THE SOCIAL IMPACTS OF TOURISM ON LOCAL COMMUNITY'S QUALITY OF LIFE

Ivana Pavlić
Ana Portolan
Barbara Puh

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Abstract
Understanding the residents' attitudes towards social impacts of tourism is essential for achieving wellbeing that directly implicates local community's support for quality tourism development.
Purpose – To develop a model of residents' attitudes, examining not only perception of social impacts of tourism, but also the path relationships between perception of personal benefits from tourism development, community involvement, positive and negative social impacts of tourism, quality of life and support for further tourism development.
Methodology – To achieve the main purpose of this research, Cronbach's alpha, confirmatory factor analysis (CFA) and structural equation modelling (SEM) were applied. Since the purpose of the research was to explore relationships between different pairs of variables as a whole, the path analysis was implemented in order to determine the direction and significance of these relationships.
Findings – The findings indicate that both personal benefits from tourism development and community involvement have significant effects on positive social impacts of tourism and can affect the quality of life and support for tourism development. Although both positive and negative social impacts of tourism have considerable effects on quality of life and support for tourism development, the effects from positive social impacts are much stronger than from the negative ones.
Contribution – Since the issue of residents' attitudes is an under-researched topic in the Republic of Croatia, the main contribution of this paper is the actualization of this important matter.
Keywords residents' attitudes, social impacts of tourism, quality of life, tourism development support

INTRODUCTION

According to the Croatian Bureau of Statistics, there were 818 017 tourists in accommodation facilities in the city of Dubrovnik in 2014 who have realized 2 819 868 overnights. Compared to 2013, this is an increase of 11.6% in arrivals and 8.8% in overnights. In the same year, 2014 Dubrovnik was visited by 914 671 visitors from cruise ships (www.portdubrovnik.hr 16.03.2015.). The maximum fluctuation of tourists and visitors occurs during the summer months (June-October) when more than 80% of arrivals and visits are realized. An ever-increasing number of travellers on a comparatively small area have distinct social impacts on the local residents' quality of life and on forming their attitudes towards the social impacts of tourism.

Local residents are among main stakeholders of tourism development in destination (Hanafiah et al., 2013) and their perception of tourism development is very important in evaluating the current situation towards the destination (Cottrell and Vaske, 2006).

An understanding of local residents' attitudes towards tourism development and its social impacts on their quality of life is essential in achieving a local community's support for further development. Furthermore, personal benefits from tourism development and community involvement in tourism planning, as well as in solving problems arising from tourism, are main components of future sustainable tourism development.

The local residents' attitudes have been a research topic for many scientists who agree that local residents' support for tourism development is affected by perceived economic, social, cultural and environmental impacts of tourism.

The main goal of this paper was to examine not only perception of social impacts of tourism, but also the path relationships between perception of personal benefits from tourism development, community involvement, positive and negative social tourism impacts, quality of life and support for further tourism development. Personal benefits from tourism development and community involvement are chosen as the antecedents on residents' perceptions of both positive and negative perceived social impacts of tourism. Personal benefits are selected due to the fact that the more benefits residents have; the more collaborative they are in tourism development supporting. Moreover, if residents are more involved in tourism planning and solving problems arising from tourism, they will support further tourism development. The quality of life is chosen as antecedent of support for further tourism development. If residents have better quality of life, they will strongly support further tourism development.

1. LITERATURE REVIEW

Since 1970s many different studies have analysed residents' attitudes and perceptions towards tourism development. Pioneers in this area began investigating positive economic impacts of tourism and eventually, the attention was drawn to the question of local residents' attitudes on various impacts of tourism. Pizam (1978) and Rotham (1978) pointed out the importance of analysing residents' attitudes taking into consideration the negative effects of tourism development as well as the need to provide a solid base for high quality development of tourism to mutual satisfaction of both residents and tourists.

