desk research authors decided to include them because they contain information of tourism planning in the Petra region (such as Japan International Cooperation Agency (JICA) 1996, 1994, 1999/United States Aid Agency (USAID) 2006, 2014).

4.1. ANALYSIS PROCESS

In this study, the analysis method is content analysis; however, according to the unit of analysis, authors decided to include the criteria of selecting and handling the documents, which is a process related to the documentary research method illustrated by Scott (2014).

Each published document was reviewed carefully for two reasons, first, to ensure that each document was formulated by a foreign organization and related to our study. Second, according to Scott (2014), the quality of the documents must be considered when it comes to the content analysis. The criteria suggested by Scott (2014) were performed to evaluate the

documents to assess the value and validity of this study. These criteria are: authenticity, credibility, representativeness, and meaning ([Appendix C.2.](#)).

Table 1: Tourism development plans of the Petra region 1968-2014.

Issue	Year	Type of plan	Formulator
Master Plan for The Protection and Use of the Petra National Park	1968	conservation and preservation	The United States National Park Service (US/NPS)
Petra national park management plan	1994	conservation and preservation	United Nations Educational Scientific And Cultural Organization (UNESCO)
Tourism development plan	1994	Formulating policies and strategies for the sector until 2010	JICA
Management Analysis and Recommendations for the Petra World Heritage Site	1996	conservation and preservation	The United States International Council on Monument and Sites (US/ICOMOS)
Tourism Development Plan in the HKJ	1996	National Strategy	JICA
Tourism Development through Museum Activities Japanese ODA loans	1999	Tourism development	JICA
tourism sector development project			
The Petra archaeological park operating plan	2000	Operation plan	US/NPS and Jordan Ministry of Tourism and Antiquities MOTA
Jordan tourism development project (Siyaha)	2006	Tourism development plan	USAID
Jordan tourism Development in the Petra Region (JT DPR)	2008	Tourism development plan	USAID
A Strategic Master Plan for Petra Region	2011	Master plan	ATC Consultants GmbH (ATC)
Economic growth through sustainable tourism project	2014	Tourism development plan	USAID

Therefore, content analysis was performed. Content analysis as a research method is used in this study because of its flexibility for analysing text data, and its usefulness to examining trends and patterns in documents ([McCulloch, 2004](#)). Moreover, the method has been applied in multiple areas and is considered as a research technique in describing and identifying what is written on a specific subject in texts ([Weber, 1990](#)). Figure 4 shows the process of the content analysis that adopted from [Elo and Kyngäs \(2008\)](#).

The analysis adopted a deductive approach, directed content analysis approach (Hsieh & Shannon, 2005) emphasizing previous knowledge of the phenomena and explaining the data to produce a better explanation. The aim of using this method is to go deeper into the documents to generate better understanding about the involvement of stakeholders in the planning process, and using latent content analysis used to find the underlying meaning of the text (Berg, 2001; Burns & Grove, 2005; Morse & Field, 1995). The categories were chosen according to the aim of the study, to provide a means of describing the stakeholders' participation in the planning process (Cavanagh, 1997); moreover, categories were guided by the data provided in the plans during the desk research. Categories selected as follows: The type of the plan, involved communities, Participants of the stakeholders, the nature of participation, Impacts of the plan, Other relevant plans and recommendation and the needs of the plan and Future implementation. Categorization matrix and results of the analysis of some plans are available in Appendix C.3.

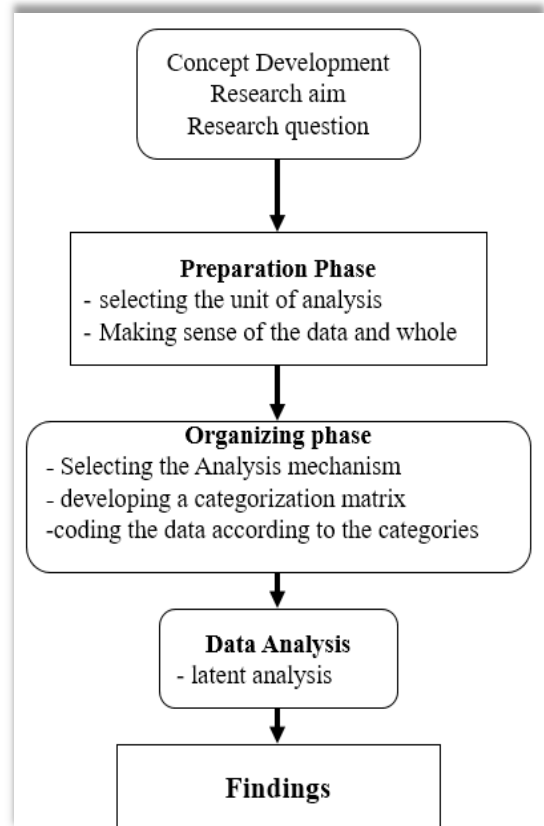


Figure 4. Analysis process, adopted from Elo and Kyngäs (2008).

5. RESULTS AND DISCUSSION

Generally, the results reveal that the stakeholder integration approach has not been effectively incorporated within the planning process, especially ordinary residents. Moreover, the governmental parties did not tend to be involved. The results suggest that the purpose of governmental participation is logistical (i.e. organising the movement, equipment and accommodation of the planning teams). The recommendations of the plans were not seen to apply in the region, at least not immediately. However, geographically, plans from 1968 until 2008, as well as the 2014 plan, covered the touristic area and ancient city of Petra, located west

of Wadi Musa and south of Um Sayhoun. Unfortunately, other towns were absent from regional planning processes, aside from in the ATC plan. Stakeholders have not been effectively integrated into the planning process in the Petra region. This is reflected in the fact that until 1994, planning documents focused on the preservation and protection of the archaeological site, without attending to the importance of spreading the benefits of tourism and economic diversification to all communities in the region.

Stakeholder participation was notably absent from most of the planning documents. Petra literature revealed that the results of this study are in the line with the results of Hejazeen (2007), who found that the local community of the Petra region has been excluded from the planning and management process of development projects. Moreover, Alhasanat and Hyasat (2011) also found that individuals in this local community disagree that they have been involved in the planning process. Our findings also correspond with those of Tarawneh and Wray (2017), who note that the local community discussed the requirement to involve key stakeholders in Petra's development planning process.

5.1. MANAGEMENT AND IMPLEMENTATIONS DIMENSION

Between the years of 1934 and 1995, the management of Petra was in Amman, under the MOTA (Figure 2). Such geographical distance between the centre of decision-making and the location in question reduces the efficiency of the work. The changing of management during the period 1968–2007 has influenced the common strategies (Figure 2). The negative impact of organizational change has been identified in several studies (DiFonzo, Bordia, & Rosnow, 1994; Smeltzer & Zener, 1992). Organisational change can have a negative impact on both the performance and shared vision of the organisation. Authors emphasise that lack of involvement of stakeholders may have been affected by instability in the management, reducing the local community's trust in the management's decisions. However, residents are now looking forward to participating in the planning process in the development of their region (Alshawagfih, Albrari, & Alananzeh, 2015).

From 1968 until 2004, the Petra region was administered under various management and public policies, and the tourism leaders attempted to develop the region throughout the period (Figure 2). Consequently, planners from international organisations have encountered difficulties in meeting the plans' objectives, especially US/NPS (1968, 2000) and US/ICOMOS (1996).

The results revealed a lack of strategic planning in the US/NPS, UNESCO and USAID plans. Tourism development was reflected in the establishment of a national park—named the Petra Archaeological Park (PAP) 25 years after the US/PNS (1968) plan—as well as the resettlement

of the Bdul tribe³ from 1985 through 1987. However, the implementation of the ATC plan was more effective, the management applied the proposals of the ATC plan just one year later. The PDTRA created new tourism products such as gastronomy and ecotourism, in order to increase the positive impact of tourism on the local economy. Subsequently, residents created a tourism local association to take advantage of investment opportunities and to distribute them throughout the society (e.g. Dlagha Tourism Association, Alrajif Tourism Association). Bearing in mind that the community possessed no experience or knowledge to take advantage of the investment opportunities, it is interesting to note that the USAID plan has enhanced women's involvement in the tourism industry; moreover, following their recommendations, the management launched the Care for Petra campaign⁴.

5.2. THE INVOLVEMENT OF STAKEHOLDER

The results show that ordinary residents were totally absent in the United States National Park Service (USNPS) (1968, 2000) report, whereas UNESCO (1994) involved three residents from each community. The environmental assessment was the only area in which USAID (2008) involved the local community. Moreover, the involvement of the local tourism association was evident in all plans except the United States National Park Service (USNPS) (1968). With this in mind, the analysis revealed that the nature of participation of the local associations and governmental departments was to provide logistical assistance and to highlight the needs of the region, rather than to identify what was desired by and acceptable for the local community. However, nowadays, the local community is creating their own non-governmental organisations to be involved in the tourism industry and to increase their power in the region (Farajat, 2012). Unlike previous-mentioned plans, the ATC plan was quite distinctive from the others. Its planners involved stakeholders in a wide range of ways; ordinary residents participated in the planning process, meetings and questionnaires were conducted with stakeholders in order to determine the needs of the local community, and the ATC proposed development projects that were deemed congruent with local visions and values. Moreover, the ATC plan was the only one that covered the whole region and that proposed projects to develop all six villages. Consequent, the integration approach of the ATC's plan, it has achieved remarkable results, and its recommendations are implemented by tourism leaders. The success of this plan encapsulates the value of using the integration approach in tourism planning. Fennell (2014) has emphasised the importance of including all local community parties in the planning process. Effective strategic planning is a social phenomenon, involving stakeholders of different types and at different times (Bryson, 2017).

³ A Jordanian Bedouin tribe that lived in Petra site until 1987. The tribe follows a semi-nomadic way of life, living in Petra's caves during the winter and relocating with their tents in the summer. With the mass influx of tourists to Petra, the Bdul moved to a nearby village named Um Sayhoun. Today, 3,000 people live there. Most of them work in the tourist industry around Petra as guides, souvenir-sellers and escorts of animals, including donkeys, camels, horses and mules, which are used for transportation at the Petra site.

⁴ This aimed to protect the site, provide welfare for animals, and prevent child labour at the tourist site.

5.3. BARRIERS OF STAKEHOLDER'S INTEGRATION

Previous studies have identified the barriers that can limit stakeholder participation in an integrated or community-based tourism planning process. These may include a lack of clear leadership or shared vision (Blackstock, 2005; Ladkin & Martinez Bertramini, 2002; Sautter & Leisen, 1999).

Moreover, Moscardo (2011) has argued that local communities may lose influence over tourism development where they lack knowledge of the planning and development process. Other barriers might include development weaknesses in the region, such as administrative impediments that have inhibited the achievement of successful development outcomes (Tosun, 2000), and cultural impediments pertaining to the local community's limited awareness or understanding of tourism. Literature has identified similar barriers to local community participation (Damhoureyeh, Disi, Al-Khader, & Abu-Dieye, 2011; Tarawneh & Wray, 2017), and have attributed a lack of participation to limited human and economic resources. In addition to a lack of institutional and human capacity, Tarawneh and Wray (2017) have recognised the influence of political conflicts on sustainable development in the Petra region. This also represents a common barrier to participatory planning approaches in other tourism destinations (Bornhorst, Ritchie, & Sheehan, 2010).

Literature has identified knowledge and experience as central to stakeholder power in tourism development (Byrd et al., 2008; Moscardo, 2011; Tosun, 2000). The results illustrate a lack of knowledge and awareness amongst stakeholders, which is in the line with findings of a previous study in Turkey and developing countries (Hatipoglu et al., 2016; Tosun, 2000). In this study, the majority of stakeholder participation was limited to governmental parties such as MOTA, whose participation was predominantly logistical. Such findings reinforce our argument about barriers and reflect the relative importance of government power in the planning process in the Petra region. However, after a year of overseeing the region's tourism planning, the management realised that a long-term plan was required to enhance tourism and community development in the region. The ATC consultation plan represented the first step towards managing Petra's tourism development.

Recently, the management has provided investment facilities to those wishing to invest in the region and prepares a feasibility study for each project. Five major projects aimed at developing the region and funded by the Jordanian government are being overseen (PDTRA, 2019). Indeed, in their vision to develop the tourism product, the management has recently started to move away from a product-led approach focused upon exhibits and education, and towards a more tourist-oriented approach that focuses on consumer preferences and the quality of personal experiences (Alazaizeh 2014; Apostolakis & Jaffry, 2005). Challenges in facilitating stakeholder participation in the planning process are connected with a lack of planning experience or sustainable vision amongst development leaders in the Petra region, as

well as a shortage of funding from the Jordanian government. The planners involved some of the region's organisations, we specifically sought to identify the reasons for the lack of integration of stakeholders and whether this would affect the implementation of the plan. It is also important to acknowledge that Petra has a local leadership that includes tribes, whose power, number and public status can vary considerably. This creates obstacles to management in terms of the development of the region. Regarding this aspect, authors recommend a special integration approach in order to create a balance between tourism development, citizen satisfaction and the preservation of the ancient city of Petra and other its tourist attractions. This can be achieved by offering young citizens in the region the ability to become part of its development planning. Moreover, give the region its own decision when it comes to the commissioner's election.

6. CONCLUSIONS

In this study, we investigated the stakeholders' participation in the tourism planning of international organization in the Petra region. We used the available documents of those plans and analysed their content. The findings of this study have some important implications for the authorities responsible for the management of the Petra region. The results indicate the importance of using the integration approach and involving stakeholders in the planning process has had positive effects in the Petra region. The support of local residents is essential when it comes to the tourism planning (Gursoy, Chi, & Dyer, 2010). Thus, the community-based approach is required for the region. And that requires an alteration in the balance of power among the stakeholders (Bahaire & Elliott-White, 1999). This balance can be accomplished by training local tourism planners, the Petra region will, therefore, remain dependent on international organization. Moreover, in order to facilitate tourism planning in the Petra region, all levels of the stakeholders need to be empowered, integrated and engaged in the planning process, and relatedly, sustainable tourism issues need to be taken more seriously.

Finally, this study serves tourism leaders in Petra and Jordan to prepare effective tourism plans and strategies. Moreover, it helps to evaluate the international aid to tourism planning. It provides a better understanding of the barriers that stands between the tourism development and implementation of the recommendations of the plans. The selected documents can be used as units of research the sustainable tourism development in the Petra region.

REFERENCES

1. Alazaizeh, Mohammad 2014, "Sustainable Heritage Tourism: A Tourist-Oriented Approach for Managing Petra Archaeological Park, Jordan", PhD thesis, Paper 1430. Available at: https://tigerprints.clemson.edu/all_dissertations/1430
2. Alhasanat, S. A., & Hyasat, A. S. (2011), "Sociocultural Impacts of Tourism on the Local Community in Petra, Jordan", *Jordan Journal of Social Science*, Vol. 4, No. 1, pp. 144–158. <https://journals.ju.edu.jo/JJSS/article/viewFile/2255/5204>
3. Alshawagfih, K. F., Albrari, D. D., & Alananzeh, O. A. (2015), "Tourist Development in Petra Province: Wadi Musa as a Case Study", *European Journal of Social Sciences*, Vol. 49, No. 4, pp. 438–451. http://www.europeanjournalofsocialsciences.com/issues/EJSS_49_4.html
4. Apostolakis, A., & Jaffry, S. (2005), "A choice modeling application for Greek heritage attractions", *Journal of Travel Research*, Vol. 43, No.3, pp. 309–318. <https://doi.org/10.1177/0047287504272035>
5. ATC Consultants (ATC) 2011, *The Strategic Master Plan for the Petra Region, prepared for The Petra Development and Tourism Authority*. <https://www.planetizen.com/files/plans/Strategic%20Master%20Plan%20for%20Petra%20Region.pdf>
6. Bahaire, T., & Elliott-White, M. (1999), "Community Participation in Tourism Planning and Development in the Historic City of York, England", *Current Issues in Tourism*, Vol. 2, No. 2–3, pp. 243–276. <https://doi.org/10.1080/13683509908667854>
7. Berg, B. L. (2001), *Qualitative Research Methods for the Social Sciences*, 5th edn, Allyn & Bacon, Boston.
8. Blackstock, K. (2005), "A critical look at community based tourism", *Community Development Journal*, Vol. 40, No. 1, pp. 39–49. <https://doi.org/10.1093/cdj/bsi005>
9. Bornhorst, T., Ritchie, J. B., & Sheehan, L. (2010), "Determinants of tourism success for DMOs and destinations: An empirical examination of stakeholders' perspectives", *Tourism Management*, Vol. 31, No. 5, pp. 572–589. <https://doi.org/10.1016/j.tourman.2009.06.008>
10. Bowen, G. A. (2009). Document analysis as a qualitative research method.
11. Bryson, John M 2017, *Strategic Planning for Public and Nonprofit Organizations: A Guide to Strengthening and Sustaining Organizational Achievement*, 5th edn, John Wiley & Sons, Incorporated, Newark.
12. Buhalis, D. (2000), "Marketing the competitive destination of the future", *Tourism Management*, Vol. 21, No. 1, pp. 97–116. [https://doi.org/10.1016/S0261-5177\(99\)00095-3](https://doi.org/10.1016/S0261-5177(99)00095-3)
13. Burns, N., & Grove, S. (2005), *The practice of nursing research: conduct, critique, and utilization*, Elsevier/Saunders, Michigan.
14. Butler, R., Hall, C. and Jenkins, J. (1999), *Tourism and recreation in rural areas*, John Wiley & Sons, Chichester.
15. Byrd E. (2007), "Stakeholders in sustainable tourism development and their roles: applying stakeholder theory to sustainable tourism development", *Tourism Review*, Vol. 6, No. 22, pp. 6–13. <https://doi.org/10.1108/16605370780000309>
16. Byrd, E.T., Cárdenas, D.A. & Greenwood, J.B. (2008), "Factors of stakeholder understanding of tourism: the case of Eastern North Carolina", *Tourism and Hospitality Research*, Vol. 8, No. 3, pp. 192–204. <https://doi.org/10.1057/thr.2008.21>
17. Carroll, A. & Buchholtz, A. (2009), *Business and Society: Ethics and Stakeholder Management*, South-Western Cengage Learning, Mason, OH.
18. Cavanagh, S. (1997), "Content analysis: concepts, methods and applications", *Nurse Researcher*, Vol. 4, No. 3, pp. 5–16. <https://doi.org/10.7748/nr.4.3.5.s2>

19. Cevat Tosun and Carson L. Jenkins (1998). The Evolution of Tourism Planning in Third-World Countries: A Critique. *PROGRESS IN TOURISM AND HOSPITALITY RESEARCH Prog. Tourism Hospit. Res.* 4, 101–114.
20. Cooper, C. (1995), "Strategic planning for sustainable tourism: The case of the offshore islands of the UK", *Journal of Sustainable Tourism*, Vol. 3, No. 4, pp. 191-209. <https://doi.org/10.1080/09669589509510726>
21. Crawford, P, Kotval, Z, Rauhe, W & Kotval, Z. (2008), "Social capital development in participatory community planning and design", *Town Planning Review*, Vol. 79, No. 5, pp. 533-553. <https://doi.org/10.3828/tp.79.5.5>
22. Damhoureyeh, S., Disi, S., Al-Khader, I., & Abu-Dieye, M. H. (2011), "Development of a zoning management plan for Petra Archaeological Park (PAP), Jordan, *Natural Science*, Vol. 3, No. 12, pp. 1040-1049. <http://dx.doi.org/10.4236/ns.2011.312130>
23. Department of Statistics (DoS), *Petra Statistics, annual report 2017, Jordan*, viewed 18 Jun 2018, <http://dosweb.dos.gov.jo/economic/domestic-tourism/>
24. DiFonzo, N., Bordia, P., & Rosnow, R. L. (1994), "Reining in rumors", *Organizational Dynamics*, Vol. 23, No. 1, pp. 47-62. [http://dx.doi.org/10.1016/0090-2616\(94\)90087-6](http://dx.doi.org/10.1016/0090-2616(94)90087-6)
25. Donaldson, T., & Preston, L. E. (1995), "The stakeholder theory of the corporation: Concepts, evidence, and implications", *The Academy of management Review*, Vol. 20, No. 1, pp. <http://dx.doi.org/10.2307/258887>
26. Downe-Wamboldt B. (1992), "Content analysis: method, applications and issues", *Health Care for Women International*, No. 13, pp. 313– 321. <https://doi.org/10.1080/07399339209516006>
27. Dutra, Leo X.C., Haworth, Robert, & Taboada, Manuela B. (2011), *An integrated approach to tourism planning in a developing nation: a case study from Beloi (Timor-Leste)*, In Dredge, Diane & Jenkins, John (Eds.), *Stories of Practice : Tourism Policy and Planning*, Ashgate Publishing, Farnham, pp. 269-293.
28. Edgell, D. L., Allen, M. D. M., Smith, G., & Swanson, J. (2008), *Tourism Policy and Planning: Yesterday, Today and Tomorrow*, Butterworth-Heinemann, Amsterdam.
29. Elo S. & Kyngäs H. (2008) The qualitative content analysis process. *Journal of Advanced Nursing* 62(1), 107–115, <https://doi.org/10.1111/j.1365-2648.2007.04569.x>
30. Evans, N., Campbell, D., & Stonehouse, G. (2003), *Strategic Management for Travel and Tourism*, Butterworth-Heinemann, Oxford.
31. Farajat, S. (2012), *The participation of local communities in the tourism industry at Petra*, In D.C. Comer (Ed.), *Tourism and archaeological heritage management at Petra*, Springer Briefs in Archaeological Heritage Management, New York, pp. 145–165.
32. Fennell, D. (2014), *Ecotourism: An Introduction*, Routledge, London.
33. Freeman, R. E. (2010), *Strategic Management: A stakeholder approach*, Cambridge University Press, Cambridge.
34. Gursoy, D., Chi, C. G., & Dyer, P. (2010), "Locals' Attitudes toward Mass and Alternative Tourism: The Case of Sunshine Coast, Australia", *Journal of Travel Research*, Vo.49, No. 3, pp. 381–394. <https://doi.org/10.1177/0047287509346853>
35. Hall, C. M. (2007), *Introduction to tourism in Australia*, Pearson Education Australia, Frenchs Forest, N.S.W.
36. Hall, C. M. (2008), *Tourism planning: Policies, processes and relationships (2 edn)*, Pearson Education Ltd, Harlow.
37. Harrill, R. (2004), *Residents' attitudes toward tourism development: A literature review with implications for tourism planning*, *Journal of Planning Literature*, Vol. 18, 251–266, <https://doi.org/10.1177/0885412203260306>
38. Hatipoglu, B., Alvarez, M. D., & Ertuna, B. (2016), "Barriers to stakeholder involvement in the planning of sustainable tourism: The case of the Thrace region in Turkey", *Journal of Cleaner Production*, No. 111, pp. 306-3017. <https://doi.org/10.1016/j.jclepro.2014.11.059>

39. Hejazeen, E. G. (2007), *Tourism and Local Communities in Jordan: Perception, Attitudes and Impacts*, Profil Verlag, München.
40. Hsieh, H.F., & Shannon, S.E. (2005), "Three approaches to qualitative content analysis", *Qualitative Health Research*, Vol. 15, No. 9, pp. 1277–1288.
<https://doi.org/10.1177/1049732305276687>
41. Inskeep, E. (1991), *Tourism Planning: An integrated and sustainable development approach*, John Wiley & Sons, New York.
42. Jamal T, Getz D (1995), "Collaboration theory and community tourism planning", *Annals of Tourism Research*, Vol. 22, No. 1, pp. 186–204. [https://doi.org/10.1016/0160-7383\(94\)00067-3](https://doi.org/10.1016/0160-7383(94)00067-3)
43. Japan International Cooperation Agency (JICA), 1994, *Jordan country tourism development plan survey*. Retrieved from <https://libportal.jica.go.jp/library/HICSBooks/DetailsSearch.php>
44. Japan International Cooperation Agency (JICA), 1996, *Tourism Development Plan in the Hashemite Kingdom of Jordan*, Nippon Koei Co., Ltd., Padeco Co., Ltd., Regional Planning International Co., Ltd. Retrieved from <https://libportal.jica.go.jp/library/HICSBooks/DetailsSearch.php>
45. Japan International Cooperation Agency (JICA), 1999, *The study on the tourism development plan in the Hashemite Kingdom of Jordan: final report*, Pt. II. -Development plans for priority areas. Retrieved from <https://libportal.jica.go.jp/library/HICSBooks/DetailsSearch.php>
46. Kent, M. (2006), "From Reeds to Tourism: The Transformation of Territorial Conflicts in the Titicaca National Reserve", *Current Issues in Tourism*, Vol. 9, No. 1, pp. 86 - 103.
<https://doi.org/10.1080/13683500608668240>
47. Ladkin, A., Martinez Bertramini, A. (2002), "Collaborative tourism planning: a case study of Cusco, Peru", *Current Issues Tourism*, Vol. 5, No. 2, pp. 71-93.
<https://doi.org/10.1080/13683500208667909>
48. Lisa Ruhanen (2009) Stakeholder Participation in Tourism Destination Planning Another Case of Missing the Point?, *Tourism Recreation Research*, 34:3, 283-294,
<https://doi.org/10.1080/02508281.2009.11081603>
49. McCulloch, G. (2004). *Documentary Research*. London: Routledge,
<https://doi.org/10.4324/9780203464588>
50. Meyers, D., Budruk, M., & Andereck, K. (2010), *Stakeholder involvement in destination level sustainable tourism indicator development: The case of a southwestern U.S. mining town*, In R. Phillips & M. Budruk (Eds.), *Quality of life and community indicators for parks, recreation and tourism management*, Springer, Dordrecht.
51. Morrison, A. M. (2013), *Marketing and Managing Tourism Destinations*, Routledge, New York.
52. Morse J. M. & Field P.A. (1995) *Qualitative Research Methods for Health Professionals*. Sage Publications, Thousand Oaks, CA. Neundorf K. (2002) *The Content Analysis Guidebook*. Sage Publications Inc., Thousand Oaks, CA.
53. Moscardo, G. (2011), "Exploring social representations of tourism planning: issues for governance", *Journal of Sustainable Tourism*, Vol. 19, No. 4-5, pp. 423-436.
<https://doi.org/10.1080/09669582.2011.558625>
54. Murphy, P. E. (1985), *Tourism: A community approach*, Routledge, London.
55. O'Leary, Z. (2014). *The essential guide to doing your research project* (2nd ed.). Thousand Oaks, CA: SAGE Publications, Inc.
56. Parsa, H. G. (2015), *Sustainability, social responsibility, and innovations in tourism and hospitality*, Apple Academic Press, Oakville, ON.
57. Petra development and tourism region authority. Recent projects in the Petra region. Retrieved from: <http://pdtra.gov.jo/Pages/viewpage?pageID=8> (accessed 15 Jan 2019)
58. Pucako, L., & Ratz, T. (2000), "Tourist and Residents Perceptions of Physical Impacts of Tourism at Lake Balaton, Hungary: Issues for sustainable tourism management", *Journal of Sustainable Tourism*, Vol. 8, No. 6, pp. 458-478. <https://doi.org/10.1080/09669580008667380>

59. Puppim de Oliveira, J. A. (2003), "Governmental responses to tourism development: three Brazilian case studies", *Tourism Management*, Vol. 24, No. 1, pp. 97-110.
[https://doi.org/10.1016/S0261-5177\(02\)00046-8](https://doi.org/10.1016/S0261-5177(02)00046-8)
60. Ragas, M. W., & Roberts, M. S. (2009), "Communicating Corporate Social Responsibility and Brand Sincerity: A Case Study of Chipotle Mexican Grill's "Food with Integrity" Program", *International Journal of Strategic Communication*, Vol. 3, No. 4, pp. 264-280.
<https://doi.org/10.1080/15531180903218697>
61. Ritchie, B.J.R. & Crouch, G.I. (2003), *The Competitive Destination: A Sustainable Tourism Perspective*, CAB International, UK.
62. Sandelowski M. (1995), "Qualitative analysis: what it is and how to begin?", *Research in Nursing & Health*, No. 18, pp. 371-375.
63. Sautter, E. T., & Leisen, B. (1999), "Managing stakeholders a Tourism Planning Model", *Annals of Tourism Research*, Vol. 26, No. 2, pp. 312-328. [https://doi.org/10.1016/S0160-7383\(98\)00097-8](https://doi.org/10.1016/S0160-7383(98)00097-8)
64. Scott, J (2014), *A Matter of Record: Documentary Sources in Social Research*, Wiley, Oxford.
65. Simpson, K. (2001), "Strategic Planning and Community Involvement as Contributors to Sustainable Tourism Development", *Current Issues in Tourism*. Vol. 4, No. 1, pp. 3-41.
<https://doi.org/10.1080/13683500108667880>
66. Smeltzer, L. R., & Zener, M. F. (1992), "Development of a model for announcing major layoffs", *Group & Organization Management*, Vol. 17, No. 4, pp. 446-472.
67. Southgate, C. & R. Sharpley (2002), *Tourism, Development and the Environment*, In R. Sharpley and D.J. Telfer (eds), *Tourism and Development: Concepts and Issues*, Channel View Publications, Toronto, pp. 231-262.
68. Tarawneh, M. B., & Wray, M. (2017), "Incorporating Neolithic villages at Petra, Jordan: an integrated approach to sustainable tourism", *Journal of Heritage Tourism*, Vol. 12, No. 2, pp. 155-171. <https://doi.org/10.1080/1743873X.2016.1165231>
69. Telfer, D., Sharpley, R. (2008). *Tourism and Development in the Developing World*. London: Routledge, <https://doi.org/10.4324/9780203938041>
70. *The Jordanian Law of Antiquities, the Jordan's primary law governing archaeological sites 1988*, Department of Antiquities (DoA), viewed 25 May 2018, <https://jordan.gov.jo>.
71. Thyne, M., & Lawson, R. (2001), "Research Note: Addressing tourism public policy issues through attitude segmentation of host communities", *Current Issues in Tourism*, Vol. 4, No. 2-4, pp. 392-400. <https://doi.org/10.1080/13683500108667895>
72. Tosun, C. (2000), "Limits to community participation in the tourism development process in developing countries", *Tourism management*, Vol. 21, No. 6, pp. 613-633.
[https://doi.org/10.1016/S0261-5177\(00\)00009-1](https://doi.org/10.1016/S0261-5177(00)00009-1)
73. Treuren, G., & Lane, D. (2003), "The tourism planning process in the context of organised interests, industry structure, state capacity, accumulation and sustainability", *Current Issues in Tourism*, Vol. 6, No. 1, pp. 1-22. <https://doi.org/10.1080/13683500308667942>
74. UNESCO, 1993, *A Plan for Safeguarding Petra and its Surroundings*, published in the World Heritage newsletter, No. 2. <http://whc.unesco.org/en/newsletter/2/>
75. UNESCO, 1994, *Petra National Park management plan*, Paris: UNESCO.
76. UNESCO, 2017 *Brief description of Petra*, viewed 26 September 2018,
<https://whc.unesco.org/en/list/326>
77. United States Agency for International Development (USAID), 2006, *Jordan tourism development project (Siyaha)*, USAID, Washington, DC.
78. United States Agency for International Development (USAID), 2008, *Jordan tourism Development in the Petra Region (JT DPR)*, USAID, Washington, DC.
79. United States Agency for International Development (USAID), 2014, *Economic growth through sustainable tourism project*. USAID, Washington, DC.
80. United States National Park Service (USNPS), 1968, *Master plan for the protection and use of the Petra National Park*, Amman: Petra National Trust.

81. United States National Park Service (USNPS), 2000, *Petra Archaeological Park Operating Plan*, USNPS, Washington DC.
82. US/ICOMOS, 1996, *The study on the management analysis and recommendations for the Petra world heritage site*, US/ICOMOS & USAID, Washington, DC.
83. Weber, R. P. (Ed.). (1990). *Basic content analysis* (Vol. 49). Sage, Thousand Oaks, CA.
84. Yoon, Y. (2002), *Development of a Structural Model for Tourism Destination Competitiveness from Stakeholders' Perspectives*, Virginia Polytechnic Institute and State University, Blacksburg, USA.
85. Yuksel, F., Bramwell, B., & Yuksel, A. (1999), "Stakeholder Interviews and Tourism Planning at Pamukkale, Turkey", *Tourism Management*, Vol. 20, No. 3, pp. 351-360.
[https://doi.org/10.1016/S0261-5177\(98\)00117-4](https://doi.org/10.1016/S0261-5177(98)00117-4)



5



CHAPTER FIVE: RESIDENTS' PERCEPTIONS AND SATISFACTION TOWARD TOURISM DEVELOPMENT: A CASE STUDY OF PETRA REGION, JORDAN.

Paper 3

Authors: Moayad Mohammad Alrwajfah, Fernando Almeida-García and Rafael Cortés-Macías.

Original Article.

Journal: *Sustainability*. Indexed in: Journal Citation Reports (JCR); Social Sciences Citation (SSC), Impact Factor: 2.592 (2018).

Publisher: MDPI.

Volume: 11. Issue: 7.

Year: 2019

Number of pages: 19.

DOI: <https://doi.org/10.3390/su11071907>

The content of this chapter is an identical copy of the journal article cited above.



ABSTRACT

This study investigates whether local residents' sociodemographics and community attachment can influence their perceptions toward the impact of tourism (economic, environmental, and sociocultural effects) and, further, whether these perceptions influence their satisfaction with local tourism management. The perceptions of 467 residents were surveyed from six communities in the region of Petra, Jordan. The results of a regression analysis indicate that the respondents' sociodemographics and community attachment influence their perceptions of the impacts of tourism. Gender and distance from tourist sites are found to be very important factors that influence local residents' perceptions. In addition, the perceived economic impact is the most important aspect for these respondents, and perceived negative impacts do not significantly influence their satisfaction. Suggestions for future studies in the region and possible implications are discussed.

Keywords: residents' perceptions; community attachment; community satisfaction; socio-demographic characteristics; Petra.

1. INTRODUCTION

The importance of understanding residents' perceptions of the impact of tourism is substantial when it comes to the successful development of tourism [1], as well as local support of tourism development [2–4] and the satisfaction of host communities [5,6]. Many authors agree that tourism has an effect on the economy, social-culture, and environment of host communities [7]. Tourism tends to be beneficial to the communities whose government is in the stage of tourism development because it can increase their quality of life in different ways, such as improved facilities and employment opportunities [8]. It also enhances the economy [9], creates more natural and cultural attractions, and helps protect these attractions [10,11]. Besides this, tourism leads to an increase in restaurants and accommodation services and creates more festivals and outdoor recreation opportunities [9]. Regrettably, despite such benefits to the community, negative impacts can occur when tourists interact with local residents. For instance, tourism increases the cost of living and contributes to an increase in crime, the use of drugs, and traffic, leading to a big change in the culture of local residents [12–14], as well as environmental damage [3]. Several studies have found that the influence of residents' perceptions toward tourism affects their satisfaction [5,6,11,15,16]. Wang et al. [17] noted that residents' satisfaction is one of the key factors leading to tourism development's success. Tourism studies show that there is a lack of research into the perceptions of residents in developing [18] and Muslim countries [19] and residents' satisfaction with tourism in the public sector [20]. Therefore, this research was conducted in the Petra region of Jordan. Tourism contributed to 19.4% of the GDP, 8.8% of the total investment, and 18.1% of the total employment in the country in 2016 [21]. Petra Tourism and Development Region Authority

(PDTRA) is an autonomous agency created to develop the region in all aspects, especially the tourist industry, and to emphasize the importance of cultural heritage. Despite its touristic and cultural importance, Petra as a tourist destination is surrounded by many challenges, such as the decreasing number of visitors, political instability in the Middle East, and an increase in the number of one-day visitors [22]. Political and security instability influence the growth of tourism in any country [23]. Consequently, the region's economy may experience instabilities, such as the seasonality of tourism employment, resulting in the dissatisfaction of residents who expect to gain economic benefits from tourism activities [11]. However, sustainability initiatives have recently started in the region. After joining the National Protected Areas Network in 2017, a remarkable step for the PDTRA and United Nations Development Programme (UNDP) was to assess 17 sustainable development goals. The main objective that must be met to make Petra a nature reserve is to minimize the negative impacts of tourism (see [Supplementary Material 1](#)) and to involve the local community in the tourism industry. In spite of the importance of Petra as a world heritage destination, there is a notable absence of opinions and perceptions of the local population regarding tourism [22]. This research provides knowledge about the residents' satisfaction with local management and examines the role of sociodemographic characteristics, especially the role played by gender and place of residence, in the perception of three types of impacts: Sociocultural, economic, and environmental. Furthermore, while many studies have been carried out to investigate the archaeological site of Petra, few studies have been conducted to investigate the residents' perceptions of tourism impacts. This study was conducted to meet the need for a perception analysis of residents in the Petra region toward tourism leaders.

This study involved five years of observations of the most important issues and included in-depth desk research of projects, strategic plans, and the government's role in the region. The authors believe that this study will eventually help tourism leaders to manage the impacts of tourism on the local community and create a healthy host–guest environment. Moreover, it is a part of a greater effort that aims to investigate tourism development and its impacts on the local community in the Petra region and shed light on the key factors that support sustainable tourism development.

This paper contributes to the existing knowledge of tourism's impacts and residents' perceptions by examining their satisfaction with local management and determining how their satisfaction is influenced by the perceived tourism impacts. Furthermore, this study fills the gap in the literature related to the use of sociodemographic variables as predictors of perceived tourism impacts. Specifically, this study has three objectives: (1) Assess and identify residents' perceptions of the impact of tourism in the Petra region, (2) examine whether residents' sociodemographic characteristics and community attachment influence the residents' perceptions of the impact of tourism, and (3) examine the influence of the perceived impact of tourism on the satisfaction with local management. The results of this study will help tourism leaders to identify the most important impact of tourism and understand how different characteristics of the residents influence their perception of those impacts. Moreover, it will help to establish measures according to residents' characteristics.

2. LITERATURE REVIEW

2.1. TOURISM IMPACTS AND RESIDENTS' PERCEPTIONS

To explain the residents' perceptions and attitudes regarding tourism impacts, a number of theories have been suggested. Some of them do not provide a theoretical view of the phenomenon (play theory, reasoned action theory, conflict theory, and compensation theory) [2,24–29]. Social exchange theory (SET) is the umbrella of this study's theoretical perspective. SET was used broadly to explain and understand residents' perceptions of tourism development. Moreover, it is considered a convenient framework to explain both negative and positive perceptions [3,30–32]. According to SET, people evaluate an exchange on the basis of the resulting benefits and costs of that exchange [33]. Tourism creates both positive and negative impacts. Positive impacts include new employment and business opportunities and enhancement of road networks and the transportation system, as well as more entertainment opportunities [11,13,34–44]. On the other hand, tourism has negative effects on the host community. It may lead to more traffic and demand on public places and services, increase the use and associated problems of drugs and alcohol, and cause damage to the environment. In certain places, tourism activities increase the cost of living [30,35–39,42–46].

Investigating the impact of tourism and the perceptions of the residents toward these impacts has become important and widespread in the tourism literature [7]. In developing countries, such as Jordan, unfortunately, studies of residents' attitudes are limited [18], although this kind of research is very important for the development stages of the tourism industry.

2.2. FACTORS INFLUENCING RESIDENTS' PERCEPTIONS

Much research has been carried out on factors that may influence residents' perceptions toward tourism impacts [47]. The perception of tourism's impact can be influenced by many factors. Although there is no evident official classification of the factors, they can be classified into two groups: Extrinsic factors (stage of tourism development, type of tourism, tourists, tourism development, seasonality, national stage of development) and intrinsic factors (economic, employment dependency on tourism, community attachment, distance from tourism zone, interaction with tourists, personal values, and demographic variables, such as age, gender, and education). For instance, several works that share similar features with this

study have used those factors [15,18,24,30,34,43,48–50]. According to Murphy [51], factors that influence residents' perceptions and attitudes include the type of host–guest interaction, extent of individuals' reliance on the industry, importance of the industry to the community, and the level of tourism development in the community. However, other studies have presented more specific factors, such as the distance of an individual's residence from the central tourism zone [52], the extent of tourism concentration in the community [53], economic reliance on the industry [54], and, in particular, socioeconomic factors (e.g., age, education level) [55,56].

2.2.1. Community Attachment

Community attachment influences residents' perceptions, as confirmed by many works (e.g., [2,3,12,49,57–60]), including those in regions comparable to the Petra region [2,49,61]. The literature suggests that locals perceive tourism impacts as positive when they are more attached to their community. For instance, McCool and Martin [12] reported that strongly attached residents rated the positive dimension of tourism higher than unattached residents, although they were more concerned that the costs were not shared equitably throughout the community. Moreover, Jurowski et al. [62] found that when residents are more attached to their community, they perceive economic and social impacts as positive and environmental impacts as negative. Látková and Vogt [3] found a positive relationship between community attachment and the positive perception of residents, as did the study by Jaafar et al. [61]. Meimand et al. [59] found a significant effect of community attachment on the perceptions of Malaysian Homestays's residents. In terms of negative socioeconomic and environmental impacts and positive economic impacts, Gursoy et al. [57] indicated that there is a positive relationship with community attachment. On the contrary, Um and Crompton [58] indicated that the greater the attachment of residents to their community, the less positive their perception of tourism; the study by Vargas-Sánchez generated similar findings [60]. Accordingly, the following hypotheses were formulated:

H1a. There is a positive relationship between Level of attachment and perceived positive tourism impacts.

H1b. There is a positive relationship between Level of attachment and perceived negative tourism impacts.

2.2.2. Distance from Tourist Zone

The role of the distance from tourist zones in perceived tourism impacts has been taken into consideration in several studies (e.g., [14,38,40,63,64]). According to SET, a more favorable outlook on tourism development was indicated by the residents living near the tourist area. Moreover, tourism researchers have assumed that the closer that the residents live to the tourist zone, the more negative their perceptions toward tourism development. For instance, Pizam [53] confirmed that the more tourist constructions there are in an area, the more

negative the perceptions of the residents. Moreover, Khoshkam et al. [64] found a significant negative relationship with economic impacts. Jurowski and Gursoy [14] found that residents who live near tourism areas are more concerned with the social impacts of tourism. Accordingly, the following hypotheses were formulated:

H2a. There is a negative relationship between the distance from tourist zones and perceived positive tourism impacts.

H2b. There is a positive relationship between the distance from tourist zones and perceived negative tourism impacts.

2.2.3. Gender

The relationship between gender and tourism received attention in the 1990s [65], and it is a sensitive and important factor when it comes to testing and evaluating perceived tourism impacts in the field [66]. The differences between women's and men's views of tourism impacts are important for developing an understanding of the attitudes toward tourism development [50,67]. However, Mason and Cheyne [67], in a study of rural New Zealand, found that men tend to agree more with tourism development than women, and men perceive more positive impacts. Moreover, Harrill and Potts [56] found that women have more negative perceptions of tourism development than men. Nunkoo and Gursoy [50] concluded that women perceive more negative impacts than men. Thus, the following hypotheses were established:

H3a. Women are less optimistic about positive tourism impacts than men.

H3b. Women are more concerned about negative tourism impacts than men.

2.2.4. Age

Age is considered to be a variable that explains the differences in residents' perceptions. The literature suggests that young residents are more optimistic about economic tourism impacts. They consider the tourism sector as an opportunity to work [68]. For instance, Cavus and Tanrisevdi [55] found that the perceptions of older residents are less positive. Similar results were found in the study by Almeida et al. [69]. On the other hand, Tomljenovic and Faulkner [70] found that older residents present positive attitudes toward tourism impacts. In the same line, Sheldon and Abenoja [71] observed that younger residents are not satisfied with the facilities in Hawaii. Thus, the following hypotheses were developed:

H4a. There is a negative relationship between age and perceived positive tourism impacts.

H4b. There is a negative relationship between age and perceived negative tourism impacts.

2.2.5. *Tourism-Related Jobs*

Many studies have investigated the role of having experience working in tourism and how this factor can predict positive and negative perceived effects of tourism development (e.g., [57,72,73]). The literature suggests that residents who depend economically on tourism have a greater tendency to identify the its benefits [15,38,74–76]. On the contrary, others reported the opposite [11,36,73]. For instance, Kuvan and Akan [77] found that residents with tourism-related jobs are more positive and less negative toward tourism development, and this is similar to the findings of Teye et al.'s [18] study in Ghana. In addition, some studies have indicated that having a tourism-related job is not a significant factor (e.g., Liu and Var [72]). Nevertheless, the following hypotheses were formulated:

H5a. Residents that have a tourism-related job perceive more positive tourism impacts.

H5b. Residents that have a tourism-related job perceive fewer negative tourism impacts.

2.2.6. *Level of Education*

Level of education has been used as a variable to predict the perceptions of residents in several studies [15,63,78]. The literature indicates that residents with higher education levels perceive tourism impacts more positively. Some have reported that this relationship may be the result of less-educated residents having fewer opportunities to acquire economic benefits from tourism. Almeida et al. [69] found that the more educated the residents, the more positive sociocultural and economic impacts they perceived. Moreover, Hernández et al. [79] indicated that less-educated residents see tourism development and its benefits less favorably. Accordingly, the following hypotheses were formulated:

H6a. There is a positive relationship between level of education and perceived positive tourism impacts.

H6b. There is a positive relationship between level of education and perceived negative tourism impacts.

2.2.7. *Member of Local Organization*

Teye et al. [18] included participation in a local organization in their study in Ghana as a predictor of how individuals perceive tourism impacts. They found that participation in an association is the strongest predictor of the social interaction term, and they indicated that residents who are part of a community organization have a less positive attitude toward social interaction and perceive more economic costs. In the case of Petra, we hypothesized that residents who tend to participate in local organizations are less favorable toward tourism development.

H7a. Residents perceive fewer positive impacts when they are members of a local organization.

H7b. Residents perceive more negative impacts when they are members of a local organization.

2.2.8. Satisfaction with Local Management

Studying residents' satisfaction is important to the success of tourism development since it enables the assessment of sustainable tourism development, the residents' perceptions toward tourism impacts, and support for tourism development [6,17,80–83]. The literature suggests that satisfied residents perceive tourism as having positive impacts. Likewise, unsatisfied residents perceive more negative impacts [10,11,16]. However, according to the nature of the management of the Petra region autonomy (autonomous region), this study focuses on the satisfaction of residents toward tourism development in the public sector. The literature contains few studies related to the government's role in perceived tourism impacts [20,54]. Moreover, it has been pointed out that the residents' power to influence local institutions and their trust in local management determine the community's satisfaction [84,85]. Other studies have integrated the relationship between satisfaction with government and life with community satisfaction [86]. Kim et al. [87] hypothesized that residents' perceptions of tourism impacts influence their satisfaction with particular life domains, and those with overall life satisfaction. In Natal, Brazil Gursoy et al. [88] suggested that the locals' perceptions toward mega-event impacts are determined by their trust in the government. Andriotis [20] suggested a future work related to the community's satisfaction with the public sector and pointed out the importance of the government's (decision makers) role in the residents' perceived tourism impacts. Accordingly, the following hypotheses were formulated:

H8. Perceived benefits of tourism development have a positive effect on satisfaction with local management.

H9. Perceived costs of tourism development have a negative effect on satisfaction with local management.

The literature review provided the study with a clear path to investigate the residents' perceptions toward tourism impacts in the Petra region. However, the literature does not include several aspects, such as the influence of age on perceived environmental impacts or the relationship between gender and perceived sociocultural impacts. At this point, the results demonstrate whether the hypotheses are supported; however, according to the study's body, it is probable that the dependent variables are explained after extracting domains via factor analysis, and then the relationship can be explained for each variable. Hypotheses were tested in relation to the extracted domains of perceptions (negative and positive). Hypotheses, H1–H7, were tested by the generalized linear model (GLM) regression approach, and H8 and H9 were tested using a linear regression approach.

3. MATERIALS AND METHODS

3.1. STUDY AREA

The Petra region is located in the Maan governance south of Jordan ([Figure 1](#)). This 755 km² region includes six communities (Wadi Musa, Taybeh, Rajif, Dlaghah, Baidah, and Um Sayhoun) and a 264 km² archaeological park. It is home to 31,956 residents [[89](#)], who are characterized by their Arab-Islamic culture and restrictive, conservative traditions [[90](#)]. In 2009, the PDTRA was established as an autonomous special administrative district to develop the region. The importance of tourism in Petra began to increase after it was listed as a World Heritage site in 1985 and was named one of the new wonders of the world in 2007.

There are four major issues that limit the benefits of tourism in the local community: Absence of effective management and community participation in the planning [[90,91](#)], fluctuation in visitor numbers ([Figure 2](#)), and lack of tourist attractions in the region. Despite the contributions of tourism to the country's economy, the sector in Petra provides few job opportunities because of the challenges mentioned before.

Furthermore, the wages of these jobs are low. Only 1800 persons work in the tourism sector, and around 17% are not Jordanian. At the level of the county, Petra has the lowest number of Jordanian employees in the tourism sector [[89](#)]. The unemployment rate in the region reached 9%, with 60% of this figure being women. In spite of women's ability to work in the tourism sector [[92](#)], cultural norms are considered to be barriers to women's employment [[93](#)]. The local community in the region does not benefit much from the city's income and does not receive sufficient attention from tourism leaders [[90](#)].

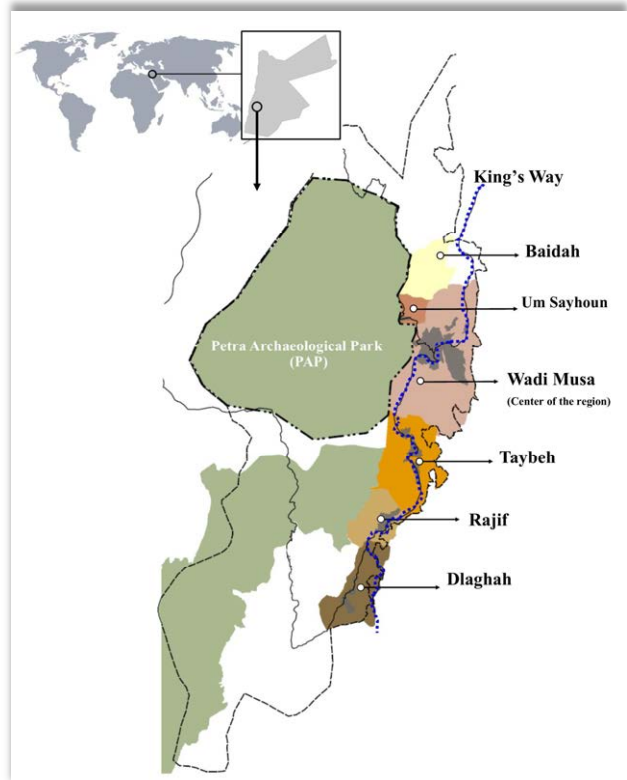


Figure 1. The Petra region map and location.

In spite of women's ability to work in the tourism sector [[92](#)], cultural norms are considered to be barriers to women's employment [[93](#)]. The local community in the region does not benefit much from the city's income and does not receive sufficient attention from tourism leaders [[90](#)].

