Tourism resilience in destination Assemblages through Smart Governance

Dr.Isabel Paulino – Universitat de Girona/Universitat Rovira i Virgili
Ana Pastor-Alcaraz – Universitat Rovira i Virgili

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1.Introduction

ADAPTOUR Project *The adaptability of complex tourist destinations in the present era of social, economic and environmental transformations: innovative paths towards destination resilience.*

Resilience is generally presented as **a resolution to reduce the vulnerability and risk of destinations and organizations**, as well as **a shift in perception of tourism development.**

2. Resilience in Tourism Studies

Resilience as an outcome or as a process? Or what type of resilience (economic systems, infrastructure systems, ecological, community...

Most studies do not consider the destination's ecological, social, political, and economic resilience having partial information about the system's vulnerabilities, the origin of changes, and the interaction of the different system components with the changes (Hall, 2018).

`Resilience of what' (slow and fast variables) and 'Resilience to what' (multiples origins and effects (Sellberg et al., 2015).

Changes that go beyond economic implications.

Implications in the ecological, social, and political domains.

Tourism as an integral part of a complex system in which people, economy, nature, and politics interact

Fluid destinations without specific geographical boundaries.

3. Tourism destinations as multiplicities in Complex Socio-ecological Systems
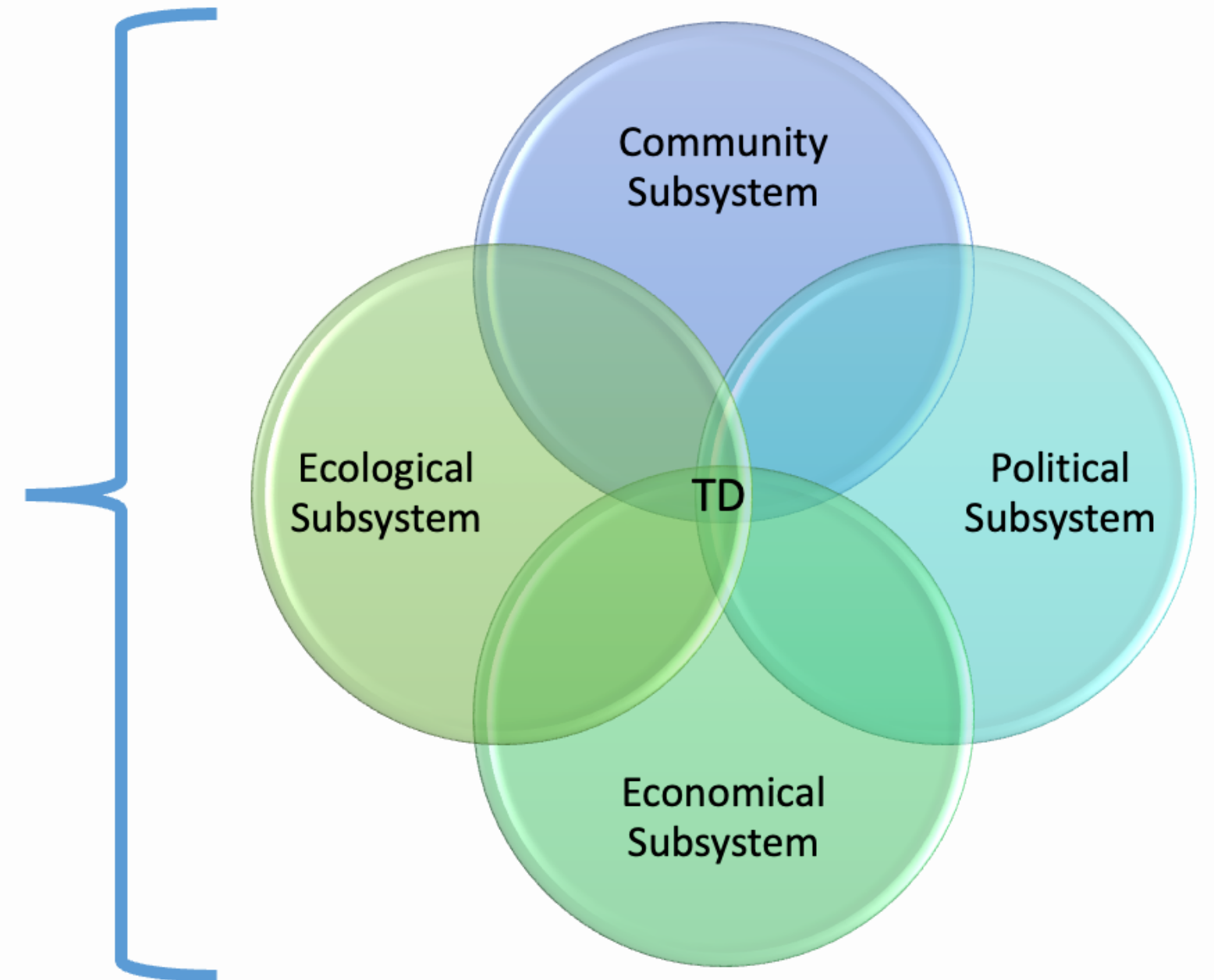
Tourism destinations are **complex systems** in which people, nature, economy, and politics are part of a single socio-ecological system that cannot be treated as discrete entities in isolation from the rest (Cheer and Lew, 2018; Jovicic, 2019; Hartman, 2021).