In the 1980s scholars began with attitude analysis, but still insufficiently. In this period of research, the focus was put on economic and social, positive and negative impacts of tourism through the application of factor analysis with inadequate reliability and validity of the measures applied. Belisle and Hoy (1980) analysed residents' perceptions of the impact tourism has on destination development in order to minimize antagonism between residents and tourists. Based on segmentation using THAID model, Brougham and Butler (1981) proved that positive and negative effects of tourism did not have the same impact on all local residents. They also found out the significant difference in the impact in relation to residents' local and personal traits. Using the same methodology, Sheldon and Var (1984) pointed out six major determinants for the residents in North Wales (negative social impact, economic input, visitor stereotype, purchase of apartments, cultural impact and environmental impact of

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tourism development). Also, in their research on Hawaii, Liu and Var (1986) found out that tourism had multiple positive cultural and economic effects, but they also emphasized negative social and physic impacts. Based on the previous research and using factor analysis, Liu, Sheldon and War (1987) isolated economic, social and environmental variables to explain the residents' perception of tourists and tourism. They also found that the residents in destinations in advanced phases of tourism development were more sensitive to positive and negative environmental impacts of tourism.

In the 1990s the interest for this area of tourism research increased but with significant difference in approach to identify the problem and methodology applied. On the basis of conceptual model, Perdue, Long and Allen (1990) tested relation between residents' perceptions and tourism results and residents support for tourism development. The findings indicated that as long as residents enjoyed personal benefits from tourism development they supported the present tourism development policy. Based on social exchange theory, Ap (1992) analysed the reasons for positive and negative perceptions of the impact of tourism residents had. He found that as long as the exchange of resources between residents and tourists was high and balanced, the impacts of tourism were positive from the residents' perspective. Lankford and Howard (1993) developed tourism impact attitude scale (TIAS) and stepped away from the traditional approach in research. They tested the effect of in depended variables on the residents' attitudes on tourism development using multiple regression model. In the research of residents' attitudes on development over a 14 year period, Getz (1994) pointed out both positive and negative attitudes towards tourism development. Akis, Peristians and Warner (1996) analysed the perception of two majority residents' groups of the costal tourism development in Cyprus and confirmed Butler's presumption on inverse relationship between tourism development level and perceived effects of tourism. A year later, using comparative analysis in research of two urban centres, Gilbert and Clark (1997) found out that the residents attitudes in centres which are in advanced stages of life cycle were negative in spite of the economic effects tourism had on local economy.

Research of residents' attitudes using SEM modelling began in the late 1990s. Research conducted by Lindberg and Johnson (1997) determined the intensity of the attitudes and the effect in relation to economic benefits from tourism development. A year later, aiming to identify the bivariate correlation of reliance on tourism development and the residents' attitudes, Smith and Krannich (1998) used one way analysis of variance and multiple classification analysis to determine the effects controlling the variables in the relation.

Upchurch and Teivene (2000) tried to identify the main determinants of a certain stage of tourism life cycle and analyse the positive and negative impact of tourism development in the various stages of life cycle using descriptive statistics. Using cluster analysis, Williams and Lawson (2001) emphasized the importance of analyzing personal and not demographic factors. Using SEM, Gursoy, Jurowski and Uysal (2001) constructed a model of local community support to tourism development based on the factors that came out during the research. In addition, using SEM modeling, Ko and Stewart (2002) found out that satisfaction of the local community was directly influenced by the perceived results from tourism and that it can be used in planning