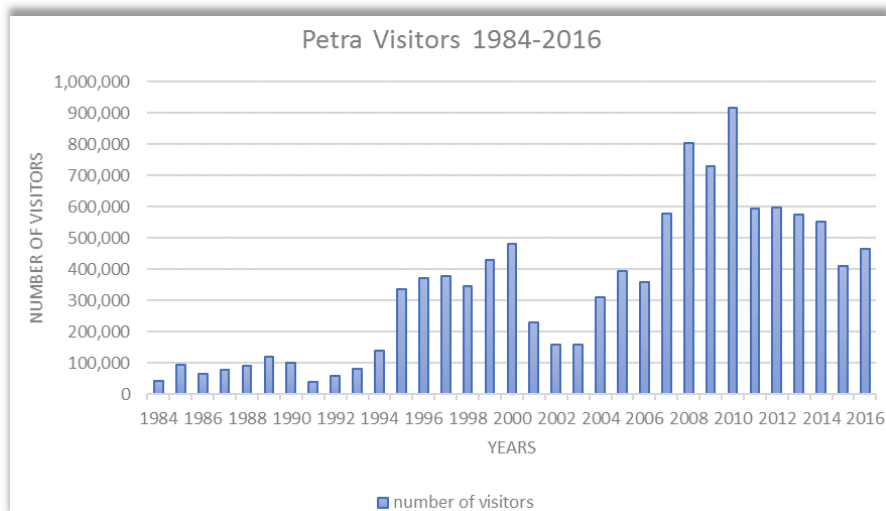


Figure 2. Visitors numbers of Petra [89].

3.2. SAMPLING AND DATA COLLECTION

Data were collected from the residents of six communities in the Petra region who were at least 18 years of age. To achieve the desired sample size, stratified random sampling was employed according to the residents' place of residence and gender. After a preparatory review of the previously mentioned literature and involvement of the code of ethics and practices established by the American Association for Public Opinion Research [94], the survey was developed. The survey was originally written in English, and then a bilingual researcher translated the questionnaire into Arabic. Data collection was conducted for three weeks in June 2017 using two methods: A self-administrated questionnaire and interviews. For the interviewing method, a volunteer team was chosen by the authors from the field of study. The team involved four volunteers who were distributed among the six communities. The volunteers work in local associations in the region. The reason for engaging their assistance was to have easy access to the residents and facilitate explaining the questionnaire to illiterate respondents. Residents in their houses, place of work, and main streets of downtown were asked to participate. Then, a four-hour online workshop was performed to explain the study and how to fill in the questionnaire. Moreover, the questionnaire was sent via email using Google forms to access more residents. Emails were collected blindly from the local associations in the region. A total of 510 questionnaires were distributed. There were 467 valid completed questionnaires (91% response rate, 4.5 confidence interval, and 95% confidence level) included in the statistical analysis. The multiple imputation method was used for missing values for scale items in 15 surveys.

3.3. SCALE OF ANALYSIS

The survey includes 4 sections. The first section involves the demographics and characteristics of the population (see [Table 1](#)). The second section is related to the community attachment scale, which is measured by three items on a 5-point Likert scale (1 = strongly disagree, 5 = strongly agree): "I feel proud of living in Petra Region", "When I'm away I miss my town", and "I feel I want to move out of my place of living". These questions were derived from McCool and Martin [12] and Goudy [93]. The third section includes 33 items to measure the respondent's perceptions toward tourism impacts, and those perceptions are measured by six sub-scales (positive and negative sociocultural, environmental, and economic impacts) on a 5-point Likert scale (1 = strongly disagree, 5 = strongly agree). The questions were adapted from Lankford and Howard [75], Andereck and Vogt [95], and Kim et al. [87]. The last section consists of four items to measure the respondents' satisfaction with the public management of tourism development. Respondents were asked to describe their satisfaction on a 5-point Likert scale (1 = strongly dissatisfied, 5 = strongly satisfied): "Overall, I'm satisfied with tourism in the Petra region", "I'm satisfied with facilities provided to local community", "I'm satisfied with the roles and regulations of Petra Region", and "I'm satisfied with tourism management in the Petra region"; these questions were adopted from Andriotis [20]. Finally, sociodemographic questions were requested from the respondents (e.g., marital status, which type of local organization are you a member of, years of living in the current town). The data were entered into SPSS.22 for further analysis.

3.4. DATA ANALYSIS

A summary of the respondents' demographic characteristics is shown in [Table 1](#). The percentages of younger age groups (18–24; 25–34) and a higher education level (university degree) exceeded those of the other options; this can be explained by the percentage of these characteristic in the whole population, in which 40% are younger than 18, and 58% of the residents are aged 18–35. Furthermore, over 41% hold Tawjihi and university degrees [89]. It is important to note that, according to the survey, women participate in local associations more than men and that men have more jobs related to tourism than women.

Exploratory factor analysis (R-type) with varimax rotated principal component analysis was used to generate general groups of residents' perceptions toward tourism impacts. The assumptions for factor analysis are not violated. The Kaiser–Meyer–Olkin statistic is 0.816, which surpasses the recommended cut-off of 0.06 [96], and the correlation between these items is convenient for factor analysis. The data reveal that Bartlett's test of Sphericity is significant (approximately chi-square = 4649.167, df = 300, $p < 0.001$).

Table 1. Profile of the respondents ($n = 467$).

Characteristic		Frequency	%
Gender	Male	235	50.3
	Female	232	49.7
Place of Living	Dlaghah	33	7.1
	Rajif	41	8.8
	Taybeh	96	20.6
	Wadi Musa	254	54.4
	Um Sayhoun	35	7.5
	Baidah	8	1.7
	Age	18–24	140
	25–34	178	38.1
	35–44	84	18.0
	45–54	29	6.2
	55–64	26	5.6
	more 65	10	2.1
Education	Primary Studies	53	11.3
	Secondary Studies	72	15.4
	Tawgihi	97	20.8
	University Studies	245	52.5
T-employed	yes	81	17.3
	No	386	82.7
P-NGO	yes	239	51.2
	No	228	48.8

Note: T-employed: employed in tourism industry;
education: education level of the respondent;
P-NGO: part of local association.

Items with a coefficient value of less than 0.4 were deleted. To improve the results of the analysis, six items were deleted that either had low loadings or were loaded on several factors. These items were excluded from further analysis. The items' scored factor loadings range from 0.498 to 0.845. The refined (regression) method was used to calculate each factor score. This method maximizes validity and provides true factor scores [97]. These scores were used later as dependent variables in the regression analysis to test the effect of several independent variables on residents' perceptions. Accordingly, five clean domains were produced from the data after several runs. Factors' eigenvalues are greater than one and explain 56.464% of the total variance in the data (see Table 2).

Table 2. Factor analysis.

Domains	Items	Factor Loading	Mean	SD
	PSC		2.92	
α (0.732) e (6.200) VE (24.800)	Tourism provides entertainment opportunities for the local community	0.757	2.76	1.408
	Tourism helps to creates more local associations	0.584	2.83	1.229
	Tourism helps to improve the government provided facilities (Health centres, better schools, post office, sport centres etc.)	0.656	2.96	1.351
	Tourism helps to preserve local traditions	0.663	2.74	1.363
	PEn		3.02	
α (0.730) e (3.220) VE (12.879)	Tourism helps to protect the environment	0.736	3.07	1.243
	Tourism help to creates more natural parks	0.549	2.91	1.290
	Tourism encourages people to protect surrounding environment	0.704	2.99	1.269
	Tourism helps to keep my village/city clean	0.784	3.11	1.278
	PE		2.92	
α (0.819) e (1.834) VE (7.335)	Tourism increases my family incomes	0.544	2.47	1.249
	Tourism creates better public transportation infrastructure	0.674	2.82	1.308
	Tourism helps to build more roads	0.802	2.93	1.267
	Tourism helps to creates business	0.805	3.15	1.325
		0.725	3.22	1.379
	NSEn		2.93	
α (0.809) e (1.447) VE (5.789)	Tourism increases the uses of drugs and alcohol	0.598	3.34	1.413
	Tourism increases the amount of crime	0.756	2.76	1.373
	Tourism reduces my outdoor recreation	0.643	2.61	1.207
	Tourism makes crowding of public spaces and facilities	0.549	2.99	1.216
	Tourism hazards the citizen rights by using the lands and properties to create more hotels and borders from national parks	0.594	3.06	1.283
	Tourism creates more social needs	0.595	2.87	1.175
		0.498	2.78	1.211
		0.596	3.12	1.304
		0.542	3.21	1.378
	NE		3.08	
α (0.829) e (1.415) VE (5.661)	Tourism increases the price of properties	0.845	3.40	1.393
	Tourism increases the cost of living	0.804	3.51	1.343
	Tourism generates seasonal unemployment	0.665	3.53	1.390

Kaiser-Meyer-Olkin Measure of Sampling Adequacy = 0.816; total variance explained data = 56.464%; α: Cronbach's Alpha; e: Eigenvalues; VE: percentage of variance explained.

Table 2 shows the factor loadings and Cronbach's Alpha for the extracted domains, namely, domain 1: Positive sociocultural (PSC); domain 2: Positive environment (PEn); domain 3: Positive economic (PE); domain 4: Negative socio-environment (NSEn); domain 5: Negative economic (NE). The five domains extracted from the factor analysis were then tested for reliability. Cronbach's Alpha coefficient values from this study range from 0.730 to 0.829, indicating that the variables present a high correlation with their factor aggregations and that there is an internal consistency of the items. An examination of the correlation matrix indicates that none of the correlations among the constructs are higher than 0.50.

A regression analysis was used to identify the source of differential perceptions among residents. A test for regression assumptions was carried out for linearity (Studentized residuals $< 3/-3$; Cook's distance < 1), multivariate normality, Quantile-Quantile Plot (which was checked and found to be favorable), multicollinearity (VIFs range between 1.254 and 1.540); tolerance values have a range of 0.819–0.998; Pearson's Bivariate Correlation values among all independent variables are < 1 ; and the homoscedasticity results indicate that the assumptions are not violated. In order to assess the normality of the distribution of the data, the skewness and kurtosis of each construct were examined. The examination of the histogram for each variable indicates that the data are normally distributed. However, it was decided to include all five domains as dependent variables and use seven independent variables (attachment, gender, place of living, age, T-employed, education level, and P-NGO). A mean score was calculated on the basis of the mean score of the community attachment items to produce a variable score.

4. RESULTS

The GLM model results indicate that all five domains were significant ($p < 0.01$) explaining the variation of (6.3% of PCS), (10.6% of PEn), (14% of PE), (8.6% of NSEn), and (7.7% of NE). The reader is reminded that only significant results are shown in Table 3. Linear regression was applied to examine whether the perceptions' domains influence the residents' satisfaction. The model was significant ($F = 39.524$; $p = 0.000$) and explained 30% of the variation. Perceived positive economic impact was the strongest predictor of satisfaction ($\beta = 0.307$) followed by positive environment ($\beta = 0.243$) and positive socio-culture domain ($\beta = 0.196$). Negative perceived impacts were found not to be a significant predictor of the residents' satisfaction (see Table 4). It should be noted that only significant results are shown further on.

Hypothesis 1 predicted that when there is a greater level of attachment, the perceived negative and positive impacts increase. This hypothesis was supported in terms of negative economic impacts ($\beta = 0.150$, $p < 0.01$); positive socio-culture ($\beta = 0.064$, $p < 0.1$); and positive environment ($\beta = 0.230$, $p < 0.01$). Hypothesis 2 hypothesized that the further away residents live from the touristic area, the more they are worried about negative impacts and the less they favor positive impacts. Findings support H2a in terms of PSC ($\beta = 0.234$, $p < 0.01$), PEn ($\beta =$

0.209, $p < 0.01$), and PE ($\beta = 0.181$, $p < 0.01$), and H2b was rejected in terms of NSEn ($\beta = 0.239$, $p < 0.01$). Hypothesis 3 predicted that females perceived more negative impacts and less positive impacts than males do. Results of the PE domain support hypothesis H3a ($\beta = -0.565$, $p < 0.01$) Conversely, the results of NSEn ($\beta = -0.355$, $p = 0.003$) reject hypothesis H3b.

Table 3. GLM regression results.

DV	IV	B	Hypothesis	Supported?
PSC				
^a R ² 0.063	Distance	0.234***	H2a	yes
R ² adjusted	Education	0.116**	H6a	yes
0.048	Attachment	0.064*	H1a	yes
F 4.390	T-employed	-0.400**	H5a	no
PEn				
R ² 0.106	Distance	0.209***	H2a	yes
R ² adjusted	Attachment	0.230***	H1a	yes
0.092	T-employed	-0.491**	H5a	no
F 7.758	Age	0.076*	H4a	yes
PE				
R ² 0.140	Distance	0.181***	H2a	yes
R ² adjusted	Age	-0.086**	H4a	no
0.127	Gender	-0.565***	H3a	yes
F 10.674	P-NGO	-0.170*	H7a	yes
NSEn				
R ² 0.086	T-employed	0.280*	H5b	no
R ² adjusted	Distance	0.239***	H2b	no
0.151	Education	0.135**	H6b	yes
F 6.195	Gender	-0.355**	H3b	no
NE				
R ² 0.077	Education	0.089*	H6b	yes
R ² adjusted	Attachment	0.150***	H1b	yes
0.063	P-NGO	0.203**	H7b	yes
F 5.481				

^a Model summary. * $p < 0.10$; ** $p < 0.05$; *** $p < 0.01$. Gender (male: coded 0; females coded 1); T-employed (yes coded 1; no coded 0); and P-NGO (yes coded 1; no coded 0); age was measured in the following intervals (18–24 coded 1); (25–34 coded 2); (35–44 coded 3); (45–54 coded 4); (55–64 coded 5); (65 or older coded 6). Education level was an ordinal variable and it was measured in the following order: (primary studies coded 1); (secondary studies coded 2); (Tawgihi coded 3); (university degree coded 4); Distance: represent the place of living; coded related to the distance from tourist area (Dlaghah coded 1; Rajif coded 2; Taybeh coded 3; Wadi Musa coded 4; Um Sayhoun coded 5 and Baidah coded 6).

Hypothesis 4a was supported by results of PEn domain ($\beta = 0.076$, $p < 0.1$). It was predicted that the greater the age of a participant, the more negatively they perceived positive tourism impacts. Moreover, in terms of the PE domain, it was rejected ($\beta = -0.086$, $p < 0.05$). There were no significant findings in the negative domains. It was hypothesized that having a job related to tourism positively influences perceived tourism impacts. Thus, H5a was rejected in terms of PSC ($\beta = -0.400$, $p < 0.05$) and PEn ($\beta = -0.491$, $p < 0.05$). H5b also was rejected by the results of NSEn ($\beta = 0.280$, $p < 0.1$). According to hypothesis 6, it was hypothesized that the higher education level the residents have, the higher they perceive negative and positive impacts. H6a was supported in term of PSC ($\beta = 0.116$, $p < 0.05$), and H6b was supported by the results of NE ($\beta = 0.089$, $p < 0.1$) and NSEn ($\beta = 0.135$, $p < 0.05$). Hypothesis 7 predicted the perceived higher negative impacts and less positive impacts to be induced by participation in local associations. Both hypotheses were supported in terms of PE (H7a $\beta = -0.170$, $p < 0.1$) and NE (H7b $\beta = 0.203$, $p < 0.05$). Moreover, hypothesis 8 predicted that the perceived benefits of tourism will positively influence the satisfaction of residents with local management. This hypothesis was supported in terms of PSC ($\beta = 0.196$, $p < 0.01$), PEn ($\beta = 0.243$, $p < 0.01$), and PE ($\beta = 0.307$, $p < 0.01$). Finally, hypothesis 9 hypothesized that when residents perceive the costs of tourism development, their dissatisfaction becomes clear toward local management. This hypothesis was rejected.

Table 4. Linear regression results.

Perceptions ^{IV} - satisfaction ^{DV} (0.300***) ^a					
Hypothesis	H8 (supported)			Hg (rejected)	
Domains	PSC (0.196***) ^b	PEn (0.243***)	PE (0.307***)	NSEn (-0.076)	NE (-0.073)
VIF	1.438	1.254	1.427	1.381	1.540

Note: ^a: R²; ^b: β value for regression model (perceptions- satisfaction); * $p < 0.10$; ** $p < 0.05$; *** $p < 0.01$.

As an example of the results, the β value (regression coefficient) of gender in the PE domain tells us that females perceive fewer positive economic impacts than males, with an average score of 0.565. Likewise, the β value of the age in the PEn domain indicates that as the age group increases (e.g., from 25–34 to 35–44), the perceived positive environmental impacts increase by 0.076. Generally speaking, the results reveal many perspectives of the residents' perceptions of tourism impacts in the Petra region. Regardless of the theoretical support of the hypotheses' results, it was found that attachment has the highest regression coefficient in the positive environment domain, distance has the highest in the negative socio-environment domain, gender has the highest in the positive economic domain, age has the highest in the positive economic domain, having a job related to tourism sector (T-employed) has the highest in the positive environment domain, education has the highest in the negative socio-environment domain, and P-NGO has the highest in the negative economic, and positive economic perceptions in satisfaction with local management. Highlighting these results helps us to determine the implications of the study.

5. DISCUSSION AND CONCLUSIONS

This study offers broad insight into residents' perceptions toward and their satisfaction with tourism development in the Petra region. An investigation of the satisfaction of the local community is considered to be the main contribution of this study. Moreover, it provides a profile of the influence of different extrinsic factors and intrinsic factors on the three types of perceived tourism impacts (economic, sociocultural, and environmental), which contributes to the current knowledge and understanding of residents' perceptions toward tourism development, especially in developing, Arab and Muslim countries. Moreover, the authors hope to inspire other investigators to understand the impact of tourism in similar areas so that a more comprehensive theory of tourism may be formulated. The findings of this study include several significant results, although they are not supported by the theoretical background of the study (see Table 3). Regarding the groups of perceptions, the social-culture domain was clear to the respondents (it scored the highest VE among other domains; see Table 2). This explains the importance of the sociocultural aspect to the residents, as they are strongly associated with their cultural norms and traditions. The case study of Sare'in and Masooleh, Iran, emphasizes this conclusion [19]. Moreover, Dogan [98] confirmed that tourism influences the sociocultural aspect of the host, pointing to the location's traditions. Moreover, it was found that positive economic perceptions are highly evident among the respondents (it scored the highest R2 among other domains; see Table 3). This might explain the importance of the economic impacts to residents, as they expect to gain economic benefits from tourism. Harrill [66] demonstrated that residents can recognize both negative and positive impacts of economic dependency on tourism. Moreover, several studies have found the economic aspect to be very important to the respondents [55,99]. The negative perceptions toward economic impacts in the Petra region may be affected by the limited opportunities to economically benefit from tourism. Farajat [91] and Al Haija [90] pointed out that there is an unequal distribution of tourism's economic benefits among residents. Residents may feel that tourism's benefits reach them unequally. Likewise, individuals with social strength receive benefits from tourism, while other residents do not, and this disparity is considered a critical negative impact of tourism [100]. Besides the decline in economic growth in Jordan [101], the residents, especially those near the tourist site, have experienced critical changes, such as increased living costs and some fraud issues, as mentioned by Jordanian Anti-Corruption Commission (JIACC). Antonakakis et al. [102] pointed out that tourism can create such problems.

5.1. COMMUNITY ATTACHMENT

Some authors have used the length of stay to measure the level of attachment to a community. In this study, the authors used three items with a 5-point Likert scale, which helped to increase the reliability of the scale. However, in terms of perceived impacts, community attachment was found to positively affect the perceived positive socio-culture, positive environment, and negative economic impacts. These findings are consistent with those of Látková and Vogt [3], Rasoolimanesh et al. [103], and Luo and Xiao [104]. They concluded that residents with a high level of community attachment are more optimistic about the perceived positive sociocultural and environmental impacts of tourism than those who are less attached. Moreover, the findings are in line with the results [57,58], although they indicated that negative economic perceived impacts are influenced positively by the level of attachment. In the case of the Petra region, residents are characterized by their attachment to their community and place of residence [90,91,105]. The authors consider this to be sensitive to factors that often confound correlational studies. Accordingly, we recommend an experimental research study to measure this relationship; such studies were also advised by Fong et al. [106]. Moreover, Morales et al. [107] found that community attachment is positively correlated with support for sustainable tourism development. Gursoy et al. [57] found that more attached residents are more supportive of tourism development. Thus, local management should consider this in their future planning for sustainability.

5.2. DISTANCE FROM TOURIST ZONE

The findings indicate that distance from tourist sites influences the residents' perceptions, and this is consistent with SET only in terms of positive domains. For instance, Khoshkam et al. [64] found a significant positive effect of distance on the perceived positive economic impacts in Anzali, Iran. Moreover, Haley et al. [38] found that residents living far from a tourist site have a greater sense of tourism's impacts, and similar results were found in a study by Jurowski and Gursoy [14]. Residents who live at a greater distance from the Petra site may expect greater benefits from tourism because their towns are in the early stage of tourism development. In terms of negative environmental impacts, the results contradict SET; however, they are in line with the results of Faulkner and Tideswell [108]. In the case of Petra, this might be explained by the landscape topology of the region, which is characterized by mountains with steep declines, along with a lack of development of the tourist area. Tourism causes traffic and litter, especially in the downtown of Wadi Musa, where local public and private services are located. Residents who live near tourism sites may feel that tourism increases the use of natural resources, especially water, in a dry region, such as Petra, and they are aware of changes in the life they used to live [14]. Moreover, this result can be explained by the lack of development and tourism services in Taybeh, Rajif, and Dlaghah, as the residents expect to gain benefits from tourism. In the stages of establishing the PDTRA, residents of all six communities decided to join the region

in light of the government's promises that their towns would be developed and that the residents would gain more from the tourism industry. Local management should pay more attention to the infrastructure and ensure equal distribution of the benefits of tourism to gain residents' support for future sustainable tourism development, which is an important cause. Residents' support will help to protect historical sites and tourist attractions.

5.3. GENDER AND MEMBERSHIP IN LOCAL ORGANIZATION

The variation in perceptions between women and men was strongly statistically significant in terms of perceived positive economic impacts. Women were found to be less favorable than men regarding potential economic benefits, and this result is consistent with the findings of Harrill and Potts [56], Mason and Cheyne [67], and Rasoolimanesh et al. [103]. For instance, Harrill and Potts [56] found that women in Charleston are more concerned about economic benefits than men are. However, this finding has been contradicted by other study results, such as the findings of McGehee and Andereck [36], Wang and Pfister [41], and Mason and Cheyne [67]. In terms of negative domains, it was found that women perceive fewer socio-environment impacts than men. This is in contrast to most of the literature. Despite that, the results here confirm the findings of Harrill and Potts [56]. Being part of a local organization was found to be indicative of perceiving economic tourism impacts. The results are in line with other studies (e.g., [18,69]). This explains the motivation of those residents who are part of a local association to find better economic solutions, as there are very few work opportunities in the region [76,105,109]. Descriptive statistics indicate that women participate in local organizations more often than men; however, women in the Petra region may tend to be part of the tourism industry and supportive of tourism development through their participation in local associations. Sinclair-Maragh [110] reported such findings in Jamaica. However, Mason and Cheyne [67] noted that women recognize tourism development's positive impacts, such as acquired economic benefits. The reason for this observation is thought to relate to the cultural limitations that women face in Jordan, especially in the tourism sector.

Such concerns were also raised in a report by the European Training Foundation [92] and several local organizations in Jordan, such as Tadamun. It is possible that women in the region participate in local associations because they are appropriate jobs according to cultural roles, similar to that observed in Turkey in the case study by Çiçek et al. [111]. Is this a transformation period for women involved in the tourism sector in the Petra region? However, the community boundaries surrounding women who work in the tourism sector have been pointed out by several works (e.g., [112,113]). Moreover, Jafari and Scott [114] pointed out the influence of religion on tourism activities in Islamic countries. This is what Scott [113] found in the Turkish Cypriot region. Nowadays, women in the Petra region are collaborating with the tourism industry through jobs in local associations related to the food preparation and handicraft industry. Therefore, local management should ensure that benefits from tourism are

distributed equally among residents, especially between men and women. Gender equality is important to the sustainable development of local tourism [83]. The participation of women in tourism-related employment in Petra will likely increase in the coming years.

5 . 4 . A G E

The findings indicate that older residents in the region perceive positive environmental impacts to a higher degree than younger residents. The result is in line with Bujosa and Rosselló's [100] study of the determinants of environmental attitudes in the Balearic Islands. Moreover, Nunkoo and Ramkissoon [80] found that the older residents of Port Louis are more positive toward social terms than younger residents. More importantly, a study by Mustafa and Tayeh [112] in the Petra region indicates that tourism helps to increase environmental awareness among residents in the Petra region. Moreover, the relation between age and positive economic perception was found to be significant, but it is not consistent with the literature. The greater extent of negative perspectives among young residents might be due to the lack of job opportunities when they expected to gain economic benefits from tourism. Thus, the management of the region should emphasize the investment opportunity to provide more jobs in the region while also ensuring that these opportunities are distributed among all six communities.

5 . 5 . E M P L O Y M E N T I N T H E T O U R I S M S E C T O R

The results indicate that residents who have tourism-related jobs do not have favorable perceptions toward tourism impacts, but this is not what SET suggests nor what is reported in most of the reviewed literature. However, it is in line with the results of Teye et al. [18] and Mustafa and Tayeh [112]. In the region, this can be explained by three points: The low wages of tourism-related jobs, seasonal unemployment, and the early stage of tourism development [115].

5 . 6 . L E V E L O F E D U C A T I O N

Education level was found to be a discriminator of residents' perceptions in the region. In terms of positive sociocultural impacts, the results agree with those of Almeida-García et al. [69] in their study in Benalmadina, Spain. In addition, the study by Látková and Vogt [3] in rural communities reported consistent findings. Also, in terms of the NSEn and NE domains, the results here are in line with those of [10,13,61,103,109]. In the Petra region, the positive view of tourism's sociocultural impacts can be explained by the awareness of tourism benefits favoring

those with higher education. According to the negative economic views, as mentioned before, the lack of job opportunities and inability to work can increase these negative perceptions.

5.7. SATISFACTION WITH LOCAL MANAGEMENT

Previous studies have not addressed this relation; however, the overall satisfaction of the residents is found to have a significant relationship with perceived tourism impacts, similar to the findings of [17,20,34]. For instance, Ko and Stewart [10] found that perceived positive tourism impacts are positively related to overall satisfaction. Cottrell et al. [81], in a study carried out in China, examined the influence of sustainable tourism dimensions (institutional dimension and social-culture) on residents' satisfaction. The former was found to have the strongest dimensions. In spite of the insignificant results for the negative domains, other studies have found a negative relationship between overall satisfaction and negative perceptions (e.g., [10,16,17]). Authors have argued that the disregard of residents' perception in the Petra region by tourism leaders [108] and the lack of residents' involvement in tourism planning may increase their negative feelings toward tourism management. The involvement of the residents in planning and making decisions about the development of their own area helps to increase their satisfaction with local management [55]. An important conclusion of this study is the confirmation that positive perceived tourism impacts and residents' satisfaction should be considered in sustainable tourism development in the Petra region. Besides the findings in this paper, it has been previously indicated that the satisfaction of the local community is an important factor for tourism development [17], and seeking support for tourism development has been suggested [6].

In spite of what this study contributes to the literature and to sustainable tourism research, its limitations should be recognized. The literature related to host–guest interactions are few in Jordan. The theoretical background of this study is based on research in other countries that have different characteristics. This issue was identified by Almeida et al. [68], who argued that local residents perceive the impacts of tourism on the basis of their characteristics and the conditions (e.g., heritage, culture, history) of their place of residence. This study is valuable for what it can provide to management in the Petra region regarding the management and control of the impacts of tourism to achieve sustainability in the region. Finally, the findings of the study suggest that the local administration should pay more attention to the residents' perceptions, involve women in the industry, and involve residents in tourism planning. Future research should investigate support for sustainable tourism development and the community's involvement in decision making.

Supplementary Materials: The following are available online at <http://www.mdpi.com/2071-1050/11/7/1907/s1>.

REFERENCES

1. Zhang, J.; Inbakaran, R.J.; Jackson, M.S. Understanding Community Attitudes Towards Tourism and Host—Guest Interaction in the Urban—Rural Border Region. *Tour. Geogr.* **2006**, *8*, 182–204, doi:10.1080/14616680600585455.
2. Nicholas, L.; Thapa, B.; Ko, Y. Residents' perspectives of a world heritage site e the Pitons Management Area, St. Lucia. *Ann. Tour. Res.* **2009**, *36*, 390–412, doi:10.1016/j.annals.2009.03.005.
3. Látková, P.; Vogt, C. Residents' attitudes toward existing and future tourism development in rural communities. *J. Travel Res.* **2012**, *51*, 50–67, doi:10.1177/0270047287510394193.
4. Rasoolimanesh, S.M.; Ringle, C.M.; Jaafar, M.; Ramayah, T. Urban vs. rural destinations: Residents' perceptions, community participation and support for tourism development. *Tour. Manag.* **2017**, *60*, 147–158, doi:10.1016/j.tourman.2016.11.019.
5. Xie, H.J.; Bao, J.; Kerstetter, D.L. Examining the effects of tourism impacts on satisfaction with tourism between native and non-native residents. *Int. J. Tour. Res.* **2014**, *16*, 241–249, doi:10.1002/jtr.1922.
6. Ribeiro, M.A.; Pinto, P.; Silva, J.A.; Woosnam, K.M. Residents' attitudes and the adoption of pro-tourism behaviours: The case of developing island countries. *Tour. Manag.* **2017**, *61*, 523–537, doi:10.1016/j.tourman.2017.03.004.
7. Sharpley, R. Host perceptions of tourism: A review of the research. *Tour. Manag.* **2014**, *42*, 37–49, doi:10.1016/j.tourman.2013.10.007.
8. Sheng, L.; Tsui, Y. Foreign investment in tourism: The case of Macao as a small tourism economy. *Tour. Geogr.* **2010**, *12*, 173–191, doi:10.1080/14616681003725219.
9. Liang, Z.X.; Bao, J.G. Tourism gentrification in Shenzhen, China: Causes and socio-spatial consequences. *Tour. Geogr.* **2015**, *17*, 461–481, doi:10.1080/14616688.2014.1000954.
10. Ko, D.W.; Stewart, W.P. A structural equation model of residents' attitudes for tourism development. *Tour. Manag.* **2002**, *23*, 521–530, doi:10.1016/S0261-5177(02)00006-7.
11. Vargas-Sánchez, A.; Plaza-Mejía, M.; Porras-Bueno, N. Understanding residents' attitudes toward the development of industrial tourism in a former mining community. *J. Travel Res.* **2008**, *47*, 373–387, doi:10.1177/0270047287508322783.
12. Mccool, S.F.; Martin, S.R. Community Attachment and Attitudes Toward Tourism Development. *J. Travel Res.* **1994**, *32*, 29–34, doi:10.1177/004728759403200305.
13. Tosun, C. Host perceptions of impacts: A Comparative Tourism Study. *Ann. Tour. Res.* **2002**, *29*, 231–253, doi:10.1016/S0160-7383(01)00039-1.
14. Jurowski, C.; Gursoy, D. Distance effects on residents' attitudes toward tourism. *Ann. Tour. Res.* **2004**, *31*, 296–312, doi:10.1016/j.annals.2003.12.005.
15. Andereck, K.L.; Valentine, K.M.; Knopf, R.C.; Vogt, C.A. Residents' Perceptions of Community Tourism Impacts. *Ann. Tour. Res.* **2005**, *32*, 1056–76, doi:10.1016/j.annals.2005.03.001.
16. Shen, F.; Cottrell, S.P. A sustainable tourism framework for monitoring residents' satisfaction with agritourism in Chongdugou Village, China. *Int. J. Tour. Policy* **2008**, *1*, 368–375, doi:10.1504/IJTP.2008.019277.
17. Wang, X.; Zhen, F.; Zhang, J.; Wu, X. Exploring Factors Influencing Residents' Satisfaction with Tourism Development in Poverty-Stricken Areas: A Case Study of Five Poor Villages in China. *Asia Pac. J. Tour. Res.* **2014**, *19*, 517–537, doi:10.1080/10941665.2013.768283.
18. Teye, V.; Sönmez, S.F.; Sirakaya, E. Residents' attitudes toward tourism development. *Ann. Tour. Res.* **2002**, *29*, 668–688, doi:10.1016/S0160-7383(01)00074-3.
19. Zamani-Farahani, H.; Musa, G. The relationship between Islamic religiosity and residents' perceptions of socio-cultural impacts of tourism in Iran: Case studies of Sare'in and Masooleh. *Tour. Manag.* **2012**, *33*, 802–814, doi:10.1016/j.tourman.2011.09.003.
20. Andriotis, K. Residents' satisfaction or dissatisfaction with public sector governance: The Cretan case. *Tour. Hosp. Res.* **2002**, *4*, 53, doi:10.1177/146735840200400105.

21. The World Travel & Tourism Council. The Economic Impact of Travel & Tourism. 2017. Available online: <https://www.wttc.org/-/media/files/reports/economic-impact-research/countries-2017/jordan2017.pdf> (accessed on).
22. Tarawneh, M.B.; Wray, M. Incorporating Neolithic villages at Petra, Jordan: An integrated approach to sustainable tourism. *J. Herit. Tour.* **2017**, *12*, 155–171, doi:10.1080/1743873X.2016.1165231.
23. Henderson, J. Managing Tourism and Islam in Peninsular Malaysia. *Tour. Manag.* **2003**, *24*, 447–456, doi:10.1016/S0261-5177(02)00106-1.
24. Gu, H.; Ryan, C. Place attachment, identity and community impacts of tourism: The case of a Beijing hutong. *Tour. Manag.* **2008**, *29*, 637–647, doi:10.1016/j.tourman.2007.06.006.
25. Ritchie, B.W.; Shipway, R.; Cleeve, B. Resident's perceptions of mega- sporting events: A non-host city perspective of the 2012 London Olympic Games. *J. Sport Tour.* **2009**, *14*, 143–167, doi:10.1080/14775080902965108.
26. Chhabra, D. How They See Us: Perceived Effects of Tourist Gaze on the Old Order Amish. *J. Travel Res.* **2010**, *49*, 93–105, doi:10.1177/0047287509336475.
27. Kwon, J.; Vogt, C.A. Identifying the role of cognitive, affective, and behavioral components in understanding residents' attitudes toward place marketing. *J. Travel Res.* **2009**, *49*, 423–434, doi:10.1177/0047287509346857.
28. Chen, S.; Raab, C. Predicting resident intentions to support community tourism: Toward an integration of two theories. *J. Hosp. Mark. Manag.* **2012**, *21*, 270–294, doi:10.1080/19368623.2011.584268.
29. Prayag, G.; Hosany, S.; Nunkoo, R.; Alders, T. London residents' support for the 2012 Olympic Games: The mediating effect of overall attitude. *Tour. Manag.* **2013**, *36*, 629–640, doi:10.1016/j.tourman.2012.08.003.
30. Choi, H.C.; Murray, I. Resident attitudes toward sustainable community tourism. *J. Sustain. Tour.* **2010**, *18*, 575–594, doi:10.1080/09669580903524852.
31. Lee, T.H. Influence analysis of community resident support for sustainable tourism development. *Tour. Manag.* **2013**, *34*, 37–46, doi:10.1016/j.tourman.2012.03.007.
32. Boley, B.B.; McGehee, N.G.; Tom, H.A.L. Importance-performance analysis (IPA) of sustainable tourism initiatives: The resident perspective. *Tour. Manag.* **2017**, *58*, 66–77, doi:10.1016/j.tourman.2016.10.002.
33. Pham, L.; Kayat, K. Residents' Perceptions of Tourism Impact and Their Support for Tourism Development: The Case Study of Cuc Phuong National Park, Ninh Binh Province, Vietnam. *Eur. J. Tour. Res.* **2011**, *4*, 123–146.
34. Gursoy, D.; Jurowski, C.; Uysal, M. Resident Attitude: A Structural Modeling Approach. *Ann. Tour. Res.* **2002**, *29*, 79–105, doi:10.1016/S0160-7383(01)00028-7.
35. Fredline, E.; Faulkner, B. Variations in residents' reactions to major motorsport events: Why residents perceive the impacts of events differently. *Event. Manag.* **2002**, *7*, 115–125, doi:10.3727/152599501108751524.
36. McGehee, N.G.; Andereck, K. Factors predicting rural residents' support of tourism. *J. Travel Res.* **2004**, *43*, 131–140, doi:10.1177/0047287504268234.
37. Choi, H.C.; Sirakaya, E. Measuring residents' attitude toward sustainable tourism: Development of sustainable tourism attitude scale. *J. Travel Res.* **2005**, *43*, 380–394, doi:10.1177/0047287505274651.
38. Haley, A.J.; Snaith, T.; Miller, G. The social impacts of tourism: A case study of Bath, UK. *Ann. Tour. Res.* **2005**, *32*, 647–668, doi:10.1016/j.annals.2004.10.009.
39. Diedrich, A.; Garcia-Buades, E. Local perceptions of tourism as indicators of destination decline. *Tour. Manag.* **2009**, *30*, 512–521, doi:10.1016/j.tourman.2008.10.009.
40. Sharma, B.; Dyer P.; Carter, J; Gursoy, D. Exploring residents' perceptions of the social impacts of tourism on the Sunshine Coast, Australia. *Int. J. Hosp. Tour. Adm.* **2008**, *9*, 288–311, doi:10.1080/15256480802096092.

41. Wang, Y.; Pfister, R.E. Residents' attitudes toward tourism and perceived personal benefits in a rural community. *J. Travel Res.* **2008**, *47*, 84–93, doi:10.1177/020047287508322783.
42. Yen, I.; Kerstetter, D. Tourism impacts, attitudes and behavioral intentions. *Tour. Anal.* **2009**, *13*, 545–564, doi:10.3727/108354208788160531.
43. Woosnam, K.; Norman, W.; Ying, T. Exploring the theoretical framework of emotional solidarity between residents and tourists. *J. Travel Res.* **2009**, *48*, 245–258, doi:10.1177/020047287509332334.
44. Andereck, K.L.; Nyaupane, G. Development of a tourism and quality-of-life instrument. In *Quality-of-Life Community Indicators for Parks, Recreation and Tourism Management*; Budruk, M., Phillips, R., Eds.; Springer: Berlin, Germany, 2011; pp. 95–113.
45. Andereck, K.L.; Valentine, K.M.; Vogt, C.A.; Knopf, R.C. A Cross-Cultural Analysis of Tourism and Quality of Life Perceptions. *J. Sustain. Tour.* **2009**, *15*, 483–502, doi:10.2167/jost612.o.
46. Frauman, E.; Banks, S. Gateway community resident perceptions of tourism development: Incorporating importance-performance analysis into the limits of change framework. *Tour. Manag.* **2011**, *13*, 128–140, doi:10.1016/j.tourman.2010.01.013.
47. Jiang, P.; Cheng, Q.; Gong, Y.; Wang, L.; Zhang, Y.; Cheng, L.; Li, M.; Lu, J.; Duan, Y.; Huang, Q.; et al. Using urban development boundaries to constrain uncontrolled urban sprawl in China. *Ann. Am. Assoc. Geogr.* **2016**, *106*, 1321–1343, doi:10.1080/24694452.2016.1198213.
48. Nepal, S.K. Residents' attitudes to tourism in central British Columbia, Canada. *Tour. Geogr.* **2008**, *10*, 42–65, doi:10.1080/14616680701825123.
49. Woosnam, K.M. Using Emotional Solidarity to Explain Residents' Attitudes about Tourism and Tourism Development. *J. Travel Res.* **2012**, *51*, 315–327, doi:10.1177/0047287511410351.
50. Nunkoo, R.; Gursoy, D. Residents' support for tourism: An identity perspective. *Ann. Tour. Res.* **2012**, *39*, 243–268, doi:10.1016/j.annals.2011.05.006.
51. Murphy, P.E. *Tourism: A Community Approach*; Methuen: London, UK, 1985.
52. Belisle, F.; Hoy, D. The Perceived Impact of Tourism by Residents. *Ann. Tour. Res.* **1980**, *7*, 83–101, doi:10.1016/S0160-7383(80)80008-9.
53. Pizam, A. Tourism's impacts: The social costs to the destination community as perceived by its residents. *J. Travel Res.* **1978**, *16*, 8–12, doi:10.1177/02004728757801600402.
54. Madrigal, R. A tale of tourism in two cities. *Ann. Tour. Res.* **1993**, *20*, 336–353, doi:10.1016/0160-7383(93)90059-C.
55. Cavus, S.; Tannrisevdi, A. Residents' Attitudes toward Tourism Development: A Case Study in Kusadasi, Turkey. *Tour. Anal.* **2003**, *7*, 259–269, doi:10.3727/108354203108750102.
56. Harrill, R.; Potts, T.D. Tourism planning in historic districts: Attitudes toward tourism development in Charleston. *J. Am. Plan. Assoc.* **2003**, *69*, 233–244, doi:10.1080/01944360308978017.
57. Gursoy, D.; Chi, C.G.; Dyer, P. Locals' attitudes toward mass and alternative tourism: The case of Sunshine Coast, Australia. *J. Travel Res.* **2010**, *49*, 381–394, doi:10.1177/020047287509346853.
58. Um, S.; Crompton, J.L. Measuring resident's attachment levels in a host community. *J. Travel Res.* **1987**, *26*, 27–29, doi:10.1177/02004728758702600105.
59. Meimand, S.E.; Khalifah, Z.; Zavadskas, E.K.; Mardani, A.; Najafipour, A.A.; Ahmad, U.N.U. Residents' attitude toward tourism development: A sociocultural perspective. *Sustainability* **2017**, *9*, 1170, doi:10.3390/su9071170.
60. Vargas-Sánchez, A.; Porrás-Bueno, N.; de los Ángeles Plaza-Mejía, M. Residents' Attitude to Tourism and Seasonality. *J. Travel Res.* **2014**, *53*, 581–596, doi:10.1177/0047287513506295.
61. Jaafar, M.; Noor, S.M.; Rasoolimanesh, S.M. Perception of young local residents toward sustainable conservation programmes: A case study of the Lenggong World Cultural Heritage Site. *Tour. Manag.* **2015**, *48*, 154–163, doi:10.1016/j.tourman.2014.10.018.
62. Jurowski, C.; Uysal, M.; Williams, R. A theoretical analysis of host community resident reactions to tourism. *J. Travel Res.* **1997**, *36*, 3–11, doi:10.1177/004728759703600202.
63. Sharma, B.; Dyer, P. Residents' involvement in tourism and their perceptions of tourism impacts. *Bench. Int. J.* **2009**, Vol. 16 Issue: 3, 351–371, doi:10.1108/14635770910961371.

64. Khoshkam, M.; Marzuki, A.; Al-Mulali, U. Socio-demographic effects on Anzali wetland tourism development. *Tour. Manag.* **2016**, *54*, 96–106, doi:10.1016/j.tourman.2015.10.012.
65. Kinnaird, V.; Hall, D. Understanding tourism processes: A gender-aware framework. *Tour. Manag.* **1996**, *17*, 95–102, doi:10.1016/0261-5177(95)00112-3.
66. Harrill, R. Residents' attitudes toward tourism development: A literature review with implications for tourism planning. *J. Plan. Lit.* **2004**, *18*, 251–266, doi:10.1177/0885412203260306.
67. Mason, P.; Cheyne, J. Residents' attitudes to proposed tourism development. *Ann. Tour. Res.* **2000**, *27*, 391–411, doi:10.1016/S0160-7383(99)00084-5.
68. Almeida García, F.; Balbuena Vázquez, A.; Cortés Macías, R. Resident's attitudes towards the impacts of tourism. *Tour. Manag. Perspect.* **2015**, *13*, 33–40, doi:10.1016/j.tmp.2014.11.002.
69. Almeida-García, F.; Peláez-Fernández, M.Á.; Balbuena-Vázquez, A.; Cortés-Macias, R. Residents' perceptions of tourism development in Benalmádena (Spain). *Tour. Manag.* **2016**, *54*, 259–274, doi:10.1016/j.tourman.2015.11.007.
70. Tomljenovic, R.; Faulkner, B. Tourism and older residents in a sunbelt resort. *Ann. Tour. Res.* **1999**, *27*, 93–114, doi:10.1016/S0160-7383(99)00062-6.
71. Sheldon, P.; T. Abenoja Resident Attitudes in a Mature Destination: the Case of Waikiki. *Tour. Manag.* **2001**, *22*, 435–443, [https://doi.org/10.1016/S0261-5177\(01\)00009-7](https://doi.org/10.1016/S0261-5177(01)00009-7).
72. Liu, J.; Var, T. Resident attitudes toward tourism impacts in Hawaii. *Ann. Tour. Res.* **1986**, *13*, 193–214, doi:10.1016/0160-7383(86)90037-X.
73. Styliadis, D.; Terzidou, M. Tourism and the economic crisis in Kavala, Greece. *Ann. Tour. Res.* **2014**, *44*, 210–226, doi:10.1016/j.annals.2013.10.004.
74. Martínez González, J.A.; Parra-Lopez, E.; Buhalis, D. The loyalty of young residents in an island destination: An integrated model. *J. Destin. Mark. Manag.* **2017**, *6*, 444–455, doi:10.1016/j.jdmm.2016.07.003.
75. Lankford, S.V.; Howard, D.R. Developing a tourism impact attitude scale. *Ann. Tour. Res.* **1994**, *21*, 121–139, doi:10.1016/0160-7383(94)90008-6.
76. Galanzeh, H.E. Tourism and Local Communities in Jordan : Perception, Attitudes and Impacts; a Case Study on Five Archeological Tourist Sites. Ph.D. Thesis, Katholische Universität Eichstätt-Ingolstadt, Eichstätt, Germany, 2006. Available online: <http://www.worldcat.org/title/tourism-and-local-communities-in-jordan-perception-attitudes-and-impacts/oclc/611867173> (accessed on).
77. Kuvan, Y.; Akan, P. Residents' attitudes toward general and forest-related impacts of tourism: The case of Belek, Antalya. *Tour. Manag.* **2005**, *26*, 691–706, doi:10.1016/j.tourman.2004.02.019.
78. Muresan, I.C.; Oroian, C.F.; Harun, R.; Arion, F.H.; Porutiu, A.; Chiciudean, G.O.; Todea, A.; Lile, R. Local Residents' Attitude toward Sustainable Rural Tourism Development. *Sustainability* **2016**, *8*, 100, doi:10.3390/su8010100.
79. Hernández, S.; Cohen, J.; García, H. Residents' attitudes towards an instant resort enclave. *Ann. Tour. Res.* **1996**, *23*, 755–779, doi:10.1016/0160-7383(95)00114-X.
80. Nunkoo, R.; Ramkissoon, H. Small island urban tourism: A residents' perspective. *Curr. Issues Tour.* **2010**, *13*, 37–60, doi:10.1080/13683500802499414.
81. Cottrell, S.P.; Vaske, J.J.; Shen, F. Predictors of sustainable tourism: Residents perceptions of tourism in Holland and China. In Proceedings of the Northeastern Recreation Research Symposium, Bolton Landing, NY, USA, 10–12 April 2005; pp. 337–344. Available online: <https://www.fs.usda.gov/treearch/pubs/22311> (accessed on).
82. Alam, M.S.; Paramati, S.R. The impact of tourism on income inequality in developing economies: Does Kuznets curve hypothesis exist? *Ann. Tour. Res.* **2016**, *61*, 111–126, doi:10.1016/j.annals.2016.09.008.
83. UNWTO; UNWOMEN. Global Report on Women in Tourism 2010. 2011. Available online: http://cf.cdn.unwto.org/sites/all/files/pdf/global_report_on_women_in_tourism_2010.pdf (accessed on 20 February 2019).
84. Diener, E. Subjective well-being. *Psychol. Bull.* **1984**, *95*, 542–575, doi:10.1037/0033-2909.95.3.542.

85. Grzeskowiak, S.; Sirgy, J.M.; Widgery, R. Residents' satisfaction with community services: Predictors and outcomes. *J. Reg. Anal. Policy* **2003**, *33*, 1–36.
86. Land, K.C.; Michalos, A.C.; Sirgy, M.J. *Handbook of Social Indicators and Quality of Life Research*; Springer: Dordrecht, The Netherlands, 2012.
87. Kim, K.; Uysal, M.; Sirgy, M.J. How does tourism in a community impact the quality of life of community residents? *Tour. Manag.* **2013**, *36*, 527–540, doi:10.1016/j.tourman.2012.09.005.
88. Gursoy, D.; Milito, M.C.; Nunkoo, R. Residents' support for a mega-event: The case of the 2014 FIFA World Cup, Natal, Brazil. *J. Destin. Mark. Manag.* **2017**, *6*, 344–352, doi:10.1016/j.jdmm.2017.09.003.
89. Department of Statistics, Jordan (DoS). The Petra Region Statistics. Available online: <http://dosweb.dos.gov.jo/> (accessed on 5 January 2019).
90. Al Haija, A.A. Jordan: Tourism and conflict with local communities. *Habitat. Int.* **2011**, *35*, 93–100, doi:10.1016/j.habitatint.2010.04.002.
91. Farajat S. The Participation of Local Communities in the Tourism Industry at Petra. In *Tourism and Archaeological Heritage Management at Petra*; Douglas, C., Comer, D.C., Eds.; Springer: New York, NY, USA, 2012; Volume 1, pp. 145–165, doi:10.1007/978-1-4614-1481-0_7.
92. European Training Foundation (ETF). Women and Work in Jordan Tourism and ICT Sectors: A Case Study. 2011. Available online: <https://www.etf.europa.eu/en/publications-and-resources/publications/women-and-work-jordan-tourism-and-ict-sectors-case-study> (accessed on 9 January 2019).
93. Goudy, W.J. Community attachment in a rural region. *Rural Sociol.* **1990**, *55*, 178–198, doi:10.1111/j.1549-0831.1990.tb00679.x.
94. American Association for Public Opinion Research (AAPOR). Available online: <https://www.aapor.org/> (accessed on 10 December 2018).
95. Andereck, K.; Vogt, C. The Relationship between Residents' Attitudes toward Tourism and Tourism Development Options. *J. Travel Res.* **2000**, *39*, 27–36, doi:10.1177/027004728750003900104.
96. Tabachnick, B.; Fidell, L. *Using Multivariate Statistics*, 5th ed.; Allyn and Bacon: Needham Heights, MA, USA, 2006.
97. DiStefano, C.; Zhu, M.; Mîndrilă, D. Understanding and using factor scores: Considerations for the applied researcher. *Pract. Assess. Res. Eval.* **2009**, *14*, 1–11.
98. Dogan, H.Z. Forms of adjustment: Socio-cultural impacts of tourism. *Ann. Tour. Res.* **1989**, *16*, 216–236, doi:10.1016/0160-7383(89)90069-8.
99. Ribeiro, M.A., do Valle, P.O., Silva, J.A. Residents' attitudes towards tourism development in Cape Verde Islands. *Tour. Geogr.* **2013**, *15*, 654–679, doi:10.1080/14616688.2013.769022.
100. Bujosa, A.; Rosselló, J. Modelling environmental attitudes toward tourism. *Tour. Manag.* **2007**, *28*, 688–695, doi:10.1016/j.tourman.2006.04.004.
101. The International Bank for Reconstruction and Development (IBRD). Jordan's Economic Outlook. Available online: <https://www.worldbank.org/en/country/jordan/publication/economic-outlook-april-2018> (accessed on 15 November 2018).
102. Antonakakis, N.; Dragouni, M.; Filis, G. How strong is the linkage between tourism and economic growth in Europe? *Econ. Model.* **2015**, *44*, 142–155, doi:10.1016/j.econmod.2014.10.018.
103. Rasoolimanesh, S.M.; Jaafar, M.; Kock, N.; Ramayah, T. A revised framework of social exchange theory to investigate the factors influencing residents' perceptions. *Tour. Manag. Perspect.* **2015**, *16*, 335–345, doi:10.1016/j.tmp.2015.10.001.
104. Luo, J.; Xiao, H. Residents' perceptions of non-casino gaming in an urban destination: The case of Hong Kong. *J. Destin. Mark. Manag.* **2017**, *6*, 335–343, doi:10.1016/j.jdmm.2016.11.002.
105. Alhasanat, S.; Hyasat, A.S. Sociocultural impacts of tourism on the local community at Petra. Jordan. *Jordan J. Soc. Sci.* **2010**, *44*, 374–386.

