



## EMOTIONAL SOLIDARITY AND TOURISM EFFECT ON SUPPORT FOR TOURISM DEVELOPMENT: RESIDENTS' PERCEPTION

Ebru Düşmezkalender<sup>a</sup>, Cihan Seçilmiş<sup>b\*</sup>, Veysel Yılmaz<sup>c</sup>, Omar Youssef<sup>d</sup>

<sup>a</sup>Eskisehir Osmangazi University Department of Tourism Management, Türkiye;  
ORCID: 0000-0001-6197-1394 / e-mail: earslaner@ogu.edu.tr

<sup>b</sup>Eskisehir Osmangazi University Department of Tourism Management, Türkiye;  
ORCID: 0000-0001-6781-0997 / e-mail: cseclimis@ogu.edu.tr

<sup>c</sup>Eskisehir Osmangazi University Department of Statistic, Türkiye;  
ORCID: 0000-0001-5147-5047 / e-mail: vyilmaz@ogu.edu.tr

<sup>d</sup>Texas A&M University Recreation Park & Tourism Sciences, USA;  
ORCID: 0000-0002-9530-6090 / e-mail: somary.90@tamu.edu

### KEYWORDS

Emotional solidarity  
Tourism impacts  
Support for tourism  
Alanya  
Turkey

### ABSTRACT

The present study employs a framework of residents' emotional solidarity with tourists (e.g., welcoming nature, emotional closeness and sympathetic understanding), and tourism's positive-negative impacts to understand residents' support for tourism. The Research model was tested using a sample of 405 residents living in Alanya/Turkey. Data were collected using a face-to-face survey. Alternative models were used to test the theoretical structure of this study. The validity and credibility of the constructs were tested through confirmatory factor analysis, while its hypotheses were tested using path analysis. In Model 1, the dimensions of emotional solidarity and the positive and negative impacts of tourism and their direct effects on support for tourism were examined, and Model 2 showed results similar to those in Model 1. Results revealed that welcoming nature and sympathetic understanding had a positive effect on the positive impacts of tourism. However, emotional closeness did not affect the positive impacts associated with tourism. Regarding residents' support, welcoming nature had the greatest positive effect on the support for tourism compared to other dimensions included in the framework of emotional solidarity, emotional closeness, and sympathetic understanding. The results of this study could enhance destination marketing managers when they need to understand residents' support for tourism development.

## 1. INTRODUCTION

Comprehending the attitudes and thoughts of local people towards the development of tourism in their region is very important for the success and sustainability of every form of tourism in a region (Gursoy et al., 2010). When residents do not support the development of tourism in a destination, it becomes necessary to attract more visitors to the destination, which threatens the sustainability of that destination in the tourism market (Aleshinloye et al., 2021). Positive support of local people for the development of tourism depends on developing relationships between tourists and local people (Woosnam, 2012).

Within the tourism system, tourists and residents undergo a process of change and look for something valuable. As the Theory of Social Exchange mentions, residents tend to trade with tourists if they think they will benefit from this interaction without bearing any costs (Gursoy et al., 2010). In other words, if local people hope to benefit from this trade without paying much cost as a consequence of their interaction with tourists, the probability of trading between tourists and local people increases (Ap, 1992; Stylidis et al., 2014). The expectation that such relations will develop in a tourist destination and

that the effects of such a relationship will be positive is closely related to the emotional relationship between tourists and local people. In this sense, it is a noteworthy issue whether or not the feelings of residents toward tourists will affect the behavior of residents (Lan et al., 2021).

Emotional solidarity is another important variable influenced by the link between individuals and destinations (Joo et al., 2021). At this point, the Theory of Emotional Solidarity (Durkheim, 1915) is a suitable framework that could be used to explain the relationship between tourists and local people in a destination (Woosnam and Norman, 2010). Woosnam (2011) points out that emotional solidarity, as one of the three main antecedents in the structure explained by Durkheim (i.e., shared beliefs, shared behaviour, and interaction) is not mentioned much in the resident and tourist contexts. Lai and Hitchcock (2017) also emphasize that the impact of disturbances that local communities develop due to the experiences between tourists and residents

\*Corresponding Author.

Received 20.09.2023; Received in revised form 18.11.2023; Accepted 18.11.2023

This article is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).

e-ISSN: 2687 - 3737 / © 2021 The Authors. Published by [Anadolu University](https://www.anadolu.edu.tr/).

<https://doi.org/10.48119/toleho.1363574>

and how this will affect tourism development in that destination to be examined. These studies reveal that further research is needed in the field of tourism regarding the relationship between local people and tourists using the Theory of Emotional Solidarity. Alanya, a county of Antalya province in Turkey, has been chosen as the research area of this study. Alanya attracts a large number of tourists every year, and the majority of these tourists communicate with local people.

It was thought that this region would be a suitable environment for measuring the examined variables in the study. This study is expected to contribute to improving the visitor experience and sustainable tourism activities by examining the relationships between emotional solidarity, tourism impacts, and support for tourism to sustainable tourism and the local community to perform actions. Although many studies have stated that emotional solidarity is the cause or result of many variables, no study has explicitly examined emotional solidarity, tourism impacts, and support for tourism. Based on this, it is thought that this study will also contribute to local authorities and researchers by filling the gap in the relevant literature.