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tourism development. In their research of attitudes, Gursoy and Rutherford (2004) applied and advanced structural model to which they added five new factors (economic benefits, sociological benefits and costs and cultural benefits and costs) that were not included in their previous research. They found out that there were nine different determinants influencing (directly or indirectly) the support of local community on tourism development. Green (2005) carried out a research on the residents' perception on environmental and sociological changes caused by tourism development. Dyer et al. (2007) used exploratory factor analysis to check the factor structure and validity of the research instrument for measuring the residents' perception of impacts of tourism. Application of structural model resulted in five perceived factors, namely negative socio economical and sociological impact and positive sociological, economic and cultural impact. Kaltenborn et al. (2008) conducted a research of the residents' attitudes towards the spread of second home living as a special form of tourism development. They used SEM to determine correlation of attitudes on environmental protection and development of second home living in two regions with their correlation with the local community and economic dependency on tourism development. Further, Nepal (2008) investigated the attitudes of local residents in Canada towards socio economic and recreational opportunities for tourism and tourism development. He found out that majority of residents had positive attitudes towards future tourism development. Aref (2010) studied the residents' and local authorities' attitudes towards tourism development in order to better understand their support for sustainable tourism development. His study revealed that local authorities had better perception of socio cultural impacts of tourism then of environmental and economic impacts. In his research, Amuquandoh (2010) explored the residents' perception of physical impacts of tourism. He found out that positive attitudes were better perceived than the negative ones, which indicated insufficient education of the residents on a possible danger from uncontrolled tourism development. Using SEM, Chen and Chen (2010) investigated the interrelations between community attachment, economic dependence of tourism, perceived positive and negative impacts of tourism and tourism development in Taiwan. They found out that community attachment as well as economic dependence had significant effects on positive tourism impact and could affect the support for the future tourism development. Vargas Sanchez, de Los Angeles Plaza-Mejla and Porras Bueno (2011) analysed the possibility of universal model application for research of residents' attitudes. They emphasized the application of SEM in which three new variables were included: tourism behaviour, tourism density and tourism development level as perceived by residents. Woosnam (2012) pointed out neglecting of the role of residents feelings in forming attitudes on tourism development. She used SEM and emotional solidarity scale to determine TIAS level and the resultant factors. Kim et al. (2012) investigated the link between perceived impacts of tourism on local residents' sense of wellbeing, health and safety and captured its influence on life satisfaction of residents. Assante, Wen and Lottig (2012) evaluated the impact of residents' attitudes with respect to sustainable tourism development using SEM. The results indicated that residents were aware of positive economic impact of tourism but were also aware that these benefits could have a negative impact on the environment which could reduce their satisfaction with future tourism development. Using factor analysis, Hanafiah, Jamaluddin and Zulkifly (2013) analysed local community attitudes and their support towards tourism development in Tioman Island, Malaysia. The findings indicated that local community had positive perception of economic and social impact of tourism but

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negative one of the impact on the environment. In his research of community resident support for sustainable tourism development by using confirmatory factor analysis and SEM, Lee (2013) found out that community attachment and community involvement were critical factors that affected the level of support for sustainable tourism development. In the same year, using confirmatory factor analysis and hierarchical multiple regression, Kim, Uysal and Sirgy (2013) investigated the impact of tourism in a community on a local residents' quality of life. The study results indicated that positive perceptions of economic impact predicted residents' sense of material wellbeing and positive perceptions of social impact predicted residents' sense of community wellbeing. Also, negative perceptions of environmental impact of tourism predicted residents' sense of health and safety. Nunkoo, Smith and Ramkissoon (2013) made a longitudinal study of 140 articles investigating residents' attitudes to tourism in a period from 1984 to 2010. They concluded that "the studies of this topic have evolved from being low on methodological sophistication and theoretic awareness to being high on both aspects" (Nunkoo, Smith and Ramkissoon, 2013, p.5). Nejati, Mohamed and Omar (2014) investigated the perception of local residents about economic, social, environmental and cultural impacts of tourism development on two island destinations in Malaysia. Results indicated that residents of both islands perceived the highest environmental impacts of tourism on water quality, wildlife, and air quality and that majority of local residents perceived that positive economic, social and cultural impacts of tourism were larger than its negative impacts. Using SEM, Stylidis et al. (2014) investigated the role of residents place image and perceived tourism impacts in shaping their support for tourism development. The results suggested that the more favourable perception of economic, socio cultural and environmental impacts of tourism residents had the greater support for future tourism development was. Also, more positive place image was likely to enhance residents support for tourism development. Woo, Kim and Uysal (2015) investigated the local residents support for tourism development by exploring residents perceived value of tourism development, life domain satisfaction and overall quality of life in their community. Structural equation modelling showed positive relationships between mentioned constructs. Vargas-Sanchez et al. (2015) investigated the interrelation of residents' attitudes of the impact of tourism and the level of destination development at two destinations Algarve (Portugal) and Huelva (Spain). The results of SEM indicated that the higher the perceived level of tourism development was, the stronger the negative effects of tourism were felt.

2. DATA AND METHODOLOGY

2.1. Sample and data collection

In order to develop a model of residents' attitudes, perception of positive and negative social impacts of tourism including personal benefits from tourism development, community involvement, residents' quality of life and support for the further tourism development were examined. To identify the contemporary situation in the city of Dubrovnik as a tourist destination empirical research was carried out using a sample survey taken from 400 convenience-chosen local residents in Dubrovnik. The research

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was carried out from May the 1st to October the 1st, 2014. In total, 286 questionnaires were administered personally to the respondents.