106. Fong, L.; Yap, M.; Law R.; Tang, C. Experimental research in hospitality and tourism: A critical review. *Int. J. Contemp. Hosp. Manag.* **2016**, *28*, 246–266, doi:10.1108/IJCHM-10-2014-0506.
107. Morales, P.; Agüera, F.; López-Guzmán, T.; Cuadra, S. Community Attachment and Support for Sustainable Tourism Development through the Attitudes of the Local Population: A Case Study in Puerto Plata, Dominican Republic. *Mediterr. J. Soc. Sci.* **2018**, *9*, 173.
108. Faulkner, B.; Tideswell, C. A framework for monitoring community impacts of tourism. *J. Sustain. Tour.* **1997**, *5*, 3–28, doi:10.1080/09669589708667273.
109. Andriotis, K.; Vaughan, R.D. Urban residents' attitudes toward tourism development: The case of Crete. *J. Travel Res.* **2003**, *42*, 172–185, doi:10.1177/02F0047287503257488.
110. Sinclair-Maragh, G. Demographic analysis of residents' support for tourism development in Jamaica. *J. Destin. Mark. Manag.* **2017**, *6*, 5–12, doi:10.1016/j.jdmm.2016.03.005.
111. Çiçek, D.; Zencir, E.; Kozak, N. Women in Turkish tourism. *J. Hosp. Tour. Manag.* **2017**, *31*, 228–234, doi:10.1016/j.jhtm.2017.03.006.
112. Mustafa, M.H.; Tayeh, S.N.A. The impacts of tourism development on the archaeological site of Petra and local communities in surrounding villages. *Asian Soc. Sci.* **2011**, *7*, 88–95, doi:10.5539/ass.v7n8p88.
113. Scott, J. Sexual and national boundaries in tourism. *Ann. Tour. Res.* **1995**, *22*, 385–403, doi:10.1016/0160-7383(94)00083-2.
114. Jafari, J.; Scott, N. Muslim World and its Tourisms. *Ann. Tour. Res.* **2014**, *44*, 1–19, doi:10.1016/j.annals.2013.08.011.
115. Davidson, L.; Sahli, M. Foreign direct investment in tourism, poverty alleviation, and sustainable development: A review of the gambian hotel sector. *J. Sustain. Tour.* **2015**, *23*, 167–187, doi:10.1080/09669582.2014.957210.



6

CHAPTER SIX: LOCAL MANAGEMENT DILEMMA OF TOURISM IMPACTS IN PETRA REGION, WORLD HERITAGE SITE, JORDAN: A RESIDENTS PERSPECTIVE.

Paper 4

Authors: Moayad Mohammad Alrwajfah, Fernando Almeida-García and Rafael Cortés-Macías.

Original Article.

Journal: International Journal of Hospitality & Tourism Administration. indexed in: SCImago Journal Rank (SJR): Ind.: 0.44 (2018); Scopus: CiteScore: 0.97 (2018);

Publisher: Taylor & Francis Group.

Volume: Issue:

Year: 2020.

Number of pages:28.

This publication is under review.

The content of this chapter is an identical copy of the journal article cited above.



ABSTRACT

Contributing to the context of host-guest interaction in World Heritage sites, satisfaction with local management and the residents' perceptions were analysed in the region of Petra, Jordan. Using the Social Exchange Theory and partial least squares-structural equation modelling, a model was built and data from 467 surveyed residents were analysed. The model that we developed in this study represents the relationships between several factors related to the region's characteristics. It was found that these factors play a critical role in the residents' perceptions of three types of tourism impact. Furthermore, this study addressed several implications for local management.

Key words: Residents' perceptions, satisfaction, local management, World Heritage Site, Petra.

1. INTRODUCTION

Protecting, conserving and sustaining World Heritage sites (WHS) depends on the understanding the perceptions of local community toward tourism impacts (Nicholas, Thapa, & Ko, 2009a; Zhuang, Yao, & Li, 2019). The residents' perceptions may influence their support for tourism development and conservation of WHS (Látková & Vogt, 2012; Su & Wall, 2014). Once a tourism destination has been listed as a WHS, it has become affected by tourism development (Nicholas et al., 2009a; Su & Wall, 2014; Jaafar, Md Noor & Rasoolimanesh, 2015; Rasoolimanesh, Jaafar, Ahmad, & Barghi, 2017a). Investigating residents' perceptions is important because it can explain how they treat, react to, value, manage and handle the negative and positive impacts of tourism development. The literature provides many studies that have examined the residents' perceptions toward tourism development (Ko & Stewart 2002; Andereck, Valentine, Knopf, & Vogt, 2005; Y. Wang & Pfister, 2008; Nicholas et al., 2009a; Látková & Vogt, 2012; Sharpley, 2014; Almeida García, Balbuena Vázquez, & Cortés Macías, 2015). However, in the context of WHS developing countries, there is a lack of studies of the residents' perceptions of the impacts of tourism (Sharpley, 2014; Rasoolimanesh, Jaafar, Ahmad, & Barghi, 2017a). Despite the importance of WHS tourism development and the role of local management to the residents' quality of life and conserving their heritage, (Nicholas et al., 2009a; Jaafar et al., 2015), few studies have addressed the relation between residents' perceptions and satisfaction with the tourism management (Andriotis, 2002; Moswete, Thapa, & Child, 2012). With respect to the context of WHS, the association of residents' perceptions and satisfaction with local management is non-existent.

Several studies have investigated the satisfaction with community and tourism development (Ko & Stewart, 2002; Xie, Bao, & Kerstetter, 2014; X. Wang, Zhen, Zhang, & Wu, 2014). Studying the residents' satisfaction is important to the success of tourism development, to assess the sustainable tourism development, to explore the residents' perception toward tourism impacts and to support tourism development (Lankford, 1994; Vargas-sánchez, Plaza-Mejía, & Porras-Bueno, 2009; Kim, 2016; Zhuang et al., 2019)

This study took place in the communities of the Petra region, which surround the ancient city of Petra WHS, Jordan (Fig. 1). The Petra Development and Tourism Region Authority (PDTRA) was established in 2009 as an initiative of the government to develop the community and tourism sector, and also to protect the archaeological site. However, the WHS of Petra is marked by a conflict between the local community, local management and UNESCO. The problems include child labour, infringement the archaeological heritage, working animals (Fig. 3 and 4), and lack of the implementation of the recommendations of strategic plans. More importantly, carrying capacity is a significant issue in the ancient city (Comer, 2012). There is a struggle with the local community in inhabited villages, including the lack of involvement of the residents in the development and unfair distribution sector benefits (Farajat, 2012; Al Haija, 2011). Meanwhile, local management faces many environmental difficulties, such as flash floods and snow, because the Petra region is located on the one of the highest series of mountains in the country and the steep slopes obstruct the infrastructural development (Fig. 6). All of this is associated with the lack of financial funds because Jordan is a developing country. Therefore, we will examine the residents' perceptions and satisfaction in the region. We do so hoping that the local management will understand the perceptions of their community and this will help them in their development.

According to the nature of the management of the Petra region (Autonomous Region), this study will focus on the residents' satisfaction with the local management. In spite of the critical role that the management plays in the trust and satisfaction of the local communities (Lankford, 1994, p.42; Moswete et al., 2012), few studies have examined the government's role in the residents' perceptions and satisfaction toward tourism impacts (Andriotis, 2002; Moswete et al., 2012). Moreover, the residents' power in influencing local institutions and trust in local management determines the community's satisfaction (Grzeskowiak, Sirgy, & Widgery, 2003). Other studies have integrated the relationship between satisfaction with government and life and overall community satisfaction. For instance, Grzeskowiak et al. (2003) hypothesized that satisfaction with government influences the satisfaction with the community. In Natal, Brazil, Gursoy, Milito, & Nunkoo (2017) suggested that the local's perceptions towards mega event impacts were determined by trust in government. Moreover, Andriotis (2002) suggested a future work related to the community satisfaction with public sector, and pointed to the importance of the government's (decision makers) role in the residents' perceived tourism impacts.

Within the limited existence of studies related host-guest investigation in WHS, especially in the Petra region, (Table 1) this study contributes to the understanding of residents'

perceptions in WHS, and to increase our insights into the local's perceptions and satisfaction toward tourism development. Moreover, this study presents a model that includes associations between variables that were not investigated in previous studies.

Accordingly, this study aims to: (i) examine the effect of perceived tourism development impacts on the satisfaction with the responsible party of that development, and (ii) examine the effect of several factors on perceived impacts. To do so, an integrated model has been developed following the literature in the context of WHS, and is theoretically based on Social Exchange Theory (SET). Our model includes critical variables, which are related to the Petra region residents, that effect the perceived three types of tourism impacts (economic, environment and socio-culture) and satisfaction. Our model will be tested using partial least squares-structural equation modelling (PLS-SEM).

2. STUDY AREA

The ancient city of Petra is located in the south of Jordan (Fig. 1), and is surrounded by six communities (Dlagha, Taybeh, Rajif, Baidah, Um Sayhoun and Wadi Musa). The residents were originally nomads (Bedouins) and semi-nomad tribes who can be recognized by their Arab-Muslim culture. The area of the Archaeological Park is 264 km² and the total region is 755 km². Where the WHS of the Nabataean capital is surrounded by 31,956 (DoS, 2015) residents. Baidah and Um Sayhoun are located closest to the tourist site and residents of these areas have high level of contact with tourists. They have been listed as Intangible Cultural Heritage of Humanity in 2008 (UNESCO, 2019).

Two major junctures made the ancient city of Petra into one of the main destinations in the Middle East. First, by declaring Petra as a WHS in 1985. Second, in 2007 listed as one of the New7Wonders of the world. This caused an increase in tourists' number of 113.9% (in 1986) and 123.4% (in 2008), and reached 780,378 visitors in 2017 (PDTRA, 2019). The inscriptions of the ancient city of Petra have a considerable cultural value that should be appreciated. Consequently, many efforts have been paid to the preservation and conservation of the ancient city (Farajat, 2012; Comer, 2012; Al Hajja, 2011). However, little attention has been given to the development of the local community (Mustafa & Tayeh, 2011) and they have not been involved in the development process, which has been the responsibility of PDTRA since 2009. The region is an autonomous area, which is responsible to develop the region in all aspects (e.g. tourism, community, investment). This is what the communities originally expected from joining the autonomous region when the government offered to establish this special zone. Tourism development in the region faces two major difficulties: the lack of effective management and the changing visitor numbers during the political conflicts surrounding Jordan. Together with the communities' expectations to improve their quality of life via tourism development, several other issues have appeared, such as the unequal distribution of the benefits among residents (Al Hajja, 2011; Mustafa & Tayeh, 2011; Farajat, 2012). Moreover,

problems related to the WHS of Petra and towns' development, such as child labour, working animals and the lack of infrastructure development (Fig. 3–7). Consequently, the Petra region is ideal for this study.



Fig. 1: Location and boundaries of the Petra region and Petra World heritage Site; Fig. 2: Petra World heritage Site; Fig. 3 and 4 problems related to the management of the WHS; Fig. 5 and 6: Um Sayhoun infrastructure and development sight sample; Fig. 7: Down town, Wadi Musa.

Source: Fig. 1: PDTRA, 2018 and authors; Fig. 2-7, Kucirek, 2014.

3. LITERATURE REVIEW

3.1. RESIDENTS' PERCEPTIONS TOWARD TOURISM DEVELOPMENT

The effect of tourism on the local community is a consequence of that community or place being a tourist destination and attractive to the travellers due the exchange process between host and guest. The consequences of this can be classified, based on the evaluation of both sides, into negative and positive. In this process, locals seek to strike a balance between what can be of benefit and what they can avoid of that interaction (Ap, 1990). This balance explains the favourability to tourism by locals if the benefits outbalance costs. The decision makers have a major responsibility to help create that balance (Andriotis, 2002; Nicholas, Thapa, & Pennington-Gray, 2009b).

The residents' perceptions have been given considerable attention in the literature (Sharpley, 2014; Almeida et al., 2015) due the importance of understanding host community, which can assist to predict the support of tourism development (Y. Wang & Pfister, 2008; Nicholas et al., 2009a; Látková & Vogt, 2012; Rasoolimanesh, Ringle, Jaafar, & Ramayah, 2017b; satisfaction of residents (Nunkoo & Ramkissoon, 2011) and attitudes toward tourism (Andereck et al., 2005; Khoshkam, Marzuki, & Al-Mulali, 2016; Muresan et al., 2016; Gursoy et al., 2017; Zhu, Liu, Wei, Li, & Wang, 2017). Therefore, this helps the tourism leaders and community to maximize the positive impacts (e.g. job opportunities, site preservation) and reduce the negative impacts (e.g. traffic, use of natural resources), including implementing the sustainability and achievement of successful tourism development (X. Wang et al., 2014; Nicholas et al., 2009a).

Theoretically, Social Exchange Theory (SET) has been used in the literature to explain the perceived impacts of tourism (Sharpley, 2014). It has been used in urban area (Rasoolimanesh et al., 2017b), rural areas (Moswete & Thapa, 2015; Md Noor, Rasoolimanesh, Jaafar, & Barghi, 2018), developed countries (Nunkoo, 2015), developing countries (Eusébio, Vieira, & Lima, 2018), WHS (Zamani-Farahani & Musa, 2012) and Muslim countries (Khoshkam et al., 2016). SET has been applied in many studies to determine the factors that influence the host's perceptions (Ko & Stewart, 2002; Y. Wang & Pfister, 2008; Almeida-García, Peláez-Fernández, Balbuena-Vázquez, & Cortés-Macias, 2016). It considered a credible framework for examining residents' perceptions toward tourism development (Ap, 1992; Ward & Berno, 2011). Some studies have found that when the benefits are perceived as being greater than the costs, the locals will be more disposed to be involved in the exchange. Moreover, emotional components have been discussed in the literature due to their importance to community satisfaction (X. Wang et al., 2014; Lin, Chen, & Filieri, 2017). For instance, Nunkoo & Ramkissoon (2011)

presented a model based on SET to determine if the satisfaction with different dimensions of community life is affected by tourism development.

In this study, three types of perceived tourism impacts are measured: economic, environmental and socio-cultural. However, several methods have been used to analyze perceptions toward tourism. Cost-benefits are considered to be the most commonly used method (Eusébio et al., 2018; Nunkoo, Kam, & So, 2016; Rasoolimanesh, Roldán, Jaafar, & Ramayah, 2017c; Kim, 2016; Md Noor et al., 2018; Jaafar, Noor, & Rasoolimanesh, 2015; Rasoolimanesh et al., 2017a; Rasoolimanesh & Jaafar, 2017), total perceived impacts (Lankford, 1994), and examine three types of tourism impacts (economic, environmental and socio-cultural) (Stylidis, Biran, Sit, & Szivas, 2014; Su & Wall, 2014; Rasoolimanesh et al., 2015). Some studies have investigated three types of positive tourism impacts (e.g. Khoshkam et al., 2016) (Table 1). This study is focused particularly on the positive economic, environment and socio-culture impacts of tourism.

To provide a better sight of the literature review, Table 1 shows the selected studies classified into several types, with a focus on WHS, Petra and Developing countries studies, and more importantly, PLS-SEM used studies.

Table 1. available in Appendix D

3 . 2 . STUDY MODELIZING

In this study, we suggest a conceptual model based on the revised literature to analyse residents' perceptions toward positive economic (PE), environment (PN) and socio-culture (PS) impacts of tourism development in the Petra region. The model includes four predictors (exogenous variables) of residents' perceptions: attachment to the community (ATT); member of local organization (NGO); participation in tourism development (Development); and level of contact with tourists (Contact). The membership of the local organization is associated with only the economic impacts. Furthermore, perceived (PE, PN and PS) impacts were integrated as latent variables to explore their effect on the satisfaction with local management (SAT) (Fig 8). However, to our knowledge, the association between variables that presented in the model is non-existent in the literature.

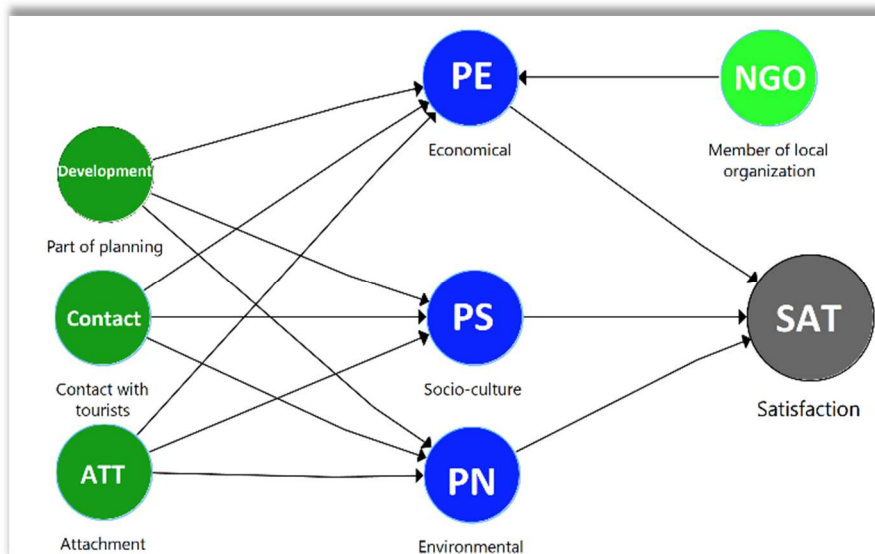


Figure 8. Proposed conceptual model.

3.2.1. Influence of perceptions on Satisfaction

Few studies have examined the effect of residents' perceptions on satisfaction. The literature suggests that satisfied residents perceiving tourism as positive impacts. Likewise, unsatisfied residents perceive more negative impacts (Ko & Stewart, 2002; Vargas-sánchez et al., 2009; Nunkoo & Ramkissoon, 2011). However, Lankford (1994) conclude that residents of Columbia River Gorge, USA, doubt the local government's efforts to reduce the negative impacts. Moreover, Ko & Stewart (2002) noted the importance of the relationship between residents' perception of tourism impacts and community satisfaction. However, the local management has a critical influence on the satisfaction of the local community based on their decisions (Moswete et al., 2012). In the context of WHS, this association is absent, with exception of the Chi, Cai, & Li (2017), who referred to the life satisfaction as cognitive well-being and hypnotized a positive relationship between perceived positive impacts and well-being. However, they did not find a significant effect of that relation. Moreover, Kim, Uysal, & Sirgy (2013) argue that residents' perceptions toward tourism have an influence on satisfaction life domains. Ko & Stewart (2002) examined the effect of perceived impacts on life satisfaction on a scale includes (e.g. public service satisfaction, citizen involvement and social opportunities). However, they found a significant positive influence of perceived positive impacts on life satisfaction. Additionally, Lin et al. (2017) found that perceived social-cultural and economic benefit positively influence life satisfaction. Vargas-sánchez et al. (2009) found that perceived positive impacts positively influence community satisfaction with the service provided by government. Moreover, Wang et al. (2014) found a positive effect of perceived benefits residents' satisfaction with tourism development in poverty-stricken areas. Nunkoo & Ramkissoon (2011) found a significant relationship between perceived positive and negative

impacts and satisfaction with community services and neighborhood conditions. More importantly, the study of Andriotis (2002) indicates that if residents realize the contribution of public sector to tourism development, their satisfaction increase toward management actions. Based on the previous studies, the following hypotheses were formulated:

H1e. Perceived economic benefits of tourism positively influence residents' satisfaction toward local management.

H1n. Perceived environmental benefits of tourism positively influence residents' satisfaction toward local management.

H1s. Perceived socio-cultural benefits of tourism positively influence residents' satisfaction toward local management.

3.2.2. Influence of community attachment on perceptions

Several studies have examined the influence of community and place attachment on residents' perception toward tourism development (Andereck et al., 2005; Látková & Vogt, 2012; Styliadis, Biran, Sit, & Szivas, 2014; Almeida-García et al., 2016; Meimand, Khalifah, Zavadskas, Mardani, Najafipour & Ahmad, 2017; Gursoy et al., 2017; Eusébio et al., 2018) and in the context of WHS (Nicholas et al., 2009a; Woosnam et al., 2018; Jaafar et al., 2015; Rasoolimanesh et al., 2015; Rasoolimanesh, Jaffar, Kock & Ahmad, 2017e). Most of them suggest that when locals are more attached to their community, they perceived a higher positive and negative tourism impacts. For instance, McCool & Martin (1994) reported that strongly attached residents rated the positive dimension of tourism higher than unattached residents, although they were more concerned that the costs were not shared equitably throughout the community. Moreover, Látková & Vogt (2012) found a positive relationship between community attachment and the positive perception of residents, likewise, in the study of Jaafar et al. (2015). Moreover, Meimand et al. (2017) found a significant effect of community attachment on the perceptions of Malaysian Homestays's residents. In contrast, Um and Crompton (1987) indicates that the more residents are attached to their community the less positive their perception of tourism. Rasoolimanesh et al. (2017b) found that residents perceived more negative impacts when they are more attached to their community. Nicholas et al. (2009a) found a strong positive effect of community attachment on the perception of the Pitons Management Area WHS. Accordingly, the following hypothesis is formulated:

H2e. A positive relationship exists between community attachment and positive economic perceptions toward tourism.

H2n. A positive relationship exists between community attachment and positive environment perceptions toward tourism.

H2s. A positive relationship exists between community attachment and positive socio-culture perceptions toward tourism.

3.2.3. Influence of contact with tourists on perceptions

Host community contact with tourists and perceptions toward tourism have been discussed in several studies (Pizam, 1978; Akis, Peristianis & Warner, 1996; Teye, Sirakaya & Sönmez, 2002; Andereck et al., 2005). However, it has been suggested that residents perceived the impact more positively if they have more contact with tourists. For instance, Zhang, Ryan, & Cave (2016) examines residents' motives for using Grand View Gardens, Beijing, China, and their attitudes towards tourists. They noted the need to communicate with tourists to fulfill the desire to gain new information. However, it was found a positive effect on the locals and tourists' satisfaction when they contact with locals. Moreover, King, Pizam & Milman (1993) reported that a higher level of contact with tourists led to a higher positive perception toward social impacts in Nadi, Fiji. Rothman (1978) reported that residents who have high contact with tourists had positive perceptions of tourism. In contrast, Pizam (1978) found that residents viewed tourism negatively with more contact with tourists. Consequently, the following hypothesis was formulated:

H3e. A positive relationship exists between residents' degree of contact with tourists and their perceptions toward economic impacts of tourism.

H3n. A positive relationship exists between residents' degree of contact with tourists and their perceptions toward environment impacts of tourism.

H3s. A positive relationship exists between residents' degree of contact with tourists and their perceptions toward socio-culture impacts of tourism.

3.2.4. Influence of the involvement in tourism development on perceptions

In the tourism impact literature, the involvement of local community in decision making has received little interest (Andereck et al., 2005; Nunkoo & Ramkissoon, 2011) and in the context of WHS (Aas, Ladkin, & Fletcher, 2005; Nicholaset al., 2009a; Su & Wall, 2014; Jaafar et al., 2015; Rasoolimanesh et al., 2017a). However, The sustainable development and preservation of WHS destinations require participation of the community in tourism development (Nicholaset al., 2009a; Su & Wall, 2014; Jaafar et al., 2015; Rasoolimanesh et al., 2015). However, the literature suggests that when the residents feel that they are part in tourism planning, they receive tourism as positive (Cavus & Tanrisevdi, 2003). Moreover, when the local communities of the tourism destination are involved in the tourism management, the social impacts will be perceived as positive. Cooke (1982) argues that residents evaluate tourism more positive when they able to influence the output of tourism development. Allendorf, Smith, & Anderson, (2007) found that local's perceptions of Nepal Park are strongly correlated with park management. In the WHS studies, Nicholas et al. (2009a) hypothesized that level of involvement in protected areas management positively impacts effect community's perceptions of Pitons Management Area, St. Lucia. Moreover, Su & Wall (2014)

found the residents of Mutianyu Great Wall, China, perceived tourism (environmental, social and cultural) impacts as positive as they involved in the tourism. Rasoolimanesh et al. (2015) found a positive influence of the involvement in planning and management on the positive perceived impacts of the Lenggong Valley's residents. Consequently, the following hypothesis has been formulated:

H4e. A positive relationship exists between residents' involvement in tourism development and their perceptions toward economic impacts of tourism.

H4n. A positive relationship exists between residents' involvement in tourism development and their perceptions toward environment impacts of tourism.

H4s. A positive relationship exists between residents' involvement in tourism development and their perceptions toward socio-culture impacts of tourism.

3.2.5. Membership in local organization and economic perceived impacts

Few studies have explored the role of participating in local organizations (NGO) in tourism impact studies (Teye et al., 2002; Allendorf et al., 2007). However, Allendorf et al. (2007) examined the perceptions of residents of NGO conversation projects, they found that NGO play an important role to protect the park. Moreover, Teye et al. (2002) found that perceived negative economic impacts increase when the residents are part of local organization. Likewise, Dixey (2009; cited in Sharpley & Telfer, 2014, p.187) noted that in Botswana and subSaharan Africa, the NGOs have a significant influence on the community-based tourism. According to our observations of the Petra region, we presumed that residents tented to be part of local organization to compensate the lost opportunities to gain economic benefits of tourism. Local organizations in the region play an important role to compromise residents' economic expectations of tourism development and lack opportunities. Consequently, the following hypothesis was formulated:

H5. Participation in local organization positively associated with residents' perceptions of positive economic tourism impacts.

4. RESEARCH METHOD

In this study, we examine several factors (e.g. community attachment, contact with tourists) influencing residents' perceptions in the Petra region and how those effect their satisfaction with Petra region local management. Our sample included the six communities of the region (Dlaghah, Rajif, Taybeh, Um Sayhoun and Baidah, Wadi Musa) (Fig. 1). According to Marshall (2002), selected areas are WHS communities.

Table 2. Profile of the respondents ($N=467$)

Characteristic	Freq.	%	Characteristic	Freq.	%
Gender			Level of education		
Male	235	50.3	Primary Studies	53	11.3
Female	232	49.7	Secondary Studies	72	15.4
Place of Living			Tawgihi*	97	20.8
Dlaghah	33	7.1	University Studies	245	52.5
Rajif	41	8.8	Member of local organization		
Taybeh	96	20.6	yes	239	51.2
Wadi Musa	254	54.4	No	228	48.8
Um Sayhoun	35	7.5			
Baidah	8	1.7			
Age					
18-24	140	30.0			
25-34	178	38.1			
35-44	84	18.0			
45-54	29	6.2			
55-64	26	5.6			
more 65	10	2.1			

*Tawgihi refers to the general secondary education certificate examination in Jordan.

4.1. DATA COLLECTION

Our questionnaire was deployed in all communities of the Petra region, following stratified random sampling to the gender and place of living. According to the sample size, it followed a confidence level of 95%, a margin of error of 4.5%. A total of 470 residents over 18 years old were called to report a face-to-face and self-administrated questionnaire during three weeks of June 2017. The population of these communities was 31,956. A total of 467 returned (99% return rate), which were then checked for missing data and included in the data analysis. The respondents' demographic profile is shown in table 2.

4.2. MEASURES

A quantitative research was employed in this study. The questionnaire includes measures of community attachment (three items) "I feel proud of living in the Petra Region", "When I'm away I miss my town", "I feel I don't want to move out of my town", positive perceptions (13 items, Table 3), participation in the planning (one item), satisfaction with local management (four items, Table 3), contact with tourists (one item) "I have contact with tourists in my town".

The items were designed as a self-reported tool and scaled on a 5-point Likert (1=strongly disagree, 5=strongly disagree), (1=strongly dissatisfied, 5=strongly satisfied) and (1=no contact, 5=highly contact). According to the membership in local organization, it was simply asked: are you part of local organization of the Petra region? Our scales are adopted from previous mentioned studies. Finally, socio-demographic details inquired by respondents (e.g. gender, age, level of education).

4.3. DATA ANALYSIS PROCESS

This study used PLS-SEM approach to assess the structural model by employing SmartPLS 3.2.8 (Ringle, Wende, & Becker, 2015). This method used to estimate similar models in the context of WHS (Khoshkam et al., 2016; Rasoolimanesh, Ringle, Jaafar & Ramayah, 2017; Md Noor et al., 2018). According to the "ten times rule" (Hair, Hult, Ringle, & Sarstedt, 2017), the completed sample size is acceptable to perform this approach. For SmartPLS.3.2.8 analysis settings, please refer to Table 5. In essence, to achieve the study proposes using PLS-SEM approach, that's depending on succeeding two assessments: (i) assessment of measurement model which requires estimating reliability and validity of latent variables (LVs), which indicates if the items (e.g. PS 1) and LV (e.g. PE) are convenient to estimate the relations (Hypothesis); and (ii) assessment of the structural model, which considered with the relations between LVs (Path analysis). In other words, the result of this assessment will determine the reject or support of hypothesis, therefore, the proposed conceptual model (Fig. 8) will be explained and discussed later on.

5. RESULTS AND DISCUSSION

5.1. ASSESSMENT OF MEASUREMENT MODEL

The current reflective proposed model requires an assessment of its validity and reliability (Chin, 2010; Hair et al., 2017). Reliability evaluation includes Internal consistency reliability (Composite reliability) and Indicator reliability (Items loading on associated latent variable). According to Hair et al. (2017) for each indicator to be reliable, the loading should be higher than 0.7, likewise, the composite reliability values. Items' loading is found to be higher than 0.7, two items loaded between 0.680 and 0.669. However, based on the acceptable CR and AVE values, it was decided to include them in the analysis. Table 3 shows the indicators' loading, CR and AVE. Refer to (Hair et al., 2017) for cut off values and rules of thumb of PLS-SEM approach (e.g. minimum number of bootstrap samples).

Table 3. Measurement model assessment

Construct	Items	Loadin g	CR	AVE
Economic (PE)	1. Increase of the residents' income	0.709	0.871	0.575
	2. Creates better public transportation	0.774		
	3. Build more roads	0.751		
	4. Investment opportunities	0.807		
	5. Employment opportunities	0.748		
Environmen t (PN)	1. Encourages people to protect surrounding environment	0.792	0.832	0.554
	2. Keep my village/city clean	0.741		
	3. Environmental preservation	0.759		
	4. Natural parks are more extended and protected	0.680		
Socio- culture (PS)	1. Entertainment opportunities for the local community	0.831	0.848	0.585
	2. Be open to foreigners	0.803		
	3. Creates more local associations	0.669		
	4. Improve the government provided facilities (Health centers, better schools, post office, sport centers etc.)	0.746		
Satisfaction (SAT)	1. I feel satisfied with tourism in Petra Region in.	0.742	0.894	0.680
	2. I feel satisfied with facilities provided to local community	0.819		
	3. I'm happy with tourism management in Petra Region	0.875		
	4. I'm satisfied with the roles and regulations of Petra Region	0.855		

Discriminant validity indicates that each construct distinct from other constructs in the model. This study used the Fornell–Larcker criterion, which requires that AVE of each LV should higher than the construct's highest squared correlation with any other LV, and cross loadings of each indicator should be lower than its loadings (Hair et al., 2017). Table 4 shows the acceptable discriminant validity coefficient for LVs.

Table 4. Discriminant validity (Fornell–Larcker criterion)

	PE	PN	SAT	PS
PE	0.758			
PN	0.372	0.744		
SAT	0.468	0.402	0.824	
PS	0.568	0.406	0.406	0.765

5.2. HYPOTHESIS TESTING

To provide a better understanding of perceived tourism impacts and satisfaction in WHS, this study developed a conceptual model integrated residents' perception toward tourism impacts (economic, environment and social), and satisfaction with local management. The examination of the model indicate that perceived impact of tourism has a significant positive effect on the satisfaction. The hypothesis test will be addressed and discussed later on. The results of hypothesis testing are shown in Table 5. Generally speaking, economic perceived impacts were associated with satisfaction and contact with tourists stronger than other types of impacts. According to the attachment to the community, it was significantly associated only with perceived environment impacts. Moreover, participating in tourism development was significantly associated only with perceived socio-culture impacts. In essence, the results indicate that the proposed model is supported by the data. Next, hypothesis testing will be discussed and compared with other studies, particularly studies of WHS. For a better vision of the results of conceptual model, see Figure 9.

Hypothesis H₁ predicted that perceptions of (PE, PN and PS) impact will positively influence the satisfaction with local management in the Petra region. This hypothesis was supported (PE (H_{1e}) → =0.302, $p < 0.001$; PN (H_{1n}) → =0.233, $p < 0.001$; PS (H_{1s}) → =0.14, $p = 0.002$). This agrees with the findings of previous studies (Lankford, 1994; Ko & Stewart, 2002; Andriotis, 2002; Grzeskowiak et al., 2003; X. Wang et al., 2014). In the context of WHS, Xie et al. (2014) found a negative effect of perceived negative environment impact and overall satisfaction of the residents of Huangshan, China. Moreover, Kim (2016) found that tourism development negatively influence residents' perceptions and their satisfaction with quality of life in Hahoe Village WHS, Korea. Residents of the Petra region appreciate what they receive positively from tourism, despite the lack of development and the previously mentioned issues. This may help the local management in development path, which indicates the support of residents to further tourism development (X. Wang et al., 2014; Homsud, 2015). However, there are few perception studies in the context of WHS, thus we consider this study to be the first which examined satisfaction with local management in WHSs.

Perceptions of tourism impacts (economic, environment and socio-culture) were predicted to be influenced by the level of community attachment (H₂). This was supported regarding to PN (H_{2n}) construct by the coefficient of =0.179 with significant of $p < 0.001$. And rejected in term of PE (H_{2e}) (= -0.042, $p = 0.383$), and in term of PS (H_{2s}) construct (=0.063, $p = 0.213$). However, in term of environment impact the results support the findings of (Nicholas et al., 2009a; Látková & Vogt's, 2012; Meimand et al., 2017). In the context of WHS, Rasoolimanesh et al. (2015) found that community attachment has a significant positive influence on the perceived positive impact of tourism in Lenggong Valley, Malesia. Moreover, Rasoolimanesh et al. (2017b) found insignificant effect of community attachment on perception of positive impacts in George Town, Malaysia.

Table 5. Path coefficient and hypothesis testing

Hypothesis	Path	Beta	t-value	Supported?
H1e	PE → SAT	0.302	7.005***	Yes
H1n	PN → SAT	0.233	5.84***	Yes
H1s	PS → SAT	0.140	3.136**	Yes
H2e	ATT → PE	-0.042	(0.873)	No
H2n	ATT → PN	0.179	4.117***	Yes
H2s	ATT → PS	0.063	(1.246)	No
H3e	Contact → PE	0.363	8.124***	Yes
H3n	Contact → PN	0.154	3.273**	Yes
H3s	Contact → PS	0.287	6.382***	Yes
H4e	Development → PE	0.011	(0.271)	No
H4n	Development → PN	0.080	(1.822)	No
H4s	Development → PS	0.141	3.218**	Yes
H5	NGO → PE	0.145	3.228**	Yes

Note: * $p < 0.05$; ** $p < 0.01$; *** $p < 0.001$; (not significant)
 Bootstrapping measures: 10000 subsamples; Bias-Corrected and Accelerated (BCa); Tow-tailed test.

Hypothesis 3 predicted that contact with tourists will positively influence perceived impact of tourism. This hypothesis was supported by the results of testing (PE, PN and PS) paths. Coefficients respectively were (PE (H3e) \rightarrow 0.363, $p < 0.001$; PN (H3n) \rightarrow 0.154, $p = 0.001$; PS (H3s) \rightarrow 0.287, $p < 0.001$). These results in the line with findings of (King et al., 1993; Akis et al., 1996; Ward & Berno, 2011; X. Zhang et al., 2016) and in contrary with Pizam's (1978). However, Teye et al. (2002) attempted to examine the effect of the interaction with tourists and perceived impacts. Akis et al. (1996) found that Greek and Turkish Cypriots positively evaluate the contact with tourists. Moreover, in Fiji and New Zealand, Ward & Berno (2011) found that following more contact with tourists, local are less sceptical towards the impact of tourism.

Regarding to the fourth hypothesis, which predicted that when residents participate in tourism development, their perceptions toward tourism impacts tend to be positive. The results support this relation in terms of PS and PN (PE (H4e) \rightarrow $\beta = 0.141$, $p = 0.001$; PN (H4n) \rightarrow 0.08, $p < 0.1$) and is on the line of (Allendorf et al., 2007; Su & Wall, 2014; Rasoolimanesh et al., 2015). According to the perceived positive economic impact, this hypothesis was rejected (PE (H4e) \rightarrow 0.011, $p = 0.785$). In the context of WHS, the results consist with the study of Jaafar, Noor, & Rasoolimanesh (2015), which found a significant relation between positive perception and involvement in supporting Lenggong WHS. Moreover, Nicholas et al. (2009a) examined the influence of the community involvement in management; however, they did not find a significant results. Rasoolimanesh et al., (2017a) conducted a study in George Town, Malaysia, they found a significant positive effect of positive perceptions on community participation in WHS conservation and tourism development. Moreover, Jaafar et al., (2015) found a strong positive effect of perceived positive impact on involvement the residents of in promoting and supporting the Lenggong Valley WHS. Despite the lack of studies that examine the direct effect

of the community involvement on the perceptions. However, Wager (1995) noted that, in their study in Angkor WHS, the involvement of local community in the management and development raise their awareness of the surrounding environment and how they can protect it. Local community involvement in the tourism development improves the sense of ownership and, trust and belonging to their community (Murphy, 1983; Williams, Penrose, & Hawkes, 1998; Rasoolimanesh et al., 2017a). In the Petra region, it has been noted that the local's perceptions and participation in the development have been ignored (Galanzeh, 2008; Mustafa & Tayeh 2011).

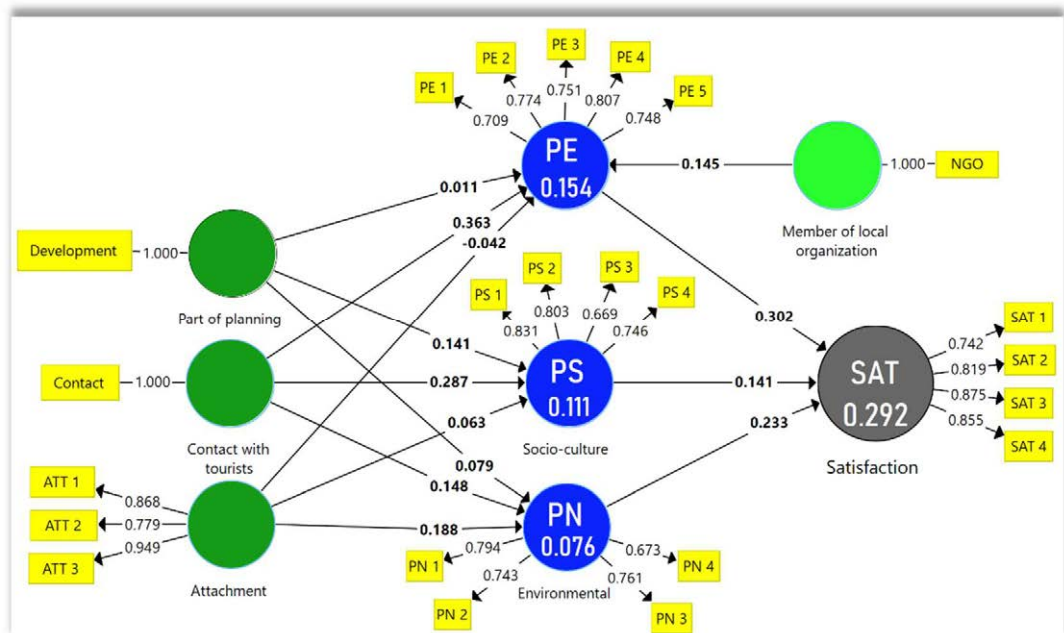


Figure 9. Results of assessment of the model

Hypothesis 5 considered in the effect of being member of local organization on the perceived impact of tourism. This hypothesis was supported in term of economic aspect (PE (H5) $\rightarrow=0.145, p=0.001$). This result in line with (Teye et al., 2002; Dixey, 2009). However, in this study, we proposed that resident in the region participating in NGOs to fulfil their economic desires of tourism sector over the few job opportunities and unequal benefits distribution (Al Haija, 2011; Farajat, 2012). Local organizations considered as a source of living and earning additional income to the Petra region's residents.

These results explain the motivation of those residents who are part of an association to find better economic solutions because there are very few work opportunities in the region (Galanzeh, 2008; Al-hasanat & Hyasat, 2011; Mustafa & Tayeh, 2011). To date, Farajat's (2012) is the only study that has been found that addressed the importance of local organizations to the residents of Petra region, who emphasized the importance of local organization for the

regions' communities and to the Petra WHS (e.g. conservation and promoting). He also noted the lack of involving the local community in the tourism and community development. However, the perceptions-tourism studies lack an understanding of the role of participation in local organization, despite of its importance in the context tourism in developing countries (Teye et al., 2002), Muslim countries (Tucker, 2007) and gender studies (Çiçek, Zencir, & Kozak, 2017).

6. CONCLUSION

This study investigated the residents' satisfaction with local management of the Petra region. Our findings indicate that positive perceived impact positively influence the satisfaction of the region's residents. Moreover, the study contributes to the existing literature in Jordan. It also assists the stakeholders and local management to understand what should be considered when evaluating the local residents' perceptions for future tourism development. We posit that giving more attention to the resident's perceptions could help the management to protect the WHS, and maximize the trust between residents and local management. Moreover, it helps the tourism leaders to create effective host-guest interaction.

The residents of the Petra region recognize the benefits of impacts of tourism development, especially the economic impact because the residents are expecting to enhance their economic income from tourism, while the region is in the earlier stages of tourism development. From the local community's perspective, the economic benefits of tourism are seen as the most important way to improve their quality of life, especially in developing countries (Gursoy & Rutherford, 2004; Lepp, 2007).

Contact with tourists indicated the strongest relation among factor influencing the perceptions. It was found that the residents' perceptions of tourism are improved following more contact with tourists. This should be considered to be an opportunity to the management because the residents are open to tourists. The region is rich in cultural attractions, but the local community may need a push from the local management to increase the contact with guests, and use those attraction to gain more economic benefits. Therefore, this study strongly suggests that local management should strengthen their connection with residents, and residents with tourists to understand what they can contribute to tourism development (Nicholas et al., 2009a; Zhuang et al., 2019). This study also helps the management to discover the uneconomic benefits of tourism industry and, more importantly, to preserve the WHS for future generations. This can be done by self-organized trips and tours that are independent of the travel operators, which could enhance the contact with tourists (Al Haija, 2011) and empower a tourism NGO to create more cultural activities (e.g. musical and gastronomy festival). Moreover, it could also involve the local community in future development planning.

Serving as a member of a local organization was found to augment the residents' opinion of tourism's economic benefits. Local organizations are the windows that are available to the

residents to enhance the economic income during the lack of equal distribution of the benefits. There are over 20 NGOs in the region, most of them related to the tourism sector. Of these, three organizations aim to protect and promote the WHS. Local management should pay more attentions to these organization to what can augment the perceived economic tourism impacts. Moreover, it should seek to greater equality in the distribution of tourism benefits, by emphasizing the efforts of those NGO (Nicholas et al., 2009b). However, the findings of this study likely indicates the support of residents for future tourism development (Allendorf et al., 2007; Chi et al., 2017), Future research should consider the residents' perceptions and support for future tourism development. We consider that this study contributes to the understanding of the role of membership in NGO in WHS studies.

Moreover, residents of the region report more socio-culture positive views when they feel that they are part of the tourism development. Therefore, the role of local management decisions is essential to residents' satisfaction and trust (Moswete et al., 2012).

"The public sector may promote tourism development, but the policies followed may not be sufficient without local community acceptability" Andriotis (2002, pp. 65).

Finally, the burden on the local management's shoulders is heavy and can be reduced through engaging and empowering the local community in the tourism sector. The findings of this study strongly support the proposed hypothesis related to the relationship between factors influencing residents' perceptions (i.e. level of contact with tourists, participation in local organization) and the perceived impact of the economic, socio-cultural and environmental aspects of tourism development. Therefore, we conclude that these factors should be included in future studies.

