

Abstract

This article establishes the relationship between residents, satisfaction and perception of the tourism impacts. We have identified that the different levels of rootedness allow us to assess the satisfaction and tourism impacts in a mature destination. The social reality of a tourism space is analysed within the context of the lifecycle of the destination, where we observe the effect of tourism on the living conditions of residents. Many studies tend to analyse the opinions of tourists and this research is interested in finding out the attitudes of the local population towards the tourism phenomenon. The attitudes and opinions of the residents will be used to include them in tourism destinations, as well as to create specific actions and programs aimed at improving the quality of life of the local population and avoid conflicts with tourists. The opinions of the residents should be transferred to processes of citizen participation that give rise to concrete policies of destination management.

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