A high structured questionnaire, that included all constructs of the proposed model to test the below mentioned hypotheses, was used. The questions were based on the review of literature and the questionnaire consisted of seven parts. The first part consisted of social impacts of tourism with 16 items. This part was divided into the two sub-sections – positive (8 items) and negative (8 items) (Ko & Stewart 2002; Lee 2013) social impacts of tourism. Part two consisted of personal benefits from tourism development (2 items). In that context, personal benefits have been identified as important factor associated with the resident attitudes toward tourism development and have focused on the economic indicators whereas the value domains may be anchored in social and less tangible variable in the certain circumstances (Wang & Pfister 2008). The third part referred to community involvement (2 items). Community involvement describes the extent to which residents are included in sharing issues about their lives with their community and measures the means of involving local community (Lee 2012). The fourth part was devoted to the quality of life (4 items). Quality of life explores how positive and negative social impacts of tourism affect local resident's quality of life in general derived from theoretical model that addresses satisfaction with life. The fifth part dealt with support for tourism development (manifest variable). Local residents' attitudes were measured applying 5-point Likert scale ranging from extremely negative to extremely positive.

The first group of questions concerned the perceived positive social impacts, where evaluation was measured using one variable with eight items (Cronbach's alpha α=0,828). The second group of questions included negative social impacts of tourism and was also specified with eight items (Cronbach's alpha α=0,911). The third group of questions concerned the personal benefits from tourism with two items (Cronbach's alpha α=0,908). The forth group of questions were based on community involvement also with two items (Cronbach's alpha α=0,900) whereas quality of life was analysed using four items (Cronbach's alpha α=0,742).

The results obtained from the survey were analysed using different analytical tools, including methods of analysis and synthesis, inductive and deductive methods, method of generalization and specialization, and different statistical methods. The aim of the research was to define the dependence of different relevant parameters with support of local resident for the tourism development. Therefore, in order to determine the direction and significance of the relationship, the hypotheses were tested simultaneously. A variety of analytical tools were applied in the analysis, including confirmatory factor analysis and path analysis which consider jointly all hypotheses put forward. This method was used due to the fact that relationships of manifest variable with factors have not been well-established in research. Manifest variable is allowed to have nonzero loadings on the factors in the model. There are two stages in the data analysis. First, the confirmatory factor analyses was used to determine the suitability of the variables using the component method with varimax rotation, and path analysis in order to find out which have the greatest influence on the local resident support for the tourism development. All statistical analyses were processed with the statistical package SPSS version 20.0 and AMOS.

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2.2. Research Hypotheses

According to the above-mentioned theoretically accepted knowledge, it is assumed that perceived positive and negative social impacts, personal benefits, community involvement and quality of life influence local resident' support for further tourism development. Its acceptability will be tested on local resident support for the tourism development in Dubrovnik as a tourist destination using the following hypotheses:

H1: Personal benefits significantly influence perceived positive social impacts of tourism

H2: Personal benefits significantly influence perceived negative social impacts of tourism

H3: Personal benefits significantly influence quality of life

H4: Personal benefits significantly influence support for tourism development

H5: Community involvement significantly influences perceived positive social impacts of tourism

H6: Community involvement significantly influences perceived negative social impacts of tourism

H7: Community involvement significantly influences quality of life

H8: Community involvement significantly influences support for tourism development

H9: Perceived positive social impacts of tourism significantly influence local residents' quality of life

H10: Perceived positive social impacts of tourism significantly influence support for the tourism development

H11: Perceived negative social impacts of tourism significantly influence local residents' quality of life

H12: Perceived negative social impacts of tourism significantly influence support for tourism development

H13: Quality of life significantly influences support for tourism development

3. RESULTS

The results of the descriptive statistics indicated a respondent profile. 59.4% of the respondents were female and 40.6% were male. The age groups were represented as follows: 39.9% from 18-34, 32.9% from 35-49, 21.7% from 50-64, 5.6% from 65. In other words, 72.8% were young and middle aged people (18 to 50). The education structure showed that all of respondents completed high school and higher education, indicating that a large proportion of the sample was well educated (51% have undergraduate and graduate education). 39.9% of residents worked in private sector. The majority of the respondents 53.9% had monthly incomes from 3.000 to 8.000 HRK. Table 1 shows the respondents' profile.