REFERENCES

1. Aas, C., Ladkin, A., & Fletcher, J. (2005). Stakeholder Collaboration and Heritage Management. *Annals of Tourism Research*, 32(1), 28–48. <https://doi.org/10.1016/j.annals.2004.04.005>
2. Ababneh, M. Al. (2016). Community Perspectives to Tourism Impacts in Petra. *Journal of Tourism Research & Hospitality*. <https://doi.org/10.4172/2324-8807.1000158>
3. Akis, S., Peristianis, N., & Warner, J. (1996). Residents' attitudes to tourism development: the case of Cyprus. *Tourism Management*, 17(7), 481-494.
4. Al Haija, A. A. (2011). Jordan: Tourism and conflict with local communities. *Habitat International*, 35(1), 93–100. <https://doi.org/https://doi.org/10.1016/j.habitatint.2010.04.002>

5. Al-hasanat, S. A., & Hyasat, A. S. (2011). Sociocultural Impacts of Tourism on the Local Community in Petra, Jordan. *Jordan Journal of Social Sciences*, 4(1), 144–158. Retrieved from: <https://journals.ju.edu.jo/JJSS/article/view/2255>
6. Allendorf, T. D., Smith, J. L. D., & Anderson, D. H. (2007). Residents' perceptions of Royal Bardia National Park, Nepal. *Landscape and Urban Planning*, 82(1), 33–40. <https://doi.org/10.1016/j.landurbplan.2007.01.015>
7. Almeida García, F., Balbuena Vázquez, A., & Cortés Macías, R. (2015). Resident's attitudes towards the impacts of tourism. *Tourism Management Perspectives*, 13, 33–40. <https://doi.org/10.1016/j.tmp.2014.11.002>
8. Almeida-García, F., Peláez-Fernández, M. Á., Balbuena-Vázquez, A., & Cortés-Macias, R. (2016). Residents' perceptions of tourism development in Benalmádena (Spain). *Tourism Management*, 54, 259–274. <https://doi.org/10.1016/j.tourman.2015.11.007>
9. Alobiedat, A. A. (2016). Heritage transformation and the sociocultural impact of tourism in Umm Qais Heritage transformation and the sociocultural impact of. *Journal of Tourism and Cultural Change*, 16(1), 22–40. <https://doi.org/10.1080/14766825.2016.1199556>
10. Andereck, K. L., Valentine, K. M., Knopf, R. C., & Vogt, C. A. (2005). Residents' perceptions of community tourism impacts. *Annals of Tourism Research*, 32(4), 1056–1076. <https://doi.org/10.1016/j.annals.2005.03.001>
11. Andriotis, K. (2002). Residents' satisfaction or dissatisfaction with public sector governance: The Cretan case. *Tourism & Hospitality Research*, 4(1), 53. Retrieved from <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=7098460&login.asp&site=ehost-live&scope=site>
12. Andriotis, K., & Vaughan, R. D. (2003). Urban residents' attitudes toward tourism development: The case of Crete. *Journal of Travel Research*, 42(2), 172–185. <https://doi.org/10.1177/0047287503257488>
13. Ap, J. (1990). Residents' perceptions research on the social impacts of tourism. *Annals of Tourism Research*, 17(4), 610–616. [https://doi.org/10.1016/0160-7383\(90\)90032-M](https://doi.org/10.1016/0160-7383(90)90032-M)
14. Bader, M., Alrousan, R., Abuamoud, I., & Alasal, H. (2016). Urban Tourism in Jordan: Challenges and Opportunities Case Study: Amman. *British Journal of Economics, Management & Trade*, 12(4), 1–11. <https://doi.org/10.9734/BJEMT/2016/24589>
15. Cavus, S., & Tanrisevdi, A. (2003). Residents' attitudes toward tourism: A case study of Kusadasi, Turkey. *Tourism Analysis*, 7(3/4), 259–268. <https://doi.org/10.3727/108354203108750102>
16. Chi, C. G. qing, Cai, R., & Li, Y. (2017). Factors influencing residents' subjective well-being at World Heritage Sites. *Tourism Management*, 63, 209–222. <https://doi.org/10.1016/j.tourman.2017.06.019>
17. Chin, W. W. (2010). How to write up and report PLS analyses. In V. E. Vinzi, W. W. Chin, J. Henseler, & H. Wang (Eds.), *Handbook of partial least squares* (pp. 655–690). London, New York: Springer.
18. Çiçek, D., Zencir, E., & Kozak, N. (2017). Women in Turkish tourism. *Journal of Hospitality and Tourism Management*, 31, 228–234. <https://doi.org/10.1016/j.jhtm.2017.03.006>
19. Comer, D. C. (2012). Petra as a Bellwether Archaeological Site on the World Heritage List. In D. C. Comer (Ed.), *Tourism and Archaeological Heritage Management at Petra*. New York: Springer. https://doi.org/10.1007/978-1-4614-1481-0_1
20. Cooke, K. (1982). Guidelines for socially appropriate tourism development in British Columbia. *Journal of Travel Research*, 21(1), 22–28. <https://doi.org/10.1177/004728758202100106>

21. Cui, X., & Ryan, C. (2011). Perceptions of place, modernity and the impacts of tourism – Differences among rural and urban residents of Ankang, China: A likelihood ratio analysis. *Tourism Management*, 32(3), 604–615. <https://doi.org/10.1016/j.tourman.2010.05.012>
22. Department of statistics, Jordan (DoS) 2009, 2015. The Petra region statistics. Available online: <http://dosweb.dos.gov.jo/> (accessed on 16 October 2018)
23. Dixey, L. (2009) Government of Botswana – Evaluation of community-based tourism through the Community Resilience Programme. Report 5: Review of CBT in Botswana and Sub-Saharan Africa: Inventory, Lessons Learnt and Best Practice. UNDP, UNWTO, OMT, IOHBTO.
24. Eslami, S., Khalifah, Z., Mardani, A., & Streimikiene, D. (2018). Impact of Non-Economic Factors on Residents ' Support for Sustainable Tourism Development In Langkawi Island , Malaysia. *Economics and Sociology*, 11(4), 181–197. <https://doi.org/10.14254/2071-789X.2018/11-4/12>
25. Eusébio, C., Vieira, A. L., & Lima, S. (2018). Place attachment, host–tourist interactions, and residents ' attitudes towards tourism development : the case of Boa Vista Island in Cape Verde Island in Cape Verde. *Journal of Sustainable Tourism*, 26(6), 890–909. <https://doi.org/10.1080/09669582.2018.1425695>
26. Hair, J., Hult, T., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling* (2nd ed.). Thousand Oaks: Sage.
27. Farajat, S. (2012). The Participation of Local Communities in the Tourism Industry at Petra. In D. C. Comer (Ed.), *Tourism and Archaeological Heritage Management at Petra* (pp. 145–165). New York: Springer. https://doi.org/10.1007/978-1-4614-1481-0_7
28. Fong, L. H. N., Fong, D. K. C., & Law, R. (2016). A Formative Approach to Modeling Residents' Perceived Impacts of Casino Development. *Journal of Travel and Tourism Marketing*, 33(8), 1181–1194. <https://doi.org/10.1080/10548408.2015.1094437>
29. Franzidis, A., & Yau, M. (2017). Exploring the Differences in a Community's Perception of Tourists and Tourism Development. *Tourism Planning & Development*, 15(4), 382–397. <https://doi.org/10.1080/21568316.2017.1338199>
30. Galanzeh, H. E. (2008). Tourism and local communities in Jordan: Perception, attitudes, and impacts. university of Eichstätt. <https://doi.org/http://www.worldcat.org/title/tourism-and-local-communities-in-jordan-perception-attitudes-and-impacts/oclc/611867173>
31. Grzeskowiak, S., Sirgy, M., & Widgery, R. (2003). Residents' satisfaction with community services: Predictors and outcomes. *Journal of Regional Analysis*, 33(2), 1–36. Retrieved from <http://www.jrap-journal.org/pastvolumes/2000/v33/33-2-1.pdf>
32. Gursoy, D., & Rutherford, D. G. (2004). Host attitudes toward tourism: An improved structural model. *Annals of Tourism Research*, 31(3), 495–516. <https://doi.org/10.1016/j.annals.2003.08.008>
33. Gursoy, D., Chi, C. G., & Dyer, P. (2010). Locals' Attitudes toward Mass and Alternative Tourism: The Case of Sunshine Coast, Australia. *Journal of Travel Research*, 49(3), 381–394. <https://doi.org/10.1177/0047287509346853>
34. Gursoy, D., Milito, M. C., & Nunkoo, R. (2017). Residents' support for a mega-event: The case of the 2014 FIFA World Cup, Natal, Brazil. *Journal of Destination Marketing & Management*, 6(4), 344–352. <https://doi.org/10.1016/j.jdmm.2017.09.003>
35. Homsud, N. (2015). the Effects of Residents' Image and Perceived Tourism Impact to Residence Satisfaction and Support: A Case Study of Hua-Hin Prachubkirikhan. The 2015 WEI International Academic Conference Proceedings, 190–199.
36. Jaafar, M., Noor, S. M., & Rasoolimanesh, S. M. (2015). Perception of young local residents toward sustainable conservation programmes: A case study of the Lenggong World Cultural

- Heritage Site. *Tourism Management*, 48, 154–163.
<https://doi.org/10.1016/j.tourman.2014.10.018>
37. Jimura, T. (2011). The impact of world heritage site designation on local communities - A case study of Ogimachi, Shirakawa-mura, Japan. *Tourism Management*, 32(2), 288–296.
<https://doi.org/10.1016/j.tourman.2010.02.005>
 38. Khoshkam, M., Marzuki, A., & Al-Mulali, U. (2016). Socio-demographic effects on Anzali wetland tourism development. *Tourism Management*, 54, 96–106.
<https://doi.org/10.1016/j.tourman.2015.10.012>
 39. Kim, K., Uysal, M., & Sirgy, M. J. (2013). How does tourism in a community impact the quality of life of community residents? *Tourism Management*, 36, 527–540.
<https://doi.org/10.1016/j.tourman.2012.09.005>
 40. Kim, S. (2016). World Heritage Site designation impacts on a historic village: A case study on residents' perceptions of Hahoe Village (Korea). *Sustainability (Switzerland)*, 8(3).
<https://doi.org/10.3390/su8030258>
 41. King, B., Pizam, A., & Milman, A. (1993). Social impacts of tourism: host perceptions. *Annals of Tourism Research*, 20(4), 650–665.
 42. Ko, D.-W., & Stewart, W. P. (2002). A structural equation model of residents' attitudes for tourism development. *Tourism Management*, 23(5), 521–530. [https://doi.org/10.1016/S0261-5177\(02\)00006-7](https://doi.org/10.1016/S0261-5177(02)00006-7)
 43. Kucirek, T. (2014). Petra region development photography. Petra, Jordan.
 44. Lankford, S. V. (1994). Attitudes and Perceptions Toward Tourism and Rural Regional Development. *Journal of Travel Research*, 32(3), 35–43.
<https://doi.org/10.1177/004728759403200306>
 45. Látková, P., & Vogt, C. A. (2012). Residents' Attitudes toward Existing and Future Tourism Development in Rural Communities. *Journal of Travel Research*, 51(1), 50–67.
<https://doi.org/10.1177/0047287510394193>
 46. Lepp, A. (2007). Residents' attitudes towards tourism in Bigodi village, Uganda. *Tourism Management*, 28(3), 876–885. <https://doi.org/10.1016/j.tourman.2006.03.004>
 47. Lin, Z., Chen, Y., & Filieri, R. (2017). Resident-tourist value co-creation: The role of residents' perceived tourism impacts and life satisfaction. *Tourism Management*, 61, 436–442.
<https://doi.org/10.1016/j.tourman.2017.02.013>
 48. Marshall, Y. (2002). What is community archaeology? AU - Marshall, Yvonne. *World Archaeology*, 34(2), 211–219. <https://doi.org/10.1080/0043824022000007062>
 49. Mbaiwa, J. E. (2005). The socio-cultural impacts of tourism development in the Okavango delta, Botswana. *Journal of Tourism and Cultural Change*, 2(3), 163–185.
<https://doi.org/10.1080/14766820508668662>
 50. Mccool, S. F., & Martin, S. R. (1994). Community Attachment and Attitudes Toward Tourism Development. *Journal of Travel Research*, 32(3), 29–34.
<https://doi.org/10.1177/004728759403200305>
 51. Md Noor, S., Rasoolimanesh, S. M., Jaafar, M., & Barghi, R. (2018). Inscription of a destination as a world heritage site and residents' perceptions. *Asia Pacific Journal of Tourism Research*, 24(1), 14–30. <https://doi.org/10.1080/10941665.2018.1541183>
 52. Meimand, S. E., Khalifah, Z., Zavadskas, E. K., Mardani, A., Najafipour, A. A., & Ahmad, U. N. U. (2017). Residents' attitude toward tourism development: A sociocultural perspective. *Sustainability (Switzerland)*, 9(7). <https://doi.org/10.3390/su9071170>
 53. Moswete, N. N., Thapa, B., & Child, B. (2012). Attitudes and opinions of local and national public sector stakeholders towards Kgalagadi Transfrontier Park, Botswana. *International Journal of*

- Sustainable Development & World Ecology, 19(1), 67–80.
<https://doi.org/http://dx.doi.org/10.1080/13504509.2011.592551>
54. Moswete, N., & Thapa, B. (2015). Factors that influence support for community-based ecotourism in the rural communities adjacent to the Kgalagadi Transfrontier Park, Botswana. *Journal of Ecotourism*, 14(2–3), 243–263. <https://doi.org/10.1080/14724049.2015.1051537>
 55. Muresan, I. C., Oroian, C. F., Harun, R., Arion, F. H., Porutiu, A., Chiciudean, G. O., ... Lile, R. (2016). Local residents' attitude toward sustainable rural tourism development. *Sustainability (Switzerland)*, 8(1), 1–14. <https://doi.org/10.3390/su8010100>
 56. Mustafa, M. H., & Tayeh, S. N. A. (2011). The impacts of tourism development on the archaeological site of Petra and local communities in surrounding villages. *Asian Social Science*, 7(8), 88–95. <https://doi.org/10.5539/ass.v7n8p88>
 57. Nicholas, L. N., Thapa, B., & Ko, Y. J. (2009a). RESIDENTS' PERSPECTIVES OF A WORLD HERITAGE SITE. The Pitons Management Area, St. Lucia. *Annals of Tourism Research*, 36(3), 390–412. <https://doi.org/10.1016/j.annals.2009.03.005>
 58. Nicholas, L. N., Thapa, B., & Pennington-Gray, L. (2009b). Public sector perspectives and policy implications for the Pitons Management Area World Heritage Site, St. Lucia. *International Journal of Sustainable Development & World Ecology*, 16(3), 205–216. <https://doi.org/10.1080/13504500902919730>
 59. Nunkoo, R. (2015). Tourism development and trust in local government. *Tourism Management*, 46, 623–634. <https://doi.org/10.1016/j.tourman.2014.08.016>
 60. Nunkoo, R., & Ramkissoon, H. (2011). Residents' satisfaction with community attributes and support for tourism. *Journal of Hospitality and Tourism Research*, 35(2), 171–190. <https://doi.org/10.1177/1096348010384600>
 61. Nunkoo, R., Kam, K., & So, F. (2016). Residents' Support for Tourism: Testing Alternative Structural Models. *Journal of Travel Research*, 55(7), 847–861. <https://doi.org/10.1177/0047287515592972>
 62. PDTRA (2019). <http://pdtra.gov.jo/>
 63. Pizam, A. (1978). Tourism's impacts: the social costs to the destination community as perceived by its residents. *Journal of Travel Research*, 16(4), 8–12. <https://doi.org/10.1177/004728757801600402>
 64. Rasoolimanesh, S. M., & Jaafar, M. (2017). Sustainable tourism development and residents' perceptions in World Heritage Site destinations. *Asia Pacific Journal of Tourism Research*, 22(1), 34–48. <https://doi.org/10.1080/10941665.2016.1175491>
 65. Rasoolimanesh, S. M., Jaafar, M., Ahmad, A. G., & Barghi, R. (2017). Community participation in World Heritage Site conservation and tourism development. *Tourism Management*, 58, 142–153. <https://doi.org/10.1016/j.tourman.2016.10.016>
 66. Rasoolimanesh, S. M., Jaafar, M., Kock, N., & Ahmad, A. G. (2017). The effects of community factors on residents' perceptions toward World Heritage Site inscription and sustainable tourism development <https://doi.org/10.1080/09669582.2016.1195836>
 67. Rasoolimanesh, S. M., Jaafar, M., Kock, N., & Ramayah, T. (2015). A revised framework of social exchange theory to investigate the factors influencing residents' perceptions. *Tourism Management Perspectives*, 16, 335–345. <https://doi.org/10.1016/j.tmp.2015.10.001>
 68. Rasoolimanesh, S. M., Ringle, C. M., Jaafar, M., & Ramayah, T. (2017a). Urban vs. rural destinations: Residents' perceptions, community participation and support for tourism development. *Tourism Management*, 60, 147–158. <https://doi.org/10.1016/j.tourman.2016.11.019>

69. Rasoolimanesh, S. M., Roldán, J. L., Jaafar, M., & Ramayah, T. (2017). Factors Influencing Residents' Perceptions toward Tourism Development: Differences across Rural and Urban World Heritage Sites. *Journal of Travel Research*, 56(6), 760–775.
<https://doi.org/10.1177/0047287516662354>
70. Ringle, C. M., Wende, S., and Becker, J.-M. 2015. "SmartPLS 3." Boenningstedt: SmartPLS GmbH, <http://www.smartpls.com>
71. Rothman, R. (1978). Residents and transients: Community reaction to seasonal visitors. *Journal of Travel Research* 16, 8–13.
72. Rothman, R. (1978). Residents and transients: Community reaction to seasonal visitors. *Journal of Travel Research* 16, 8–13.
73. Scholtz, M., Viviers, P., Maputsoe, L., Scholtz, M., Viviers, P., & Maputsoe, L. (2018). Understanding the residents' social impact perceptions of an African Cultural Festival : the case of Macufe Understanding the residents' social impact perceptions of an African Cultural Festival : the case of Macufe. *Journal of Tourism and Cultural Change*, 0(0), 1–20.
<https://doi.org/10.1080/14766825.2018.1426592>
74. Sharpley, R. (2014). Host perceptions of tourism: A review of the research. *Tourism Management*, 42, 37–49. <https://doi.org/10.1016/j.tourman.2013.10.007>
75. Sharpley, R., & Telfer, D. J. (2014). *Tourism and development: Concepts and issues*, 2nd edition.
76. Smith, M. D., & Krannich, R. S. (1998). Tourism dependence and resident attitudes, 25(4), 783–802.
77. Steiner, C. (2010). From heritage to hyper-reality? Tourism destination development in the Middle East between Petra and the Palm. *Journal of Tourism and Cultural Change*, 8(4), 240–253. <https://doi.org/10.1080/14766825.2010.521245>
78. Stylidis, D., Biran, A., Sit, J., & Szivas, E. M. (2014). Residents' support for tourism development: The role of residents' place image and perceived tourism impacts. *Tourism Management*, 45, 260–274. <https://doi.org/10.1016/j.tourman.2014.05.006>
79. Su, M. M., & Wall, G. (2014). Community participation in tourism at a world heritage site: Mutianyu great wall, Beijing, China. *International Journal of Tourism Research*, 16(2), 146–156.
<https://doi.org/10.1002/jtr.1909>
80. Tarawneh, M. B., & Wray, M. (2017). Incorporating Neolithic villages at Petra , Jordan : an integrated approach to sustainable tourism Incorporating Neolithic villages at Petra , Jordan : an integrated, 6631(February). <https://doi.org/10.1080/1743873X.2016.1165231>
81. Teye, V., Sirakaya, E., & F. Sönmez, S. (2002). Residents' attitudes toward tourism development. *Annals of Tourism Research*, 29(3), 668–688.
[https://doi.org/https://doi.org/10.1016/S0160-7383\(01\)00074-3](https://doi.org/https://doi.org/10.1016/S0160-7383(01)00074-3)
82. UN. 2019. World Economic Situation and Prospects. Available online: https://www.un.org/development/desa/dpad/wp-content/uploads/sites/45/WESP2019_BOOK-web.pdf (accessed on 5 February 2019)
83. UNESCO (2019). Cultural space of the Bedu in Petra and Wadi Rum. Intangible Cultural Heritage of Humanity. Available online: <https://ich.unesco.org/en/RL/cultural-space-of-the-bedu-in-petra-and-wadi-rum-00122> (accessed on 19 January 2019).
84. Vareiro, L., & Mendes, R. (2016). Tourism Impacts of a Portuguese World Heritage Historic Center: Resident's Perceptions. In Á. Matias, P. Nijkamp, & J. Romão (Eds.), *Impact Assessment in Tourism Economics* (pp. 213–227). Cham: Springer International Publishing.
https://doi.org/10.1007/978-3-319-14920-2_15
85. Vargas-sánchez, A., Plaza-Mejía, M. de los Á., & Porras-Bueno, N. (2009). Understanding Residents' Attitudes toward the Development of Industrial Tourism in a Former Mining

- Community. *Journal of Travel Research*. *Journal of Travel Research*, 47(3), 373–387. Retrieved from <http://jtr.sagepub.com/cgi/reprint/47/3/373>
86. Wang, X., Zhen, F., Zhang, J., & Wu, X. (2014). Exploring Factors Influencing Residents' Satisfaction with Tourism Development in Poverty-Stricken Areas: A Case Study of Five Poor Villages in China. *Asia Pacific Journal of Tourism Research*, 19(5), 517–537. <https://doi.org/10.1080/10941665.2013.768283>
87. Wang, Y. (Alex), & Pfister, R. E. (2008). Residents' attitudes toward tourism and perceived personal benefits in a rural community. *Journal of Travel Research*, 47(1), 84–93. <https://doi.org/10.1177/0047287507312402>
88. Ward, C., & Berno, T. (2011). Beyond Social Exchange Attitudes Toward Tourists. *Annals of Tourism Research*, 38(4), 1556–1569. <https://doi.org/10.1016/j.annals.2011.02.005>
89. Woosnam, K. M., Aleshinloye, K. D., Ribeiro, M. A., Styliadis, D., Jiang, J., & Erul, E. (2018). Social determinants of place attachment at a World Heritage Site. *Tourism Management*, 67, 139–146. <https://doi.org/10.1016/j.tourman.2018.01.012>
90. Xie, H. J., Bao, J., & Kerstetter, D. L. (2014). Examining the effects of tourism impacts on satisfaction with tourism between native and non-native residents. *International Journal of Tourism Research*, 16(3), 241–249. <https://doi.org/10.1002/jtr.1922>
91. Yoon, Y., Gursoy, D., & Chen, J. S. (2001). Validating a tourism development theory with structural equation modeling, 22.
92. Zamani-Farahani, H., & Musa, G. (2008). Residents' attitudes and perception towards tourism development: A case study of Masooleh, Iran. *Tourism Management*, 29(6), 1233–1236. <https://doi.org/10.1016/j.tourman.2008.02.008>
93. Zamani-Farahani, H., & Musa, G. (2012). The relationship between Islamic religiosity and residents' perceptions of socio-cultural impacts of tourism in Iran: Case studies of Sare'in and Masooleh. *Tourism Management*, 33(4), 802–814. <https://doi.org/10.1016/j.tourman.2011.09.003>
94. Zhang, X., Ryan, C., & Cave, J. (2016). Residents, their use of a tourist facility and contribution to tourist ambience: Narratives from a film tourism site in Beijing. *Tourism Management*, 52, 416–429. <https://doi.org/10.1016/j.tourman.2015.07.006>
95. Zhu, H., Liu, J., Wei, Z., Li, W., & Wang, L. (2017). Residents' attitudes towards sustainable tourism development in a historical-cultural village: Influence of perceived impacts, sense of place and tourism development potential. *Sustainability (Switzerland)*, 9(1). <https://doi.org/10.3390/su9010061>
96. Zhuang, X., Yao, Y. and Li, J. J. (2019). Sociocultural Impacts of Tourism on Residents of World Cultural Heritage Sites in China'. <https://doi.org/10.3390/su11030840>





7



CHAPTER SEVEN: FEMALES' PERSPECTIVES ON TOURISM'S IMPACT AND THEIR EMPLOYMENT IN THE SECTOR: THE CASE OF PETRA, JORDAN.

Paper 5

Authors: Moayad Mohammad Alrwajfah, Fernando Almeida-García and Rafael Rafael Cortés-Macías.

Research note.

Journal: Tourism Management. Indexed in: Journal Citation Reports (JCR): Impact Factor: 6.012 (2018); SCImago Journal Rank (SJR): CiteScore: 8.20 (2018), SJR score: 2.924 (2018).

Publisher: Elsevier

Volume: 78.

Year: 2020.

DOI: <https://doi.org/10.1016/j.tourman.2019.104069>

The content of this chapter is an identical copy of the journal article cited above.

...and so, today, and every day, I wake up and I prepare myself for a battle, every single day I fight to convince the government to enact tougher legislation to protect heritage sites.

H.R.H. Princess Dana Firas of Jordan

TEDx Talks, 2019

Women are a critical part of our economic future and we are expanding every avenue to success.

Jordan's King Abdullah II

ABSTRACT

This study aims to explore the trend towards gender equality in the tourism sector of the Petra region, Jordan. Accordingly, a mixed method design including a questionnaire and in-depth interviews was employed for female residents of rural and urban areas in the region. The results show that women do not have favourable view of tourism's economic impacts and that several barriers exist to their employment in the tourism sector. The findings' implications and future studies are addressed.

Keywords: tourism; women; economic impacts; employment; Petra.

Highlights:

- This study highlights the difficulties that faces women to work in tourism sector in a Muslim-developing country.
- This study reports for the first time the social stigma concept in the context of the tourism impacts in Muslim-developing countries.
- We demonstrate that local organizations can be the initial step to empower women in tourism sector.

1. INTRODUCTION

Tourism generates 10.4% of world GDP and provides one out of ten jobs worldwide (WTTC, 2019). However, job opportunities in the tourism sector are mostly of lower quality than in other sectors (Rosa, Monica, Belen, & Figueroa-Domecq Pilar, 2015). The sector, which is considered as one in which gender equality is encouraged, is increasingly creating jobs for both women and men. Women's participation in economic development is crucial, yet men have better paid wages and positions, and women occupy more jobs with lower pay (Ferguson & Alarcón, 2015).

Gender research in tourism is important to explain the current situation of the role of gender in this sector (Costa, Bakas, Breda, & Duraó, 2017; Ferguson & Alarcón, 2015). Nevertheless, the relationship between tourism

development and gender still not widely understood (Tucker & Boonabaana, 2012). Few studies have focused on gender in tourism and its influence and importance on the perceived tourism impacts (Clevenger & Singh, 2013; Costa, Bakas, Breda, & Duraó, 2017; Duffy, Kline, Mowatt, & Chancellor, 2015; Janta & Christou, 2019; Mura, 2018; Trupp & Sunanta, 2017).

Gender, furthermore, is considered a sensitive issue when it comes to a test in the field and as a determinant of residents' attitudes (Harrill, 2004; Huh & Vogt, 2008). What's more, gender relations have been affected by tourism development over time; they help to determine how guest and host identify with each other, and then shape their perceptions of tourism (Tucker, 2007). These perceptions differ between rural and urban areas. Rural residents have a less favourable view of tourism's economic benefits, and they are more skeptical regarding social and cultural impacts (Mbaiwa, 2005; Rasoolimanesh, Ringle, Jaafar, & Ramayah, 2017). Since they dominate the social life more in rural areas, variations could be induced by traditions and norms, especially in developing Muslim countries (Al Haija, 2011; Sonmez, 2001).

Women have been affected by economic development and motorization (Fairbairn-Dunlop, 1994). For instance, in the tourism industry, employment opportunities are gendered (Kinnaird, Kothari, & Hall, 1994), and women occupy most of the lower-level and low-wage tourism-related jobs. It may be a consequence of unequal social values between women and men (Trupp & Sunanta, 2017; Tucker, 2007), racial stereotypes of women (Hughes & Steven, 2003), household duties of women, and what society expects from a woman with respect to her job (Trupp & Sunanta, 2017).

Moreover, the gender-tourism studies have uncovered several reasons for inequity and barriers to women working in the tourism sector, such as social (Cave & Kilic, 2010; Costa, Bakas, Breda, & Durao, 2017) and political barriers (Moser, 1993), the difficulty of balancing family needs and working hours (Rosa et al., 2015), and family restrictions (Janta & Christou, 2019). Having said that, there is notably a lack of studies regarding females' perspectives of tourism development (Costa et al., 2017; Trupp & Sunanta, 2017). Many studies have called for future research related to gender in tourism and the difficulties surrounding women in tourism employment (Cave & Kilic, 2010). However, none of the studies has suggested investigating the differences in women's perspectives on tourism's impacts between rural and urban areas.

The current research is part of a larger study to identify and examine the impacts of tourism in the Petra region, Jordan (Fig. 1) in order to support a sustainable development agenda. However, to identify the current study's problem, after 5 years of tourism development observations, desk research was undertaken related to the available publications on women and the tourism sector in Jordan. It was found on the one hand that women in the region's urban area have more opportunities to work. On the other hand, however, the women have barriers to working in the tourism sector. Following these reflections, this study addresses two questions:

(i) How do women in the Petra region perceive the economic impacts of tourism in rural and urban areas? *The region is in the early stages of development; thus, the difference in perceptions between rural and urban areas is considered to be highly significant.*

(ii) Are there any difficulties faced by women in the Petra region related to working in the tourism sector?

In order to answer these questions, this study adopts a mixed method approach. The results of the quantitative data answer the first question; then it raises a query about the employment of these women. Consequently, in-depth interviews are used to answer the second question. Prior to this, literature on the residents' perceptions of tourism development in rural and urban areas, and gender in the tourism industry are reviewed. Then, the study area is explained in terms of the study's framework. Thereafter, results are addressed, and finally conclusions and implications are highlighted.

This study contributes to the existing literature on gender-tourism by filling in the previously mentioned gaps and elaborating upon the females' perspectives and employment situations in the tourism sector in developing Muslim countries. The results can be provided to policy makers and stakeholders for use in seeking equality in the tourism sector.

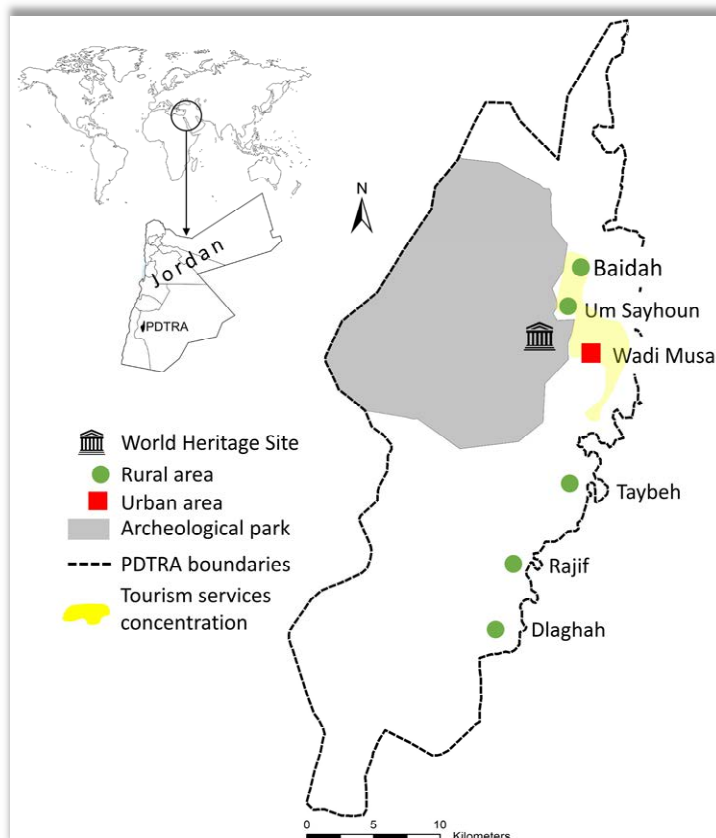


Figure 1: Petra region location and towns' boundaries.

Source: Authors.

2. LITERATURE REVIEW

Tourism development has a significant influence on the destination's economy, especially in the developing countries (Sheng & Tsui, 2009). It provides new jobs, investment opportunities, creates restaurants and accommodation services, and enhances the residents' quality of life (Sharpley & Telfer, 2002). Those benefits come along with negative impacts, such as increases in the cost of living, traffic, crime rate, use of drugs and external influences on residents (Jurowski & Gursoy, 2004).

In the context of residents' perceptions of tourism's impacts, several studies have investigated the difference in perceptions among residents, for instance based on the socio-demographic characteristics and distance from tourism zone (Khoshkam, Marzuki, & Al-Mulali, 2016), the level of community attachment (McCool & Martin, 1994), and rural and urban areas (Rasoolimanesh et al., 2017). However, limited attention has been given to the role of gender in the perceptions, despite its importance in understanding the residents' perceptions and their support for tourism development (Costa, Bakas, Breda, & Durao, 2017; Janta & Christou, 2019; Trupp & Sunanta, 2017). Understanding these perceptions is important to successful tourism development and to improving the positive and reducing the negative impacts (Látková & Vogt, 2012). In Muslim and developing countries, the scope of the literature has become even more limited.

Gender is considered a sensitive factor when it comes to a test in the field (Harrill, 2004) and as a determinant of residents' attitudes (Huh & Vogt, 2008; Mason & Cheyne, 2000). Mason and Cheyne (2000) for instance, in a study on rural New Zealand, found that men agree to tourism development more than women and that they perceived more positive impacts. Harrill and Potts (2003) found that women perceived tourism development more negatively than men did. Rasoolimanesh et al. (2017) found that gender influences residents' perceptions in the Lenggong Valley. Gender research in tourism helps to explain the current situation of the role of women in this sector (Costa, Bakas, Breda, & Durao, 2017). Some works illustrate that women have difficulties to work in tourism. The barriers facing women who want to work in the tourism industry were examined in different parts of the world, for instance in the Middle East (Sonmez, 2001), Egypt (Kattara, 2005), Dominican Republic (Grasmuck & Espinal, 2000), Mexico (Chant, 1992), Thailand (Trupp & Sunanta, 2017) and Turkey (Cave & Kilic, 2010; Tucker, 2007). The authors attributed the barriers to religious and traditional restrictions, political obstacles to women having a role in decision-making, the household roles of women, and gender characteristics.

Studies of tourism's impacts have indicated that there are variations in how residents perceive impacts between rural and urban areas (Rasoolimanesh et al., 2017; Schofield, 2011). These differences can be explained by the integration of tourism activities with other sectors in urban areas. Urban residents are accustomed to witnessing the positive and negative effects

of tourism (Jaafar, Rasoolimanesh, & Lonik, 2015) and they accept tourists, which makes the negative impacts be perceived less by locals (Cui & Ryan, 2011). In rural areas, residents view tourism development as a way to enhance the economy and social life (Iorio & Corsale, 2010; Jaafar et al., 2015). For instance, Tyrrell and Spaulding (1984) in their study in Rhode Island found that residents are not in favour of tourism growth near their place of residence. Mbaiwa (2005) described other negative socio-cultural impacts of tourism in Okavango Delta, Botswana, where rural communities do not accept tourists' behaviors. Rasoolimanesh et al. (2017) in their study in Malaysia, found that residents of the Lenggong Valley rural area have different view of tourism development than residents of the George Town urban area.

With respect to the Petra region, studies of residents' perceptions are limited (Al Ababneh, 2016; Al-hasanat & Hyasat, 2011; Tarawneh & Wray, 2017); however, the role of gender and place of residence (urban/rural) were absent. The study of Masadeh, Al-Ababneh, Al-Sabi, and Habib Allah (2018) examined the barriers to women working as a tourist guides in Jordan, and they found that women have an interest in work in the tourism industry, but they have different barriers that prevent them from doing so.

3. WOMEN AND THE TOURISM SECTOR IN JORDAN

In Jordan, the participation of women in the labour market is very low (ETF, 2018). It was 17.3% in 2017, and the employment rate is decreasing; it reached 11.9% in 2017. Consequently, the unemployment rate for women in 2017 was 31.2%. This can be explained by educational level, discrimination in leadership positions, and gender roles in women's work (Dandan & Marques, 2017; ETF, 2018).

However, according to Sisterhood is Global Institute-Jordan (SIGI), in the tourism sector the number of women decreased by 1% in 2016. Only 9% (4758) of tourism employees are women, and most of them are working in hotels, restaurants, and travel agencies. Moreover, 93.1% of the employees work in six tourism destinations out of another 26 destinations in the country, which indicates the lack of distribution of the work force and tourism development, especially in rural areas. SIGI attributes that to the failure of the strategic plan (2011–2015) of the Ministry of Tourism. Moreover, they indicate that the plan didn't succeed in increasing the empowerment of women in the tourism sector.

1. Social stigma (ثقافة العيب). According to Herek et al. (2009) social stigma is "the negative regard, inferior status, and relative powerlessness that society collectively accords to people who possess a particular characteristic or belong to a particular group or category" (p. 441). In Jordan, a job that requires mobility and contact with strangers puts a woman working in it into a group or category that is discriminated against by society.

2. Difficulty of balancing family needs and working hours. For example, employers don't expect that women can manage late hours working shifts, which is linked to women's role in society.
3. Education sector's inability to meet the requirements of the tourism industry. The educational gap between males and females is small (Dandan & Marques, 2017); however, employers in the tourism sector indicate a lack of female skilled workers (ETF, 2018). Female students have difficulties in receiving training during their studies, which can be explained by the lack of effective educational strategies to empower female students in the labour market (ETF, 2011; SIGI, 2019).

3.1. THE PETRA REGION

Six communities surrounding the ancient city of Petra have been managed by the Petra Development and Tourism Region Authority (PDTRA) since 2009. However, after ten years of the establishment of its autonomy, residents still have a negative view of the economic benefits of tourism. This can be explained by the unequal distribution of economic benefits among residents and the lack of effective tourism planning (Al-hasanat & Hyasat, 2011; Alrwajfah, Almeida-García, & Cortés-Macías, 2019). Fig. 1 shows the region's location and boundaries, and the lack of tourism development distribution in the region.

The local community of the region is characterized by Arab-Islamic culture. In rural areas, the influence of traditions is stronger than in urban areas (Al Haija, 2011) and women have a strong tendency to protect their families' traditions and customs, and instil them in their children. Women work mostly as teachers (552 out of 786 teachers are women), in the PDTRA (120 women) and saleswoman in clothing and beauty shops (Department of statistics Jordan (DOS), 2013).

4. METHODOLOGY

Asequential explanatory mixed method research design was employed in this study. Data was collected first using a quantitative method through a survey over three weeks in June 2017. According to the quantitative method, a stratified random sampling was employed according to the place of residence, which resulted in 232 completed female responses who were 18 years of age and permanent residents, of whom 107 from rural areas and 125 from the urban area. The respondents were asked to indicate their perceptions toward tourism economic impact in a 5-point Likert-scale to measure scales adopted from McCool and Martin (1994) and Látková and Vogt (2012). Also, respondents indicated their demographic characteristics and whether they are working in the tourism sector or they are part of local organization. SPSS software was

employed to examine the women's perceptions of tourism's economic impact and how it differs between rural and urban areas.

After interpreting the results of the quantitative method, the qualitative data collection employed in-depth interviews conducted with 13 women living in the Petra region in March 2019. Convenience sampling was used due to limited financial and time resources available for the investigation. The sample was chosen according to ease of access (Patton, 2015). However, authors ensured that cases are selected from all six villages of the region (rural and urban), and fairly homogeneous regarding their age and marital status. The respondents are interviewed until the phenomena becomes evident (Bernard, 2013) (Table 1). Questions were related to the employment of the women in the tourism sector and general view of respondents to tourism development in the Petra region. The interviews were conducted, transcribed verbatim, and analyzed in Arabic. Then they were translated into English. Analysis was performed manually by carefully reading each interview and identifying sub- and major themes (Table 1).

Table 1: Interviewees' profile.

Interviewee's code	Occupation	Economic dependence on tourism	Age	Marital status	Children	Place of living
SU-R-01	Unemployed\Homemaker	No	65	Married	Yes	Rural
RW-R-02	Teacher	No	24	Single	No	Rural
AS-U-01	Community development officer	No	36	Married	Yes	Urban
SA-U-02	Event manager	Yes	39	Married	Yes	Urban
SU-U-03	Phlebotomists	No	26	Married	Yes	Urban
XX-R-03	Local association employee	No	27	Single	No	Rural
MR-R-04	Unemployed\Homemaker	No	54	Married	Yes	Rural
QL-R-05	Nurse	No	25	Single	No	Rural
JM-U-04	Student	No	23	Single	No	Urban
JMP-U-05	Human resources	No	39	Married	Yes	Urban
OP-U-06	Community developer	Yes	45	Married	Yes	Urban
DM-R-06	Local association director	No	41	Married	Yes	Rural
SM-R-07	Secretary	No	35	Married	Yes	Rural

5. RESULTS AND DISCUSSION

The general profile of the sample population indicates that only (6%) of the respondents work in the tourism sector and the majority of the respondents were members in a local organization (71%). Sixty percent of the respondents were married and highly educated.

To examine the overall perceptions of tourism's economic impacts and whether there is a difference in perceptions between rural and urban respondents, an ANOVA test was conducted. Table 2 shows the means and standard deviation for each item.

In general, it was found that women in rural and urban areas had a negative view of the economic impact of tourism. Negative perceptions items scored (mean_{all} = 3.22–3.55) and positive perceptions items scored (mean_{all} = 2.30–2.79). Moreover, respondents they didn't believe that tourism is a sector that create job opportunities (mean_{all} = 2.79), and also they expressed their concern of seasonal unemployment of tourism jobs (mean_{all} = 3.47). We suggest that negative views are related to unequal distribution of the tourism benefits in the region, moreover, the it can be explained by the lack of development and tourism services in especially in rural areas, as the residents expect to gain economic benefits from tourism. In developing countries, tourism seen as key way to improve the quality of life (Lepp, 2007). Several studies investigated matured tourism developments have reported a greater number of concerns among residents regarding the negative impact of tourism (e.g. Rasoolimanesh et al., 2017).

Table 2. Difference in Perceptions of Tourism's Economic Impacts (ANOVA).

Scale	Over all view of economic impact		ANOVA Rural-Urban		F	Cross tabulation								
						Rural (n=107)				Urban (n=125)				
						work		NGO		work		NGO		
						yes	no	yes	no	yes	no	yes	no	
M	SD	Rural	Urban		M	M	M	M	M	M	M	M	M	
Positive perceptions														
Tourism increases my family income	2.30	1.141	1.74	2.63	37.856**	1.50	1.74	1.75	1.72	2.83	2.61	2.53	2.89	
Tourism creates better public transportation	2.55	1.247	1.59	3.17	128.482**	1.50	1.59	1.61	1.53	3.17	3.17	3.18	3.14	
Tourism helps to build more roads	2.77	1.271	1.81	3.34	102.744**	2.00	1.81	1.77	1.91	3.25	3.35	3.46	3.06	
Tourism helps to create business opportunities	2.75	1.271	1.86	3.14	63.882**	1.50	1.87	1.85	1.88	3.00	3.16	3.16	3.11	
Tourism helps to create more jobs	2.79	1.397	2.07	3.21	45.418**	3.00	2.05	2.04	2.13	2.25	3.31	3.27	3.06	
Negative perceptions														
Tourism increases the price of properties	3.42	1.381	4.64	3.43	74.683**	4.00	4.66	4.61	4.72	2.75	3.50	3.73	2.66	
Tourism increases the cost of living	3.55	1.363	4.53	3.68	36.822**	4.50	4.53	4.51	4.59	2.75	3.78	3.84	3.26	
Tourism generates seasonal unemployment	3.47	1.348	4.56	3.55	58.851**	4.50	4.56	4.53	4.63	3.25	3.58	3.70	3.17	
Tourism increases dependency on one sector	3.22	1.334	4.57	3.25	92.142**	4.50	4.57	4.59	4.53	3.08	3.27	3.21	3.34	
Note: **p < .001														
M=mean.														
Work=worked in tourism sector.														
NGO=membership in local organization.														
Scales are measured as 1=Strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree.														

Results of cross tabulation (Table 2) indicates that urban women who worked in tourism sector and part of local organization indicated better views than rural women did. Generally speaking, respondents in rural and urban areas who were member of local organization were have better views of tourism especially as a sector creating business and jobs opportunities.

Findings shows significant differentiation between rural and urban areas. Rural area respondents reported less positive and more negative perceptions of the economic impacts of

tourism (positive scale, $\text{mean}_{\text{rural}} = 1.59-2.07$, $p < 0.001$; negative scale, $\text{mean}_{\text{rural}} = 4.53-4.64$, $p < 0.001$) and urban area respondents reported more positive views on the positive impact scale (positive scale, $\text{mean}_{\text{urban}} = 2.63-3.34$, $p < 0.001$), and they agreed with the negative scale less than rural respondents ($\text{mean}_{\text{urban}} = 3.25-3.68$, $p < 0.001$). Findings from the quantitative data suggest that women in rural areas don't view tourism as an industry that creates jobs or enhances the transportation, and they were concerned the most regarding the prices of properties (mean = 4.64). Urban respondents were concerned most about the cost of living. However, this can be explained by absent of the tourism benefits and development in the southern rural areas and poor transportation services in the region. Transportation for women is difficult, as shown in section 3, and women are tend to be concern about it.

The results are consistent with several studies which have noted that women have negative views of tourism development (e.g. Alrwajfah et al., 2019). For instance, Harrill and Potts (2003) found that women of Charleston are concerned about economic benefits. Mason and Cheyne (2000) noted that women are more opposed to tourism's impacts, such as acquired economic benefits, than men in rural New Zealand. Women in the Petra region may have these unfavorable views of economic impacts due the unequal distribution of tourism benefits and the lack of job opportunities (Al Haija, 2011; Alrwajfah et al., 2019). The same concepts can explain the difference between rural and urban views; furthermore, women in rural areas may view the tourism industry as a sector that creates marginal economic benefits.

The analysis of the qualitative data was intended to explain the negative views towards tourism's economic impacts on the part of women in the Petra region. Moreover, it was designed to explore the barriers to women's involvement in the tourism sector and, from their perspective, whether there are any opportunities to empower women in the sector.

Table 3 shows the extracted components of several themes. The social component identified by "social stigma" was the most important component for respondents who work in the tourism sector and those who don't.

"Social stigma prevents women from working in the tourism sector" (SA-U-02).

and

"Society is the main problem preventing women from work in the tourism sector her image in society will be negatively affected, it will affect her future, such as getting to marry" (XX-R-03).

Older interviewees indicated their lack of knowledge about the tourism sector; however, they were against the employment of women in the sector.

"I'm an old woman I wanted to complete my studies but then I have kids, and now I'm happy of what I have, thanks to God Tourism sector is a place just for men to work in"
(SU-R-01).

Religion emerged as a theme important to the respondents. They didn't see the tourism sector a place for local women to work. The tourism sector, as they mention, is a place where women can't wear the hijab and they have to travel to other countries.

"Our society is Muslim and mixing with foreign men is prohibited" (RW-R-02).

The role of women in the society was evident. Interviewees indicated that once a woman gets married, her main responsibility is to take care of the house and children. It's difficult to manage household duties and working hours, especially in the tourism sector.

"Women in my community don't have time to work in the tourism industry because she has a lot of things to do in her house it is very difficult for her to work in tourism or any other sector".

All interviewees suggested that a local organization is the best way for women to directly reap the economic benefits of tourism. This kind of job, as they mentioned, does not affect the women's health, reputation, and her image in society.

"I don't mind local women working in the tourism sector despite the cultural restrictions these jobs must be suitable for women and don't affect her health and dignity" (AS-U-01).

Education was mentioned in two regards. First, women in the Petra region have the educational ability and skills to work in the tourism sector; however, there are no "socially" appropriate opportunities for them in the sector. Second, young women are directed by family and society to study a subject that allows them to work in the public sector as a teacher, nurse, or in administrative positions.

"Women's education is not related to the tourism sector such as studies related education sector, medical sector".

The outcomes of the interviews concur with the articles related to women's empowerment and with several other studies (e.g. [Cave & Kilic, 2010](#); [Jafari & Scott, 2014](#); [Scott, 1995](#); [Sisterhood is Global Institute-Jordan \(SIGI\)](#)).

Religious values and cultural norms were highly evident. [Jafari and Scott \(2014\)](#) suggested that religion influences tourism activities in Islamic countries; this is similar to what [Cave and Kilic \(2010\)](#) found in Antalya, Turkey. What's more, being part of local organizations positively influences residents' views of tourism development ([Teye, Sanmez, & Sirakaya, 2002](#)). Local associations can provide jobs to women related to hand crafts and souvenirs ([Swanson & Timothy, 2012](#)), rural tourism ([Olga & Caroline, 1995, 1995](#)) and gastronomy ([Montero, 2018](#)).

A common view of the two methods results provide an evidence of the importance of the employment in the tourism sector to the Petra region women. They seem to have a negative view of tourism benefits and that could be explained by their lack of integration and working in the tourism sector. Previous studies have found that having a job in tourism negatively influence the perceived impacts ([Teye et al., 2002](#)), despite that, other studies reported that women are more likely to recognize the positive influence of tourism ([Mason & Cheyne, 2000](#)), and they are more concerned about economic benefits of tourism ([Harrill & Potts, 2003](#)). Moreover, results indicate that women tend to be member of local organization, and that consist with the outcome of the interviews. Which indicates that women in the region expect to integrate in the sector through the local organizations. These results support previous researches in developing Muslim countries, such as the study of ([Çiçek, Zencir, & Kozak, 2017](#)) in Turkey.

6. CONCLUSIONS

This paper aimed to explore women's perspectives on the economic impact of tourism and to acquire a deeper understanding of their lack of involvement in the tourism sector of the Petra region. In conclusion, the research has revealed that women in the Petra region face difficulties in benefitting economically from the tourism industry. Despite the social, religious and educational restrictions, women are interested in gaining from tourism. Having said that, the way of obtaining these benefits should be socially accepted. Therefore, this study suggests that local organizations are a preferable approach to enhancing their involvement in the sector, especially in rural areas, and to reducing women's negative perceptions of tourism's impacts. This recommendation is not meant to emphasize the traditional role of women in the society nor to increase the number of women on the lower rungs of the employment ladder. [Swanson and Timothy \(2012\)](#) pointed out that this can help to empower women economically or increase higher positions for the men. However, this approach is accepted by the local community of the region. It is hoped that this study will enhance women's empowerment in the Petra region and in Jordan. Future studies regarding rural tourism as a sustainable tourism tool in the rural Petra region are recommended.

AUTHOR CONTRIBUTIONS

Moayad Mohammad Alrwajfah; Conceived and designed the analysis, Collected the data, Contributed data or analysis tools, Performed the analysis, Wrote the paper, Other contribution, Fernando Almeida García, Wrote the paper, Other contribution, Rafael Cortés Macías; Collected the data, Wrote the paper, Other contribution.

ACKNOWLEDGMENTS

The research was supported by research projects: "Transformations of the historical urban landscape induced by tourism: contradictions and controversies, government and local governance" ([CSO2016-75470-R](#)); "Overtourism in Spanish coastal Destinations and Tourism degrowth strategies An approach from the social dimension"([RTI2018-094844-B-C33](#)), Spanish Ministry of Science, Innovation and Universities ([National Plan for R+D+i](#)).

REFERENCES

- Al Ababneh M., Community perspectives to tourism impacts in Petra, *Journal of Tourism Research & Hospitality* 5 (2), 2016, <https://doi.org/10.4172/2324-8807.1000158>.
- Al Haija A.A., Jordan: Tourism and conflict with local communities, *Habitat International* 35 (1), 2011, 93–100, <https://doi.org/10.1016/j.habitatint.2010.04.002>.
- Al-hasanat S.A. and Hyasat A.S., Sociocultural impacts of tourism on the local community in Petra , Jordan, *Jordan Journal of Social Sciences* 4 (1), 2011, 144–158 <https://journals.ju.edu.jo/JJSS/article/viewFile/2255/5204>.
- Alrwajfah M., Almeida-García F. and Cortés-Macías R., Residents' perceptions and satisfaction toward tourism development: A case study of Petra region, Jordan, *Sustainability* 11 (7), 2019, 1907, <https://doi.org/10.3390/su11071907>, MDPI AG.
- Bernard H.R., *Social research methods: Qualitative and quantitative approaches*, 2013, Sage; Thousand Oaks, CA.
- Cave P. and Kilic S., The role of women in tourism employment with special reference to Antalya, Turkey, *Journal of Hospitality Marketing & Management* 19 (3), 2010, 280–292, <https://doi.org/10.1080/19368621003591400>.

- Chant S., Tourism in Latin America: Perspectives from Mexico and Costa Rica, In: Harrison D., (Ed), *Tourism and the less developed countries*, 1992, Belhaven; London, 85–101.
- Çiçek D., Zencir E. and Kozak N., Women in Turkish tourism, *Journal of Hospitality and Tourism Management* 31, 2017, 228–234, <https://doi.org/10.1016/j.jhtm.2017.03.006>.
- Clevenger L. and Singh N., Exploring barriers that lead to the glass ceiling effect for women in the U. S. Hospitality industry exploring barriers that lead to the glass ceiling effect for women in the U. S. Hospitality industry, *Journal of Human Resources in Hospitality & Tourism* 12 (4), 2013, 376–399, <https://doi.org/10.1080/15332845.2013.790258>.
- Costa C., Bakas F.E., Breda Z. and Durao M., 'Emotional' female managers: How gendered roles influence tourism management discourse, *Journal of Hospitality and Tourism Management* 33, 2017, 149–156, <https://doi.org/10.1016/j.jhtm.2017.09.011>.
- Costa C., Bakas F.E., Breda Z., Duão M., Carvalho I. and Caçador S., Gender, flexibility and the 'ideal tourism worker', *Annals of Tourism Research* 64, 2017, 64–75, <https://doi.org/10.1016/j.annals.2017.03.002>.
- Cui X. and Ryan C., Perceptions of place, modernity and the impacts of tourism – differences among rural and urban residents of ankang, China: A likelihood ratio analysis, *Tourism Management* 32 (3), 2011, 604–615, <https://doi.org/10.1016/j.tourman.2010.05.012>.
- Dandan M.M. and Marques A.P., Higher education leadership and gender gap in Jordan, *Asian Development Policy Review* 5 (3), 2017, 131–139, <https://doi.org/10.18488/journal.107.2017.53.131.139>.
- Department of statistics, Jordan (DOS), Employment and unemployment, 2013, Retrieved from: <http://dosweb.dos.gov.jo/labourforce/employment-and-unemployment/>.
- Duffy L.N., Kline C.S., Mowatt R.A. and Chancellor H.C., Women in tourism: Shifting gender ideology in the DR, *Annals of Tourism Research* 52, 2015, 72–86, <https://doi.org/10.1016/j.annals.2015.02.017>.
- European Training Foundation (ETF), Women and work in Jordan tourism and ICT sectors: A case study, 2011, Available online: <https://www.etf.europa.eu/en/publications-and-resources/publications/women-and-workjordan-tourism-and-ict-sectors-case-study>.
- European Training Foundation (ETF), Jordan: Education, training and employment and developments, 2018, Available online: <https://www.etf.europa.eu/en/publications-and-resources/publications/jordan-education-training-andemployment-developments-2018>
- Fairbairn-Dunlop P., Gender culture and tourism development in Western Samoa, In: Kinnaird V. and Hall D., (Eds.), *Tourism: A gender analysis*, 1994, Wiley; New York, 121–141.
- Ferguson L. and Alarcón D.M., Gender and sustainable tourism: Reflections on theory and practice, *Journal of Sustainable Tourism* 23 (3), 2015, 401–416, <https://doi.org/10.1080/09669582.2014.957208>.

- Grasmuck S. and Espinal R., Market success or female autonomy?, *Gender & Society* 14 (2), 2000, 231–255, <https://doi.org/10.1177/089124300014002002>.
- Harrill R., Residents' attitudes toward tourism development: A literature review with implications for tourism planning, *Journal of Planning Literature* 18 (3), 2004, 251–266, <https://doi.org/10.1177/0885412203260306>
- Harrill R. and Potts T.D., Tourism planning in historic districts: Attitudes toward tourism development in Charleston, *Journal of the American Planning Association* 69 (3), 2003, 233–244, <https://doi.org/10.1080/01944360308978017>.
- Herek G.M., Gillis J.R. and Cogan J.C., Internalized stigma among sexual minority adults: Insights from a social psychological perspective, *Journal of Counseling Psychology* 56 (1), 2009, 32–43, <https://doi.org/10.1037/a0014672>.
- Hughes M. and Steven A.T., Gender differences in whites' racial attitudes: Are women's attitudes really more favorable?, *Social Psychology Quarterly* 66 (4), 2003, 384–401 <https://www.jstor.org/stable/1519836>.
- Huh C. and Vogt C.A., Changes in residents' attitudes toward tourism over time: A cohort analytical approach, *Journal of Travel Research* 46, 2008, 446–455, <https://doi.org/10.1177/0047287507308327>.
- Iorio M. and Corsale A., Rural tourism and livelihood strategies in Romania, *Journal of Rural Studies* 26 (2), 2010, 152–162, <https://doi.org/10.1016/j.jrurstud.2009.10.006>.
- Jaafar M., Rasoolimanesh S. and Lonik K., Tourism growth and entrepreneurship: Empirical analysis of development of rural highlands, *Tourism Management Perspectives* 14, 2015, 17–24, <https://doi.org/10.1016/j.tmp.2015.02.001>.
- Jafari J. and Scott N., Muslim world and its tourisms, *Annals of Tourism Research* 44, 2014, 1–19, <https://doi.org/10.1016/j.annals.2013.08.011>.
- Janta H. and Christou A., Hosting as social practice: Gendered insights into contemporary tourism mobilities, *Annals of Tourism Research* 74, 2019, 167–176, <https://doi.org/10.1016/j.annals.2018.11.008>.
- Jurowski C. and Gursoy D., Distance effects on residents' attitudes toward tourism, *Annals of Tourism Research* 31 (2), 2004, 296–312, <https://doi.org/10.1016/j.annals.2003.12.005>.
- Kattara H., Career challenges for female managers in Egyptian hotels, *International Journal of Contemporary Hospitality Management* 17 (2/3), 2005, 238–251, <https://doi.org/10.1108/09596110510591927>.
- Khoshkam M., Marzuki A. and Al-Mulali U., Socio-demographic effects on Anzali wetland tourism development, *Tourism Management* 54, 2016, 96–106, <https://doi.org/10.1016/j.tourman.2015.10.012>.
- Kinnaird V., Kothari U. and Hall D., Tourism: Gender perspectives, In: Kinnaird V. and Hall D., (Eds.), *Tourism: A gender analysis*, 1994, John Wiley; Chichester, 1–28.