Resilience in tourism based on an economic/business perspective needs to be further completed.

Following the concept of **Panarchy** (Gunderson and Holling., 2002), natural and human systems are connected to uninterrupted adaptive growth cycles, accumulation, shocks, restructuring, and renewal.

Changes continuously occur within a system at different rhythms and cross-scale levels (Lew, 2014; Berbés-Blázquez and Scott, 2017).
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Holistic Perspective

Community Subsystem

Ecological Subsystem

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Political Subsystem

Economical Subsystem

4. Governance Framework of Resilience

- Conflict with the official destination limits and jurisdictional boundaries hinder the adoption of these approaches (Thimoty, 2002).

- Inadequate co-development initiatives and fragmented regulations, policies, and promotion result from the conflicts between resilience approaches and governance structures (Beritelli et al., 2007; Ioannides et al., 2006; Kang et al., 2014; Yang, 2018).

- Tourism destinations as "multiplicities defined by sets" where a mixture of heterogeneous elements interact with each other under a constructive process that establishes a specific type of arrangement (Briassoulis, 2017).

5. The contribution of Smart Tourism approach

Smart tourism approach prioritizes **extensive utilization of data, technology, and information sharing to facilitate the development of robust relationships, cultivate innovation, and augment the competitiveness of destinations via the generation and dissemination of knowledge."** (Boes et al., 2016; Buhalis & Amaranggana, 2014)
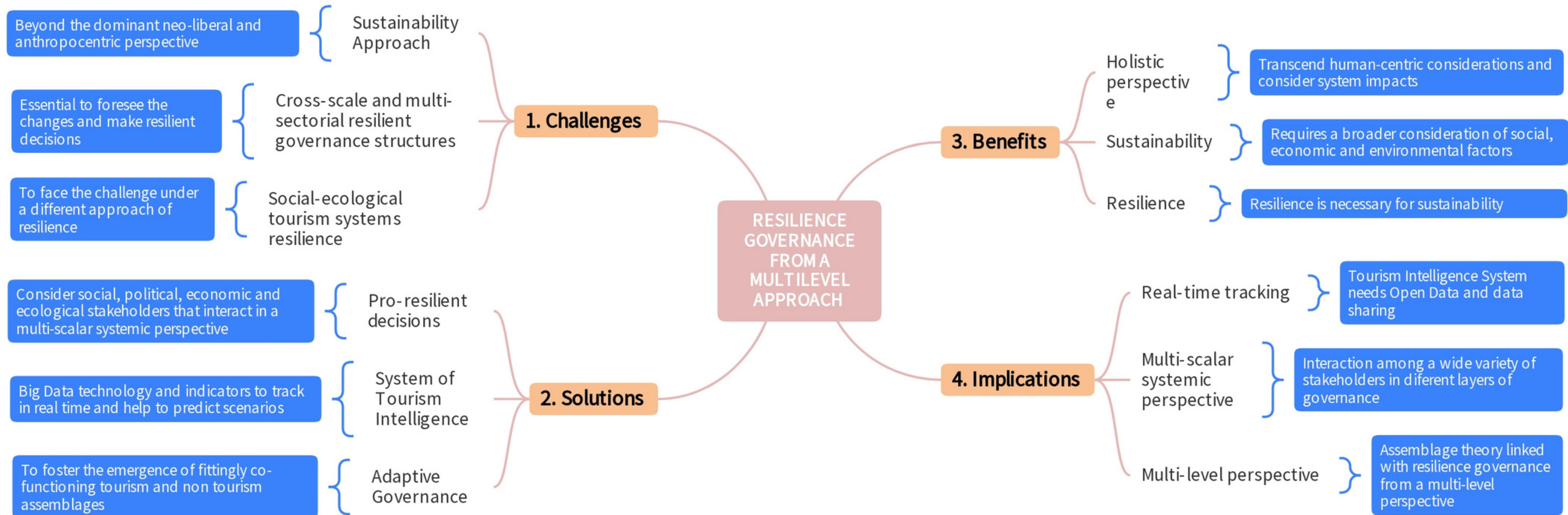
"Smart governance - the **combination of technology and social interaction** - solving urban problems, involving collaboration between local government and citizens, using technology to enhance the process and under the principles of sustainability." (Tomor et al., 2019)

The **monitoring of the systems** seeks to identify some **indicators** that do not necessarily require an administrative basis but are **cross-scale** and **global** under the paradigm of constructing a Smart destination where the