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Table 1: **Respondents' profile**

Demographic characteristics	**Frequency**	**Percentage (%)**
Age		
18-34	114	39,9
35-49	94	32,9
50-64	62	21,7
65 and over	16	5,6
Gender		
Male	170	59,4
Female	116	40,6
Education		
High school and less	98	34,3
Undergraduate and graduate	146	51,0
Postgraduate	42	14,7
Occupation		
Public sector	66	23,1
Private sector	84	29,4
Private businessman	30	10,5
Housekeeper	10	3,5
Student	50	17,5
Retired	34	11,9
Unemployed	12	4,2
Monthly income in HRK		
under 3.000	78	27,3
3.001-4.000	34	11,9
4.001-6.000	82	28,7
6.001-8.000	72	25,2
8.001-10.000	18	6,3
10.001-	2	0,7

Source: Authors' research

Prior to implementing the confirmatory factor analysis, an evaluation was made with regard to the suitability of the data for a factor analysis. Reliability for each factor was obtained using the calculation for Cronbach's alpha coefficient. Considering that Peterson suggested that the value of Cronbach's alpha of 0,6 is criterion in use, all analyzed factors are acceptably reliable (Peterson 1994).

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Table 2: **Factor analysis of positive and negative social tourism impacts, personal benefit from tourism development, community involvement and quality of life**

Variables	Factor loading	Cronbach's alpha	KMO	Bartlett
POSITIVE SOCIAL IMPACTS OF TOURISM		0,828	0,781	0,000
Tourism has encouraged residents' participation in cultural activities	0,660			
Tourism has increased entertainment offer	0,856			
Tourism has increased sport and recreation offer	0,888			
Tourism has influenced to visibility of Dubrovnik at the global level	0,644			
Tourism has affected temporary Dubrovnik image	0,592			
Tourism has led to improved understanding of local heritage	0,588			
Tourism has caused better understanding among different cultures	0,769			
Encounters with tourists have caused opportunity to learn about different countries	0,838			
NEGATIVE SOCIAL IMPACTS OF TOURISM		0,911	0,889	0,000
Tourism development is uncontrolled	0,793			
Tourism has negatively affected local cultural identity	0,752			
Tourism has decreased cohesion in community	0,567			
Tourism has increased crime rates	0,918			
Tourism has increased prostitution	0,892			
Tourism has increased vandalism	0,907			
Tourism has decreased local community safety	0,907			
Tourism has increased conflicts between residents and visitors	0,698			
PERSONAL BENEFITS		0,908	0,500	0,000
I am in contact with tourists	0,957			
I work in tourism	0,957			
COMMUNITY INVOLVEMENT		0,900	0,500	0,000
I am included in tourism planning in the city	0,953			
I participate in solving problems caused by tourism	0,953			
QUALITY OF LIFE		0,742	0,685	0,000
The conditions of my life are perfect	0,793			
I can afford a lot of expensive things	0,694			
Tourism development positively affected quality of life	0,775			
I am satisfied with my life	0,520			

Source: Authors' research

An examination of the correlation matrix showed that most of the coefficients were over 0.5. The KMO value was over 0.5 for all analysed indicator. The Bartlet test for all elements achieved statistical significance. Therefore, null hypothesis was rejected which means that correlation matrix was an identity matrix and that variables were correlated highly enough to provide a reasonable basis for factor analysis. This confirms the fact that there is a good interrelationship between study items and also indicates factorability of the analyzed correlation matrixes.

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In order to test all emphasized hypotheses, a path analysis was applied. According to Reisinger and Turner, Path analysis may be preferable to conventional statistical methods, for example, where multiple regression is required to test for several dependent variables from the same test of independent variables simultaneously, particular if it is possible for one dependent variable to simultaneously cause another (Reisinger and Turner, 1999). Therefore, the purpose of this research is to explore the relationships between different pairs of variables as a whole in order to determine the direction and significance of these relationships. The fit indices were used to assess model adequacy. These results (p=0,000; RMSEA=0,061; GFI=0,893; AGFI=0,881; NFI=0,898; NNFI=0,901; CFI 0,918) indicate a well-fitting model. Table 3 shows the results of regression weight estimates of the path model.