- Látková P. and Vogt C.A., Residents' attitudes toward existing and future tourism development in rural communities, *Journal of Travel Research* 5 (1), 2012, 50–67, <https://doi.org/10.1177/0047287510394193>.
- Lepp A., Residents' attitudes towards tourism in Bigodi village, Uganda, *Tourism Management* 28 (3), 2007, 876–885, <https://doi.org/10.1016/j.tourman.2006.03.004>.
- Masadeh M., Al-Ababneh M., Al-Sabi S. and Habib Allah M., Female tourist guides in Jordan: Why so few?, *European Journal of Social Sciences* 56 (2), 2018, 89–102, Retrieved from: https://www.europeanjournalofsocialsciences.com/issues/EJSS_56_2.html.
- Mason P. and Cheyne J., Residents' attitudes to proposed tourism development, *Annals of Tourism Research* 27 (2), 2000, 391–411, [https://doi.org/10.1016/S0160-7383\(99\)00084-5](https://doi.org/10.1016/S0160-7383(99)00084-5).
- Mbaiwa J.E., The socio-cultural impacts of tourism development in the Okavango delta, Botswana, *Journal of Tourism and Cultural Change* 2 (3), 2005, 163–185, <https://doi.org/10.1080/14766820508668662>.
- McCool S.F. and Martin S.R., Community attachment and attitudes toward tourism development, *Journal of Travel Research* 32 (3), 1994, 29–34, <https://doi.org/10.1177/004728759403200305>.
- Montero C.G., Women sustaining community: The politics of agro-ecology in quilombo tourism in, *Bulletin of Latin American Research* 1–17, 2018, <https://doi.org/10.1111/blar.12884>.
- Moser C., *Gender planning and development: Theory, practice and training*, 1993, Routledge; London.
- Mura P., The future of gender studies in tourism, *Tourism Management Perspectives* 25, 2018, 141–143, <https://doi.org/10.1016/j.tmp.2017.11.020>.
- Olga I. and Caroline T., The female gender in Greek agrotourism, *Annals of Tourism Research* 22 (2), 1995a, 481–484, [https://doi.org/10.1016/0160-7383\(94\)00099-9](https://doi.org/10.1016/0160-7383(94)00099-9).
- Patton M.Q., *Qualitative research & evaluation methods: Integrating theory and practice*, 2015, Sage; Thousand Oaks, CA.
- Rasoolimanesh S.M., Ringle C.M., Jaafar M. and Ramayah T., Urban vs. rural destinations: Residents' perceptions, community participation and support for tourism development, *Tourism Management* 60, 2017, 147–158, <https://doi.org/10.1016/j.tourman.2016.11.019>.
- Rosa S.-S., Monica S.-P., Belen C.-N.C. and Figueroa-Domecq Pilar T.-B., Gender differences in the hospitality industry: A job quality index, *Tourism Management* 51, 2015, 234–246, <https://doi.org/10.1016/j.tourman.2015.05.025>.
- Schofield P., City resident attitudes to proposed tourism development and its impacts on the community, *International Journal of Tourism Research* 13 (3), 2011, 218–233, <https://doi.org/10.1002/jtr.814>.

- Scott J., Sexual and national boundaries in tourism, *Annals of Tourism Research* 22, 1995, 385–403, [https://doi.org/10.1016/0160-7383\(94\)00083-2](https://doi.org/10.1016/0160-7383(94)00083-2).
- Sheng L. and Tsui Y., A general equilibrium approach to tourism and welfare: The case of Macao, *Habitat International* 33, 2009, 419–424, <https://doi.org/10.1016/j.habitatint.2009.01.002>.
- Sönmez S., Tourism behind the veil of islam: Women and development in the middle east, In: Apostolopoulos Y., Sonmez S. and Timothy D.J., (Eds.), *Women as producers and consumers of tourism in developing regions*, 2001, Praeger; Westport, 113–142.
- Swanson K.K. and Timothy D.J., Souvenirs: Icons of meaning, commercialization and commoditization, *Tourism Management* 33 (3), 2012, 489–499, <https://doi.org/10.1016/j.tourman.2011.10.007>.
- Tarawneh M.B. and Wray M., Incorporating neolithic villages at Petra, Jordan: An integrated approach to sustainable tourism, *Journal of Heritage Tourism* 12 (2), 2017, 155–171, <https://doi.org/10.1080/1743873X.2016.1165231>.
- Teye V., Sönmez S.F. and Sirakaya E., Residents' attitudes toward tourism development, *Annals of Tourism Research* 29, 2002, 668–688, [https://doi.org/10.1016/S0160-7383\(01\)00074-3](https://doi.org/10.1016/S0160-7383(01)00074-3).
- Trupp A. and Sunanta S., Gendered practices in urban ethnic tourism in Thailand, *Annals of Tourism Research* 64, 2017, 76–86, <https://doi.org/10.1016/j.annals.2017.02.004>.
- Tucker H., Undoing shame: Tourism and women's work in Turkey, *Journal of Tourism and Cultural Change* 5 (2), 2007, 87–105, <https://doi.org/10.2167/jtcco89.o>.
- Tucker H. and Boonabaana B., A critical analysis of tourism, gender and poverty reduction, *Journal of Sustainable Tourism* 20 (3), 2012, 437–455, <https://doi.org/10.1080/09669582.2011.622769>.
- Tyrrell T. and Spaulding P., A survey of attitudes toward tourism growth in Rhode Island, *Hospitality Education and Research Journal* 8, 1984, 22–23, <https://doi.org/10.1177/109634808400800204>.
- World Travel & Tourism Council (WTTTC), Travel & tourism economic impact, 2019, Retrieved 15 May 2019, Retrieved from <https://www.wttc.org/economic-impact/benchmark-reports/the-comparative-economic-impact-of-travel-tourism/>

Articles of women's empowerment in the society published by Jordanian associations, available at:

Jordan labor watch, <http://labor-watch.net/ar/home>.

Sisterhood is Global Institute-Jordan (SIGI), <http://sigi-jordan.org/en/>.

Phenix Center-Economic and information studies, <http://phenixcenter.net/en/>.





PART THREE



FINALE

La verdad adelgaza y no quiebra, y siempre anda sobre la mentira como el aceite sobre el agua.

The truth may be stretched thin, but it never breaks, and it always surfaces above lies, as oil floats on water.

Miguel de Cervantes Saavedra, *Don Quixote*



CHAPTER EIGHT: CONCLUSIONS

This chapter of this thesis starts with reviewing the problem and objectives of the study, including the objectives of each publication. Then, the contribution and implications of the investigation findings. Matter anymore presenting the take-home message and take the reader to a new level of perception about the thesis. Thereafter, the last section of this chapter presupposes demonstrating the limitations of the current study recommendations for future research. The chapter begins demonstrating how objectives of the research were assessed, then identifying the attempt to fill the gaps of the research. Thereafter, the chapter continues with theoretical contribution and practical implications of the research findings. The last sections of this chapter address the limitation of the research and future lines of investigation and last recommended readings.

In particular, this chapter includes following sections:

- 8.1. Restatement of aims objectives.
- 8.2. Contribution of the research.
- 8.3. Limitations.

8.1. RESTATEMENT OF AIMS OBJECTIVES.

RETURNING TO THE AIM OF THIS RESEARCH posed in section (.....) at the beginning of the thesis, which is to identify the **perceptions** of the local community toward tourism development and their **satisfaction** with the local management of the Petra region. However, with an eye to accomplish the general objective of this study, the research first carried out an in-depth literature review on tourism development and its impacts, residents' perceptions toward those impacts, residents' satisfaction and factors influencing residents' perceptions (presented in section 1.8), and after developing a structural and theoretical framework of the research (presented in figure ...), ten research questions were asked. The questions were answered in the research papers, each article answered one or more question (presented in part two, chapter 2-6). However, the current thesis pursued to accomplish following objectives:

1. Assess the tourism development in the Petra region.
2. Determine the role of local community in the tourism development in the Petra region.

The tourism development and the participation of local community in tourism development in the Petra region were assessed in Paper 1 and 2. In order to address this objective, first, the researcher reviewed the tourism development planes and strategies, reports and published articles related to the tourism sector and local community in the Petra region. The content of the documents were analyzed carefully, and as the results presented in chapter one and two indicate that local management of the Petra region did not value the importance of involving the relative stakeholders in the development of their own area, despite its importance to the success of that development. Moreover, the findings show several problems faces the management regarding tourism development, which are frequent rotation of the management, lack of local experience in tourism development and lack of funding. These findings suggest that in general the importance of the community involvement in the tourism development. All these demonstrate that the first and second research objectives have been addressed.

3. Describe the current residents' perceptions toward tourism development regarding three aspects (environment, socio-culture and economic).
4. Identify the profile of residents based on their characteristics and their perceptions toward tourism development.
5. Find the factors that influence residents' perceived tourism impacts.
6. Examine the satisfaction of residents toward the Petra region's management and their effort in tourism development.

7. Explore the influence of the perceived tourism impacts on the satisfaction with local management.
8. Define the extent to which the place of living and distance from tourist site can influence the residents' perceptions.

In the preparation phase of [paper 3](#) all variables were tested, however, not all variables were appropriate to include them in the test, for it insignificantly, which are contact with tourist and Part in tourism development. Then, [paper 4](#) four came to examine more in-depth the variables and the influence of the positive impacts on the satisfaction.

However, in order to address the objectives 3-8 fourteen hypothesis (page) in [paper 3](#) and thirteen hypothesis (page) in [paper 4](#) were formulated and tested by regression model and structural equation model (SEM). These hypotheses were formulated based on a vast literature review of the residents' perceptions toward tourism development. However, the results, in general, of the regression model and SEM suggest that the influence of perceived positive tourism impacts is positively related to the satisfaction with local management. Moreover, a significant influence of selected variables were found to have influence on the perceived tourism impacts, such as attachment, contact with tourists.

The profile of residents was assessed, also the influence of the selected variables (i.e. sociodemographic and attachment) on the perceptions were examined. Moreover, the influence of the perceived impacts of the satisfaction with local management. However, the evidence from [Paper 3](#) suggests that socio-culture and economic impacts are the highly valued and clear by respondents. Moreover, the findings show that the unequal distribution of tourism benefits, inadequate and low quality of employment and investment opportunities provided by the tourism sector, are the justification of the negative views of economic impacts of tourism development. The paper also shown that female has less favorable toward economic impacts than men do. Accordingly, the findings suggest several culture limitations stand between women and their economic benefit of tourism industry. The evidences of [paper 3](#) and [4](#) show that satisfaction with local management influenced by the perceived positive impacts of tourism. However, factors influencing perceived tourism impacts were assessed in [paper 3](#) and [4](#). The findings show that distant from tourist site, attachment, employment in the sector, education level, participate in local organization and socio-demographic variables are influence respondents' perceptions.

Overall, objectives 3 to 8 of the research have been adequately addressed.

9. Examine the female's situation in the tourism sector of Petra region.

In order to address the last objective of this research, and bearing in mind that no study have examined in the Petra region, according to the methodology of the [paper 5](#), two questions (How do women in the Petra region perceive the economic impacts of tourism in rural and urban areas?: Are there any difficulties faced by women in the Petra region related to working in the tourism sector?) were asked and answered by using two methods. The first question

were answered by qualitative data from the global questionnaire using Anova, and the other was answered by data from interviews with local women in the Petra region. It was concluded that economic perceptions of women in the Petra region is negative and it differ between rural and urban areas in the region. Moreover, the difficulties and boundaries of females' involvement in the sector were addressed.

Over all, the ninth objective of the research has been achieved.

8.2. FILLING PRACTICAL GAPS

INITIALLY, THE MENTIONED RESEARCH GAPS IN THE REGION ([section 1.3.](#)) were filled and shed light on related issues of the tourism development and its impacts on residents, and how those residents perceived tourism development.

The current research cover all six communities in the region, with highlighting the defects of the tourism development in the areas located far from tourist zone. Moreover, this research provide a mixed method research provided by five published papers and five different analysis approaches. In addition, this study provides the first examination of the residents' satisfaction with the local management. As Petra is a WHS, this study has examined, for the first time, the residents' perceptions toward tourism impacts in the WHS context. It was aimed to contribute to the existing literature of the Petra region (nimbus objective), thereby, this study used mixed methods, used more factors and variables, exceeded the sample size, cover more geographical area, and describe the perceptions of local communities from different perspectives (i.e. WHS context) as no study has done before in the Petra region.

It is important to mention that results of this research is, relatively, not in line with previous studies conducted in the Petra region. For instant, the study of [Alhasanat & Hyasat \(2011\)](#) indicates the strong favorable of tourism social impacts by residents. Moreover, they found that residents perceived positive impacts far more than negative ones. In [Ababneh \(2016\)](#) study, also found that residents are more favorable with tourism impacts, especially the economic impacts. Consequently, this study prove that, disregarding methods of the studies, perceptions of Petra region's residents are shifting to negative views of tourism impacts. Thereby, local management should pay attention to the perceptions of locals as its getting more negative, which will lead to the unsatisfied host, consequently will influence the host guest interaction in the region.

Overall, the mentioned gaps in [section 1.4.](#) were successfully filled related to the scope of this research.

8.3. CONTRIBUTION OF THE RESEARCH

IN SECTION 1.3. OF THIS STUDY, the gaps of the research were highlighted. Revisiting these gaps, shows that this study attempted to fill them. However, theoretical contributions and practical implications are addressed in this section.

This study has explored the residents' perceptions from different perspectives. In paper 4 local residents' perceptions were measured in the context of WHS, in paper 3 the perception was measured in a holistic context, in paper 5 the perception was measured in the context of rural-urban and gender contexts.

8.3.1. CONTRIBUTION TO THE KNOWLEDGE

This study, from theoretical perspective, contributes to the context of residents perceptions that is consider important to the tourism development and to indicate its impacts. In section 1.9. it was presented that most of previous studies have focus on the understanding the residents' perceptions based on negative or positive impacts (benefits, costs) rather than investigating three types of tourism impacts (economic, environment and socio-culture). This study acknowledges that examine three types of tourism impacts helps to explain better the perceptions toward tourism development. The use of three types of tourism impacts also provides a better prediction of the dependent variable (Yoon et al., 2001) (in this research: Satisfaction with local management).

Moreover, this study add to the context of the tourism impacts and residents' perceptions in Arab-Muslim and developing countries. In most cases, tourism research is conducted by western scholars and in western areas. This study provides factors that used to predict the perceived tourism impacts for the first time in Arab-Muslim countries. For instance, the influence on the perceived tourism impacts by, participating in local organization (Paper 3 and 4), contact with tourists (Paper 4), participating in tourism development (Paper 4). Additionally, this study add to the context of WHS several factors that influence residents' perception toward tourism development impacts, which are contact with tourists and having a job in tourism sector. The results of paper 4 suggest that presented model helps to understand the perceptions of WHS communities in developing countries. However, the edge of this paper in the existing knowledge is the study of (Rasoolimanesh & Jaafar, 2017), (Rasoolimanesh, Ringle, Jaafar, & Ramayah, 2017) and (Rasoolimanesh, Roldán, Jaafar, & Ramayah, 2017), however, in their study they didn't use three construct of tourism impacts and factors such as contact with tourists and participation in local organization were absent from thgier studies.

The current research contributes to the existing literature on gender-tourism. [Paper 5](#) contributed to the debate regarding the role of Arab-Muslim women in tourism sector. Several studies have attributed the involvement of women in the sector related to only social or cultural restrictions. Results of [Paper 5](#) suggests more wide vision of the boundaries face women to work and benefits of tourism activities.

According to the contribution of this research on the SET related research. This research confirms several factors influencing residents' perceptions, for instance, attachment, distance from tourist zone and sociodemographic variables. However, [paper 3](#)'s results show contrast with what SET based research regarding following factors: having a job in tourism sector, age, gender and distance from tourist zone, with specific aspects of tourism impacts.

Previous studies of tourism impacts (i.e. [Perdue, Lui and Var 1986](#); [Perdue, Long and Allen 1987](#); [Haralambopoulos & Pizam 1996](#); [Brogham & Butler 1981](#); [Frater 1998](#); [Richins 1996](#)) have confirmed that socio- demographic variables have little influence on understanding the perceptions of tourism impacts. However, the current research has demonstrated that sociodemographic variables (age, gender and level of education) have a significant contribute to understanding the perceptions.

[Paper 4](#) has found significant effect of three variables (contact with tourists, being part of local organization and employment in the tourism sector) on residents' perception of tourism impacts. Thereby, contributing to the understanding of why there is variation in perceiving impacts of tourism among local communities. Using these factors presented model in [paper4](#) in understanding residents' perceptions is significant and has many practical implications.

THIS RESEARCH, IN PARTICULAR, PROVIDES THREE ORIGINAL CONTRIBUTION TO THE EXISTING KNOWLEDGE, which they are:

- This research has examined, **for the first time**, the influence of the residents' perceived tourism impacts on the satisfaction with local management ([Paper 3](#) and [4](#)).
- This is **the first study** that discuss the role of the well-known international aid organizations in the tourism planning and development of tourism destination in developing countries. Also, examine the role of local residents in their plans and development strategies ([Paper 2](#)).
- This research has demonstrated, **for the first time**, that females' perceptions are differ between rural and urban areas in the same region, and the role of social stigma in the employment in the tourism sector.

8.3.2. PRACTICAL IMPLICATIONS

This research has numerous practical implications. As the study was performed in the Petra region, the most important tourist destination in Jordan, and one of the most important in the Middle East. Effective and controlled tourism development in the region is essential for the economy of the country and more precisely to the well-being of the surrounding communities. **The current research findings provide the region's tourism development and residents' perceptions with findings as no study before has attempted to provide.**

8.3.2.1. Tourism development and residents' involvement

[Paper 2](#) has provided critical findings of the tourism development and international aid to the development. It shows that international effort to tourism planning has not involve the local community in their planning process. Involving related stakeholders in the tourism development is essential to effective tourism development and controlling the tourism impacts ([Budruk, &Andereck, 2010](#); [Freeman, 2010](#); [Hall, 2008](#)). According to previous discussion of [paper 2, 3](#) and [4](#), which highlighted the role of involving residents in tourism planning in residents' perceptions, residents should be actively involved in the planning process of tourism. Accordingly, planners should take into consideration residents' perceptions in their planning. In other words, the planning should be community-based approached by, mainly or completely, local planners. Bering in mind, sustainability approach to tourism planning is relies on two key principles: stakeholders' participation and strategic orientation ([Ruhanen, 2009](#); [Simpson, 2001](#)). The results of [paper 2](#) also suggest that lacking of integrating related stakeholders may has been affected by organizational change during the period 1968–2007, and that, consequently, play an important role in local community's trust with local management. Moreover, results of [paper 2](#) also shows that residents are losing influence on the tourism development overtime as the planners are excluded them from planning process. Accordingly, gaining the trust and support of local residents should be considered by the tourism official authorities. According to the barriers related to the residents' involvement, the study attribute that to the limited human and economic resources. However, this is can't be stand between effective tourism planning and local residents' participation, engaging the local is the most important step can be done by authorities.

This study help the local management to reduce the dependent on international organization to tourism planning.

8.3.2.2. Residents' perceptions toward tourism impacts regarding three types of tourism impacts

a. *Economic*

Measuring residents' perception of tourism development impacts in [paper 3](#) indicates that economic impacts of tourism are the most evident to the respondents. In addition, along with [paper 4](#), it is the strongest prediction to the satisfaction with local management. Based on these findings, in general, therefore, it seems that residents are looking to gain economic benefits more than other benefits of tourism activity. It strongly suggests that local management should seek for the equal distribution of tourism economic benefits, and consider it in their future planning and development. Equal distribution of tourism benefits was mentioned as a key problem in the region ([paper 2, 3, 4 and 5](#)) and before that in the researcher's observations. Moreover, enhancing the spread of tourism benefits to the community will raise the satisfaction of local residents with local management, which is important to gain the support for future tourism development and enhancing the quality of life. Upon residents' strong concern of tourism impacts on the price of properties and cost of living ([paper 3](#)), management should pay attention to those two issues. As mentioned before in [section....](#), the geographical characteristics of the region limit the residents to build more houses, and the demand of goods and services by tourists increases their cost, which they can pay more than local residents.

b. *Socio-culture*

Respondents indicate their concern regarding socio-culture impacts of tourism ([Paper 3](#)). Socio-culture aspects consider being important to the residents ([paper 3; Alhasanah & Hyasat, 2011](#)), and it was found to influence the residents' satisfaction with local management ([Paper 4](#)). Residents agree that tourism can provide several socio-cultural benefits (i.e. Entertainment opportunities and Creates more local associations), however, it can be drawn from ([paper 3 and 4](#)) could be an advantage to the local management to understand that current effort in such socio-culture development is positively reflected on residents' perceptions.

c. *Environment*

It was found that environment impacts were highly evident to the respondents. [Paper 3](#) shows that residents view tourism as a tool that helps to keep their area clean; however, they are concerned of the pollution and surrounding landscape. The perceived environment tourism impacts suggested being important to the residents, and to the local management to be considered in their future tourism development. This issue is more likely to be evident in

downtown of Wadi Musa and Um Sayhoun, where the traffic pollution is the most in the region. Local management should pay more attention to the surrounding landscape and environment threats of tourism, which is found to be evident in the residents' perceptions. Moreover, [paper 4](#) shows that perceived environment positive impacts is indicates the satisfaction with local management. Which helps the management to rethink about their development regarding environment aspects.

The local management faces two types of environmental obstacles: natural environment (floods, snow, wind, slopes) and man-made environment (using natural parks as pasture, litter, pollution, misusing of man-made and natural parks).

8.3.2.3. Female perceptions

Tourism development impacts based on gender perspective was found to be important to understand residents' perceptions. [Paper 3](#) proved a variation between females and males views of tourism impacts. This helps the planners and developers to as it enables them to proceed in gender equality in tourism sector. Future planning should focus on females perceptive toward tourism development as the results indicates unfavorable views of females toward tourism impacts. Moreover, [paper 5](#) support the claim of [paper 4](#) and shows the economic gain importance to females as it has a significant influence on their positive views of tourism development and afterword their satisfaction with local management. Local authorities should emphasis the importance of local organizations. It was found that local organizations are the most favorable of engaging women in the sector and enhance their perspectives toward tourism development. This implication is related to the previous mentioned recommendation of local organizations, moreover, it should take into consideration other related factors, for instance, place of living (distance from tourist site and rural-urban community).

8.4. RECOMMENDATIONS

BASED ON THE FINDINGS and conclusions, the need is evident for suggesting recommendations for the tourism development process and planning in the Petra region. The following recommendations are also useful for similar areas in developing or/and Muslim countries and WHS communities.

Local management should enhance residents' awareness of economic benefits of tourism. This can be done in the local organizations in all six communities, by lunching projects incorporation with community leaders and educated young people together. The project may include workshops targeted to the residents, especially young people and women. Furthermore, a collaboration with private sector in the region, such as hotels, restaurants, travel agencies and other related tourism services to facilitate the employment especially for young people and women.

As the study results suggest, residents' satisfaction with local authorities will increase if residents perceived more benefits of tourism ([paper 3](#) and [4](#)), accordingly, tourism leaders and planners should consider paths to increase the residents' economic benefits of tourism. To do so, the management can lunch awareness projects aim to increase the vision of local residents of their potential opportunities to improve their income by tourism activates. These should carry a community attachment form, as [paper 3](#) and [4](#) suggests that community attachment influence residents' perceptions.

As the discussion in [paper 2](#) supported by results and discussion of [paper 4](#) underlines, the involvement of local residents' in tourism planning plays an important role in satisfaction with local management and formation of residents' perceptions, and residents should be vigorously, actively and actually involved in the planning process. By taking residents' perceptions toward tourism impacts into consecrations in their future planning processes, and use a community based approach, planners will achieve the successful and sustainable tourism development. The involvement of residents in tourism development should consider several aims. First, local community should be aware of the changes that follow the tourism development, including negative and positive impacts. Second, this involvement and communication with host community should be continues and documented for future planning. According to the residents' characteristics ([section 1.2.](#)), it is recommend that communication with community should be including representative from all six communities, and they inform the residents of the meetings or communications summary. Moreover, local authorities should continuously conduct interviews and surveys to be aware of residents' perceptions and needs of tourism development. Consequently, the local management will increase the trust of residents, and response the residents' needs, which definitely will increase their satisfaction, and then the Petra region will be more attracted tourism destination, as the main factor of satisfied tourists is having a satisfied residents ([Snaith & Haley, 1999; Andriotis and Vaughan, 2003](#)).

Socio-demographic variables found to be indicator of perceived tourism impacts ([paper 3](#)). Age, Gender and education level can predict residents' perceptions and can help the local management to consider those segments in their planning process. For instance, relates to the previous mentioned implication of residents' involvement; the socio-demographic segmentation of the local residents will help the authorities to locate the most favorable segment and conduct in-depth surveys to understand their needs and perceptions toward tourism development, consequently, this segment will support the future tourism

development. Vice versa, locate the most unfavorable segments could be helpful to understand more in-depth the reason behind their negative views of tourism development.

[Paper 4](#) examined the effect of three factors (contact with tourists, being part of local organization and employment in the tourism sector) on residents' perceptions of tourism impacts. Contact with tourists was found to be the most significant of the residents' perceptions; it appears that when residents have more contact with tourist, their views of positive impacts increases. Therefore, local management must take into considerations to enhance the contact between host and guest. Moreover, participate in local organization enhance residents' views toward economic impacts. Therefore, it could use both factor in order to suggest following implication. Local management can perform cultural events to improve the contact between host and guest. In addition, authorities could support international conferences and seminars, and get free access to the local community. *Taking into consecrations results of [paper 4](#) shows that contact with tourists is strongest variable influence the economic perceptions, and the economic perceptions is strongest variable influence the satisfaction. In other words, if local management improve the contact between host and guest, this will influence positively the residents' satisfaction.*

Being part of local association have its significant influence on the perceived tourism impacts ([paper 4](#)). This is a big fish should be fished by the local management. The residents have a strong social connection, and they are willing to work together as community, and this helps them to view tourism more positively, then authorities should support these associations to enhance the perceived economic tourism impacts. The support should be related to the tourism sector, and has influence to the every segment of the society, based on residents' gender, age, level of education. And more importantly, the autonomous should protect the local productions from local association of foreign competition. Also, the support must include increasing the awareness of tourism development impacts and how residents can benefit from tourism industry.

One more prove of unequal distribution of tourism benefits, [paper 3](#) shows that residents perceived tourism differently based on their distance from tourist site. This should be taken into consideration in future tourism planning. New tourism products and destinations should be created in towns located far from tourist site, especially in Dlaghah, Alrajif and Taybeh.

SUMMARY OF CONCLUSIONS

Overall, the presented practical implications in this research are important to the future tourism development and its impacts in the Petra region. This research was not aimed to bias to the residents' perceptions and support their claim to the local management's defects of tourism development, but also illustrate the obstacles facing the tourism development in the Petra region. When tourism development scale side by side with residents' perceptions of tourism impacts, then the Petra region will have a satisfied residents' who will gladly host the guests and then Petra region will have more impotence rank on the global tourism destination map. Previous mentioned recommendations of this study should be guided by the variation in perceived tourism impacts regarding socio-demographic variables, contact with tourists, involvement in tourism development and employment in tourism sector. As all these factors were found significant predictors of perceived tourism impacts.

8.5. LIMITATIONS

SUCHLIKE ANY OTHER RESEARCH, and despite taking on every possible effort, this research has some limitations, which are discussed in this section, and future research suggested for some limitations in the next section.

Regarding the survey tool in the quantitative method, the fact that the construct 'I have contact with tourists' and 'I feel impart of tourism planning in the Petra region' were measured with a single indicator and its error variance was fixed to '0' constitutes another limitation of this study. With regard to the results, the insignificant effect of negative economic impacts on the satisfaction considered as a limitation. Possible reason to that is the scales' items were not clear for the respondents, or it may have not reflects the respondents' perceptions. This can be explained by the.

Another limitation of this study is related to the theoretical framework, it may include the stage of tourism development as an extrinsic factor. It would be useful to understand better the residents' perceptions and its relation with the tourists flow and stage of development. Moreover, The lack of literature in residents' perceptions toward tourism impacts, host-guest interaction and tourism development impacts with regard to the Petra region and Jordan. Retrieving of official documents from international agencies and Jordanian government was difficult. However, with intense desk research and strengthen the relation with local associations leaders and the researcher, this problem has been solved. Unfortunately, that

cotes the research process a lot of time. More related limitation of this study was concerning the statistics of inbound and outbound tourists to Petra and Jordan and the number of residents in the Petra region. It was found that figures in government's websites are not matched for the same desired statistics.

Furthermore, this research was focused only on the local community of the Petra region. As the PDTRA is an autonomous region, and there are many communities surrounding this autonomous (i.e. Al Shoubak, Maan), including those communities will explain if there are any differences in perceptions, especially with regard to the distance from tourist zone.

Finally, if the primary data collection included interviews with tourism planners, business owners or other stakeholders in the Petra region, there may be a wider vision of the tourism development and its impacts in the region. However, this was because of the lack of funding and time resources which forces the researcher to not conduct more than 12 interviews (paper 5) and 470 questionnaires. All in all, presented limitations may influence the generalizability of the results. Accordingly, limitations of this study should be beard in mind regarding the presented findings.

8.6. SCOPE FOR FUTURE RESEARCH

BASED ON THE LIMITATIONS and findings, this research has thrown up many questions in need of further investigation. First of all, female perceptions and attitudes must be widely investigated, to its importance the equality in the tourism sector in the Petra region. Findings of [paper 5](#) suggests a significant indicator of difficulties faces women in their employment in the sector. Further research needs to examine more closely the links between women perceptions toward tourism impacts and their support to future tourism development. Moreover, in [paper 5](#) and [3](#) local organizations was recommended, however, more solutions must be found as no, likely, all women wanted to be part of local organizations. This can be done by research other factors confront women in tourism sector, such as the role of woman in family and society, more importantly in rural areas where women have less opportunities and support.

Further work needs to be done to establish whether the satisfaction influence the support of future tourism development.

SUGGESTED READINGS

Through conducting this research, it was found that it is important to highlight several readings that considerably help to accomplish this research practically and theoretically. Including research articles and notes, reports, books and thesis. The suggested readings list is based on the frequency of opening the files in Mendeley.

- Almeida García, F., Balbuena Vázquez, A., & Cortés Macías, R. (2015). Resident's attitudes towards the impacts of tourism.
- Dunleavy, P. (2015). *Authoring a PhD how to plan, draft, write and finish a doctoral thesis or dissertation.*
- Dogan Gursoy, Muzaffer Uysal, Ercan Sirakaya-Turk, Yuksel Ekinci & Seyhmus Baloglu (2014). *Handbook of Scales in Tourism and Hospitality Research.*
- Joe F. Hair, Christian M. Ringle & Marko Sarstedt (2011). *PLS-SEM: Indeed a Silver Bullet.*
- Richard Sharpley (2014). *Host perceptions of tourism: A review of the research.*
- Farajat, S. (2012). *The Participation of Local Communities in the Tourism Industry at Petra.*
- Sekaran, U., & Bougie, R. (2016). *Research methods for business a skill-building approach.*
- Ap, J. (1990). *Residents' perceptions research on the social impacts of tourism.*

FINAL STATEMENT

This study sends a message to the local authorities in the Petra region to pay attention to the tourism impacts of tourism development, and plan effectively the tourism development. There will be need to development all the time; it is not a onetime step that should be done, it should be a beginning for long term development, and more close to local's needs and expectations. Tourism development is a ladder, and both, local management and local stakeholders should clime it together.

Finally, revisiting the nimbus objective ([section 1.6.](#)) I hope this work will help to make the tourism more community-based and sustainable in every part in the world, and then to help to make this world a better place for future generations.





9



CHAPTER NINE: UNIFIED LIST OF REFERENCES

This chapter includes the all cited references in the research. The motive behind repeating the references of the papers is to unify the format of the references based on the criteria of the University of Malaga ([APA style](#)). Moreover, the references of the selected quotes are referenced also.

- 9.1. United references.
- 9.2. Quotes and pictures references.

9.1. UNITED REFERENCES

1. Aas, C., Ladkin, A., & Fletcher, J. (2005). Stakeholder Collaboration and Heritage Management. *Annals of Tourism Research*, 32(1), 28–48.
<https://doi.org/10.1016/j.annals.2004.04.005>
2. Aguiló, E., & Roselló, J. (2005). Host community perceptions: A cluster analysis. *Annals of Tourism Research*, 32(4), 925–941. <https://doi.org/10.1016/j.annals.2004.11.004>
3. Aguiló, E., Barros, V., García, M.A., & Roselló, J. (2004). Las actitudes de los residentes en Baleares frente al turismo. Palma: Universidad de las Islas Baleares.
https://scholar.google.com/scholar_lookup?title=Las%20actitudes%20de%20los%20residentes%20en%20Baleares%20frente%20al%20turismo&author=E.%20Aguil%C3%B3&publication_year=2004
4. Ahmed, Z. U., & Krohn, F. B. (1990). Reversing the United States declining competitiveness in the marketing of international tourism: a perspective on future policy. *Journal of Travel Research*, 29(2), 23- 29.
5. Akis, S., Peristianis, N., & Warner, J. (1996). Residents' attitudes to tourism development: the case of Cyprus. *Tourism Management*, 17(7), 481-494.
6. Al Ababneh, M. (2016). Community Perspectives to Tourism Impacts in Petra. *Journal of Tourism Research & Hospitality*, 5(2). <https://doi.org/10.4172/2324-8807.1000158>
7. Al Fayez, Nayef (2015, Jun 17). Jordan tourism receipts face a dip. Retrieved from <https://www.traveldailymedia.com/jordan-tourism-receipts-face-a-dip/>
8. Al Haija, A. A. (2011). Jordan: Tourism and conflict with local communities. *Habitat International*, 35(1), 93–100.
<https://doi.org/https://doi.org/10.1016/j.habitatint.2010.04.002>
9. Alananzeh, O. A. (2015). Tourist Development in Petra Province: Wadi Musa as a Case Study Tourist Development in Petra Province : Wadi Musa as a Case Study.
10. Alazaizeh, Mohammad 2014, "Sustainable Heritage Tourism: A Tourist-Oriented Approach for Managing Petra Archaeological Park, Jordan", PhD thesis, Paper 1430. Available at: https://tigerprints.clemson.edu/all_dissertations/1430
11. Alhasanat, S. (2010). Sociocultural impacts of tourism on the local community at Petra, Jordan. *European Journal of Scientific Research*, 44(3), 374–386.
12. Alhasanat, S. (2010). Sociocultural impacts of tourism on the local community at Petra, Jordan. *European Journal of Scientific Research*, 44(3), 374–386.

13. Alhasanat, S. A., & Hyasat, A. S. (2011), "Sociocultural Impacts of Tourism on the Local Community in Petra, Jordan", *Jordan Journal of Social Science*, Vol. 4, No. 1, pp. 144–158. <https://journals.ju.edu.jo/JJSS/article/viewFile/2255/5204>
14. Al-hasanat, S. A., & Hyasat, A. S. (2011). Sociocultural Impacts of Tourism on the Local Community in Petra , Jordan. *Jordan Journal of Social Sciences*, 4(1), 144–158
<https://journals.ju.edu.jo/JJSS/article/viewFile/2255/5204>
15. Allendorf, T. D., Smith, J. L. D., & Anderson, D. H. (2007). Residents' perceptions of Royal Bardia National Park, Nepal. *Landscape and Urban Planning*, 82(1), 33–40. Retrieved from <https://doi.org/10.1016/j.landurbplan.2007.01.015>
16. Almeida García, F., Balbuena Vázquez, A., & Cortés Macías, R. (2015). Resident's attitudes towards the impacts of tourism. *Tourism Management Perspectives*, 13, 33–40. <https://doi.org/10.1016/j.tmp.2014.11.002>
17. Almeida-García, F., Peláez-Fernández, M. Á., Balbuena-Vázquez, A., & Cortés-Macias, R. (2016). Residents' perceptions of tourism development in Benalmádena (Spain). *Tourism Management*, 54, 259–274. <https://doi.org/10.1016/j.tourman.2015.11.007>
18. Alobiedat, A. A. (2016). Heritage transformation and the sociocultural impact of tourism in Umm Qais Heritage transformation and the sociocultural impact of. *Journal of Tourism and Cultural Change*, 16(1), 22–40.
<https://doi.org/10.1080/14766825.2016.1199556>
19. Alrwajfah, M., Almeida-García, F., & Cortés-Macías, R. (2019). Residents' Perceptions and Satisfaction toward Tourism Development: A Case Study of Petra Region, Jordan. *Sustainability*, 11(7), 1907. MDPI AG. Retrieved from <http://dx.doi.org/10.3390/su11071907>
20. Alshawagfih, K. F., Albrari, D. D., & Alananzeh, O. A. (2015). Tourist Development in Petra Province: Wadi Musa as a Case Study. *European Journal of Social Sciences*, 49 (4), 438-451. http://www.europeanjournalofsocialsciences.com/issues/EJSS_49_4.html
21. American Association for Public Opinion Research (AAPOR) <https://www.aapor.org/>
22. American Association for Public Opinion Research (AAPOR). Code of ethics. Retrieved from <https://www.aapor.org/>
23. American Psychological Association (APA). APA style 7th Edition. Retrieved from: <https://apastyle.apa.org/> Accessed on 04 December 2019.
24. Amuquandoh, F.E. (2010). Residents' perceptions of the environmental impacts of tourism in the Lake Bosomtwe Basin, Ghana. *Journal of Sustainable Tourism* 18(2): 223-238. <https://doi.org/10.1080/09669580903298531>

25. Andereck, K. & Vogt, C. (2000). The Relationship between Residents' Attitudes toward Tourism and Tourism Development Options. *Journal of Travel Research*, Vol.39, pp. 27-36. <https://doi.org/10.1177%2F004728750003900104>
26. Andereck, K. L., & Nyaupane, G. (2011). Development of a tourism and quality-of-life instrument. In M. Budruk, R. Phillips (eds.), *Quality-of-life community indicators for parks, recreation and tourism management*. Springer.
27. Andereck, K. L., Valentine, K. M., Knopf, R. C., & Vogt, C. A. (2005). Residents' perceptions of community tourism impacts. *Annals of Tourism Research*, 32 (4), 1056–1076. <https://doi.org/10.1016/j.annals.2005.03.001>
28. Andereck, K., K. Valentine, C. Vogt, and R. Knopf. 2007. "A Cross- Cultural Analysis of Tourism and Quality of Life Perceptions." *Journal of Sustainable Tourism* 15 (5): 483–502.
29. Andrews, F. M., & Withey, S. B. (1976). *Social indicators of well-being: Americans' perceptions of life quality*. New York: Plenum Press.
30. Andriotis, K. & Vaughan, R. D. (2003). Urban residents' attitudes toward tourism development: The case of Crete, *Journal of Travel Research*, 42(2), 172–185. <https://doi.org/10.1177%2F0047287503257488>
31. Andriotis, K. (2002). Residents' satisfaction or dissatisfaction with public sector governance: The Cretan case. *Tourism & Hospitality Research*, 4(1), 53. <https://doi.org/10.1177/146735840200400105>
32. Antonakakis, N., Dragouni, M., & Filis, G. (2015). How strong is the linkage between tourism and economic growth in Europe? *Economic Modelling*, 44, 142–155. <https://doi.org/https://doi.org/10.1016/j.econmod.2014.10.018>
33. Antonakakis, N., Dragouni, M., & Filis, G. (2015). How strong is the linkage between tourism and economic growth in Europe? *Economic Modelling*, 44, 142–155. <https://doi.org/https://doi.org/10.1016/j.econmod.2014.10.018>
34. Antonakakis, N., Dragouni, M., & Filis, G. (2015). How strong is the linkage between tourism and economic growth in Europe?. *Economic Modelling*, 44, 142–155. <https://doi.org/https://doi.org/10.1016/j.econmod.2014.10.018>
35. Ap, J. (1990). Residents' perceptions research on the social impacts of tourism. *Annals of Tourism Research*, 17(4), 610–616. [https://doi.org/10.1016/0160-7383\(90\)90032-M](https://doi.org/10.1016/0160-7383(90)90032-M)
36. [Ap, J., & Crompton, J. \(1993\). Residents' strategies for responding to tourism impacts. *Journal of Travel Research*, 32 \(1\), 47e50. https://doi.org/10.1177/004728759303200108](https://doi.org/10.1177/004728759303200108)
37. Apostolakis, A., & Jaffry, S. (2005), "A choice modeling application for Greek heritage attractions", *Journal of Travel Research*, Vol .43, No.3, pp. 309–318. <https://doi.org/10.1177/0047287504272035>

38. ATC Consultants (ATC) 2011, The Strategic Master Plan for the Petra Region, prepared for The Petra Development and Tourism Authority.
<https://www.planetizen.com/files/plans/Strategic%20Master%20Plan%20for%20Petra%20Region.pdf>
39. ATC Consultants (ATC). (2011, June). The Strategic Master Plan for the Petra Region, prepared for The Petra Development and Tourism Authority.
40. Bader, M., Alrousan, R., Abuamoud, I., & Alasal, H. (2016). Urban Tourism in Jordan: Challenges and Opportunities Case Study: Amman. *British Journal of Economics, Management & Trade*, 12 (4), 1–11. <https://doi.org/10.9734/BJEMT/2016/24589>
41. Bahaire, T., & Elliott-White, M. (1999), "Community Participation in Tourism Planning and Development in the Historic City of York, England", *Current Issues in Tourism*, Vol. 2, No. 2–3, pp. 243-276. <https://doi.org/10.1080/13683509908667854>
42. Bayón, F. & García, I. (1997) *Gestión de recursos humanos: Manual para técnicos en empresas turísticas* (Madrid: Síntesis).
43. Bayón, F. & García, I. (1997). *Gestión de recursos humanos: Manual para técnicos en empresas turísticas*. Madrid: Editorial Síntesis.
44. Belisle, F., & Hoy, D. (1980). The Perceived Impact of Tourism by Residents. *Annals of Tourism Research*, 7, 83-101. [https://doi.org/10.1016/S0160-7383\(80\)80008-9](https://doi.org/10.1016/S0160-7383(80)80008-9)
45. Berg, B. L. (2001), *Qualitative Research Methods for the Social Sciences*, 5th edn, Allyn & Bacon, Boston.
46. Bernard, H. R. (2013). *Social research methods: qualitative and quantitative approaches*. Thousand Oaks, CA: Sage.
47. Besculides, A., Lee, M. E., & McCormick, P. J. (2002). Residents' perceptions of the cultural benefits of tourism. *Annals of Tourism Research*, 29(2), 303e319. [https://doi.org/10.1016/S0160-7383\(01\)00066-4](https://doi.org/10.1016/S0160-7383(01)00066-4)
48. Besley, T., & Burgess, R. (2002). The political economy of government responsiveness: theory and evidence from India. *The Quarterly Journal of Economics*, 117 (4), 1415-1451. <https://doi.org/10.1162/003355302320935061>
49. Bhattacharjee, Anol, "Social Science Research: Principles, Methods, and Practices" (2012). Textbooks Collection. 3. http://scholarcommons.usf.edu/oa_textbooks/3
50. Bishnu Sharma, Pam Dyer, (2009) "Residents' involvement in tourism and their perceptions of tourism impacts", *Benchmarking: An International Journal*, Vol. 16 Issue: 3, pp.351-371. <https://doi.org/10.1108/14635770910961371>

51. Bishnu Sharma, Pam Dyer, (2009) "Residents' involvement in tourism and their perceptions of tourism impacts", *Benchmarking: An International Journal*, Vol. 16 Issue: 3, pp.351-371, <https://doi.org/10.1108/14635770910961371>
52. Blackstock, K. (2005). A critical look at community based tourism. *Community Development Journal*, 40 (1), 39-49. <https://doi.org/10.1093/cdj/bsi005>
53. Blau, P. M. (1964). *Exchange and power in social life*. New Brunswick (USA): Transaction Publishers.
54. Boley, B. B., McGehee, N. G., & Tom Hammett, A. L. (2017). Importance-performance analysis (IPA) of sustainable tourism initiatives: The resident perspective. *Tourism Management*, 58, 66–77. <https://doi.org/10.1016/j.tourman.2016.10.002>
55. Boley, B. B., McGehee, N. G., & Tom Hammett, A. L. (2017). Importance-performance analysis (IPA) of sustainable tourism initiatives: The resident perspective. *Tourism Management*, 58, 66–77. <https://doi.org/10.1016/j.tourman.2016.10.002>
56. Bornhorst, T., Ritchie, J. B., & Sheehan, L. (2010), "Determinants of tourism success for DMOs and destinations: An empirical examination of stakeholders' perspectives", *Tourism Management*, Vol. 31, No. 5, pp. 572–589. <https://doi.org/10.1016/j.tourman.2009.06.008>
57. Bowen, G. A. (2009). Document analysis as a qualitative research method.
58. Bramwell, B. (2011). Governance, the state and sustainable tourism: A political economy approach. *Journal of Sustainable Tourism*, 19 (4/5), 459–477. <https://doi.org/10.1080/09669582.2011.576765>
59. Brida, J. G., Riaño, E., & Aguirre, S. Z. (2011). Residents' attitudes and perceptions towards cruise tourism development: A case study of Cartagena de Indias (Colombia). *Tourism and Hospitality Research*, 11(3), 181–196. <https://doi.org/10.1177/1467358411415153>
60. Brida, J. G., Riaño, E., & Aguirre, S. Z. (2011). Residents' attitudes and perceptions towards cruise tourism development: A case study of Cartagena de Indias (Colombia). *Tourism and Hospitality Research*, 11(3), 181–196. <https://doi.org/10.1177/1467358411415153>
61. Brougham, J. E., & Butler, R. W. (1981). A segmentation analysis of resident attitudes to the social impact of tourism. *Annals of Tourism Research*, 8 (4), 569–590. [https://doi.org/10.1016/0160-7383\(81\)90042-6](https://doi.org/10.1016/0160-7383(81)90042-6)
62. Brown, G. & Raymond, C. (2007). The relationship between place attachment and landscape values: Toward mapping place attachment. *Applied Geography*, 27, 89–111. <https://doi.org/10.1016/j.apgeog.2006.11.002>

63. Brown, G., & Raymond, C. (2007). The relationship between place attachment and landscape values: toward mapping place attachment. *Applied Geography*, 27(1), 89-111.
64. Brunt, P., and Courtney, P., (1999) Host Perceptions and Social-cultural impacts. *Annals of Tourist Research*, 24, (2), 253 – 319. [https://doi.org/10.1016/S0160-7383\(99\)00003-1](https://doi.org/10.1016/S0160-7383(99)00003-1)
65. Bryman, A. (2007). Barriers to integrating quantitative and qualitative research. *Journal of Mixed Methods Research*, 1(1), 8-22. <https://doi.org/10.1177/2345678906290531>
66. Bryson, John M 2017, *Strategic Planning for Public and Nonprofit Organizations: A Guide to Strengthening and Sustaining Organizational Achievement*, 5th edn, John Wiley & Sons, Incorporated, Newark.
67. Buhalis, D. (2000), "Marketing the competitive destination of the future", *Tourism Management*, Vol. 21, No. 1, pp. 97-116. [https://doi.org/10.1016/S0261-5177\(99\)00095-3](https://doi.org/10.1016/S0261-5177(99)00095-3)
68. Bujosa-Bestard, A., & Rosello' -Nadal, J. (2007). Modelling Environmental attitudes toward tourism. *Tourism Management*, 28, 688–695. <https://doi.org/10.1016/j.tourman.2006.04.004>
69. Burns, N., & Grove, S. (2005). *The practice of nursing research: conduct, critique, and utilization*. Michigan: Elsevier/Saunders.
70. Butler, R. W. (1980). The concept of a tourist area cycle of evolution: Implications for management of resources. *Canadian Geographer/Lengyel Géographe canadien*, 24(1), 5–12. <https://doi.org/10.1111/j.1541-0064.1980.tb00970.x>
71. Butler, R., Hall, C. & Jenkins, J. (1999). *Tourism and recreation in rural areas*. Chichester: John Wiley & Sons.
72. Byrd E. (2007), "Stakeholders in sustainable tourism development and their roles: applying stakeholder theory to sustainable tourism development", *Tourism Review*, Vol. 6, No. 22, pp. 6–13. <https://doi.org/10.1108/16605370780000309>
73. Byrd, E.T., Cárdenas, D.A. & Greenwood, J.B. (2008), "Factors of stakeholder understanding of tourism: the case of Eastern North Carolina", *Tourism and Hospitality Research*, Vol. 8, No. 3, pp. 192-204. <https://doi.org/10.1057/thr.2008.21>
74. Caneday, L. and Zeiger, J. (1991), "The social, economic, and environmental costs of tourism to a gaming community as perceived its residents", *Journal of Travel Research*, Vol. 30 No. 2, pp. 45-9. <https://doi.org/10.1177/027017599103000210>
75. Carroll, A. & Buchholtz, A. (2009), *Business and Society: Ethics and Stakeholder Management*, South-Western Cengage Learning, Mason, OH.
76. Cavanagh, S. (1997), "Content analysis: concepts, methods and applications", *Nurse Researcher*, Vol. 4, No. 3, pp. 5-16. <https://doi.org/10.7748/nr.4.3.5.s2>

77. Cave, P., & Kilic, S. (2010). The Role of Women in Tourism Employment With Special Reference to Antalya , Turkey. *Journal of Hospitality Marketing & Management*, 19(3), 280–292. <https://doi.org/10.1080/19368621003591400>
78. Cavus, S., & Tanrisevdi, A. (2003). Residents' attitudes toward tourism: A case study of Kusadasi, Turkey. *Tourism Analysis*, 7(3/4), 259-268. <https://doi.org/10.3727/108354203108750102>
79. Central Bank of Jordan (2018). Jordan's tourism receipts. Retrieved from <http://www.cbj.gov.jo/>
80. Cevat Tosun and Carson L. Jenkins (1998). The Evolution of Tourism Planning in Third-World Countries: A Critique. *PROGRESS IN TOURISM AND HOSPITALITY RESEARCH Prog. Tourism Hospit. Res.* 4, 101–114.
81. Chant, S. (1992) Tourism in Latin America: Perspectives from Mexico and Costa Rica. In *Tourism and the Less Developed Countries*, D. Harrison, ed., pp. 85–101. London: Belhaven.
82. Chen, J. S. (2000). An Investigation of Urban Residents' Loyalty to Tourism. *Journal of Hospitality & Tourism Research*, 24 (1), 5–19. <https://doi.org/10.1177/109634800002400101>
83. Chen, S., & Raab, C. (2012). Predicting resident intentions to support community tourism: Toward an integration of two theories. *Journal of Hospitality Marketing & Management*, 21(3), 270e294. <https://doi.org/10.1080/19368623.2011.584268>
84. Chen, S., & Raab, C. (2012). Predicting resident intentions to support community tourism: Toward an integration of two theories. *Journal of Hospitality Marketing & Management*, 21(3), 270-294. <https://doi.org/10.1080/19368623.2011.584268>
85. Chhabra, D. (2010). How They See Us: Perceived Effects of Tourists Gaze on the Old Armer Amish. *Journal of Travel Research*, 49 (1), 93-105.
86. Chi, C. G. qing, Cai, R., & Li, Y. (2017). Factors influencing residents' subjective well-being at World Heritage Sites. *Tourism Management*, 63, 209–222. <https://doi.org/10.1016/j.tourman.2017.06.019>
87. Chin, W. W. (2010). How to write up and report PLS analyses. In V. E. Vinzi, W. W. Chin, J. Henseler, & H. Wang (Eds.), *Handbook of partial least squares* (pp. 655-690). London, New York: Springer.
88. Choi, H. C., & Murray, I. (2010). Resident attitudes toward sustainable community tourism. *Journal of Sustainable Tourism*, 18(4), 575-594. <https://doi.org/10.1080/09669580903524852>

89. Choi, H. C., & Murray, I. (2010). Resident attitudes toward sustainable community tourism. *Journal of Sustainable Tourism*, 18(4), 575-594.
<https://doi.org/10.1080/09669580903524852>
90. Choi, H. S., & Sirakaya, E. (2005). Measuring residents' attitude toward sustainable tourism: Development of sustainable tourism attitude scale. *Journal of Travel Research*, 43, 380-394. <https://doi.org/10.1177/0047287505274651>
91. Choi, H.C. and Sirakaya, E. (2005) Measuring residents' attitude toward sustainable tourism: Development of sustainable tourism attitude scale. *Journal of Travel Research* 43 (4), 380-394. <https://doi.org/10.1177/0047287505274651>
92. Choi, H.C. and Sirakaya, E. (2005) Measuring residents' attitude toward sustainable tourism: Development of sustainable tourism attitude scale. *Journal of Travel Research*, 43 (4), 380-394. <https://doi.org/10.1177/0047287505274651>
93. Çiçek, D., Zencir, E., & Kozak, N. (2017). Women in Turkish tourism. *Journal of Hospitality and Tourism Management*, 31, 228-234.
<https://doi.org/10.1016/j.jhtm.2017.03.006>
94. Çiçek, D., Zencir, E., & Kozak, N. (2017). Women in Turkish tourism. *Journal of Hospitality and Tourism Management*, 31, 228-234.
<https://doi.org/10.1016/j.jhtm.2017.03.006>
95. Çiçek, D., Zencir, E., & Kozak, N. (2017). Women in Turkish tourism. *Journal of Hospitality and Tourism Management*, 31, 228-234.
<https://doi.org/10.1016/j.jhtm.2017.03.006>
96. Çiçek, D., Zencir, E., & Kozak, N. (2017). Women in Turkish tourism. *Journal of Hospitality and Tourism Management*, 31, 228-234.
<https://doi.org/10.1016/j.jhtm.2017.03.006>
97. Clevenger, L., & Singh, N. (2013). Exploring Barriers That Lead to the Glass Ceiling Effect for Women in the U. S. Hospitality Industry Exploring Barriers That Lead to the Glass Ceiling Effect for Women in the U. S. Hospitality Industry, *Journal of Human Resources in Hospitality & Tourism*, 12(4), 376-399.
<https://doi.org/10.1080/15332845.2013.790258>
98. Code of research conduct.
file:///C:/Users/user/Documents/Moayad/Final%20step/AIS_Code_of_Research_Conduct.pdf
99. Comer, D. C. (2012). Petra as a Bellwether Archaeological Site on the World Heritage List. In D. C. Comer (Ed.), *Tourism and Archaeological Heritage Management at Petra*. New York: Springer. https://doi.org/10.1007/978-1-4614-1481-0_1

100. Comer, Douglas C. *Tourism and archaeological heritage management at Petra: driver to development or destruction?* New York: Springer, 2012.
101. Cooke, K. (1982). Guidelines for socially appropriate tourism development in British Columbia. *Journal of Travel Research*, 21(1), 22-28.
<https://doi.org/10.1177/004728758202100106>
102. Cooper, C. (1995), "Strategic planning for sustainable tourism: The case of the offshore islands of the UK", *Journal of Sustainable Tourism*, Vol. 3, No. 4, pp. 191-209.
<https://doi.org/10.1080/09669589509510726>
103. Cooper, C., Fletcher, J., Gibert, D., Shepherd, R. and Wanhill, S. (1998), *Tourism. Principles and Practice* (2nd ed). New York: Addison Wesley Longman Publishing.
104. Costa, C., Bakas, F. E., Breda, Z., & Durao, M. (2017). 'Emotional' female managers: How gendered roles influence tourism management discourse. *Journal of Hospitality and Tourism Management*, 33, 149–156. <https://doi.org/10.1016/j.jhtm.2017.09.011>
105. Costa, C., Bakas, F. E., Breda, Z., Durão, M., Carvalho, I., & Caçador, S. (2017). Gender, flexibility and the 'ideal tourism worker'. *Annals of Tourism Research*, 64, 64–75.
<https://doi.org/10.1016/j.annals.2017.03.002>
106. Cottrell, S. P., & Raadik, J. (2008). Socio-cultural benefits of PAN Parks at Bieszczady National Park, Poland. *Finnish Journal of Tourism Research (Matkailututkimus)*, 1,56–68.
107. Cottrell, S. P., Vaske, J. J., & Shen, F. (2005). Predictors of sustainable tourism: residents perceptions of tourism in Holland and China. *Proceedings of the 2005 Northeastern Recreation Research Symposium*; 2005 April 10-12; Bolton Landing, NY. Gen. Tech. Rep. NE-341. Newtown Square, PA, 337–344.
108. Cottrell, S., Vaske, J. J., & Shen, F. (2005). Predictors of sustainable tourism: residents perceptions of tourism in Holland and China. *Proceedings of the 2005 Northeastern Recreation Research Symposium*; 2005 April 10-12; Bolton Landing, NY. Gen. Tech. Rep. NE-341. Newtown Square, PA, 337–344.
109. Crawford, P, Kotval, Z, Rauhe, W & Kotval, Z. (2008), "Social capital development in participatory community planning and design", *Town Planning Review*, Vol. 79, No. 5, pp. 533-553. <https://doi.org/10.3828/tpr.79.5.5>
110. Crompton, J. (2004). Beyond economic impact: an alternative rationale for the public subsidy of major league sports facilities. *Journal of Sport Management*, 18(1), 40–58.
<https://doi.org/10.1123/jism.18.1.40>
111. Cui, X., & Ryan, C. (2011). Perceptions of place, modernity and the impacts of tourism – Differences among rural and urban residents of Ankang, China: A likelihood ratio

analysis. *Tourism Management*, 32(3), 604–615.