Gretzel & Scarpino Johns (2018). Smart Destination Resilience. The proposed dimensions are: 1) Sensing, 2) Opening, 3) Sharing, 4) Governing, and 5) Innovating and all of the five pillars should move to the principles of **Smart Tourism Mindset** (Gretzel, 2021)

Hartman's (2018), 6 factors aim to support the efforts towards building resilience: 1) variety and redundancy, 2) connectivity, 3) polycentric governance, 4) environmental sensitivity, 5) learning and reflexivity, and 6) adaptive thinking and systems

6. Preliminary model

RESILIENCE GOVERNANCE FROM A MULTILEVEL APPROACH

1. Challenges

- Sustainability Approach — Beyond the dominant neo-liberal and anthropocentric perspective
- Cross-scale and multi-sectorial resilient governance structures — Essential to foresee the changes and make resilient decisions
- Social-ecological tourism systems resilience — To face the challenge under a different approach of resilience

2. Solutions

- Pro-resilient decisions — Consider social, political, economic and ecological stakeholders that interact in a multi-scalar systemic perspective
- System of Tourism Intelligence — Big Data technology and indicators to track in real time and help to predict scenarios
- Adaptive Governance — To foster the emergence of fittingly co-functioning tourism and non tourism assemblages

3. Benefits

- Holistic perspective — Transcend human-centric considerations and consider system impacts
- Sustainability — Requires a broader consideration of social, economic and environmental factors
- Resilience — Resilience is necessary for sustainability

4. Implications

- Real-time tracking — Tourism Intelligence System needs Open Data and data sharing
- Multi-scalar systemic perspective — Interaction among a wide variety of stakeholders in different layers of governance
- Multi-level perspective — Assemblage theory linked with resilience governance from a multi-level perspective

"The utopia is on the horizon. I walk two steps, it moves two steps away, and the horizon runs ten steps further. So what is the purpose of utopia? It is for that, for walking."

Eduardo Galeano

Acknowledgements

THANK YOU FOR YOUR ATTENTION

ana.pastor@urv.cat