Table 3: **Results of regression weight estimates of the path model**

Variables	**SE**	**CR**	*
H1: Personal benefits - - - - ➤ Positive social impacts	,037	2,372	**S**
H2: Personal benefits - - - - ➔ Negative social impacts	,050	1,345	R
H3: Personal benefits - - - - ➔ Quality of life	,048	3,019	**S**
H4: Personal benefits - - - - ➔ Support for tourism	,038	4,735	**S**
H5:Community involvement - - - - ➤ Positive social impacts	,040	4,620	**S**
H6: Community involvement - - - - ➔ Negative social impacts	,041	0,360	R
H7: Community involvement - - - - ➔ Quality of life	,038	1,256	R
H8: Community involvement - - - - ➔ Support for tourism	,043	2,548	**S**
H9: Positive social impacts - - - - - ➤ Quality of life	,046	2,598	**S**
H10: Positive social impacts - - - - - ➤ Support for tourism	,040	4,560	**S**
H11: Negative social impacts - - - - ➔ Quality of life	,041	2,847	**S**
H12: Negative social impacts - - - - - ➤ Support for tourism	,047	2,087	**S**
H13: Quality of life - - - - - ➤ Support for tourism	,043	8,444	**S**

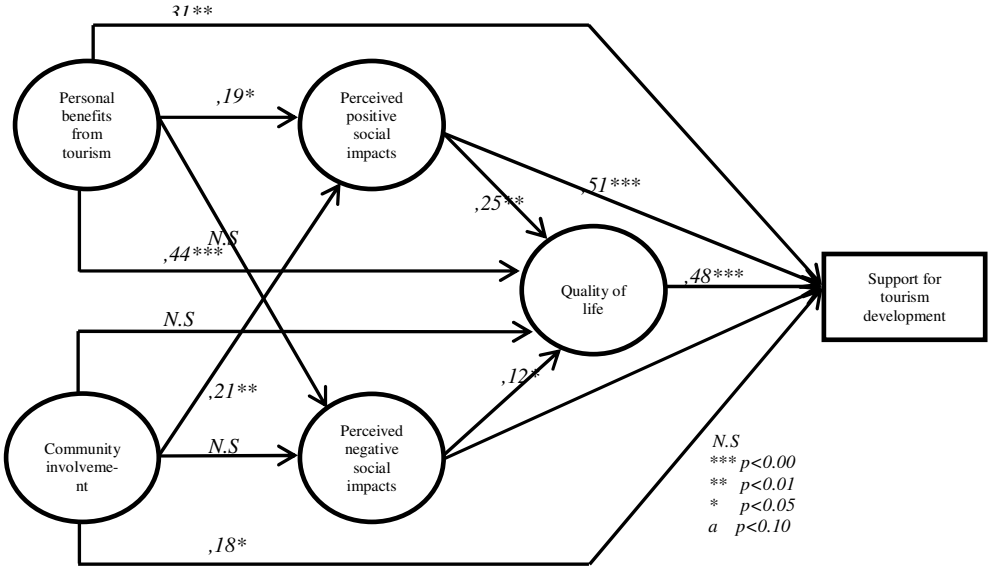
*R-rejected; S-supported
Source: Authors' research

Table 3 displays the standard error (SE) and the estimate divided by the standard error (Critical Ratio-CR) as well as supported and rejected hypotheses. Within the structural equation model, the estimates of the structural coefficient provide the basis for testing the proposed hypotheses. According to Table 3, ten of thirteen hypotheses are confirmed in the estimated structural model. Namely, personal benefits significantly influence perceived positive social tourism impact H1 (γ=0,19, t-value=2,01), while the influence of personal benefits is not significant for the negative social impacts (γ=-0,15, t-value=-1,91) indicating that H2 is rejected. Community involvement significantly influences perceived positive social impacts of tourism H5 (γ=0,21, t-value=2,24), while the influence of community involvement is not significant to the negative social impacts (γ=-0,11, t-value=-1,78) meaning that H6 is rejected. It can be concluded that residents who have personal benefits from tourism and who are community involved tend to perceive a positive social impacts toward tourism development. Also the residents having personal benefits from tourism perceive a significant influence on their quality of life (γ=0,44, t-value=4,24) and support tourism development in destination (γ=0,31, t-value=3,65). Therefore, hypotheses three and four are supported. Although residents included in sharing issues about their lives with