<https://doi.org/10.1016/j.tourman.2010.05.012>

112. Damhoureyeh, S., Disi, S., Al-Khader, I., & Abu-Dieye, M. H. (2011), "Development of a zoning management plan for Petra Archaeological Park (PAP), Jordan, *Natural Science*, Vol. 3, No. 12, pp. 1040-1049. <http://dx.doi.org/10.4236/ns.2011.312130>
113. Dandan, M. M., & Marques, A. P. (2017). Higher education leadership and gender gap in Jordan. *Asian Development Policy Review*, 5(3), 131–139
<https://doi.org/10.18488/journal.107.2017.53.131.139>
114. Davidson, L., & Sahli, M. (2015). Foreign direct investment in tourism, poverty alleviation, and sustainable development: A review of the Gambian hotel sector. *Journal of Sustainable Tourism*, 23 (2), 167–187.
<https://doi.org/10.1080/09669582.2014.957210>
115. Davis, D., Allen, J., & Cosenza, R. M. (1988) Segmenting local residents by their attitudes, interests, and opinions toward tourism, *Journal of Travel Research*, 27(2), pp. 2–8. <https://doi.org/10.1177%2F004728758802700201>
116. De Kadt, E. (1979). *Tourism: Passport to development? Perspectives on the social and cultural effects of tourism in developing countries*. New York, NY: Oxford University Press.
117. Department of statistics, Jordan (DOS) (2013). *Employment and Unemployment*. Retrieved from: <http://dosweb.dos.gov.jo/labourforce/employment-and-unemployment/>
118. Department of statistics, Jordan (DOS) (2015). *The Petra region statistics*. Available online: <http://dosweb.dos.gov.jo/>
119. Diedrich, A. & Garcia-Buades, E. (2009). Local perceptions of tourism as indicators of destination decline. *Tourism Management*, 30 (4), 512-521.
<http://dx.doi.org/10.1016/j.tourman.2008.10.009>
120. Diener, E. (1984). Subjective well-being. *Psychological Bulletin*, 95 (3), 542-575.
<http://psycnet.apa.org/doi/10.1037/0033-2909.95.3.542>
121. DiFonzo, N., Bordia, P., & Rosnow, R. L. (1994), "Reining in rumors", *Organizational Dynamics*, Vol. 23, No. 1, pp. 47-62. [http://dx.doi.org/10.1016/0090-2616\(94\)90087-6](http://dx.doi.org/10.1016/0090-2616(94)90087-6)
122. DiStefano, C., Zhu, M., Mi^ndrila, D., 2009. Understanding and using factor scores: considerations for the applied researcher. *Practical Assessment, Research & Evaluation* 14 (20), 1–11.
123. DiStefano, C., Zhu, M., Mi^ndrila, D., 2009. Understanding and using factor scores: considerations for the applied researcher. *Practical Assessment, Research & Evaluation*, 14 (20), 1–11.

124. Dixey, L. (2009) Government of Botswana – Evaluation of community-based tourism through the Community Resilience Programme. Report 5: Review of CBT in Botswana and Sub-Saharan Africa: Inventory, Lessons Learnt and Best Practice. UNDP, UNWTO, OMT, IOHBTO.
125. Doan, P. L. (2006). Tourism planning and regional instability: The consequences of rapid expansion of the tourism sector in Jordan. *International Development Planning Review*, 28(3), 311–332.
126. Dogan, H. Z. (1989). Forms of adjustment: Socio-cultural impacts of tourism. *Annals of Tourism Research*, 16, 216–236. [https://doi.org/10.1016/0160-7383\(89\)90069-8](https://doi.org/10.1016/0160-7383(89)90069-8)
127. Donaldson, T., & Preston, L. E. (1995), "The stakeholder theory of the corporation: Concepts, evidence, and implications", *The Academy of management Review*, Vol. 20, No. 1, pp. <http://dx.doi.org/10.2307/258887>
128. Downe-Wamboldt B. (1992), "Content analysis: method, applications and issues", *Health Care for Women International*, No. 13, pp. 313–321. <https://doi.org/10.1080/07399339209516006>
129. Doxey, G. V. (1975, September). A causation theory of visitor-resident irritants: Methodology and research inferences. In *Travel and tourism research associations sixth annual conference proceedings* (pp. 195-98). https://scholar.google.com/scholar_lookup?title=A%20Acausation%20theory%20of%20visitor-resident%20irritants%3A%20Methodology%20and%20research%20inferences&author=G.V.%20Doxey&publication_year=1975
130. Duffy, L. N., Kline, C. S., Mowatt, R. A., & Chancellor, H. C. (2015). Women in tourism: Shifting gender ideology in the DR. *Annals of Tourism Research*, 52, 72–86. <https://doi.org/10.1016/j.annals.2015.02.017>
131. Dunleavy, P. (2015). *Authoring a PhD how to plan, draft, write and finish a doctoral thesis or dissertation*. Basingstoke, Hampshire: Palgrave Macmillan.
132. Dutra, Leo X.C., Haworth, Robert, & Taboada, Manuela B. (2011), An integrated approach to tourism planning in a developing nation: a case study from Beloi (Timor-Leste), In Dredge, Diane & Jenkins, John (Eds.), *Stories of Practice : Tourism Policy and Planning*, Ashgate Publishing, Farnham, pp. 269-293.
133. Dutt, C. S., Harvey, W. S., & Shaw, G. (2018). The missing voices in the perceptions of tourism: The neglect of expatriates. *Tourism Management Perspectives*, 26 (October 2017), 193–202. <https://doi.org/10.1016/j.tmp.2017.10.004>
134. Dyer, P., Gursoy, D., Sharma, B., & Carter, J. (2007). Structural modelling of resident perceptions of tourism and associated development on the sunshine coast, Australia. *Tourism Management*, 28(2), 409-422. <https://doi.org/10.1016/j.tourman.2006.04.002>

135. Edgell, D. L., Allen, M. D. M., Smith, G., & Swanson, J. (2008), *Tourism Policy and Planning: Yesterday, Today and Tomorrow*, Butterworth-Heinemann, Amsterdam.
136. Edward M. Bruner (1991). Transformation of self in tourism. *Annals of Tourism Research*, 18 (2), 238-250. [https://doi.org/10.1016/0160-7383\(91\)90007-X](https://doi.org/10.1016/0160-7383(91)90007-X)
137. Elliot, J. (1997). *Tourism: Politics and the public sector*. London: Routledge.
138. Elo S. & Kyngäs H. (2008) The qualitative content analysis process. *Journal of Advanced Nursing* 62(1), 107–115, <https://doi.org/10.1111/j.1365-2648.2007.04569.x>
139. Erik Lundberg (2015). The Level of Tourism Development and Resident Attitudes: A Comparative Case Study of Coastal Destinations. *Scandinavian Journal of Hospitality and Tourism*, 15 (3), 266-294. <http://dx.doi.org/10.1080/15022250.2015.1005335>
140. Eshliki, S. A., & Kaboudi, M. (2012). Community Perception of Tourism Impacts and Their Participation in Tourism Planning: A Case Study of Ramsar, Iran. *Procedia - Social and Behavioral Sciences*, 36(June 2011), 333–341. <https://doi.org/10.1016/j.sbspro.2012.03.037>
141. Eslami, S., Khalifah, Z., Mardani, A., & Streimikiene, D. (2018). Impact of Non-Economic Factors on Residents ' Support for Sustainable Tourism Development In Langkawi Island , Malaysia. *Economics and Sociology*, 11 (4), 181–197. <https://doi.org/10.14254/2071789X.2018/11-4/12>
142. European Training Foundation (ETF) (2011). Women and work in Jordan tourism and ICT sectors: a case study. Retrieved from <https://www.etf.europa.eu/en/publications-and-resources/publications/women-and-work-jordan-tourism-and-ict-sectors-case-study>
143. European Training Foundation (ETF) <https://www.etf.europa.eu/en/publications-and-resources/publications/women-and-work-jordan-tourism-and-ict-sectors-case-study>
144. European Training Foundation (ETF). Jordan: Education, training and employment and developments, 2018. Available online: <https://www.etf.europa.eu/en/publications-and-resources/publications/jordan-education-training-and-employment-developments-2018>
145. European Training Foundation (ETF). Women and Work in Jordan Tourism and ICT Sectors: A Case Study, 2011. Available online: <https://www.etf.europa.eu/en/publications-and-resources/publications/women-and-work-jordan-tourism-and-ict-sectors-case-study>
146. Eusébio, C., Vieira, A. L., & Lima, S. (2018). Place attachment, host–tourist interactions, and residents ' attitudes towards tourism development : the case of Boa Vista Island in Cape Verde Island in Cape Verde. *Journal of Sustainable Tourism*, 26(6), 890-909. <https://doi.org/10.1080/09669582.2018.1425695>

147. Evans, N., Campbell, D., & Stonehouse, G. (2003), *Strategic Management for Travel and Tourism*, Butterworth-Heinemann, Oxford.
148. Everett, J., & Jamal, T. B. (2004). Multi stakeholder collaboration as symbolic marketplace and pedagogic practice. *Journal of Management Inquiry*, 13(1), 57e78. 57-78.
149. F. Hair, J., Hult, T., Ringle, C. M., & Sarstedt, M. (2017). *A Primer on Partial Least Squares Structural Equation Modeling* (2nd ed.). Thousand Oaks: Sage.
150. Fairbairn-Dunlop, P. (1994). Gender culture and tourism development in Western Samoa. In V. Kinnaird & D. Hall (Eds.), *Tourism: a gender analysis* (pp. 121–141). New York: Wiley.
151. Farajat, S. (2012), The participation of local communities in the tourism industry at Petra, In D.C. Comer (Ed.), *Tourism and archaeological heritage management at Petra*, Springer Briefs in Archaeological Heritage Management, New York, pp. 145–165.
152. Faulkner, B. & Tideswell, C. (1997) A framework for monitoring community impacts of tourism, *Journal of Sustainable Tourism*, 5(1), pp. 3–28.
<https://doi.org/10.1080/09669589708667273>
153. Faulkner, B. & Tideswell, C. (1997). A framework for monitoring community impacts of tourism. *Journal of Sustainable Tourism*, 5(1), 3–28.
<https://doi.org/10.1080/09669589708667273>
154. Fennell, D. (2014), *Ecotourism: An Introduction*, Routledge, London.
155. Ferguson, L., & Alarcón, D. M. (2015). Gender and sustainable tourism: reflections on theory and practice. *Journal of Sustainable Tourism*, 23(3), 401–416.
<https://doi.org/10.1080/09669582.2014.957208>
156. Fiallo, E.A., Jacobson, S.K., 1995. Local communities and protected areas: attitudes of rural residents towards conservation and Machalilla National Park, Ecuador. *Environmental Conservation* 22 (3), 277-292.
<https://doi.org/10.1017/S037689290001064X>
157. Fong, L. H. N., Fong, D. K. C., & Law, R. (2016). A Formative Approach to Modeling Residents' Perceived Impacts of Casino Development. *Journal of Travel and Tourism Marketing*, 33(8), 1181–1194. <https://doi.org/10.1080/10548408.2015.1094437>
158. Franzidis, A., & Yau, M. (2017). Exploring the Differences in a Community's Perception of Tourists and Tourism Development. *Tourism Planning & Development*, 15(4), 382-397. <https://doi.org/10.1080/21568316.2017.1338199>
159. Frauman, E. & Banks, S. (2011). Gateway community resident perceptions of tourism development: Incorporating importance-performance analysis into the limits of change

framework. *Tourism Management*, Vol.13, No.1, pp.128–140.
<https://doi.org/10.1016/j.tourman.2010.01.013>

160. Frauman, E. & Banks, S. (2011). Gateway community resident perceptions of tourism development: Incorporating importance-performance analysis into the limits of change framework. *Tourism Management*, 13 (1), 128–140.
<https://doi.org/10.1016/j.tourman.2010.01.013>
161. Fredline, E. & Faulkner, B. (2000) Host community reactions: A cluster analysis, *Annals of Tourism Research*, 27(3), pp. 763–784. [https://doi.org/10.1016/S0160-7383\(99\)00103-6](https://doi.org/10.1016/S0160-7383(99)00103-6)
162. Fredline, E., & Faulkner, B. (2002). Variations in residents' reactions to major motorsport events: why residents perceive the impacts of events differently. *Event Management*, 7(2), 115e125. <https://doi.org/10.3727/152599501108751524>
163. Fredline, E., & Faulkner, B. (2002). Variations in residents' reactions to major motorsport events: why residents perceive the impacts of events differently. *Event Management*, 7(2), 115-125. <https://doi.org/10.3727/152599501108751524>
164. Freeman, R. E. (1984). *Strategic management: A stakeholder approach*. Boston: Pitman.
165. Freeman, R. E. (2010), *Strategic Management: A stakeholder approach*, Cambridge University Press, Cambridge.
166. Gibson, H. (2001). Gender in tourism: Theoretical perspectives. In *Women as Producers and Consumers of Tourism in Developing Regions*, Edited by: Apostolopoulos, Y., Sönmez, S. and Timothy, D. 19–43. Westport, CT: Praeger Publishers.
167. Gill, A. M., & Williams, P. W. (2011). Rethinking resort growth: Understanding evolving governance strategies in Whistler, British Columbia. *Journal of Sustainable Tourism*, 19(4–5), 629–648.
<http://dx.doi.org/10.1080/09669582.2011.558626>
168. Goeldner, C. R., & Ritchie, J. R. B. (2003). *Tourism, Principles, Practices, Philosophies* (9th ed.). New Jersey: John Wiley and Sons.
169. Gotham, K.F., 2005. Tourism gentrification: the case of New Orleans' vieux carre (French quarter). *Urban Stud.* 42 (7), 1099–1121.
<https://doi.org/10.1080/00420980500120881>
170. Goudy, W J. (1990). Community attachment in a rural region. *Rural Sociology*, 55, 178-198. <https://doi.org/10.1111/j.1549-0831.1990.tb00679.x>
171. Goudy, W J. 1990. Community attachment in a rural region. *Rural Sociology* 55: 178-198. <https://doi.org/10.1111/j.1549-0831.1990.tb00679.x>
172. Grasmuck, S., & Espinal, R. (2000). Market success or female autonomy?. *Gender & Society*, 14(2), 231–255. <http://dx.doi.org/10.1177/089124300014002002>

173. Grzeskowiak, S., Sirgy, J. M., & Widgery, R. (2003). Residents' satisfaction with community services: Predictors and outcomes. *Journal of Regional Analysis and Policy*, 33,1-36. <https://ideas.repec.org/a/ags/jrapmc/132251.html>
174. Gu, H., & Ryan, C. (2008). Place attachment, identity and community impacts of tourism: the case of a Beijing hutong. *Tourism Management*, 29(4), 637–647. <https://doi.org/10.1016/j.tourman.2007.06.006>
175. Gu, H., & Ryan, C. (2008). Place attachment, identity and community impacts of tourism: the case of a Beijing hutong. *Tourism Management*, 29(4), 637–647. <https://doi.org/10.1016/j.tourman.2007.06.006>
176. Gu, H., & Ryan, C. (2008). Place attachment, identity and community impacts of tourism: The case of a Beijing hutong. *Tourism Management*, 29 (4), 637-647. <https://doi.org/10.1016/j.tourman.2007.06.006>
177. Gursoy, D., & Kendall, K. W. (2006). Hosting mega events: modeling locals' support. *Annals of Tourism Research*, 33(3), 603-623. <http://dx.doi.org/10.1016/j.annals.2006.01.005>
178. Gursoy, D., & Rutherford, D. G. (2004). Host attitudes toward tourism: An improved structural model. *Annals of Tourism Research*, 31(3), 495–516. <https://doi.org/10.1016/j.annals.2003.08.008>
179. Gursoy, D., C. Jurowski, & M. Uysal (2002). Resident Attitude: A Structural Modeling Approach. *Annals of Tourism Research*, 29(1), 79–105. [https://doi.org/10.1016/S0160-7383\(01\)00028-7](https://doi.org/10.1016/S0160-7383(01)00028-7)
180. Gursoy, D., Chi, C. G., & Dyer, P. (2010). Locals' Attitudes toward Mass and Alternative Tourism: The Case of Sunshine Coast, Australia. *Journal of Travel Research*, 49 (3), 381–394. <https://doi.org/10.1177/0047287509346853>
181. Gursoy, D., Jurowski, C., & Uysal, M. (2002). Resident attitudes. A structural modeling approach. *Annals of Tourism Research*, 29(1), 79–105. [https://doi.org/10.1016/S0160-7383\(01\)00028-7](https://doi.org/10.1016/S0160-7383(01)00028-7)
182. Gursoy, D., Milito, M. C., & Nunkoo, R. (2017). Residents' support for a mega-event: The case of the 2014 FIFA World Cup, Natal, Brazil. *Journal of Destination Marketing & Management*, 6(4), 344–352. <https://doi.org/https://doi.org/10.1016/j.jdmm.2017.09.003>
183. Gutiérrez, D. (2010). Las actitudes de los residentes ante el turismo. (Thesis). Santa Cruz de Tenerife: Universidad de La Laguna.
184. Haley, A. J., Snaith, T., & Miller, G. (2005). The social impacts of tourism: A case study of Bath, UK. *Annals of Tourism Research*, 32(3), 647–668.
185. Hall, C. M. (2007), *Introduction to tourism in Australia*, Pearson Education Australia, Frenchs Forest, N.S.W.

186. Hall, C. M. (2008), *Tourism planning: Policies, processes and relationships* (2 edn), Pearson Education Ltd, Harlow.
187. Hamilton, K., & Alexander, M. (2013). Organic community tourism: a cocreated approach. *Annals of Tourism Research*, 42,169-190.
<https://doi.org/10.1016/j.annals.2013.01.015>
188. Haobin Ye, B., Qiu Zhang, H., Huawen Shen, J., & Goh, C. (2014). Does social identity affect residents' attitude toward tourism development? An evidence from the relaxation of the individual visit scheme. *International Journal of Contemporary Hospitality Management*, 26 (6), 907–929. <http://dx.doi.org/10.1108/IJCHM-01-20130041>
189. Haralambopoulos, N. & Pizam, A. (1996) Perceived impacts of tourism: The case of Samos, *Annals of Tourism Research*, 23 (3), pp. 503–526. [https://doi.org/10.1016/0160-7383\(95\)00075-5](https://doi.org/10.1016/0160-7383(95)00075-5)
190. Harrill, R. (2004). Residents' attitudes toward tourism development: A literature review with implications for tourism planning. *Journal of Planning Literature*, 18(3), 251–266.
191. Harrill, R. (2004), Residents' attitudes toward tourism development: A literature review with implications for tourism planning, *Journal of Planning Literature*, Vol. 18, 251–266, <https://doi.org/10.1177/0885412203260306>
192. Harrill, R. (2004). Residents' attitudes toward tourism development: A literature review with implications for tourism planning. *Journal of Planning Literature*, 18(3), 251–266.
193. Harrill, R., & Potts, T. D. (2003). Tourism planning in historic districts: attitudes toward tourism development in Charleston. *Journal of the American Planning Association*, 69(3), 233-244. <https://doi.org/10.1080/01944360308978017>
194. Harrill, R., & Potts, T. D. (2003). Tourism planning in historic districts: attitudes toward tourism development in Charleston. *Journal of the American Planning Association*, 69(3), 233-244. <https://doi.org/10.1080/01944360308978017>
195. Harrill, R., & Potts, T. D. (2003). Tourism planning in historic districts: attitudes toward tourism development in Charleston. *Journal of American Planning Association*, 69(3), 233–244. <https://doi.org/10.1080/01944360308978017>
196. Harrill, Rich. (2004). Residents' attitudes toward tourism development: A literature review with implications for tourism planning. *CPL Bibliography*, 18: 251–66. <https://doi.org/10.1177/0885412203260306>
197. Harrill, Rich. 2004. Residents' attitudes toward tourism development: A literature review with implications for tourism planning. *CPL Bibliography* 18: 251–66. <https://doi.org/10.1177/0885412203260306>

198. Harrison, D. (1992). *Tourism to less developed countries: the social consequences. Tourism and the Less Developed Countries*. London: Belhaven Press.
199. Hatipoglu, B., Alvarez, M. D., & Ertuna, B. (2016), "Barriers to stakeholder involvement in the planning of sustainable tourism: The case of the Thrace region in Turkey", *Journal of Cleaner Production*, No. 111, pp. 306-3017.
<https://doi.org/10.1016/j.jclepro.2014.11.059>
200. Hazel Tucker (2007) *Undoing Shame: Tourism and Women's Work in Turkey*, *Journal of Tourism and Cultural Change*, 5:2, 87-105. <https://doi.org/10.2167/jtcco89.0>
201. Heidler, F. (1958). *The psychology of interpersonal relations*. New York, NY: John Wiley & Sons.
202. Hejazeen, Galanzeh (2007). *Tourism and local communities in Jordan: Perception, attitudes, and impacts*. München: Profil Verl. <http://www.worldcat.org/title/tourism-and-local-communities-in-jordan-perception-attitudes-and-impacts/oclc/611867173>
203. Henderson, J. (2003). *Managing Tourism and Islam in Peninsular Malaysia*. *Tourism Management*, 24, 447-456.
204. Henderson, J. (2003). *Managing Tourism and Islam in Peninsular Malaysia*. *Tourism Management*, 24, 447-456. [https://doi.org/10.1016/S0261-5177\(02\)00106-1](https://doi.org/10.1016/S0261-5177(02)00106-1)
205. Henderson, J. C. (2003). *Communicating in a crisis: flight SQ 006*. *Tourism Management*, 24, 279-287.
206. Herek, G. M. (2009). *Sexual prejudice*. In T. D. Nelson (Ed.), *Handbook of Prejudice, Stereotyping, and Discrimination* (pp. 441-467). New York, NY: Psychology Press.
207. Herek, G. M., Gillis, J. R., & Cogan, J. C. (2009). *Internalized stigma among sexual minority adults: Insights from a social psychological perspective*. *Journal of Counseling Psychology*, 56(1), 32-43 <http://dx.doi.org/10.1037/a0014672>
208. Hernandez, S., Cohen, J., & Garcia, H. (1996). *Residents' attitudes towards an instant resort enclave*. *Annals of Tourism Research*, 23(4), 755-779.
[https://doi.org/10.1016/0160-7383\(95\)00114-X](https://doi.org/10.1016/0160-7383(95)00114-X)
209. Hetherington, M. J. (1998). *The political relevance of political trust*. *American Political Science Review*, 92(4), 791-808. <https://doi.org/10.2307/2586304>
210. Hill, R. (1998). *What sample size is "enough" in internet survey research? Interpersonal Computing and Technology: An Electronic Journal for the 21st Century*, 6(3-4).
211. Holmes, C., 2003. *The influence of protected area outreach on conservation attitudes and resource use patterns: a case study from western Tanzania*. *Oryx* 37 (3), 305-315.
<https://doi.org/10.1017/S0030605303000565>

212. Holt-Lunstad J. (2018). Why social relationships are important for physical health: a systems approach to understanding and modifying risk and protection. *Annual Review of Psychology*, 69, 437-458. <https://doi.org/10.1146/annurev-psych-122216-011902>
213. Homans, G. (1961). *Social behavior its elementary forms*. New York: Harcourt, Brace and World.
214. Homsud, N. (2015). The Effects of Residents' Image and Perceived Tourism Impact to Residence Satisfaction and Support: A Case Study of Hua-Hin Prachubkirikhan. *The 2015 WEI International Academic Conference Proceedings*, 190–199.
215. Horn, C., & Simmons, D. (2002). Community adaptation to tourism: Comparisons between Rotorua and Kaikoura, New Zealand. *Tourism Management*, 23,133–143. [https://doi.org/10.1016/S0261-5177\(01\)00049-8](https://doi.org/10.1016/S0261-5177(01)00049-8)
216. Hsieh, H.F., & Shannon, S.E. (2005), "Three approaches to qualitative content analysis", *Qualitative Health Research*, Vol. 15, No. 9, pp. 1277–1288. <https://doi.org/10.1177/1049732305276687>
217. Hsu, C. (2000). Residents' support for legalized gambling and perceived impacts of riverboat casinos: Changes in five years. *Journal of Travel Research*, 38, 390–395. <https://doi.org/10.1177/004728750003800407>
218. [https://doi.org/10.1016/0160-7383\(94\)00083-2](https://doi.org/10.1016/0160-7383(94)00083-2)
219. Huayhuaca, C., Cottrell, S., Raadik, J., & Gradl, S. (2010). Resident perceptions of sustainable tourism development: Frankenwald Nature Park, Germany. *International Journal of Tourism Policy*, 3(2), 125–141. <https://doi.org/10.1504/IJTP.2010.034207>
220. Hughes, M., & Steven, A. T. (2003). Gender Differences in Whites' Racial Attitudes: Are Women's Attitudes Really More Favorable? *Social Psychology Quarterly*, 66(4), 384–401. <https://www.jstor.org/stable/1519836>
221. Huh, C., & Vogt, C. A. (2008). Changes in residents' attitudes toward tourism over time: a cohort analytical approach. *Journal of Travel Research*, 46,446-455. <https://doi.org/10.1177/0047287507308327>
222. Huh, C., & Vogt, C. A. (2008). Changes in residents' attitudes toward tourism over time: A cohort analytical approach. *Journal of Travel Research*, 46, 446–455. <https://doi.org/10.1177/0047287507308327>
223. Hulland, J. (1999). Use of Partial Least Squares (PLS) in Strategic Management Research: A Review of Four Recent Studies. *Strategic Management Journal*, 20(2), 195-204. Retrieved from <http://www.jstor.org/stable/3094025>
224. Huong, P. M., & Lee, J. H. (2017). Finding important factors affecting local residents' support for tourism development in Ba Be National Park, Vietnam. *Forest Science and Technology*, 13(3), 126–132. <https://doi.org/10.1080/21580103.2017.1354337>

225. Husbands, W. 1989 Social Status and Perception of Tourism in Zambia. *Annals of Tourism Research* 16:237–253. [https://doi.org/10.1016/0160-7383\(89\)90070-4](https://doi.org/10.1016/0160-7383(89)90070-4)
226. Iakovidou, O. (1997). Agro-tourism in Greece: the case of women agro-tourism co-operatives of Ambelakia. *Medit*, 8(1), 44–47.
227. Ilitis, Ana Smith (ed.) (2006). *Research Ethics*. Routledge.
228. Inskeep, E. (1987). Environmental planning for tourism. *Annals of Tourism Research*.
229. Inskeep, E. (1991), *Tourism Planning: An integrated and sustainable development approach*, John Wiley & Sons, New York.
230. Intangible Cultural Heritage (ICH). Lists of Intangible Cultural Heritage and the Register of good safeguarding practices. Retrieved from: [https://ich.unesco.org/en/lists?text=&country\[\]=00113&multinational=3&display1=inscriptionID](https://ich.unesco.org/en/lists?text=&country[]=00113&multinational=3&display1=inscriptionID)
231. Iorio, M., & Corsale, A. (2010). Rural tourism and livelihood strategies in Romania. *Journal of Rural Studies*, 26(2), 152e162. <http://dx.doi.org/10.1016/j.jrurstud.2009.10.006> .
232. Isaac, S., & Michael, W. B. (1995). *Handbook in research and evaluation*. San Diego, CA: Educational and Industrial Testing Services.
233. Jaafar, M., Noor, S. M., & Rasoolimanesh, S. M. (2015). Perception of young local residents toward sustainable conservation programmes: A case study of the Lenggong World Cultural Heritage Site. *Tourism Management*, 48, 154–163. <https://doi.org/10.1016/j.tourman.2014.10.018>
234. Jafari, J. & Scott, N. (2014), "Muslim World and its Tourisms" *Annals of Tourism Research*, Vol. 44, 1-19. <https://doi.org/10.1016/j.annals.2013.08.011>
235. Jafari, J. & Scott, N. (2014). Muslim World and its Tourisms. *Annals of Tourism Research*, 44, 1-19. <https://doi.org/10.1016/j.annals.2013.08.011>
236. Jaloni Pansiri (2005) Pragmatism: A methodological approach to researching strategic alliances in tourism, *Tourism and Hospitality Planning & Development*, 2:3, 191-206, DOI:10.1080/14790530500399333
237. Jamal T, Getz D (1995), "Collaboration theory and community tourism planning", *Annals of Tourism Research*, Vol. 22, No. 1, pp. 186–204. [https://doi.org/10.1016/0160-7383\(94\)00067-3](https://doi.org/10.1016/0160-7383(94)00067-3)
238. Janta, H., & Christou, A. (2019). Hosting as social practice: Gendered insights into contemporary tourism mobilities. *Annals of Tourism Research*, 74, 167–176. <https://doi.org/10.1016/j.annals.2018.11.008>

239. Japan International Cooperation Agency (JICA), 1994, Jordan country tourism development plan survey. Retrieved from <https://libportal.jica.go.jp/library/HICSBooks/DetailsSearch.php>
240. Japan International Cooperation Agency (JICA), 1996, Tourism Development Plan in the Hashemite Kingdom of Jordan, Nippon Koei Co., Ltd., Padeco Co., Ltd., Regional Planning International Co., Ltd. Retrieved from <https://libportal.jica.go.jp/library/HICSBooks/DetailsSearch.php>
241. Japan International Cooperation Agency (JICA), 1999, The study on the tourism development plan in the Hashemite Kingdom of Jordan: final report, Pt. II. - Development plans for priority areas. Retrieved from <https://libportal.jica.go.jp/library/HICSBooks/DetailsSearch.php>
242. Jeffries, D. (2001). *Governments and Tourism*. Oxford: Butterworth-Heinemann. https://books.google.co.uk/books?id=Qjt61PfuH84C&dq=Governments+and+Tourism.&printsec=frontcover&source=bn&hl=en&ei=XmdyTNOeIOWc4AbpLYzeCA&sa=X&oi=book_result&ct=result#v=onepage&q&f=false
243. Jenkins, J. (1991). Tourism development strategies. In *Developing Tourism Destinations* (L. J. Lickorish, ed.), pp. 61–77. Harlow: Longman.
244. Jenkins, C., & Henry, B. (1982). Government involvement in tourism in developing countries. *Annals of Tourism Research*, 9 (4), 499-521. [https://doi.org/10.1016/0160-7383\(82\)90070-6](https://doi.org/10.1016/0160-7383(82)90070-6)
245. Jiang, P., Cheng, Q., Gong, Y., Wang, L., Zhang, Y., Cheng, L., et al. (2016). Using urban development boundaries to constrain uncontrolled urban sprawl in China. *Annals of the American Association of Geographers*, 106(6), 1321-1343. <https://doi.org/10.1080/24694452.2016.1198213>
246. Jimura, T. (2011). The impact of world heritage site designation on local communities - A case study of Ogimachi, Shirakawa-mura, Japan. *Tourism Management*, 32(2), 288–296. <https://doi.org/10.1016/j.tourman.2010.02.005>
247. Johanson, G. A., & Brooks, G. P. (2010). Initial Scale Development: Sample Size for Pilot Studies. *Educational and Psychological Measurement*, 70(3), 394–400. <https://doi.org/10.1177/0013164409355692>
248. Jordanian Anti-Corruption Commission (JIACC). (2018). Fraud business in the Petra region. Retrieved from <http://www.jiacc.gov.jo/en/content/1/about-us> and <https://www.alghad.com/articles/1594152>
249. Jurowski, C., & Gursoy, D. (2004). Distance effects on residents' attitudes toward tourism. *Annals of Tourism Research*, 31(2), 296–312. <https://doi.org/10.1016/j.annals.2003.12.005>

250. Jurowski, C., Uysal, M., & Williams, D. R. (1997). A Theoretical Analysis of Host Community Resident Reactions to Tourism. *Journal of Travel Research*, 36 (2), 3–11. <https://doi.org/10.1177/004728759703600202>
251. Kattara, H. (2005). Career Challenges for Female Managers in Egyptian Hotels. *International Journal of Contemporary Hospitality Management*, 17 (2/3), 238-251. <https://doi.org/10.1108/09596110510591927>
252. Kelly, M. (1998). Jordan's potential tourism development. *Annals of Tourism Research*, 25(4), 904–918. [https://doi.org/https://doi.org/10.1016/S0160-7383\(98\)00027-9](https://doi.org/https://doi.org/10.1016/S0160-7383(98)00027-9)
253. Kendall, K. W., & Var, T. (1984). *The perceived impact of tourism: the state of the art*. Vancouver: Simon Fraser University.
254. Kent, M. (2006), "From Reeds to Tourism: The Transformation of Territorial Conflicts in the Titicaca National Reserve", *Current Issues in Tourism*, Vol. 9, No. 1, pp. 86 - 103. <https://doi.org/10.1080/13683500608668240>
255. Khoshkam, M., Marzuki, A., & Al-Mulali, U. (2016). Socio-demographic effects on Anzali wetland tourism development. *Tourism Management*, 54, 96–106. <https://doi.org/10.1016/j.tourman.2015.10.012>
256. Kim, K., Uysal, M., & Sirgy, M. J. (2013). How does tourism in a community impact the quality of life of community residents? *Tourism Management*, 36(0), 527–540. <https://doi.org/10.1016/j.tourman.2012.09.005>
257. Kim, S. (2016). World Heritage Site designation impacts on a historic village: A case study on residents' perceptions of Hahoe Village (Korea). *Sustainability (Switzerland)*, 8(3). <https://doi.org/10.3390/su8030258>
258. King, B., Pizam, A., & Milman, A. (1993). Social impacts of tourism: Host perceptions. *Annals of Tourism Research*, 20(4), 650–665. [https://doi.org/10.1016/0160-7383\(93\)90089-L](https://doi.org/10.1016/0160-7383(93)90089-L)
259. King, B., Pizam, A., & Milman, A. (1993). Social impacts of tourism: Host perceptions. *Annals of Tourism Research*, 20 (4), 650-665. [https://doi.org/10.1016/0160-7383\(93\)90089-L](https://doi.org/10.1016/0160-7383(93)90089-L)
260. Kinnaird, V., & Hall, D. (1996). Understanding tourism processes: a gender-aware framework. *Tourism Management*, 17(2), 95–102. [https://doi.org/10.1016/0261-5177\(95\)00112-3](https://doi.org/10.1016/0261-5177(95)00112-3).
261. Kinnaird, V., & Hall, D. (1996). Understanding tourism processes: a gender-aware framework. *Tourism Management*, 17(2), 95–102. [https://doi.org/10.1016/0261-5177\(95\)00112-3](https://doi.org/10.1016/0261-5177(95)00112-3).
262. Kinnaird, V., Kothari, U., & Hall, D. (1994). Tourism: Gender perspectives. In V. Kinnaird & D. Hall (Eds.), *Tourism: A gender analysis* (pp. 1–28). Chichester: John Wiley.

263. Ko, D.-W., & Stewart, W. P. (2002). A structural equation model of residents' attitudes for tourism development. *Tourism Management*, 23(5), 521–530. [https://doi.org/10.1016/S0261-5177\(02\)00006-7](https://doi.org/10.1016/S0261-5177(02)00006-7)
264. Korça, P. (1996). Resident attitudes toward tourism impacts. *Annals of Tourism Research*, 23 (3), 695–726. [https://doi.org/10.1016/0160-7383\(95\)00092-5](https://doi.org/10.1016/0160-7383(95)00092-5)
265. Kucirek, T. (2014). Petra region development photography. Petra, Jordan.
266. Kuvan, Y. & Akan, P. (2005) Residents' attitudes toward general and forest-related impacts of tourism: The case of Belek, Antalya, *Tourism Management*, 26 (5), pp. 691–706. <https://doi.org/10.1016/j.tourman.2004.02.019>
267. Kwon, J., & Vogt, C. A. (2010). Identifying the role of cognitive, affective, and behavioral components in understanding residents' attitudes toward place marketing. *Journal of Travel Research*, 49, 423–434.
268. Kwon, J., & Vogt, C. A. (2010). Identifying the role of cognitive, affective, and behavioral components in understanding residents' attitudes toward place marketing. *Journal of Travel Research*, 49, 423–434.
269. Ladkin, A., Martinez Bertramini, A. (2002), "Collaborative tourism planning: a case study of Cusco, Peru", *Current Issues Tourism*, Vol. 5, No. 2, pp. 71-93. <https://doi.org/10.1080/13683500208667909>
270. Lankford, S. V. (1994). Attitudes and Perceptions Toward Tourism and Rural Regional Development. *Journal of Travel Research*, 32(3), 35–43. <https://doi.org/10.1177/004728759403200306>
271. Lankford, S. V., A. Williams, and J. Knowles-Lankford (1997). Perceptions of Outdoor Recreation Opportunities and Support for Tourism Development. *Journal of Travel Research* 36(4):65-69. <https://doi.org/10.1177/004728759703500311>
272. Lankford, S.V., & Howard, D.R. (1994). Developing a tourism impact attitude scale. *Annals of Tourism Research*, 21(1), 121–139. [https://doi.org/10.1016/0160-7383\(94\)90008-6](https://doi.org/10.1016/0160-7383(94)90008-6)
273. Látková, P., & Vogt, C. A. (2012). Residents' Attitudes toward Existing and Future Tourism Development in Rural Communities. *Journal of Travel Research*, 5 (1), 50–67. <https://doi.org/10.1177/0047287510394193>
274. Lawson, R. W., Williams, J., Young, T., & Cossens, J. (1998). A comparison of residents' attitudes towards tourism in 10 New Zealand destinations. *Tourism Management*, 19, 247–256. [https://doi.org/10.1016/S0261-5177\(98\)00018-1](https://doi.org/10.1016/S0261-5177(98)00018-1)
275. Lee, C. K., & Back, K. J. (2003). Pre- and post-casino impact of residents' perception. *Annals of Tourism Research*, 30(4), 868-885. [https://doi.org/10.1016/S0160-7383\(03\)00060-4](https://doi.org/10.1016/S0160-7383(03)00060-4)

276. Lee, C., Kang, S. K., Long, P., & Reisinger, Y. (2010). Residents' perceptions of casino impacts: A comparative study. *Tourism Management*, 31, 189–201. <https://doi.org/10.1016/j.tourman.2009.02.011>
277. Lee, T. H. (2013). Influence analysis of community resident support for sustainable tourism development. *Tourism Management*, 34, 37–46. <https://doi.org/10.1016/j.tourman.2012.03.007>
278. Leonard Lickorish, Allan Jeffeson & Carson J.Jenkins (1991). *Developing Tourism*.
279. Lepp, A. (2007). Residents' attitudes towards tourism in Bigodi village, Uganda. *Tourism Management*, 28, 876–885.
280. Lepp, A. (2007). Residents' attitudes towards tourism in Bigodi village, Uganda. *Tourism Management*, 28(3), 876–885. <https://doi.org/10.1016/j.tourman.2006.03.004>
281. Lepp, A. (2007). Residents' attitudes towards tourism in Bigodi village, Uganda. *Tourism Management*, 28(3), 876–885. <https://doi.org/10.1016/j.tourman.2006.03.004>
282. Lett, J. (1989) Epilogue to touristic studies in anthropological perspective. In V. Smith (ed.) *Hosts and Guests: The Anthropology of Tourism* (2nd edn) (pp. 79-265). Philadelphia: University of Pennsylvania Press.
283. Li, S. (2008). *Policy and Development: A study of outbound tourism in China 1978-2008*, University of Tampere Department.
284. Li, W., 2004. Environmental management indicators for ecotourism in China's nature reserves: a case study in Tianmushan Nature Reserve. *Tourism Management*, 25, 559–564. <https://doi.org/10.1016/j.tourman.2003.06.001>
285. [Li, Y. \(2002\). The impact of tourism in China on local communities. *Asian Studies Review*, 26 \(4\), 471–486.](#)
286. Liang, Z. X., & Bao, J. G. (2015). Tourism gentrification in Shenzhen, China: causes and socio-spatial consequences. *Tourism Geographies*, 17(3), 461–481. <https://doi.org/10.1080/14616688.2014.1000954>
287. Lin, Z., Chen, Y., & Filieri, R. (2017). Resident-tourist value co-creation: The role of residents' perceived tourism impacts and life satisfaction. *Tourism Management*, 61, 436–442. <https://doi.org/10.1016/j.tourman.2017.02.013>
288. Lindberg, K., & Johnson, R.L. (1997). Modelling resident attitudes toward tourism. *Annals of Tourism Research*, 24 (2), 402–424. [https://doi.org/10.1016/S0160-7383\(97\)80009-6](https://doi.org/10.1016/S0160-7383(97)80009-6)
289. Lisa Ruhanen (2009) Stakeholder Participation in Tourism Destination Planning Another Case of Missing the Point?, *Tourism Recreation Research*, 34:3, 283–294, <https://doi.org/10.1080/02508281.2009.11081603>

290. Liu, J., & Var, T. (1986). Resident attitudes toward tourism impacts in Hawaii. *Annals of Tourism Research*, 13 (2), 193–214. [https://doi.org/10.1016/0160-7383\(86\)90037-X](https://doi.org/10.1016/0160-7383(86)90037-X)
291. Liu, J., P. Sheldon, & T. Var (1987). Residents Perceptions of the Environmental Impacts of Tourism. *Annals of Tourism Research*, 14, 17-37. [https://doi.org/10.1016/0160-7383\(87\)90045-4](https://doi.org/10.1016/0160-7383(87)90045-4)
292. Luo, J., & Xiao, H. (2017). Residents' perceptions of non-casino gaming in an urban destination: The case of Hong Kong. *Journal of Destination Marketing & Management*, 6(4), 335–343. <https://doi.org/10.1016/j.jdmm.2016.11.002>
293. Luo, J., & Xiao, H. (2017). Residents' perceptions of non-casino gaming in an urban destination: The case of Hong Kong. *Journal of Destination Marketing & Management*, 6(4), 335–343. <https://doi.org/10.1016/j.jdmm.2016.11.002>
294. Mackenzie, N. & Knipe, S. (2006). Research dilemmas: paradigms, methods and methodology. *Issues In Educational Research*, 16, 1-15.
295. Macleod, D. V. L., & Carrier, J. G. (Eds.). (2010). *Tourism, power and culture: Anthropological insights*. Bristol: Channel View Publications.
296. MacLeod, D.V.L. and Carrier, J.G. (Eds.) (2010) *Tourism, Power and Culture: Anthropological Insights*. Series: *Tourism and cultural change*. Channel View Publications: Bristol, UK.
297. Madrigal, R. (1993). A tale of tourism in two cities. *Annals of Tourism Research*, 20, 336–353. [https://doi.org/10.1016/0160-7383\(93\)90059-C](https://doi.org/10.1016/0160-7383(93)90059-C)
298. Maganga, S., (2014, February 28): Opinion, My Turn: Making anthropology relevant to society. *The Nation Newspaper*, p. 26.
299. *Making Tourism More Sustainable - A Guide for Policy Makers*, UNEP and UNWTO, 2005, p.11-12.
300. Mansfeld, Y. 1992 Group-Differentiated Perceptions of Social Impacts Related to Tourism Development. *Professional Geographer* 44:377–392. <https://doi.org/10.1111/j.0033-0124.1992.00377.x>
301. Marshall, Y. (2002). What is community archaeology? AU - Marshall, Yvonne. *World Archaeology*, 34(2), 211–219. <https://doi.org/10.1080/0043824022000007062>
302. Martínez González, J. A., Parra-Lopez, E., & Buhalis, D. (2017). The loyalty of young residents in an island destination: An integrated model. *Journal of Destination Marketing & Management*, 6(4), 444-455. <https://doi.org/10.1016/j.jdmm.2016.07.003>
303. Masadeh, M., Al-Ababneh, M., Al-Sabi, S., & Habib Allah, M. (2018). Female Tourist Guides in Jordan: Why so few? *European Journal of Social Sciences*, 56(2), 89–102.

Retrieved from

https://www.europeanjournalofsocialsciences.com/issues/EJSS_56_2.html

304. Mason, P., & Cheyne, J. (2000). Residents' attitudes to proposed tourism development. *Annals of Tourism Research*, 27 (2), 391-411. [https://doi.org/10.1016/S0160-7383\(99\)00084-5](https://doi.org/10.1016/S0160-7383(99)00084-5)
305. Mathieson, A. & Wall, G. (1982). *Tourism, economic, physical and social impacts*. London: Longman.
306. Maxwell, J. A. (2013). *Qualitative research design: an interactive approach*. Thousand Oaks, CA: SAGE Publications.
307. Mbaiwa, J. E. (2005). The socio-cultural impacts of tourism development in the Okavango delta, Botswana. *Journal of Tourism and Cultural Change*, 2(3), 163–185. <https://doi.org/10.1080/14766820508668662>
308. Mbaiwa, J. E. (2005). The socio-cultural impacts of tourism development in the Okavango delta, Botswana. *Journal of Tourism and Cultural Change*, 2(3), 163–185. <https://doi.org/10.1080/14766820508668662>
309. Mccool, S. F., & Martin, S. R. (1994). Community attachment and attitudes toward tourism development. *Journal of Travel Research*, 32(3), 29–34. <https://doi.org/10.1177/004728759403200305>
310. Mcculloch, G. (2004). *Documentary Research*. London: Routledge, <https://doi.org/10.4324/9780203464588>
311. McGehee, N. G., & Andereck, K. (2004). Factors predicting rural residents' support of tourism. *Journal of Travel Research*, 43(2), 131-140. <https://doi.org/10.1177/0047287504268234>
312. Mehta, J. N., & Heinen, J. T. (2001). Does community based conservation shape favorable attitudes among locals? An empirical study from Nepal. *Environmental Management*, 28, 165–177. <https://doi.org/10.1016/j.forpol.2012.04.003>
313. Meimand, S. E., Khalifah, Z., Zavadskas, E. K., Mardani, A., Najafipour, A. A., & Ahmad, U. N. U. (2017). Residents' attitude toward tourism development: A sociocultural perspective. *Sustainability (Switzerland)*, 9(7). <https://doi.org/10.3390/su9071170>
314. Mello, C. D., Chang, L., Kamat, K., Scaglione, M., Kizhakanveatil, S., & Pillai, B. (2015). An Examination of Factors Influencing Residents' Perception of the Impacts of Tourism in Goa. *International Journal of Hospitality & Tourism Systems*, 8(2).
315. Mello, C. D., Chang, L., Kamat, K., Scaglione, M., Kizhakanveatil, S., & Pillai, B. (2015). An Examination of Factors Influencing Residents' Perception of the Impacts of Tourism in Goa. *International Journal of Hospitality & Tourism Systems*, 8 (2).

316. Menard, S. (1995). *Applied Logistic Regression Analysis: Sage University Series on Quantitative Applications in the Social Sciences*. Thousand Oaks, CA: Sage.
317. Meyers, D., Budruk, M., & Andereck, K. (2010), Stakeholder involvement in destination level sustainable tourism indicator development: The case of a southwestern U.S. mining town, In R. Phillips & M. Budruk (Eds.), *Quality of life and community indicators for parks, recreation and tourism management*, Springer, Dordrecht.
318. Milman, A. and Pizam, A. (1988). Social impacts of tourism on central Florida, *Annals of Tourism Research*, 15 (2), 191–204. [https://doi.org/10.1016/0160-7383\(88\)90082-5](https://doi.org/10.1016/0160-7383(88)90082-5)
319. Ministry of Tourism and Antiquities (MOTA) (2019). Incoming and Outgoing Visitors. Retrieved from <https://www.mota.gov.jo/Contents/Statistics.aspx>
320. Mohammad B. Tarawneh & Meredith Wray (2017) Incorporating Neolithic villages at Petra, Jordan: an integrated approach to sustainable tourism, *Journal of Heritage Tourism*, 12:2, 155-171. <https://doi.10.1080/1743873X.2016.1165231>
321. Montero, C. G. (2018). Women Sustaining Community: The Politics of Agro-Ecology in Quilombo Tourism in. *Bulletin of Latin American Research*, 1–17. <https://doi.org/10.1111/blar.12884>
322. Morrison, A. M. (2013), *Marketing and Managing Tourism Destinations*, Routledge, New York.
323. Morse J. M. & Field P.A. (1995) *Qualitative Research Methods for Health Professionals*. Sage Publications, Thousands Oaks, CA. Neundorf K. (2002) *The Content Analysis Guidebook*. Sage Publications Inc., Thousand Oaks, CA.
324. Moscardo, G. (2009). Tourism and quality of life: towards a more critical approach. *Tourism and Hospitality Research*, 9,p159–p170. <https://doi.org/10.1057/thr.2009.6>
325. Moscardo, G. (2011), "Exploring social representations of tourism planning: issues for governance", *Journal of Sustainable Tourism*, Vol. 19, No. 4-5, pp. 423-436. <https://doi.org/10.1080/09669582.2011.558625>
326. Moser, C. (1993). *Gender planning and development: Theory, practice and training*. London: Routledge.
327. Moswete, N. N., Thapa, B., & Child, B. (2012). Attitudes and opinions of local and national public sector stakeholders towards Kgalagadi Transfrontier Park, Botswana. *International Journal of Sustainable Development & World Ecology*, 19(1), 67–80. <https://doi.org/http://dx.doi.org/10.1080/13504509.2011.592551>
328. Moswete, N., & Thapa, B. (2015). Factors that influence support for community-based ecotourism in the rural communities adjacent to the Kgalagadi Transfrontier Park, Botswana. *Journal of Ecotourism*, 14(2–3), 243–263. <https://doi.org/10.1080/14724049.2015.1051537>

329. Mowforth, M., Munt, I., 1998. *Tourism and Sustainability: New Tourism in the Third World*. Routledge, London.
330. Muhanna, E. (2006). Sustainable Tourism Development and Environmental Management for Developing Countries. *Problems and Perspectives in Management*, 4(2), 14–30.
331. Mukherjee, A., Borad, C.K. (2004). Integrated approach towards conservation of Gir National Park: the last refuge of Asiatic Lions, India. *Biodiversity and Conservation*. 13, 2165–2182. <https://doi.org/10.1023/B:BIOC.0000040009.75090.8c>
332. Müller, D.K. (2011). Tourism development in Europe's "last wilderness": An assessment of nature-based tourism in Swedish Lapland. In A.A. Grenier & D.K. Müller (Eds.), *Polar Tourism: A Tool for Regional Development* (pp. 129-153). Québec, Canada: Presses de l'Université du Québec.
333. Mura, P. (2018). The future of gender studies in tourism. *Tourism Management Perspectives*, 25, 141–143. <https://doi.org/10.1016/j.tmp.2017.11.020>
334. Muresan, I. C., Oroian, C. F., Harun, R., Arion, F. H., Porutiu, A., Chiciudean, G. O., ... Lile, R. (2016). Local residents' attitude toward sustainable rural tourism development. *Sustainability (Switzerland)*, 8(1), 1–14. <https://doi.org/10.3390/su8010100>
335. Muresan, I. C., Oroian, C. F., Harun, R., Arion, F. H., Porutiu, A., Chiciudean, G. O., ... Lile, R. (2016). Local residents' attitude toward sustainable rural tourism development. *Sustainability (Switzerland)*, 8(1), 1–14. <https://doi.org/10.3390/su8010100>
336. Muresan, I., Oroian, C., Harun, R., Arion, F., Porutiu, A., Chiciudean, G., Todea, A., et al. (2016). Local Residents' Attitude toward Sustainable Rural Tourism Development. *Sustainability*, 8(1), 100. MDPI AG. Retrieved from <http://dx.doi.org/10.3390/su8010100>
337. Murphy, P. E. (1985), *Tourism: A community approach*, Routledge, London.
338. Murphy, P. E. (1985), *Tourism: A Community Approach*, London: Methuen.
339. Murphy, P. E. (1985), *Tourism: A Community Approach*, London: Methuen.
340. Mustafa, M. H., & Tayeh, S. N. A. (2011). The impacts of tourism development on the archaeological site of petra and local communities in surrounding villages. *Asian Social Science*, 7(8), 88–95. <https://doi.org/10.5539/ass.v7n8p88>
341. National Academies of Sciences, Engineering, and Medicine 2017. *Fostering Integrity in Research*. Washington, DC: The National Academies Press. <https://doi.org/10.17226/21896>
342. National Academies of Sciences, Engineering, and Medicine. 2016. *Assessing Prevalence and Trends in Obesity: Navigating the Evidence*. Washington, DC: The National Academies Press. <https://doi.org/10.17226/23505>.

343. Nepal, S. K. (2008). Residents' attitudes to tourism in central British Columbia, Canada. *Tourism Geographies*, 10(1), 42–65. <https://doi.org/10.1080/14616680701825123>
344. Nepal, S. K. (2008). Residents' attitudes to tourism in central British Columbia, Canada. *Tourism Geographies*, 10(1), 42–65. <https://doi.org/10.1080/14616680701825123>
345. Newman, I., & Benz, C. R. (1998). *Qualitative-quantitative research methodology: Exploring the interactive continuum*. Carbondale: Southern Illinois University Press.
346. Nicholas, L. N., Thapa, B., & Ko, Y. J. (2009a). Residents' perspectives of a world heritage site. The Pitons Management Area, St. Lucia. *Annals of Tourism Research*, 36(3), 390–412. <https://doi.org/10.1016/j.annals.2009.03.005>
347. Nicholas, L. N., Thapa, B., & Pennington-Gray, L. (2009b). Public sector perspectives and policy implications for the Pitons Management Area World Heritage Site, St. Lucia. *International Journal of Sustainable Development & World Ecology*, 16(3), 205–216. <https://doi.org/10.1080/13504500902919730>
348. Nicholas, Lorraine & Thapa, Brijesh (2013). The politics of world heritage: a case study of the Pitons Management Area, St Lucia. *Journal of Heritage Tourism*, 8 (1), 37-48. <http://dx.doi.org/10.1080/1743873X.2013.765747>
349. Noor, S., Rasoolimanesh, S. M., Jaafar, M., & Barghi, R. (2018). Inscription of a destination as a world heritage site and residents' perceptions. *Asia Pacific Journal of Tourism Research*, 24(1), 14-30. <https://doi.org/10.1080/10941665.2018.1541183>
350. Nunkoo, R. (2015). Tourism development and trust in local government. *Tourism Management*, 46, 623–634. <https://doi.org/10.1016/j.tourman.2014.08.016>
351. Nunkoo, R., & Gursoy, D. (2012). Residents' support for tourism: An identity perspective. *Annals of Tourism Research*, 39(1), 243-268. <https://doi.org/10.1016/j.annals.2011.05.006>
352. Nunkoo, R., & Ramkissoon, H. (2010). Small island urban tourism: a residents' perspective. *Current Issues in Tourism*, 13(1), 37-60. <https://doi.org/10.1080/13683500802499414>
353. Nunkoo, R., & Ramkissoon, H. (2011). Residents' satisfaction with community attributes and support for tourism. *Journal of Hospitality and Tourism Research*, 35(2), 171–190. <https://doi.org/10.1177/1096348010384600>
354. Nunkoo, R., Kam, K., & So, F. (2016). Residents' Support for Tourism: Testing Alternative Structural Models. *Journal of Travel Research*, 55(7), 847-861. <https://doi.org/10.1177/0047287515592972>
355. Nunkoo, R., Smith, S. L. J., & Ramkissoon, H. (2013). Residents' attitudes to tourism: A longitudinal study of 140 articles from 1984 to 2010. *Journal of Sustainable Tourism*, 21(1), 5-25. [https://doi.org/10.1016/0160-7383\(90\)90029-Q](https://doi.org/10.1016/0160-7383(90)90029-Q)

356. Nunnally, J. C., & Bernstein, I. H. (1978). *Psychometric theory*. New York, NY: McGraw-Hill.
357. O'Leary, Z. (2014). *The essential guide to doing your research project* (2nd ed.). Thousand Oaks, CA: SAGE Publications, Inc.
358. Olga, I., & Caroline, T. (1995). The Female Gender in Greek Agrotourism. *Annals of Tourism Research*, 22(2), 481–484. [https://doi.org/10.1016/0160-7383\(94\)00099-9](https://doi.org/10.1016/0160-7383(94)00099-9)
359. Olga, I., & Caroline, T. (1995). The Female Gender in Greek Agrotourism. *Annals of Tourism Research*, 22(2), 481–484. [https://doi.org/10.1016/0160-7383\(94\)00099-9](https://doi.org/10.1016/0160-7383(94)00099-9)
360. Onwuegbuzie, A. J., & Leech, N. L. (2006). Linking Research Questions to Mixed Methods Data Analysis Procedures 1. *The Qualitative Report*, 11(3), 474-498. Retrieved from <https://nsuworks.nova.edu/tqr/vol11/iss3/3>
361. Oviedo-Garcia, M. A., Castellanos-Verdugo, M. and Martin-Ruiz, D. (2008). Gaining residents' support for tourism and planning. *International Journal of Tourism Research*, 10, 95-109. <https://doi:10.1002/jtr.644>
362. Pandey, Kritarth, Objectivity in Social Sciences (February 21, 2014). Available at SSRN: <https://ssrn.com/abstract=2399299> or <http://dx.doi.org/10.2139/ssrn.2399299>
363. Park, M., & Stokowski, P. (2009). Social disruption theory and crime in rural communities: comparisons across three levels of tourism growth. *Tourism Management*, 30, 905-915. <https://doi.org/10.1016/j.tourman.2008.11.015>
364. Parsa, H. G. (2015), *Sustainability, social responsibility, and innovations in tourism and hospitality*, Apple Academic Press, Oakville, ON.
365. Patton, M. Q. (2015). *Qualitative research & evaluation methods: integrating theory and practice*. Thousand Oaks, CA: Sage.
366. Pearce, D. (1980) Host Community Acceptance of Foreign Tourists: Strategic Considerations. *Annals of Tourism Research*, 7(2): 224-33. [https://doi.org/10.1016/0160-7383\(80\)90005-5](https://doi.org/10.1016/0160-7383(80)90005-5)
367. Perdue, Richard R., Patrick T. Long, & Lawrence Allen (1990). Resident Support for Tourism Development. *Annals of Tourism Research*, 17 (4): 586–99. [https://doi.org/10.1016/0160-7383\(90\)90029-Q](https://doi.org/10.1016/0160-7383(90)90029-Q)
368. Pérez, E., & Nadal, J. (2005). Host community perceptions: a cluster analysis. *Annals of Tourism Research*, 32(4), 925-941. <https://doi.org/10.1016/j.annals.2004.11.004>
369. Petra Development and Tourism Region Authority (PDTRA) (2019a). Petra Visitors Statistics 2000-2017. Retrieved from <http://visitpetra.jo/DetailsPage/VisitPetra/StatisticsDetailsEn.aspx?PID=5>

370. Petra Development and Tourism Region Authority (PDTRA) (2019b). Petra tourism sector and community statistics (2000-2017). Retrieved from <http://www.pdtra.gov.jo/Pages/viewpage?pagelD=28>
371. Petra Development and Tourism Region Authority (PDTRA) (2019b). Recent projects in the Petra region. Retrieved from <http://pdtra.gov.jo/Pages/viewpage?pagelD=8> (accessed 15 Jan 2019)
372. Petra Development and Tourism Region Authority (PDTRA) (2019c). Petra region's photos. Retrieved from <http://www.pdtra.gov.jo/Pages/viewpage?pagelD=63>
373. Petra mission reports. UNESCO. Retrieved from: <https://whc.unesco.org/en/soc/1810>
374. Pham, Long and Kayat, Kalsom (2011). Residents' Perceptions of Tourism Impact and Their Support for Tourism Development: The Case Study of Cuc Phuong National Park, Ninh Binh Province, Vietnam (November 10, 2011). *European Journal of Tourism Research*, 4 (2), 123-146, 2011. Available at: <https://ssrn.com/abstract=2094783>
375. Pham, Long and Kayat, Kalsom, Residents' Perceptions of Tourism Impact and Their Support for Tourism Development: The Case Study of Cuc Phuong National Park, Ninh Binh Province, Vietnam (November 10, 2011). *European Journal of Tourism Research*, Vol. 4, No. 2, pp. 123-146, 2011. Available at SSRN: <https://ssrn.com/abstract=2094783>
376. Pizam, A. (1978). Tourism's impacts: the social costs to the destination community as perceived by its residents. *Journal of Travel Research*, 16 (4), 8-12. <https://doi.org/10.1177/02F004728757801600402>
377. Prayag, G., Hosany, S., Nunkoo, R., & Alders, T. (2013). London residents' support for the 2012 Olympic Games: the mediating effect of overall attitude. *Tourism Management*, 36, 629-640. <http://dx.doi.org/10.1016/j.tourman.2012.08.003>
378. Prayag, G., Hosany, S., Nunkoo, R., & Alders, T. (2013). London residents' support for the 2012 Olympic Games: the mediating effect of overall attitude. *Tourism Management*, 36, 629-640. <http://dx.doi.org/10.1016/j.tourman.2012.08.003>
379. Pucako, L., & Ratz, T. (2000), "Tourist and Residents Perceptions of Physical Impacts of Tourism at Lake Balaton, Hungary: Issues for sustainable tourism management", *Journal of Sustainable Tourism*, Vol. 8, No. 6, pp. 458-478. <https://doi.org/10.1080/09669580008667380>
380. Puppim de Oliveira, J. A. (2003), "Governmental responses to tourism development: three Brazilian case studies", *Tourism Management*, Vol. 24, No. 1, pp. 97-110. [https://doi.org/10.1016/S0261-5177\(02\)00046-8](https://doi.org/10.1016/S0261-5177(02)00046-8)
381. put something here
382. Ragas, M. W., & Roberts, M. S. (2009), "Communicating Corporate Social Responsibility and Brand Sincerity: A Case Study of Chipotle Mexican Grill's "Food with Integrity"

- Program", *International Journal of Strategic Communication*, Vol. 3, No. 4, pp. 264–280. <https://doi.org/10.1080/15531180903218697>
383. Ramos, V., Rey-Maqueira, J., & Tugores, M. (2002). Análisis empírico de discriminación por razón de género en una economía especializada en turismo. *Annals of Tourism Research* (en Español), 4(1), 239–258. <https://dialnet.unirioja.es/servlet/articulo?codigo=2209317>
384. Rasoolimanesh, S. M., & Jaafar, M. (2017). Sustainable tourism development and residents' perceptions in World Heritage Site destinations. *Asia Pacific Journal of Tourism Research*, 22(1), 34–48. <https://doi.org/10.1080/10941665.2016.1175491>
385. Rasoolimanesh, S. M., Jaafar, M., Ahmad, A. G., & Barghi, R. (2017a). Community participation in World Heritage Site conservation and tourism development. *Tourism Management*, 58, 142–153. <https://doi.org/10.1016/j.tourman.2016.10.016>
386. Rasoolimanesh, S. M., Jaafar, M., Kock, N., & Ahmad, A. G. (2017b). The effects of community factors on residents' perceptions toward World Heritage Site inscription and sustainable tourism development <https://doi.org/10.1080/09669582.2016.1195836>
387. Rasoolimanesh, S. M., Jaafar, M., Kock, N., & Ramayah, T. (2015). A revised framework of social exchange theory to investigate the factors influencing residents' perceptions. *Tourism Management Perspectives*, 16, 335–345. <https://doi.org/10.1016/j.tmp.2015.10.001>
388. Rasoolimanesh, S. M., Ringle, C. M., Jaafar, M., & Ramayah, T. (2017d). Urban vs. rural destinations: Residents' perceptions, community participation and support for tourism development. *Tourism Management*, 60, 147–158. <https://doi.org/10.1016/j.tourman.2016.11.019>
389. Rasoolimanesh, S. M., Roldán, J. L., Jaafar, M., & Ramayah, T. (2017c). Factors Influencing Residents' Perceptions toward Tourism Development: Differences across Rural and Urban World Heritage Sites. *Journal of Travel Research*, 56(6), 760–775. <https://doi.org/10.1177/0047287516662354>
390. Ribeiro, M. A., do Valle, P. O., & Silva, J. A. (2013). Residents' attitudes towards tourism development in Cape Verde Islands. *Tourism Geographies*, 15(4), 654e679
391. Ribeiro, M. A., do Valle, P. O., & Silva, J. A. (2013). Residents' attitudes towards tourism development in Cape Verde Islands. *Tourism Geographies*, 15(4), 654-679. <https://doi.org/10.1080/14616688.2013.769022>
392. Ribeiro, M. A., do Valle, P. O., & Silva, J. A. (2013). Residents' attitudes towards tourism development in Cape Verde Islands. *Tourism Geographies*, 15(4), 654-679. <https://doi.org/10.1080/14616688.2013.769022>

393. Ribeiro, M. A., Pinto, P., Silva, J. A., & Woosnam, K. M. (2017). Residents' attitudes and the adoption of pro-tourism behaviours: The case of developing island countries. *Tourism Management*, 61, 523–537. <https://doi.org/10.1016/j.tourman.2017.03.004>
394. Ribeiro, M. A., Pinto, P., Silva, J. A., & Woosnam, K. M. (2017). Residents' attitudes and the adoption of pro-tourism behaviours: The case of developing island countries. *Tourism Management*, 61, 523–537. <https://doi.org/10.1016/j.tourman.2017.03.004>
395. Ribeiro, M. A., Pinto, P., Silva, J. A., & Woosnam, K. M. (2017). Residents' attitudes and the adoption of pro-tourism behaviours: The case of developing island countries. *Tourism Management*, 61, 523–537. <https://doi.org/10.1016/j.tourman.2017.03.004>
396. Riera, C. M., & Minstral, M. (2008). Analysis of Irish Tourism Policy's contribution to urban tourism: Dublin Case Study, (July), 94.
397. Ringle, C. M., Wende, S., and Becker, J.-M. 2015. "SmartPLS 3." Boeningstedt: SmartPLS GmbH, <http://www.smartpls.com>
398. Ritchie, B. W., & Inkari, M. (2006). Host community attitudes toward tourism and cultural tourism development: The case of the Lewes District, Southern England. *International Journal of Tourism Research*, 8(1), 27–44. <https://doi.org/10.1002/jtr.545>
399. Ritchie, B. W., Shipway, R., & Cleeve, B. (2009). Resident's perceptions of mega-sporting events: a non-host city perspective of the 2012 London Olympic Games. *Journal of Sport & Tourism*, 14(2-3), 143-167. <https://doi.org/10.1080/14775080902965108>
400. Ritchie, B.J.R. & Crouch, G.I. (2003). *The Competitive Destination: A Sustainable Tourism Perspective*, CAB International, UK.
401. Ritchie, J.R.B. (1988). Consensus policy formulation in tourism: Measuring resident views via survey research. *Tourism Management*, 9 (3), 199–212. [https://doi.org/10.1016/0261-5177\(88\)90037-4](https://doi.org/10.1016/0261-5177(88)90037-4)
402. Robson, J. & Robson, I. (1996). From shareholders to stakeholders: critical issues for tourism marketers. *Tourism Management*, 17 (7), 583-540. [https://doi.org/10.1016/S0261-5177\(96\)00070-2](https://doi.org/10.1016/S0261-5177(96)00070-2)
403. Rosa, S.-S., Monica, S.-P., & Belen, Castro-Nunez Cristina, Figueroa-Domecq Pilar, T.-B. (2015). Gender differences in the hospitality industry: A Job quality index. *Tourism Management*, 51, 234–246. <https://doi.org/10.1016/j.tourman.2015.05.025>
404. Ross, G. F. (1992). Resident perceptions of the impact of tourism on an Australian city. *Journal of Travel Research*, 30(3), 13-17. <https://doi.org/10.1177/027004728759203000302>

405. Rothman, R. (1978). Residents and Transients: Community Reactions to Seasonal Visitors. *Journal of Travel Research* 16: 8-13.
<https://doi.org/10.1177%2F004728757801600303>
406. Sah, J.P., Heinen, J.T., 2001. Wetland resource use and conservation attitudes among indigenous and migrant peoples in Ghodaghodi Lake area, Nepal. *Environmental Conservation* 28, 345–356. <https://doi.org/10.1017/S0376892901000376>
407. Sandelowski M. (1995). Qualitative analysis: what it is and how to begin?. *Research in Nursing & Health*, 18, 371–375.
408. Saunders, M. N. K., Lewis, P., & Thornhill, A. (2019). *Research methods for business students*. Harlow: Pearson Education Limited.
409. Sautter, E. T., & Leisen, B. (1999), "Managing stakeholders a Tourism Planning Model", *Annals of Tourism Research*, Vol. 26, No. 2, pp. 312-328. [https://doi.org/10.1016/S0160-7383\(98\)00097-8](https://doi.org/10.1016/S0160-7383(98)00097-8)
410. Saveriades, A. (2000). Establishing the social tourism carrying capacity for the tourist resorts of the east coast of the Republic of Cyprus. *Tourism Management*, 21,147–156. [https://doi.org/10.1016/S0261-5177\(99\)00044-8](https://doi.org/10.1016/S0261-5177(99)00044-8)
411. Schofield, P. (2011). City Resident Attitudes to Proposed Tourism Development and Its Impacts on the Community. *International Journal of Tourism Research*, 13 (3): 218–33. <https://doi.org/10.1002/jtr.814>
412. Scholtz, M., Viviers, P., Maputsoe, L., Scholtz, M., Viviers, P., & Maputsoe, L. (2018). Understanding the residents' social impact perceptions of an African Cultural Festival : the case of Macufe Understanding the residents' social impact perceptions of an African Cultural Festival : the case of Macufe. *Journal of Tourism and Cultural Change*, 0(0), 1–20. <https://doi.org/10.1080/14766825.2018.1426592>
413. Scott, J (2014), *A Matter of Record: Documentary Sources in Social Research*, Wiley, Oxford.
414. Scott, J. (1995). Sexual and national boundaries in tourism. *Annals of Tourism Research*, 22(2), 385–403. [https://doi.org/https://doi.org/10.1016/0160-7383\(94\)00083-2](https://doi.org/https://doi.org/10.1016/0160-7383(94)00083-2)
415. Scott, J. (1995). Sexual and national boundaries in tourism. *Annals of Tourism Research*, 22(2), 385–403. [https://doi.org/https://doi.org/10.1016/0160-7383\(94\)00083-2](https://doi.org/https://doi.org/10.1016/0160-7383(94)00083-2)
416. Scott, J. Sexual and national boundaries in tourism. *Annals of Tourism Research*, 1995, 22, 385–403. [https://doi.org/10.1016/0160-7383\(94\)00083-2](https://doi.org/10.1016/0160-7383(94)00083-2)
417. Shakeela, A., & Cooper, C. (2009). Human Resource Issues in a Small Island Setting The Case of the Maldivian Tourism Industry. *Tourism Recreation Research*, 34(1), 67–78. <https://doi.org/10.1080/02508281.2009.11081576>

418. Shakeela, A., & Cooper, C. (2009). Human Resource Issues in a Small Island Setting The Case of the Maldivian Tourism Industry. *Tourism Recreation Research*, 34(1), 67–78. <https://doi.org/10.1080/02508281.2009.11081576>
419. Sharma, B., Dyer, P. (2009). Residents' involvement in tourism and their perceptions of tourism impacts. *Benchmarking: An International Journal*, 16, 3, 351–371. <https://doi.org/10.1108/14635770910961371>
420. Sharma, Bishnu, Pam Dyer, Jennifer Carter, and Dogan Gursoy (2008). Exploring residents' perceptions of the social impacts of tourism on the Sunshine Coast, Australia. *International Journal of Hospitality & Tourism Administration*, 9, 288–311. <https://doi.org/10.1080/15256480802096092>
421. Sharpley, R. (2014). Host perceptions of tourism: A review of the research. *Tourism Management*, 42, 37–49. <https://doi.org/10.1016/j.tourman.2013.10.007>
422. Sharpley, R. and Telfer, D.J. (2002) *Aspects of Tourism 5: Tourism and Development: Concepts and Issues*. Channel View Publications, Clevedon.
423. Sharpley, R., & Telfer, D. J. (2014). *Tourism and development: Concepts and issues*, 2nd edition.
424. Sheldon, P. J. & Var, T. (1984). Resident Attitudes to Tourism in North Wales. *Tourism Management*, 5(1), 40–47. [https://doi.org/10.1016/0261-5177\(84\)90006-2](https://doi.org/10.1016/0261-5177(84)90006-2)
425. Sheldon, P. J., & Abenoja, T. (2001). Resident attitudes in a mature destination: The case of waikiki. *Tourism Management*, 22(5), 435–443. [http://dx.doi.org/10.1016/S0261-5177\(01\)00009-7](http://dx.doi.org/10.1016/S0261-5177(01)00009-7)
426. Shen F, Cottrell SP. 2008. A sustainable tourism framework for monitor- ing residents' satisfaction with agritourism in Chongdugou Village, China. *International Journal of Tourism Policy* 1(4): 368–375.
427. Shen, F. & Cottrell, S. P. (2008). A sustainable tourism framework for monitor- ing residents' satisfaction with agritourism in Chongdugou Village, China. *International Journal of Tourism Policy*, 1(4), 368–375.
428. Sheng, L., & Tsui, Y. (2009). A general equilibrium approach to tourism and welfare: The case of Macao. *Habitat International*, 33, 419–424. <https://doi.org/10.1016/j.habitatint.2009.01.002>
429. Sheng, L., & Tsui, Y. (2010). Foreign investment in tourism: the case of Macao as a small tourism economy. *Tourism Geographies*, 12(2), 173–191.
430. Sheng, L., & Tsui, Y. (2010). Foreign investment in tourism: the case of Macao as a small tourism economy. *Tourism Geographies*, 12(2), 173–191.

431. [Sheppard, B. H., & Sherman, D. M. \(1998\). The grammars of trust: a model and general implications. *Academy of Management Review*, 23 \(3\), 422e437. <https://doi.org/10.5465/amr.1998.926619>](#)
432. Sherlock, K. (1999). The role of community in tourism studies. *International Journal of Contemporary Hospitality Management*, 11 (2/3), 126-127. <https://doi.org/10.1108/09596119910251048>
433. Simpson, K. (2001), "Strategic Planning and Community Involvement as Contributors to Sustainable Tourism Development", *Current Issues in Tourism*. Vol. 4, No. 1, pp. 3-41. <https://doi.org/10.1080/13683500108667880>
434. Sinclair-Maragh, G. (2017). Demographic analysis of residents' support for tourism development in Jamaica. *Journal of Destination Marketing and Management*, 6(1), 5–12. <https://doi.org/10.1016/j.jdmm.2016.03.005>
435. Sinclair-Maragh, G. (2017). Demographic analysis of residents' support for tourism development in Jamaica. *Journal of Destination Marketing and Management*, 6(1), 5–12. <https://doi.org/10.1016/j.jdmm.2016.03.005>
436. Sinclair-Maragh, G. (2017). Demographic analysis of residents' support for tourism development in Jamaica. *Journal of Destination Marketing and Management*, 6(1), 5–12. <https://doi.org/10.1016/j.jdmm.2016.03.005>
437. Sinclair-Maragh, G. (2017). Demographic analysis of residents' support for tourism development in Jamaica. *Journal of Destination Marketing and Management*, 6(1), 5–12. <https://doi.org/10.1016/j.jdmm.2016.03.005>
438. Sirgy, M. J., Rahtz, D. R., Cicic, M., & Underwood, R. (2000). A method for assessing residents' satisfaction with community-based services: a quality-of-life perspective. *Social Indicators Research*, 49(3), 279–316. <https://doi.org/10.1023/A:1006990718673>
439. Siriporn, M., & Youngsoo, C. (2010). A Comparative Analysis of Thailand Residents' Perception of Tourism's Impacts. *Journal of Quality Assurance in Hospitality & Tourism*, 11 (1), 36-55. <https://doi.org/10.1080/15280080903520576>
440. Sisterhood is Global Institute Jordan (SIGI) (2019). Women and working in tourism sector. Retrieved from <http://www.sigi-jordan.org/>
441. [Skidmore, W. \(1975\). *Theoretical Thinking in Sociology*. New York/London: Cambridge University Press. \[https://scholar.google.com/scholar_lookup?title=Theoretical%20Thinking%20in%20Sociology&author=W.%20Skidmore&publication_year=1975\]\(https://scholar.google.com/scholar_lookup?title=Theoretical%20Thinking%20in%20Sociology&author=W.%20Skidmore&publication_year=1975\)](#)
442. Smeltzer, L. R., & Zener, M. F. (1992), "Development of a model for announcing major layoffs", *Group & Organization Management*, Vol. 17, No. 4, pp. 446-472.

443. Smith, M. D. & Krannich, R. S. (1998) Tourism dependence and resident attitudes, *Annals of Tourism Research*, 25(4), pp. 783–802. [https://doi.org/10.1016/S0160-7383\(98\)00040-1](https://doi.org/10.1016/S0160-7383(98)00040-1)
444. Smith, M. D., & Krannich, R. S. (1998). Tourism dependence and resident attitudes, 25(4), 783–802.
445. Snaith, T., & Haley, A. (1999). Residents' opinions of tourism development in the historic city of York, England. *Tourism Management*, 20(5), 595e603. [http://dx.doi.org/10.1016/S0261-5177\(99\)00030-8](http://dx.doi.org/10.1016/S0261-5177(99)00030-8)
446. Sonmez, S. (2001). Tourism behind the veil of Islam: Women and development in the middle east. In Y. Apostolopoulos, S. Sonmez, & D. J. Timothy (Eds.), *Women as producers and consumers of tourism in developing regions* (pp. 113–142). Westport: Praeger.
447. Southgate, C. & R. Sharpley (2002), *Tourism, Development and the Environment*, In R. Sharpley and D.J. Telfer (eds), *Tourism and Development: Concepts and Issues*, Channel View Publications, Toronto, pp. 231-262.
448. Spens, K. and Kovács, G. (2006), "A content analysis of research approaches in logistics research", *International Journal of Physical Distribution & Logistics Management*, Vol. 36 No. 5, pp. 374-390. <https://doi.org/10.1108/09600030610676259>
449. Steiner, C. (2010). From heritage to hyper-reality? Tourism destination development in the Middle East between Petra and the Palm. *Journal of Tourism and Cultural Change*, 8(4), 240–253. <https://doi.org/10.1080/14766825.2010.521245>
450. Styliadis, D., & Terzidou, M. (2014). Tourism and the economic crisis in Kavala, Greece. *Annals of Tourism Research*, 44, 210-226. <https://doi.org/10.1016/j.annals.2013.10.004>
451. Styliadis, D., Biran, A., Sit, J., & Szivas, E. M. (2014). Residents' support for tourism development: The role of residents' place image and perceived tourism impacts. *Tourism Management*, 45, 260-274. <https://doi.org/10.1016/j.tourman.2014.05.006>
452. Su, M. M., & Wall, G. (2014). Community participation in tourism at a world heritage site: Mutianyu great wall, Beijing, China. *International Journal of Tourism Research*, 16(2), 146–156. <https://doi.org/10.1002/jtr.1909>
453. Su, R., Rounds, J., & Armstrong, P. I. (2009). Men and Things, Women and People: A Meta-Analysis of Sex Differences in Interests. *Psychological Bulletin*, 135(6), 859–884. <https://doi.org/10.1037/a0017364>
454. Swanson, K. K., & Timothy, D. J. (2012). Souvenirs: Icons of meaning, commercialization and commoditization. *Tourism Management*, 33(3), 489–499. <https://doi.org/10.1016/j.tourman.2011.10.007>
455. Swarbrooke, J. (1999). *Sustainable tourism management*. Wallingford, UK: CABI.

456. Tabachnick, B., & Fidell, L. (2001). Using multivariate statistics. Needham Heights (4th ed.). MA: Allyn and Bacon.
457. Tabachnick, B., & Fidell, L. (2001). Using multivariate statistics. Needham Heights (4th ed.). MA: Allyn and Bacon.
458. Tarawneh, M. B., & Wray, M. (2017), "Incorporating Neolithic villages at Petra, Jordan: an integrated approach to sustainable tourism", *Journal of Heritage Tourism*, Vol. 12, No. 2, pp. 155-171. <https://doi.org/10.1080/1743873X.2016.1165231>
459. Tarawneh, M. B., & Wray, M. (2017). Incorporating Neolithic villages at Petra , Jordan : an integrated approach to sustainable tourism Incorporating Neolithic villages at Petra , Jordan : an integrated, 6631(February). <https://doi.org/10.1080/1743873X.2016.1165231>
460. Tarawneh, M. B., & Wray, M. (2017). Incorporating Neolithic villages at Petra, Jordan: an integrated approach to sustainable tourism. *Journal of Heritage Tourism*, 12(2), 155–171. <https://doi.org/10.1080/1743873X.2016.1165231>
461. Tatoglu, E., Erdal, F., Ozgur, H., & Azakli, S. (2002). Resident Attitudes Toward Tourism Impacts. *International journal of hospitality & tourism administration*, 3 (3), 79-100. https://doi.org/10.1300/J149v03n03_07
462. Taweel, H. (2003) 'The Attitudes of the Citizens of Wadi Musa Towards Tourism.' *Mu'ta for research and studies* 18, (3).
463. Taylor J. (2002). *Petra and the Lost Kingdom of the Nabataeans*. Cambridge, Mass.: Harvard University Press.
464. Telfer, D. J., & Sharpley, R. (2008). *Tourism and development in the developing world*. London: Routledge.
465. Telfer, D., & Sharpley, R. (2008). *Tourism and development in the developing world*. London, England: Routledge.
466. Telfer, D., Sharpley, R. (2008). *Tourism and Development in the Developing World*. London: Routledge, <https://doi.org/10.4324/9780203938041>
467. Teye, V., Sönmez, S.F., & Sirakaya, E. (2002). Residents' attitudes toward tourism development. *Annals of Tourism Research*, 29, 668–688. [https://doi.org/10.1016/S0160-7383\(01\)00074-3](https://doi.org/10.1016/S0160-7383(01)00074-3)
468. The International Bank for Reconstruction and Development (IBRD). (2018, April 16). *Jordan's Economic Outlook*, <https://www.worldbank.org/en/country/jordan/publication/economic-outlook-april-2018>
469. The International Bank for Reconstruction and Development (IBRD). (2018, April 16). *Jordan's Economic Outlook*. Retrieved from

<https://www.worldbank.org/en/country/jordan/publication/economic-outlook-april-2018>

470. The Jordan Times (2019). The political conflicts in Middle East. Retrieved from <http://www.jordantimes.com/>
471. The Jordanian Law of Antiquities is the Jordan's primary law governing archaeological sites. Kelly, M. (1998). *Jordan's Potential Tourism development*, 25(4), 904–918.
472. The Jordanian Law of Antiquities, the Jordan's primary law governing archaeological sites 1988, Department of Antiquities (DoA), viewed 25 May 2018, <https://jordan.gov.jo>.
473. The World Travel & Tourism Council (2017). The Economic Impact of Travel & Tourism 2017, Jordan. Retrieve from <https://www.wttc.org/-/media/files/reports/economic-impact-research/countries-2017/jordan2017.pdf>
474. The World Travel & Tourism Council (2017). The Economic Impact of Travel & Tourism 2017, Jordan. Retrieve from <https://www.wttc.org/-/media/files/reports/economic-impact-research/countries-2017/jordan2017.pdf>
475. Thomason, Pamela, John L. Crompton, and B. Dan Kamp. 1979. A study of the attitudes of impacted groups within a host community toward prolonged stay tourist visitors. *Journal of Travel Research* 17, 3: 2-6. <https://doi.org/10.1177/027004728757901700301>
476. Thyne, M., & Lawson, R. (2001), "Research Note: Addressing tourism public policy issues through attitude segmentation of host communities", *Current Issues in Tourism*, Vol. 4, No. 2-4, pp. 392-400. <https://doi.org/10.1080/13683500108667895>
477. Tomljenovic, R., & Faulkner, B. (1999). Tourism and older residents in a sunbelt resort. *Annals of Tourism Research*, 27(1), 93-114. [https://doi.org/10.1016/S0160-7383\(99\)00062-6](https://doi.org/10.1016/S0160-7383(99)00062-6)
478. Tomljenovic, R., & Faulkner, B. (1999). Tourism and older residents in a sunbelt resort. *Annals of Tourism Research*, 27(1), 93-114. [https://doi.org/10.1016/S0160-7383\(99\)00062-6](https://doi.org/10.1016/S0160-7383(99)00062-6)
479. Tosun, C. (2000), "Limits to community participation in the tourism development process in developing countries", *Tourism management*, Vol. 21, No. 6, pp. 613-633. [https://doi.org/10.1016/S0261-5177\(00\)00009-1](https://doi.org/10.1016/S0261-5177(00)00009-1)
480. Tosun, C. (2002). Host perceptions of impacts: A Comparative Tourism Study. *Annals of Tourism Research*, 29(1), 231–253. [https://doi.org/10.1016/S0160-7383\(01\)00039-1](https://doi.org/10.1016/S0160-7383(01)00039-1)
481. Tosun, C. (2002). Host perceptions of impacts: A Comparative Tourism Study. *Annals of Tourism Research*, 29(1), 231–253. [https://doi.org/10.1016/S0160-7383\(01\)00039-1](https://doi.org/10.1016/S0160-7383(01)00039-1)

482. Travis, Anthony S. (1982). Managing the Environment and Cultural Impacts of Tourism and Leisure Development. *Tourism Management*, 3 (4), 256-262. [https://doi.org/10.1016/0261-5177\(82\)90047-4](https://doi.org/10.1016/0261-5177(82)90047-4)
483. Treuren, G., & Lane, D. (2003), "The tourism planning process in the context of organised interests, industry structure, state capacity, accumulation and sustainability", *Current Issues in Tourism*, Vol. 6, No. 1, pp. 1-22. <https://doi.org/10.1080/13683500308667942>
484. Trupp, A., & Sunanta, S. (2017). Gendered practices in urban ethnic tourism in Thailand. *Annals of Tourism Research*, 64, 76–86. <https://doi.org/10.1016/j.annals.2017.02.004>
485. Tucker, H. (2007). Undoing Shame: Tourism and Women's Work in Turkey. *Journal of Tourism and Cultural Change*, 5(2), 87–105. <https://doi.org/10.2167/jtcco89.0>
486. Tucker, H. (2007). Undoing Shame: Tourism and Women's Work in Turkey. *Journal of Tourism and Cultural Change*, 5 (2), 87-105. <https://doi.org/10.2167/jtcco89.0>
487. Tucker, H., & Boonabaana, B. (2012). A critical analysis of tourism, gender and poverty reduction. *Journal of Sustainable Tourism*, 20(3), 437–455. <https://doi.org/10.1080/09669582.2011.622769>
488. Tyrell, T., & Spaulding, I. (1984). A survey of attitudes toward tourism growth in Rhode Island. *Hospitality Education and Research Journal*, 8, 22–33. <https://doi.org/10.1177/109634808400800204>
489. Tyrrell, T., and P. Spaulding (1984). A Survey of Attitudes toward Tourism Growth in Rhode Island. *Hospitality Education and Research Journal*, 8, 22–23. <https://doi.org/10.1177/109634808400800204>
490. Um, S., & Crompton, J. L. (1987). Measuring resident's attachment levels in a host community. *Journal of Travel Research*, 26(1), 27-29. <https://doi.org/10.1177/109634808400800204>
491. UN. 2019. World Economic Situation and Prospects. Available online: https://www.un.org/development/desa/dpad/wp-content/uploads/sites/45/WESP2019_BOOK-web.pdf (accessed on 5 February 2019)
492. UNESCO (2019). Cultural space of the Bedu in Petra and Wadi Rum. Intangible Cultural Heritage of Humanity. Available online: <https://ich.unesco.org/en/RL/cultural-space-of-the-bedu-in-petra-and-wadi-rum-00122> (accessed on 19 January 2019).
493. UNESCO, 1993, A Plan for Safeguarding Petra and its Surroundings, published in the World Heritage newsletter, No. 2. <http://whc.unesco.org/en/newsletter/2/>
494. UNESCO, 1994, Petra National Park management plan, Paris: UNESCO.