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their community support tourism development (γ=0,18, t-value=1,89), this is not the case with quality of life (γ=0,07, t-value=0,71). It means that hypothesis eight is supported, while hypothesis seven is rejected. Furthermore, positive social impacts significantly influence quality of life (γ=0,25, t-value=2,64) and also significantly influence and support further tourism development (γ=0,51, t-value=5,78). Therefore, hypotheses nine and ten are supported. On the other hand, negative social impacts also significantly influence quality of life (γ=0,12, t-value=1,94) and there is also a significant influence within the negative social impact factors and support for the tourism development (γ=0,26, t-value=2,68). Hypotheses eleven and twelve are supported. Finally, quality of life significantly influences support for the tourism development in destination (γ=0,48, t-value=4,56).

Figure 1**: Model of path analysis of local residents' attitudes in Dubrovnik**



Source: Authors' research

CONCLUSION

The purpose of this research was to develop a model of residents' by examining not only perception of social impacts of tourism but also the path of relationships between perception of personal benefits from tourism development, community involvement, positive and negative social impacts of tourism, quality of life and support for further tourism development. The results support ten of thirteen hypotheses.

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This study reveals that residents who have personal benefits from tourism development and participate in solving problems caused by tourism are more likely to perceive positive social impacts towards tourism development. In addition, residents who have personal benefits from tourism development tend to perceive good quality of life and support further tourism development. Residents involved in tourism planning and solving problems arising from tourism are more likely to support further tourism development. Both positive and negative social impacts of tourism causing attitudes towards quality of life but effects from positive social impacts are much higher. Residents who have better quality of life will more likely support further tourism development.

In sum, findings of the study confirm that residents will perceive better quality of life and will support further tourism development if they believe they will have more benefits from tourism and will participate more in tourism planning and solving problems caused by tourism.

Regarding hypotheses that were supported, destination management need to put more emphasises on residents' attitudes towards tourism development. Destination management should also increase quality of life in destination what should result in greater support for further tourism development.

Despite its contribution this study has several limitations. First, this research was focused only on high season. Further research should investigate residents' attitudes in low season and off season. There is a probability of higher perceived negative impacts of tourism in high season compared to low season. Second, there are some possible methodological issues toward "personal benefits from tourism development". This variable should also imply economic items.

Kim, Uysal and Sirgy (2013) investigated the impact of tourism on the local residents' quality of life. Considering the fact that they included perceived economic, perceived cultural and perceived environmental impact of tourism of residents' quality of life, together with perceived tourism social impact (only three positive items), it is not possible to compare that study with present research, what is also one of the limitations.

Fourth, the paper takes into consideration residents who live in the city of Dubrovnik without comparing territorial distance from the Old City where the main events take place. The results would probably be different between residents living closer to the Old City and those living further from the Old City. Therefore, the suggestion for the further research is to determine the impact of tourism on quality of life and support for tourism development with an emphasis on the distance between the place of living and Old City of Dubrovnik.

Since this study has used convenience sample, the results can be considered only indicative and they represent the basis for further research.

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Ivana Pavlić, PhD, Associate Professor
University of Dubrovnik,
Department of Economics and Business economics
Lapadska obala 7, 20000 Dubrovnik, Croatia
Phone: +385-20-445923
E-mail: ipavlic@unidu.hr

Ana Portolan, PhD, Senior Assistant
University of Dubrovnik,
Department of Economics and Business economics
Lapadska obala 7, 20000 Dubrovnik, Croatia
Phone: +385-20-445923
E-mail: ana.portolan@unidu.hr

Barbara Puh, PhD, Senior Assistant
University of Dubrovnik,
Department of Economics and Business economics
Lapadska obala 7, 20000 Dubrovnik, Croatia
Phone: +385-20-445935
E-mail: barbara.puh@unidu.hr

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