495. UNESCO, 2017 Brief description of Petra, viewed 26 September 2018, <https://whc.unesco.org/en/list/326>
496. United Nations Educational, Scientific and Cultural Organization (UNESCO) (2019a). Documents and reports of Petra. Retrieved from <https://whc.unesco.org/en/list/326/documents/>
497. United States Agency for International Development (USAID), 2006, Jordan tourism development project (Siyaha), USAID, Washington, DC.
498. United States Agency for International Development (USAID), 2008, Jordan tourism Development in the Petra Region (JTDPR), USAID, Washington, DC.
499. United States Agency for International Development (USAID), 2014, Economic growth through sustainable tourism project. USAID, Washington, DC.
500. United States National Park Service (USNPS), 2000, Petra Archaeological Park Operating Plan, USNPS, Washington DC.
501. United States National Park Service (USNPS, 1968), Master plan for the protection and use of the Petra National Park, Amman: Petra National Trust.
502. UNWTO (2019b) Tourism in the 2030 Agenda. Retrieved from <http://www2.unwto.org/content/tourism-2030-agenda>. Accessed on 15 June 2019.
503. UNWTO. (2019a). International Tourism Highlights 2019 Edition. Retrived from: <https://www.e-unwto.org/doi/pdf/10.18111/9789284421152> Accessed on 21 November 2019.
504. Urry, J. (2002). The tourist gaze (2nd ed.). London, England: Sage.
505. US/ICOMOS, 1996, The study on the management analysis and recommendations for the Petra world heritage site, US/ICOMOS & USAID, Washington, DC.
506. Var, T., Kendall, K., & Tarakcioglu, E. (1985). Resident attitudes towards tourists in Turkish resort town. *Annals of Tourism Research*, 12 (4), 652-658. [https://doi.org/10.1016/0160-7383\(85\)90086-6](https://doi.org/10.1016/0160-7383(85)90086-6)
507. Vareiro, L., & Mendes, R. (2016). Tourism Impacts of a Portuguese World Heritage Historic Center: Resident's Perceptions. In Á. Matias, P. Nijkamp, & J. Romão (Eds.), *Impact Assessment in Tourism Economics* (pp. 213–227). Cham: Springer International Publishing. https://doi.org/10.1007/978-3-319-14920-2_15
508. Vareiro, L.M.D.C., Remoaldo, P.C., & Cadima Ribeiro, J.A. (2013). Residents' perceptions of tourism impacts in guimarães (Portugal): A cluster analysis. *Current Issues in Tourism*, 16(6), 535–551. <http://dx.doi.org/10.1080/13683500.2012.707175>

509. Vargas- Sánchez, A., Plaza-Mejia, M., & Porrás-Bueno, N. (2008). Understanding residents' attitudes toward the development of industrial tourism in a former mining community. *Journal of Travel Research*, 47, 373–387.
<https://doi.org/10.1177%2F0047287508322783>
510. Vargas-sánchez, A., Plaza-Mejía, M. de los Á., & Porrás-Bueno, N. (2009). Understanding Residents' Attitudes toward the Development of Industrial Tourism in a Former Mining Community. *Journal of Travel Research*. *Journal of Travel Research*, 47(3), 373–387. Retrieved from <http://jtr.sagepub.com/cgi/reprint/47/3/373>
511. Von Stumm, S., Hell, B., & Chamorro-Premuzic, T. (2011). The Hungry Mind: Intellectual Curiosity Is the Third Pillar of Academic Performance. *Perspectives on Psychological Science*, 6(6), 574–588. <https://doi.org/10.1177/1745691611421204>
512. Wales Tourist Board (1981). Survey of community attitudes toward tourism in wales. Cardiff: Strategic Planning and Research Unit.
513. Wall, G., & Mathieson, A. (2006). *Tourism: changes, impacts, and opportunities* (2nd ed.) Harlow, New York: Pearson Prentice Hall.
https://scholar.google.com/scholar_lookup?title=Tourism%3A%20changes%2C%20impacts%2C%20and%20opportunities&author=G.%20Wall&publication_year=2006
514. Wang, X., Zhen, F., Zhang, J., & Wu, X. (2014). Exploring Factors Influencing Residents' Satisfaction with Tourism Development in Poverty-Stricken Areas: A Case Study of Five Poor Villages in China. *Asia Pacific Journal of Tourism Research*, 19(5), 517–537.
<https://doi.org/10.1080/10941665.2013.768283>
515. Wang, Y., & Pfister, R.E. (2008). Residents' attitudes toward tourism and perceived personal benefits in a rural community. *Journal of Travel Research*, 47, 84–93.
<https://doi.org/10.1177%2F0047287508322783>
516. Ward, C., & Berno, T. (2011). Beyond Social Exchange Attitudes Toward Tourists. *Annals of Tourism Research*, 38(4), 1556–1569.
<https://doi.org/10.1016/j.annals.2011.02.005>
517. Weber, R. P. (Ed.). (1990). *Basic content analysis* (Vol. 49). Sage, Thousand Oaks, CA.
518. Weiner, B. (1979). A theory of motivation for some classroom experiences. *Journal of Educational Psychology*, 71, 3–25.
519. Weladji, R.B., Stein, R.M., Vedeld, P. (2003). Stakeholder attitudes towards wildlife policy and the Bonoe wildlife conservation area, North Cameroon. *Environmental Conservation*, 30 (4), 334-343. <https://doi.org/10.1017/S0376892903000353>
520. Widgery, R. (1982). Satisfaction with quality of urban life: A predictive model. *American Journal of Community Psychology*, 10(1), 37–48.
<http://psycnet.apa.org/doi/10.1007/BF00903303>

521. Williams, A. and Shaw, G. (eds) (1991) *Tourism and Economic Development: Western European Experiences*. London: Belhaven Press.
522. Williams, J., & Lawson, R. (2001). Community issues and resident opinions of tourism. *Annals of Tourism Research*, 28(2), 269-290. [https://doi.org/10.1016/S0160-7383\(00\)00030-X](https://doi.org/10.1016/S0160-7383(00)00030-X)
523. Woosnam, K. M. (2012). Using Emotional Solidarity to Explain Residents' Attitudes about Tourism and Tourism Development. *Journal of Travel Research*, 51(3), 315–327. <https://doi.org/10.1177/0047287511410351>
524. Woosnam, K. M. (2012). Using Emotional Solidarity to Explain Residents' Attitudes about Tourism and Tourism Development. *Journal of Travel Research*, 51(3), 315–327. <https://doi.org/10.1177/0047287511410351>
525. Woosnam, K. M., Aleshinloye, K. D., Ribeiro, M. A., Styliadis, D., Jiang, J., & Erul, E. (2018). Social determinants of place attachment at a World Heritage Site. *Tourism Management*, 67, 139–146. <https://doi.org/10.1016/j.tourman.2018.01.012>
526. Woosnam, K., Norman, W. & Ying, T. (2009). Exploring the theoretical framework of emotional solidarity between residents and tourists. *Journal of Travel Research*, Vol.48, No.2, pp.245-258. <https://doi.org/10.1177/0047287509332334>
527. Woosnam, K., Norman, W. & Ying, T. (2009). Exploring the theoretical framework of emotional solidarity between residents and tourists. *Journal of Travel Research*, 48 (2), 245-258. <https://doi.org/10.1177/0047287509332334>
528. World Travel & Tourism Council (WTTC) (2019). *Travel & tourism economic impact*. Retrieved 15 May 2019 from <https://www.wttc.org/economic-impact/benchmark-reports/the-comparative-economic-impact-of-travel-tourism/>
529. Xia Wang , Feng Zhen , Jinhe Zhang & Xiaogen Wu (2013): Exploring Factors Influencing Residents' Satisfaction with Tourism Development in Poverty-Stricken Areas: A Case Study of Five Poor Villages in China, *Asia Pacific Journal of Tourism Research*, DOI:10.1080/10941665.2013.768283
530. Xia Wang , Feng Zhen , Jinhe Zhang & Xiaogen Wu (2013): Exploring Factors Influencing Residents' Satisfaction with Tourism Development in Poverty-Stricken Areas: A Case Study of Five Poor Villages in China, *Asia Pacific Journal of Tourism Research*, <https://doi.org/10.1080/10941665.2013.768283>
531. Xie, H. J., Bao, J., & Kerstetter, D. L. (2014). Examining the effects of tourism impacts on satisfaction with tourism between native and non-native residents. *International Journal of Tourism Research*, 16(3), 241-249. DOI: 10.1002/jtr.1922

532. Xie, H. J., Bao, J., & Kerstetter, D. L. (2014). Examining the effects of tourism impacts on satisfaction with tourism between native and non-native residents. *International Journal of Tourism Research*, 16(3), 241-249. <https://doi.org/10.1002/jtr.1922>
533. Xie, H. J., Bao, J., & Kerstetter, D. L. (2014). Examining the effects of tourism impacts on satisfaction with tourism between native and non-native residents. *International Journal of Tourism Research*, 16(3), 241-249. <https://doi.org/10.1002/jtr.1922>
534. Yen, I., & Kerstetter, D. (2009). Tourism impacts, attitudes and behavioral intentions. *Tourism Analysis*, 13(5-6), 545-564. <https://doi.org/10.3727/108354208788160531>
535. Yen, I., & Kerstetter, D. (2009). Tourism impacts, attitudes and behavioral intentions. *Tourism Analysis*, 13(5-6), 545-564. <https://doi.org/10.3727/108354208788160531>
536. Yoon, Y. (2002), *Development of a Structural Model for Tourism Destination Competitiveness from Stakeholders' Perspectives*, Virginia Polytechnic Institute and State University, Blacksburg, USA.
537. Yoon, Y., Gursoy, D., & Chen, J. S. (2001). Validating a tourism development theory with structural equation modelling. *Tourism Management*, 22(4), 363e373. [https://doi.org/10.1016/S0261-5177\(00\)00062-5](https://doi.org/10.1016/S0261-5177(00)00062-5)
538. Yuksel, F., Bramwell, B., & Yuksel, A. (1999), "Stakeholder Interviews and Tourism Planning at Pamukkale, Turkey", *Tourism Management*, Vol. 20, No. 3, pp. 351-360. [https://doi.org/10.1016/S0261-5177\(98\)00117-4](https://doi.org/10.1016/S0261-5177(98)00117-4)
539. Yutyunyong, Tranakjit & Scott, Noel R. (2009). The integration of social exchange theory and social representations theory: A new perspective on residents' perception research. 18th Annual CAUTHE Conference, Fremantle, Australia, 10-13 February 2009. Fremantle, WA, Australia: Curtin University of Technology. Retrieved from <https://search.informit.com.au/documentSummary;dn=168200813161792;res=IELBUS>
540. Zamani-Farahani, H., & Musa, G. (2008). Residents' attitudes and perception towards tourism development: A case study of Masooleh, Iran. *Tourism Management*, 29(6), 1233-1236. <https://doi.org/10.1016/j.tourman.2008.02.008>
541. Zamani-Farahani, H., & Musa, G. (2012). The relationship between Islamic religiosity and residents' perceptions of socio-cultural impacts of tourism in Iran: Case studies of Sare'in and Masooleh. *Tourism Management*, 33(4), 802-814. <https://doi.org/10.1016/j.tourman.2011.09.003>
542. Zhang, J., Inbakaran, R. J., & Jackson, M. S. (2006). Understanding Community Attitudes Towards Tourism and Host—Guest Interaction in the Urban—Rural Border Region. *Tourism Geographies*, 8(2), 182-204. <https://doi.org/10.1080/14616680600585455>

543. Zhang, X., Ryan, C., & Cave, J. (2016). Residents, their use of a tourist facility and contribution to tourist ambience: Narratives from a film tourism site in Beijing. *Tourism Management*, 52, 416–429. <https://doi.org/10.1016/j.tourman.2015.07.006>
544. Zhong, L., Deng, J., Song, Z., & Ding, P. (2011). Research on environmental impacts of tourism in China: Progress and prospect. *Journal of Environmental Management*, 92(11), 2972–2983. <https://doi.org/10.1016/j.jenvman.2011.07.011>
545. Zhu, H., Liu, J., Wei, Z., Li, W., & Wang, L. (2017). Residents' attitudes towards sustainable tourism development in a historical-cultural village: Influence of perceived impacts, sense of place and tourism development potential. *Sustainability (Switzerland)*, 9(1). <https://doi.org/10.3390/su9010061>
546. Zhuang, X., Yao, Y. & Li, J. J. (2019). Sociocultural Impacts of Tourism on Residents of World Cultural Heritage Sites in China. <https://doi.org/10.3390/su11030840>
547. Miles, M. B., & Huberman, A. M. (1994). *Qualitative data analysis*. Thousand Oaks, CA: Sage Publications.
https://scholar.google.com/scholar_lookup?title=Qualitative%2odata%2oanalysis&author=M.B.%2oMiles&publication_year=1994
548. Creswell, J. (2013). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. Fourth Ed. SAGE Publications, Inc.
549. Jennings, Gail (2001) *Tourism Research*. Milton, Queensland: John Wiley and Sons.
550. Kaushik V, Walsh CA. (2019). Pragmatism as a Research Paradigm and Its Implications for Social Work Research. *Social Sciences*, 8 (9), 255.
<https://doi.org/10.3390/socsci8090255>
551. Johnson, B., & Onwuegbuzie, A. (2004). Mixed methods research: A research paradigm whose time has come. *Educational Researcher*, 33 (7), 14-26.
<https://doi.org/10.3102/0013189X033007014>
552. Pansiri, J. (2005). Pragmatism: A methodological approach to researching strategic alliances in tourism. *Tourism and Hospitality, Planning and Development*, 2 (3), 191–206. <https://doi.org/10.1080/14790530500399333>
553. Morgan, D. (2007). Paradigms lost and pragmatism regained: Methodological implications of combining qualitative and quantitative methods. *Journal of Mixed Methods Research*, 1 (1), 48– 76. <https://doi.org/10.1177/2345678906292462>

9.2. QUOTES AND PICTURES REFERENCES

QUOTES REFERENCES

1. Coelho, P. (1998). *The alchemist*. San Francisco: HarperSanFrancisco.
2. Glasson, J., Godfrey, K., & Goodey, B. (1995). *Towards visitor impact management: Visitor impacts, carrying capacity, and management responses in Europe's historic towns and cities*. Aldershot: Avebury.
3. Jordan's King Abdullah II (2019). *Opining speech at World Economic Forum (WEF) Jordan*. April 2019. https://www.youtube.com/watch?v=Cea_DZ84owY
4. Kim, K., Uysal, M., & Sirgy, M. J. (2013). How does tourism in a community impact the quality of life of community residents? *Tourism Management*, 36, 527–540. <https://doi.org/https://doi.org/10.1016/j.tourman.2012.09.005>
5. Larry & Andy Wachowski (1999). *The script of Matrix (the movie)*. Retrieved from: <http://www.screenplay.com/downloads/scripts/The%20Matrix.pdf> accessed 21 September 2019.
6. Other quotes retrieved from <https://www.goodreads.com/quotes>
7. Dana Firas (24 Jan 2019). *TEDX Speech*. Retrieve from: <https://www.youtube.com/watch?v=nlzYADJgJak>
8. Larry, Wachowski & Andy, Wachowski (1999). *Script of the Matrix movie*. Retrieved from: <http://www.screenplay.com/downloads/scripts/The%20Matrix.pdf>

PICTURE REFERENCES

1. **Cover page picture, Chapter one.** PDTRA (2019). *Petra monument*. Retrieved from: <https://pdtra.gov.jo/DetailsPage/AlbumsDetails?ID=100>
2. **Quote photo, chapter one, page 14.** Albawaba (2019). *Jordan's King Abdullah II*. Retrieved from: <https://www.albawaba.com/news/emir-qatar-affirms-jordanian-custodianship-jerusalem-1279288>
3. **Quote photo, chapter one.** Moayad M. Alrwajfah (2015). *Local community member*.
4. **Figure 12 pictures, chapter one.** PDTRA (2019). *Obstacles related to the tourism development in the Petra region*. Retrieved from:
 - a. **Picture 1:** <http://mjt-tarawneh.com/ar/اعاده-تاهيل-الراجف-دلاغه-مسعوده-وادي/>

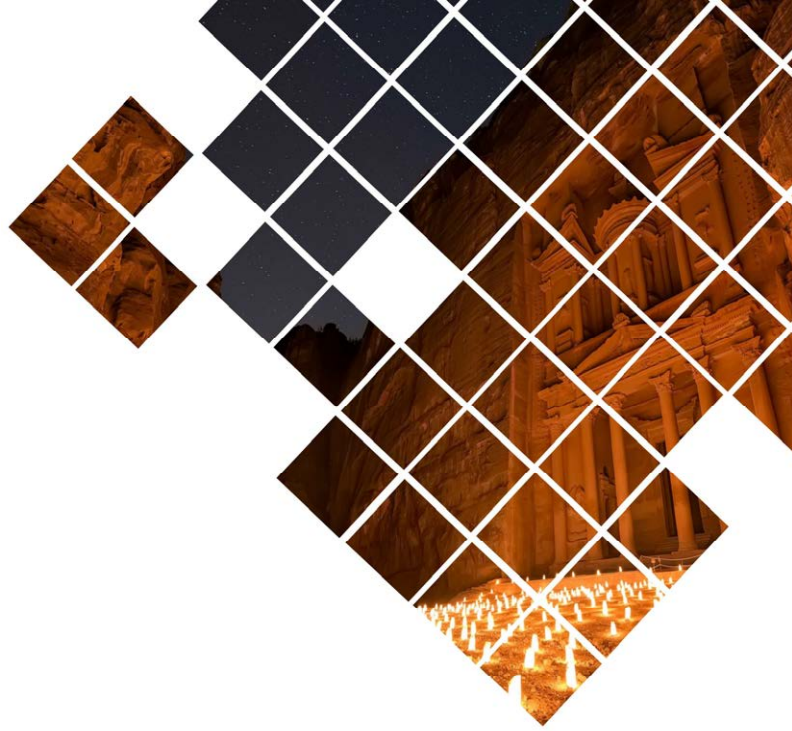
- b. **Picture 2:**
<https://www.facebook.com/PRAPDTRA/photos/a.159038354173691/1254055911338591/?type=3&theater>
5. **Figure 12, picture 3, chapter one.** Moayad M. Alrwajfah (2013). Masaodah road.
6. **Figure 12, picture 4, chapter one.** Kurick, T. (2014). Impact of tourism on local community.
7. **Figure 13 pictures, chapter one.** PDTRA (2019). Events and festivals in the Petra region. Retrieved from:
 - a. **Picture 5:**
<https://www.facebook.com/pdtracommunity/photos/a.1964952166883049/2636621343049458/?type=3&theater>
 - b. **Picture 6:**
<https://www.facebook.com/PRAPDTRA/photos/a.966939856716866/2459350444142459/?type=3&theater>
 - c. **Picture 8:**
<https://www.facebook.com/PRAPDTRA/photos/a.966939856716866/2459760660768104/?type=3&theater>
8. **Figure 13, picture 7, chapter one.** Lucy (2019). The first-timer's guide to visiting Petra, Jordan. Retrieved from: <https://www.ontheluce.com/a-first-timers-guide-to-petra/>
9. **Cover page picture, Chapter two.** Michael Hanley (2018). Holy Week 2018: Lessons from the Camino March. Retrieved from: <https://www.diocese-oregon.org/easter-2018/>
10. **Cover page picture, Chapter three.** PDTRA (2019). Retrieved from: <https://pdtra.gov.jo/DetailsPage/AlbumsDetails?ID=117>
11. **Cover page picture, Chapter four.** Retrieved from: <https://www.facebook.com/PRAPDTRA/photos/a.159038354173691/1300034773407371/?type=3&theater>
12. **Cover page picture, Chapter five.** Lucy (2019). The first-timer's guide to visiting Petra, Jordan. Retrieved from: <https://www.ontheluce.com/a-first-timers-guide-to-petra/>
13. **Cover page picture, chapter six.** Kurick, T. (2014). Impact of tourism on local community.
14. **Figure 1 (Pictures 2-7), Chapter six.** Kurick, T. (2014). Impact of tourism on local community.
15. **Cover page picture, chapter 7, page 169.** Princess Dana Firas (2019). Retrieved from: <https://www.facebook.com/danafiraspnt/photos/a.350608075300257/353621788332219/?type=3&theater>

16. **Cover page picture, chapter eight.** Retrieved from:
<https://www.picbaba.com/media/205ab67ffaf3cde79d11332868370100>
17. **Cover page picture, chapter nine.** PDTRA (2019). Retrieved from:
<https://pdtra.gov.jo/DetailsPage/AlbumsDetails?ID=100>
18. **Cover page picture, appendices.** Retrieved from:
<https://pdtra.gov.jo/DetailsPage/AlbumsDetails?ID=100>









APPENDICES



APPENDIX A

PERSONAL COMMUNICATIONS

Personal communications are part of secondary data in this research. Researcher used every note, emails, text messages, online chats, personal interviews, telephone conversations, live speeches and unrecorded workshop or conference notes. Following list of personal communications that incorporated in this research and help to conduct it.

- PDTRA's Chairman of Board of Commissioners (Dr. Alnwafleh M. 2015, [personal communication, 6 June](#)). Personal interview.
- Former general secretary of UNWTO (Rifai, Taleb 2019, [personal communication, 11 February](#)). Unrecorded workshop or conference notes.
- Tourism researcher (Dr. Kucirek, Tomas 2013, [personal communication, 15 may](#)). Personal interview.
- Community member (Mohammad Alrwajfah 2018, [personal communication, 25 July](#)). Personal interview.
- Community development officer (S. Kh. 2014, [personal communication, 13 September](#)). E-mail.
- Hotel owner (H. Abu A. 2013, [personal communication, 3 January](#)). Telephone conversation.
- Tour guide (Mahmoud F. 2012, [personal communication, 2 October](#)). Personal interview.
- Schoolteacher (A. Du. 2016, [personal communication, 6 August](#)). Personal interview.
- Tour operator manager (H. Fal. 2013, [personal communication, 13 September](#)). Unrecorded workshop or conference notes.
- Local community officer (Dr. H. Has. 2014, [personal communication, 16 September](#)). E-mail.
- Homemaker (Fatima H. 2019, [personal communication, 15 June](#)). Online chats and Telephone conversation.
- Tribe leader (Hussein R. 2014, [personal communication, 15 Jun](#)). Personal interview.
- Souvenir shop owner (H. Sa. 2013, [personal communication, 12 December](#)). Personal interview.
- Assistance professor (H., Sami 2017, [personal communication, 13 Jan](#)). E-mail.

APPENDIX B THE QUESTIONNAIRE

APPENDIX B.1. SURVEY INSTRUMENT IN ARABIC LANGUAGE

بسم الله الرحمن الرحيم

اعزائي سكان لواء البترا الكرام،،

هذه الإستبانة صممت من أجل اسكشاف التأثيرات الناتجة عن السياحة في لواء البترا ومدى إدراك السكان المحليين لهذه التأثيرات وكيف يتصرفون تجاه هذه التأثيرات.

إن مشاركتك في هذه الاستبانة تطوعي، و إجاباتك ستكون سرية للغاية وستنظم المعلومات وتطرح بشكل علمي لمتخذي القرار وأصحاب المشاريع والمستثمرين لمساعدة المجتمع المحلي للحد من التأثيرات السلبية والاستفادة من التأثيرات الايجابية للسياحة في لواء البترا.

ليس هنالك إجابة خاطئه أو صحيحة لهذه الأسئلة، تحتاج فقط لأن تعبر عن شعورك تجاه السياحة في بلدتك أو مدينتك.

ضع علامة X في المربع الذي تراه مناسباً لرأيك مع العلم أنه رقم 1 يعبر عن عدم موافقتك بشدة والرقم 5 يعبر عن موافقتك بشدة					
5	4	3	2	1	التأثيرات الإيجابية الناتجة من السياحة على المجتمع المحلي
5	4	3	2	1	السياحة توفر فرص للترفيه أو أنشطة الترفيهية في بلدتك
5	4	3	2	1	السياحة تساعد على الانفتاح على الأجانب في بلدتك
5	4	3	2	1	السياحة تحسن من الوضع المعيشي في بلدتك
5	4	3	2	1	السياحة تساعد على تكوين جمعيات ومؤسسات مجتمعية في بلدتك
5	4	3	2	1	السياحة تساعد على تحسين الخدمات في بلدتك مثل الصحة، التعليم وخدمات البريد
5	4	3	2	1	السياحة تساعد على الحفاظ على التقاليد والموروثات المحلية
5	4	3	2	1	السياحة تساعد على التعريف عن بلدتك عالمياً
5	4	3	2	1	السياحة تساعد على حماية البيئة في بلدتك
5	4	3	2	1	السياحة تساعد على إنشاء محميات طبيعية في بلدتك
5	4	3	2	1	السياحة تساعد على تحفيز السكان المحليين في بلدتك للمحافظة على البيئة
5	4	3	2	1	السياحة تساعد على بقاء بلدتك نظيفة

5	4	3	2	1	السياحة تزيد من دخل أسرتك
5	4	3	2	1	السياحة تحسن من وسائل النقل العام في بلدتك
5	4	3	2	1	السياحة تساعد على بناء طرق افضل في بلدتك

5	4	3	2	1	السياحة تساعد على خلق فرص استثمارية في بلدتك
5	4	3	2	1	السياحة تخلق فرص عمل في بلدتك
5	4	3	2	1	التأثيرات السلبية الناتجة من السياحة على المجتمع المحلي
5	4	3	2	1	السياحة تعمل على زيادة الأزمات المرورية والحوادث في بلدتك
5	4	3	2	1	السياحة تساعد على تناول الكحول والمخدرات في بلدتك
5	4	3	2	1	السياحة تساعد على زيادة الجريمة في بلدتك
5	4	3	2	1	السياحة تعيق من نشاطاتك خارج البيت
5	4	3	2	1	السياحة تعمل على زيادة الازدحام في المرافق العامة في بلدتك
5	4	3	2	1	السياحة تهدد حقوق المواطنين في بلدتك كاستخدام الأراضي الخاصة لأغراض سياحية
5	4	3	2	1	السكان في بلدتك يتطبعون بطباع السائحين
5	4	3	2	1	السياحة تخلق المزيد من الالتزامات الاجتماعية والمادية
5	4	3	2	1	السياحة تؤثر على الترابط الأسري في بلدتك
5	4	3	2	1	السياحة تعمل على زيادة التلوث البيئي في بلدتك (تلوث صوتي وتلوث هوائي. الخ)
5	4	3	2	1	السياحة تؤثر على المصادر الطبيعية في بلدتك كمصادر المياه مثل
5	4	3	2	1	السياحة تزيد من النفايات على الطرق في بلدتك
5	4	3	2	1	السياحة تهدد التضاريس الطبيعية في بلدتك كإنشاء مباني سياحية في منطقتك ذات جمالية طبيعية
5	4	3	2	1	السياحة تعمل على زيادة أسعار الاراضي والبيوت والشقق في بلدتك
5	4	3	2	1	السياحة تعمل على زيادة تكاليف المعيشة في بلدتك
5	4	3	2	1	السياحة تخلق فرص عمل موسمية (وظائف غير دائمة) في بلدتك
5	4	3	2	1	السياحة تساعد على الاعتماد على قطاع واحد واستثناء باقي القطاعات في بلدتك
5	4	3	2	1	الارتباط بالمجتمع
5	4	3	2	1	أشعر بالفخر لأنني أحد سكان لواء البترا
5	4	3	2	1	عندما أكون بعيدا عن بلدي أشتاق لها
5	4	3	2	1	أشعر بالرغبة بتغيير مكان سكني
5	4	3	2	1	الرضا عن الإدارة السياحية (راضي بشدة- غير راضي بشدة)

5	4	3	2	1	بشكل عام ،أشعر بالرضا عن السياحة في إقليم البترا
5	4	3	2	1	أشعر بالرضا عن الخدمات والمرافق المقدمة لسكان بلدي
5	4	3	2	1	أشعر بالرضا عن إدارة السياحة في لواء البترا
5	4	3	2	1	أشعر بالرضا عن القوانين والأنظمة السياحية التابعة لسلطة إقليم البترا
5	4	3	2	1	لدي اتصال مع السياح

أذكر أية تأثيرات سلبية أو إيجابية للسياحة في بلدتك ترى لها تأثير على المجتمع أو البيئة أو الدخل المادي:

1. الجنس:
 - ذكر
 - أنثى
2. العمر:
 - 18-24 سنة
 - 25-34 سنة
 - 35-44 سنة
 - 45-54 سنة
 - 55-64 سنة
 - 65 سنة فأكثر
3. الحالة الاجتماعية:
 - عزباء/عزب
 - متزوج/متزوجة
 - أخرى
4. المستوى التعليمي:
 - ابتدائي
 - ثانوي
 - توجيهي
 - دراسات جامعية
5. هل تعمل (ين) أو عملت في قطاع السياحة؟
 - نعم. ماذا تعمل (ين) عملت؟
 - لا
6. أين تسكن/تسكنين؟
 - دلاغة
 - الراجف
 - الطيبه
 - وادي موسى
 - أم صحيون
 - بيضا
7. كم عدد السنوات التي عشتها في هذه البلده/المدينه؟
 - أقل من 5 سنوات
 - 5-10 سنوات
 - 11-16 سنة
 - جميع سنوات حياتك
8. هل أنت عضو في أية جمعية محليه؟
 - نعم
 - جمعيه سياحية
 - جمعيه زراعية
 - جمعيه تعاونية
 - جمعيه ثقافيه
 - أخرى
 - لا

شكرا لتعاونكم

APPENDIX B.2 . SURVEY INSTRUMENT IN ENGLISH

Dear Community Resident:

This is a survey has been designed to explore the impacts of tourism in Petra region and your perception of these impacts and how you will react according to these impacts. Your participation in this survey is voluntary, and your response will remain confidential. All the responses will be combined to develop statistical profiles to help community leaders identify areas of strength and weakness. There are no right or wrong answers to any of the questions in this survey. You need only to express your feelings about how you see things in Petra region. If you have any questions regarding this survey, please do not hesitate to contact us at email impacttourismpetra@gmail.com. And you can share your ideas on our [Facebook](#) page **Impact of tourism in Petra/تأثير السياحة في البترا**.

Answer the following questions related to scale below. Mark with a cross (X) the box that you think that is more related to your answer.

	Strongly disagree				Strongly agree
	1	2	3	4	5
Positive impacts of tourism					
Tourism provides entertainment opportunities for the local community	1	2	3	4	5
Tourism helps to be open to foreigners	1	2	3	4	5
Tourism improve the quality of living	1	2	3	4	5
Tourism helps to creates more local associations	1	2	3	4	5
Tourism helps to improve the government provided facilities (Health centers, better schools, post office, sport centers etc.)	1	2	3	4	5
Tourism helps to preserve local traditions	1	2	3	4	5
Tourism helps build global awareness of the host community	1	2	3	4	5
Tourism helps to protect the environment	1	2	3	4	5
Tourism help to creates more natural parks	1	2	3	4	5
Tourism encourages people to protect surrounding environment	1	2	3	4	5
Tourism helps to keep my village\city clean	1	2	3	4	5
Tourism increases my family incomes					
Tourism creates better public transportation	1	2	3	4	5
Tourism helps to build more roads	1	2	3	4	5
Tourism helps to creates business	1	2	3	4	5
Tourism helps to creates more jobs	1	2	3	4	5
Negative impacts of tourism					

Tourism increases the traffic in the city and accidents	1	2	3	4	5
Tourism increases the uses of drugs and alcohol	1	2	3	4	5
Tourism increases the amount of crime	1	2	3	4	5
Reduces my outdoor recreation	1	2	3	4	5
Tourism makes crowding of public spaces and facilities.	1	2	3	4	5
Tourism hazards the citizen rights by using the lands and properties to create more hotels and borders from national parks.	1	2	3	4	5
Local residents adapt to tourists' behavior.	1	2	3	4	5
Tourism creates more social needs.	1	2	3	4	5
Tourism affects the family relationships.	1	2	3	4	5
Tourism increases pollution (noise, air etc.)	1	2	3	4	5
Tourism affects the natural resources such as water supply.	1	2	3	4	5
Tourism leads to more litter on the streets	1	2	3	4	5
Tourism hazard the natural landscape	1	2	3	4	5
Tourism increases the price of properties	1	2	3	4	5
Tourism increases the cost of living	1	2	3	4	5
Tourism generates seasonal jobs	1	2	3	4	5
Tourism increases dependency on this sector	1	2	3	4	5
Attachment to the community					
I feel proud of living in Petra Region.	1	2	3	4	5
When I'm away I miss my town	1	2	3	4	5
I feel I want to move out of my place of living	1	2	3	4	5
Satisfaction of tourism management (Strongly dissatisfied-strongly satisfied)					
Overall, I'm satisfied with tourism in the Petra region	1	2	3	4	5
I'm satisfied with facilities provided to local community	1	2	3	4	5
I'm satisfied with the roles and regulations of Petra Region	1	2	3	4	5
I'm satisfied with tourism management in the Petra region	1	2	3	4	5
I have contact with tourists	1	2	3	4	5

Please mention any negative or positive impacts of tourism in your town that you see have an impact on your society, environment or income:

1. Gender
 - a. Male
 - b. Female

2. Age
 - a. 18-24 years
 - b. 25-34 years
 - c. 35-44 years
 - d. 45-54 years
 - e. 55-64 years
 - f. 65 years and more

3. Marital Status
 - a. Single
 - b. Married
 - c. Others

4. Where do you live?
 - a. Wadi Musa
 - b. Um Sayhoun
 - c. Baidah
 - d. Taybeh
 - e. Rajif
 - f. Dlagha

5. Level of education
 - a. Primary studies
 - b. Secondary studies
 - c. Tawgihi
 - d. University degree

6. Do/did you work in tourism?
 - a. Yes, what do/did you work?.....
 - b. No

7. Are you part of any local association in Petra Region?
- a. Yes, Tourism association Agriculture association
 Culture association Charity association
 others
- b. No

Thank you for your support

APPENDIX C CHAPTER THREE APPENDECIES

APPENDIX C.1. RESOURCES OF THE ANALYZED DOCUMENTS.

As mentioned in the body of the paper, authors retrieved the documents from the archives and websites of the PDTRA and MOTA, however, readers can access the plans using following links:

- JICA plans: <https://libportal.jica.go.jp/library/HICSBooks/DetailsSearch.php>
- USAID plans: <https://www.usaid.gov/results-and-data/planning>
- UNESCO plans: <https://whc.unesco.org/en/list/326/documents/>

APPENDIX C.3. RAW RESULTS OF THE CONTENT ANALYSIS.

Master Plan for The Protection and Use of the Petra National Park, 1968	
The type of the plan	development, interpretation, protection and general administration of Petra National Park
Involved Communities	Um Sayhoun, Wadi Musa
Participants of the stakeholders	Minister of Information, Tourism, and Antiquities. Director of the Jordan Tourism Authority and his staff. Chief of the Parks Division of the JTA and his staff. Director of the Department of Antiquities and his staff. Vice President of the Jordan Development Board and his staff. Participants from various ministries.
The nature of participation	Logistical assistance
Impacts	Establishment of inventory of historic structures The restriction of excavations Developing a historic base map The plan recommends Increasing the awareness of the benefits of development of National Parks on the economy and social life. Rehabilitation of the Nabataean hydraulic network to protect the site from floods.
Other plans relevant	Non
Future implementation of the plan	Establish a national park later called PAP after 25 years Excavations, restoration, consolidation, and protective measures have been implemented in: Petra Church: excavated by the American Center for Oriental Research (ACOR). Great Temple: excavated by the Brown University/USA. Zantur: excavated by the Basel University. Cleaning and consolidation of the wall painting: by the Petra National Trust (PNT). Establishment of inventory of historic structures 1989-1995 through Jordanian Antiquities Database and Information System project. Relaunched in 2011 under the name of MEGA-Jordan. Developing base map in 1999 by ACOR Relocating Bdul tribe in 1980.
Needs	Protection and administration of the national park of Petra.

Notes:

- The plan addressed the important of gaining benefits of tourism by local community. Increased job situations and expanding business opportunities generated by the park should be taken by locals. (p:41)
- Relocation of Bdul tribe ⁽¹⁾
- The involvement of local community of Petra region in planning was absent.

Petra national park management plan, 1994	
The type of the plan	National Parks and Tourism development
Involved Communities	Wadi Musa, Um Sayhoun, Baidah
Participants of the stakeholders	<p>The plan proposed to involve local NGOs and government institution in the implementation of the proposed programs.</p> <p>- Plan proposed involving of various communities living in the area, but it did not point how many members or of which town they should be.</p> <p>- In the implementation of the management plan, 3 representatives of each local population selected in this process.</p> <p>(PNT, Yarmouk University, DOA, University of Jordan, Higher Council for Science and Technology (HCST), MOA, PANP, Petra Archeological and Natural Park, RJGC. Royal Jordanian Geographic Center, RSCN. Royal Society for the conversation of Nature)</p>
The nature of participation	Logistical assistance and consultation
Impacts	<p>Zoning: proposed map of zoning the natural park to protect the archeological site and the natural resources. Proposed solution for Bdul tribe to relocate them of the site.</p> <p>Administrative structure: proposed structure of management to help protect the site and which local parties could involve.</p> <p>Management programs: proposed programs to develop the protection of the site and determine the estimated costs and the management roles.</p> <p>Recommendations to development of tourism facilities were realized: daily transport from Amman, the construction of a first-class hotel and a visitors' center, electricity supply and roads.</p> <p>New type of tourism recommended: Hotel tourism, Nomadic tourism, Agricultural tourism,</p>
Other plans relevant	Master Plan for The Protection and Use of the Petra National Park 1968
Future implementation of the plan	<p>A project covering zoning and land use regulation in a limited area outside the Park boundaries, although lacking building regulations, was implemented in 1995–1996.</p> <p>Establishment of PRC in 1995.</p>
Needs	Necessity of an independent governing body. Later, the outcome was the Petra Regional Council (PRC, later renamed the PRPC) 1995.

Recommendations for infrastructure projects such as roads, water supply and treatment, and electricity have been underway for some time now, as are tourism-related projects.
 Rebuild the traditional Arab stone-built houses in the site.
 Proposed agriculture projects to help make villagers less dependent on tourism.
 Lack of tourists' accommodation.
 Necessity of zoning the park to mark where is the proposed project could be located.
 Develop the tourism with the aim of protecting the agriculture and landscape.

Continue to notes...

Notes:

This plan came after 26 years after the US/NPS Master Plan, addresses many of the same issues. This Plan bases its recommendations and proposals on the impact of the level of management at the time on these values. The plan has and continues to serve as a guiding document for all projects and activities since then, and many project proposals have been executed. As classified in this plan in table above, the plan covered more subjects than the previous plan in 1968, tourism development and management of the site addressed as main objectives of the plan. Moreover, in local community development this plan proposed project to solve Bdul problems related to tourism and land using. on term of tourism development, the plan proposed several projects to develop the tourism products and solving the accommodation problems and accessing to the site issue. UNESCO plan identifies the major issues threatening the safety of the park through a mix of environment, socio-economic and cultural terms, and presents recommendations to reduce these threats.

Management Analysis and Recommendations for the Petra World Heritage Site, 1996	
The type of the plan	Management plan
Involved Communities	Wadi Musa, Umm Sayhoun, and Taybet Zaman ⁵
Participants of the stakeholders	PNT, Royal Geographic Society, Yarmouk University. Queen Noor Foundation, DoA, MoTA.
The nature of participation	Logistical assistance and consultation.
Impacts	Establish geographic boundaries of the Petra National Park. Designate Petra as a National Park or protected area. Draft components of the park establishment document. Establish a Park management agency. Establish geographic boundaries of the Petra National Park.

⁵ Taybet Zaman: the old village of Taybeh and an investor turned it to a five stars' hotel.

	Designate Petra as a National Park or protected area. Draft components of the park establishment document. Establish a Park management agency.
Other plans relevant	Non.
Future implementation of the plan	Establishment of PAP, 2007. establishment of Turkomania exit by PDTRA, 2012.
Needs	Protect the site in the time that sustainable tourism needed and increasing of the visitors to the site. Need for cultural resource management. Preservation of the site. The visitation of the site is huge and continues to grow, this create need to find new management plans to protect the site. Review the responsibilities of the council regarding to zoning, land use regulations (especially for Bdul), restrictions of construction, development of facilities and services, and community issues. The plan recommends creating separate authority to manage the Park. Later the park had its own management (PAP) in 2007.

Continue to notes...

Notes:

The plan mentioned the surrounding villages of Petra as a future challenge for the management. This plan is one of the outputs of Jordan Sustainable Tourism Development Project (USAid), firstly named (Cultural and Environmental Resources Management project). as it came in the first and second plans, this plan focuses on site management. Moreover, the plan examined that the establishment of PRPC was a good step in tourism management of Petra. The council established in Wadi Musa after managing the site for 50 years from Amman. Moreover, the plan recommends the management to be aware of the surrounding villages' pressures in the future. As the region is limited of natural resources and developing projects, local community will be more involved in tourism sector and it will be reliant more on the tourism opportunities, in addition to that local community will expect more services and improvements from the management. before the establishment of PAP, DoA did not have the full authority on the park, the plan recommend that the park should have separate and full authorized management to keep preservation and developing the site.

The Petra Archaeological Park Operating Plan, 2000

The type of the plan	Operation management plan.
Involved Communities	Um Sayhoun, Wadi Musa.
Participants of the stakeholders	<ul style="list-style-type: none"> - Petra Archaeological Park - Bait Al-Anbat (The Arab Forum for Cultural Interaction) - Amareen Association. - Horses Association.

	<ul style="list-style-type: none"> - Bdul Committee. - Petra National Trust (PNT). - Ministry of Tourism and Antiquities. - Tourist Police. - Guides Association. - The Royal Society for the Conservation of Nature – Jordan. - Petra Regional Planning Council (PRPC)
The nature of participation	<ul style="list-style-type: none"> - Logistical assistance and consultation. - Involving local community in the preservation of the site.
Impacts	<ul style="list-style-type: none"> - Protection of the site. Petra visitors growing and pollution generated by human activities is a threat on the environment. - satisfy the tourism demands. - The independency of the management of Petra, and identify a decision-making authority. - Implement zoning. - Upgrade visitor information and services. - Improve visitor circulation. - Communicate regularly with tourism leaders in the region. - Present archaeological research to enhance site protection and interpretation.
Other plans relevant	<p>UNESCO Petra National Park Management Plan (UNESCO 1995)</p> <p>Management Analysis and Recommendation for the Petra World Heritage Site by Douglas Comer and Lawrence Belli (US/ICOMOS 1996)</p> <p>Petra Sanctuary Carrying Capacity Analysis by Douglas Comer and Lawrence Belli (US/ICOMOS 1996).</p>
Future implementation of the plan	Park rangers department, new trails in the city
Needs	<p>Protection of the site</p> <p>Safety of the visitors</p>

Notes:

In this plan, the involvement of local stakeholders is wider, workshops and meetings have held to clarify the inputs of the plan.

Strategic Master Plan for Petra Region, 2011	
The type of the plan	Master Plan. Sustainable tourism development, Social development.
Involved Communities	Wadi Musa, Um Sayhoun, Taybeh, Rajif, Dlagha, Baidah, and the non-inhabited areas

Participants of the stakeholders	<ol style="list-style-type: none"> 1. Community representatives of the six communities (Men & Women) 2. Tourism stakeholders; Hotel managers/Owners, Tour agencies, Tourism associations such as; JTB (Jordan Tourism Board) and Jordan Hotel Association and tour guides (Amman & Petra region). 3. Governmental officials; Ministry of Tourism, Department of Antiquities, Ministry of Energy and Mineral Resources, Natural Resources Authorities, Department of Land and Surveys, Ministry of Education, Ministry of Public Health, Ministry of Municipal Affairs, Ministry of Agriculture, and ASEZA (Aqaba Special Economic Zone Authority). 4. Public and Private institutions and organizations; RSCN (Royal Society of Conservation of nature), NCARE (National Center for Agricultural Research & Extension, PNT (Petra National Trust), JITAO (Jordan Inbound Tour Operators Associations), British Institute Amman, ACOR (American Center of Oriental Research, UNESCO – Amman Office representation (United Nation Educational, Scientific and Cultural Organization, JETT (Jordan Express Tourist Transportation Co.) and Aqaba Water Co.
The nature of participation	<p>ACT used integrated approach in the planning process, which allow the local stakeholders to participate in the planning process.</p>
Impacts	<ul style="list-style-type: none"> - Protecting and enhancing the surroundings around Petra Archaeological Park. - Sustainable tourism development within the Petra Region. - Socio-economic study including the local and regional economic, fiscal, demographic, public services. - Social development and cultural and values for all six local communities within the region. - Land use and urbanization. - Development of Infrastructure and public services - Protecting the environment. - Develop the tourism product and marketing capacity. - The plan recommended utilization of renewable energies. - New pricing in 2010. - 2017: agreement between PDTRA and Renewable Energy and Energy Conservation Fund corporation to fund the hotels in the region to use the solar energy. - In 2014: Mitsubishi Electric Built a solar station to provide Um Sayhoun and Petra cite with clean energy, to protect the site from the use of electricity generated by motors.
Other plans relevant	<p>None.</p>
Future implementation of the plan	<ul style="list-style-type: none"> - New pricing in 2010. - 2017: agreement between PDTRA and Renewable Energy and Energy Conservation Fund Corporation to fund the hotels in the region to use the solar energy.

	<ul style="list-style-type: none"> - In 2014: Mitsubishi Electric built a solar station to provide Um Sayhoun and Petra cite with clean energy, to protect the site from the use of electricity generated by motors. - Visitor center transformation (Funded by USAID). - Early alarm project. This project aimed to protect the residents and touristic site from floods. - Various project in all six communities to enhance the infrastructure. - Create new tourism products such as gastronomy, ecotourism and natural tourism.
Needs	<ul style="list-style-type: none"> - Administrate and supervise the Petra Region. - Manage and develop the tourism industry in Petra and coordinate with national and international entities that are related to the economic sector. - Provide a desirable investment environment to engage in various economic activities. - Contribute to the development of comprehensive strategies for the protection, maintenance and restoration of archaeological sites, in coordination with the Department of Antiquities. - Identify the areas and sites of heritage value in the region, which can be used for tourism purposes. - Enhance the social status for the local committee and private institutions, and provide support to the traditional crafts projects and the tourism industry. - Protect the environment in the region, including water resources, natural resources and biodiversity, by setting the standards, rules and regulations. - Develop plans for human resource development.

Notes:

Between the years of 1934 and 1995, the management of Petra was located in Amman, under the DoA and MoTA. However, after 1 year of running the region, PDTRA realized that they need a long term plan to develop the tourism and community in the region. This trend based on the management’s responsibilities to the region. The aim of establishment of protected areas and authorities in Jordan is to manage cultural heritage sites. PDTRA aims to develop the region, economically, socially, culturally, and as a tourist destination, as well as contribute to local community development.

The management announced an international request for a plan’s proposal seeking a company to provide a master plan for 20 years. The management requested a plan that should be based on a “study that covers the entire Petra Region, focusing on the main urban areas, and the key natural landscape and environmental areas associated with the UNESCO World Heritage Site and archaeological park. The PAP must be looked at from a strategic point of



view, as Park Management Plans have already been developed. The Strategic Master Plan should also address urban efficiency, economic and social development including all six local communities, mobilization of private sector investment and participation, balanced with the protection of the archaeological park itself". (ACT, 2010).

After 43 years of planning, the local community especially the ordinary residents have been involved in the planning process. the consultants of ATC stated that: "Among these stakeholders are governmental institutions, which in specific areas have a strong say (e.g. archaeological protection or use of land), as well as protective bodies such as UNESCO, PNT or RSCN. Of great importance are the local populations of the six communities, the Bedouin tribes (1) with their traditions and all stakeholders involved in the regional tourism industry. Special attention must be paid to the 19 associations and cooperatives located in the region, which already present an encouraging basis for an increasingly active engagement of the regional population in planning for their future well-being"



Vision of developing Dlagha village.
Source: ACT Petra master plan, 2011.

APPENDIX D

CHAPTER FOUR APPENDICES

Table 1. Residents' perceptions selected studies

Study	Methodology	Area
Haralambopoulos & Pizam, 1996	P Quantitative	Samos ^a , Greece
Upchurch & Teivane, 2000	P Quantitative	Riga, Latvia
Tosun, 2002	P Qualitative	Urgup, Cappadocia ^a , Turkey ^b
Mbaiwa, 2005	P ³ Quantitative	Okavango Delta ^a , Botswana ^b
Aas, Ladkin & Fletcher, 2005	P Quantitative & qualitative	Luang Prabang ^a , Laos ^b
Zamani-Farahani & Musa, 2008	P Quantitative	Masooleh, Iran ^b
Allendorf, Smith, & Anderson, 2007	P Qualitative	Royal Bardia National Park, Nepal ^b
Nicholas, Thapa, & Ko, 2009a	P Quantitative(SEM)	Pitons Management Area ^a , Saint Lucia ^b
Nicholas, Thapa, & Pennington- Gray, 2009b	P Qualitative	Pitons Management Area ^a , Saint Lucia ^b
Jimura, 2011	P Quantitative & qualitative	Ogimachi ^a , Shirakawa- mura, Japan
Zamani-Farahani & Musa, 2012	P Quantitative(EFA)	Sare'in & Masooleh, Iran ^b
Su & Wall, 2014	P Quantitative & qualitative	Mutianyu Great Wall ^a , Beijing, China ^b
Jaafar, Md Noor & Rasoolimanesh, 2015	P Quantitative(PLS-SEM)	Lenggong Valley ^a , (Malaysia ^b
(Rasoolimanesh et al., 2015)	P ² Quantitative(PLS-SEM)	Lenggong Valley ^a , Malaysia ^b
Kim, 2016	P Quantitative	Hahoe Village ^a , South Korea ^b
Vareiro & Mendes, 2016	P Quantitative	Évora ^a , Portugal
Fong, Fong, & Law, 2016	P Quantitative(PLS-SEM)	Macao ^a , China ^b
Khoshkam, Marzuki & Al-Mulali, 2016	P ³ Quantitative(PLS-SEM)	Anzali, Iran ^b
Chi, Cai, & Li, 2017	P Quantitative	Lijiang ^a , China ^b
Rasoolimanesh & Jaafar, 2017	P Quantitative(ANOVA)	Lenggong Valley ^a , Malaysia ^b
Rasoolimanesh, Jaafar, Ahmad, & Barghi, 2017a	P Quantitative(PLS-SEM)	George Town ^a , Malaysia ^b
Rasoolimanesh, Jaafar, Kock & Ahmad, 2017b	P Quantitative(PLS-SEM)	George Town ^a , Malaysia ^b

APPENDICES

Rasoolimanesh, Roldán, Jaafar & Ramayah, 2017c	P	Quantitative(PLS-SEM)	Lenggong & George Town ^a , Malaysia ^b
Rasoolimanesh, Ringle, Jaafar & Ramayah, 2017d	P	Quantitative(PLS-SEM)	Lenggong & George Town ^a , Malaysia ^b
(Rasoolimanesh et al., 2017e)	P	Quantitative(PLS-SEM)	George Town ^a , Malaysia ^b
Franzidis & Yau, 2017	P	Qualitative	USA
Md Noor, Rasoolimanesh, Jaafar & Barghi, 2018	P	Quantitative(PLS-SEM)	Lenggong Valley ^a , Bujang Valley, Malaysia ^b
Zhuang, Yao, & Li, 2019	P	Qualitative	Kaiping villages ^a , China ^b
Galanzeh, 2008	P ³	Qualitative	Petra ^a , Jerash & Umm Qais
Steiner, 2010	-	Qualitative	Petra ^a , & Nile valley, Egypt ^b
Mustafa & Tayeh, 2011	P ³	Qualitative	Petra ^a
Al-hasanat & Hyasat, 2011	P ³	Quantitative	Petra ^a
Al Haija, 2011	-	Qualitative	Petra ^a , Jerash & Madaba
Ababneh, 2016	P ³	Quantitative	Petra ^a
Alobiedat, 2016	-	Qualitative	Umm Qais
Bader, Alrousan, Abuamoud, & Alasal, 2016	-	Qualitative	Amman
Tarawneh & Wray, 2017	-	Qualitative	Petra ^a
Lankford, 1994	P ^T	Quantitative(ANOVA)	Columbia River, Gorge region of Oregon & Washington, USA
Smith & Krannich, 1998	P	Quantitative(ANOVA)	Rocky Mountain West, USA
Cui & Ryan, 2011	P ^T	Quantitative(ANOVA)	Ankang, Shaanxi Province, China ^b
Andriotis, 2002	P	Quantitative	Cretan Greek
Teye, Sirakaya, & F. Sönmez, 2002	P ³	Quantitative(Regression)	Ghana ^b
Zhang, Inbakaran, Jackson, 2006	P	Quantitative(SEM, ANOVA)	Melbourne, Victoria, Australia
Y. Wang & Pfister, 2008	P	Quantitative(ANOVA)	North Carolina, USA
Nunkoo & Ramkissoon, 2010	P ²	Quantitative(ANOVA)	Port Louis, Mauritius ^b
Ward & Berno, 2011	P	Quantitative(Regression)	Fiji ^b & New Zealand
Moswete, Thapa & Child, 2012	P	Qualitative	Botswana ^b
Nunkoo & Ramkissoon, 2012	P	Quantitative(CFA)	Western Indian Ocean, India ^b
Moswete & Thapa, 2015	P	Quantitative	Kgalagadi Transfrontier Park, Botswana ^b & South Africa ^b
Nunkoo, 2015	P ²	Quantitative(SEM, CFA)	Niagara Region, Canada

Jordan^b

Meimand, Khalifah, Zavadskas, Mardani, Najafipour & Ahmad, 2017	P	Quantitative(PLS-SEM)	Parit Bugis, Pachitan & Teluk Ketapang, Malaysia ^b
Eslami, Khalifah, Mardani, & Streimikiene, 2018	P³	Quantitative(SEM)	Langkawi Island, Malaysia ^b
Scholtz, Viviers & Maputsoe, 2018	P	Quantitative(EFA)	Bloemfontein, South Africa ^b
Eusébio, Vieira, & Lima, 2018	P	Quantitative(SEM, EFA & CFA)	Boa Vista Island, Cape Verde ^b
Nunkoo, Smith, & Ramkissoon, 2013	P	Literature Review	
Sharpley, 2014	P		
Almeida García, Balbuena Vázquez, & Cortés Macías, 2015	P		

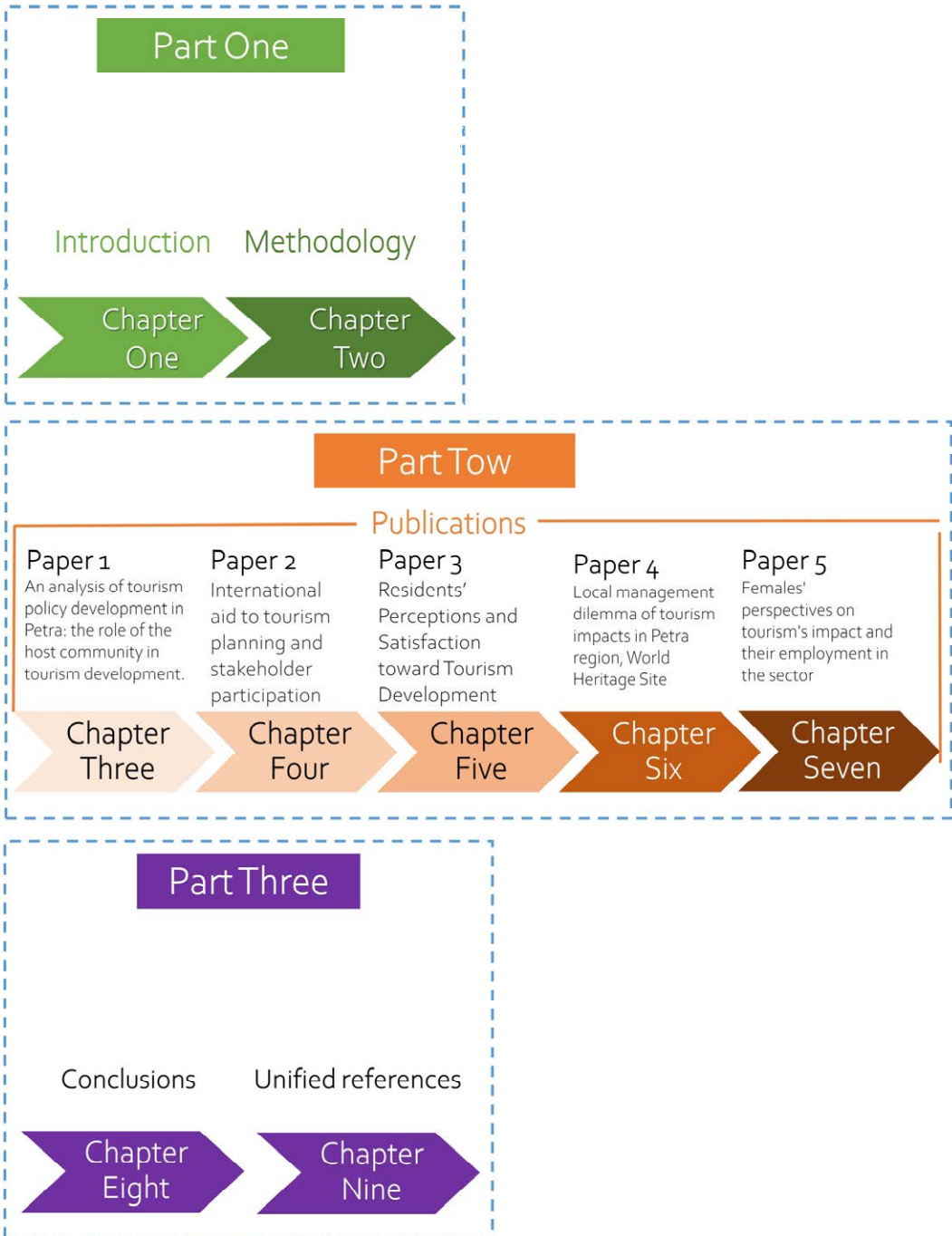
Notes:

^a World Heritage Site (UNESCO/WHC, 2019); ^b Developing country (UN/WESP, 2019)

P: Study based on residents' or/and stakeholders' perceptions; **P^T**: Perceptions toward total impacts; **P²**: Perceptions toward cost and benefits; **P³**: Perceptions toward (Socio-culture or/and economic or/and environment) impacts.

APPENDIX E

THESIS STRUCTURE



APPENDIX F RESEARCH FLOWCHART