## 2. LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

### 2.1. Emotional solidarity

Although the concept of emotional solidarity has existed for centuries, Emile Durkheim (1915) is the first researcher to examine the concept in a theoretical framework (Li and Wan, 2016; Woosnam and Aleshinloye, 2012). The most widely accepted view in this context is that the framework of emotional solidarity is based on Durkheim's research (Woosnam, 2012). Durkheim (1912), in his book "The Elementary Forms of Religious Life", claimed that individuals form a tie by participating in sacred beliefs and ceremonial behaviors (Joo et al., 2018), which means that they develop emotional solidarity (Joo et al., 2021; Woosnam et al., 2014). In more precise words, Durkheim argues that a feeling of solidarity arises when individuals have similar beliefs, engage in similar activities, and interact with each other (Woosnam & Norman, 2010). Based on Durkheim's research, Collins (1975) added the interaction of individuals with each other as another dimension and expanded the theoretical framework of solidarity. Since then, it has become a structure with three premises; interaction, shared beliefs, and shared behavior (Ribeiro et al., 2018; Wang et al., 2021). Based on Durkheim's research, it is also stated that the values of the local people, their relationships with tourists, and the emotional solidarity they experience with tourists visiting their destinations could be predicted (Woosnam et al., 2009).

Over time, awareness regarding the feasibility of Durkheim's Solidarity Theory in tourism research has been created thus, this theory has been introduced to tourism research with the research by Woosnam et al. (2009) (Joo et al., 2021). In this study, the basic structure of emotional solidarity has been transformed from a religious context into a tourism context and reconstructed based on Durkheim's framework (Wang et al., 2021). In addition Woosnam and Norman's (2010) research is also claimed to be an important contribution to the use of emotional solidarity in tourism research.

These authors confirmed the examined impacts on the attitudes of local people towards tourism by testing them through a three-dimensional structure; welcoming nature, emotional closeness, and sympathetic understanding. This structure provides important clues to understand the complex dynamic relationship among individuals in a destination and so has been used in many other studies. In line with these developments, it is also seen that the studies on emotional solidarity conducted in tourism have been more popular recently (Erul et al., 2020; Phuc & Nguyen, 2020; Stylidis et al., 2020).

### 2.2. Support for Tourism

Since the 1970s, researchers have conducted extensive research on tourism development and have identified many factors affecting this development (Gursoy et al., 2019). The support of local people is of great importance for the development and sustainability of tourism in a destination (Choi & Murray, 2010; Gursoy et al., 2019; Jurowski et al., 1997). Residents' support for tourism development is shaped by many factors, such as the benefits to be gained from tourism and the costs that tourism will bring (Ap, 1992; Stylidis et al., 2014). Local people's support for tourism has been explained by several different theories (Theory of Reasoned Action (Dyer et al., 2007); Theory of Normative Beliefs (Cooke & Szumal, 1993); Socialisation Theory (Van Maanen & Schein, 1979); Emotional Solidarity Theory (Durkheim's (1995 [1915])). The Theory of Social Exchange is very popular, especially in explaining the relationship between economic ties and the residents' support for tourism (Joo et al., 2021). The Theory of Social Exchange is discussed in the context of the principle of utilitarianism of residents in explaining the support given to tourism development. In other words, local people who make economic gains and consider that tourism has potential may react positively to tourism (Gursoy & Rutherford, 2004; Yoon et al., 2001). On the other hand, using the Theory of Emotional Solidarity is also appropriate in revealing how the support of residents for tourism is influenced by emotional ties (Joo et al., 2021).

### 2.3. Positive/Negative Impacts of Tourism

In addition to providing economic opportunities that will improve residents' quality of life, the development of tourism in a destination can sometimes have positive and sometimes negative impacts (Rivera et al., 2016). First, tourism is perceived as a potential economic tool that provides elements that can improve the quality of life in the region, such as employment opportunities, tax revenues, economic diversity, recreational activities, festivals, attractions, and restaurants (Andereck et al., 2005). Appropriately designed tourism activities contribute to the stabilization of communities suffering from economic and social problems (McCool & Martin, 1994). In addition, with the development of tourism, new facilities and enterprises are opened for the use of local people. Thus, tourism directly or indirectly makes people happier (Rivera et al., 2016), provides regional development, creates jobs, attracts investments, and strengthens local infrastructure (Khizindar, 2012; Zhang et al., 2021).

The impact of tourism on the local people and the quality of life is not always positive, and some

negative consequences could also be encountered. Deterioration of the quality of life of local people, increasing crime rate, displacement of local people, value conflicts (McCool & Martin, 1994), increasing congestion, and antisocial behavior in residents (Jaafar et al., 2015) could be given as examples of these negative impacts. The weakening of the sense of belonging and attachment to society, alienation, and the loss of the importance of rural life are also some of the other negative impacts (McCool & Martin, 1994).

#### 2.4. Emotional Solidarity and Tourism Impacts

Understanding the attitudes of local people towards tourism and the factors affecting these attitudes is essential in obtaining positive support for tourism development (Gursot et al., 2002). Khizindar (2012) points out that the concepts of emotional solidarity should be examined to provide more support for the economic impacts of tourism. Based on the findings of the study, Woosnam (2012) suggests that hypotheses pointing out the relationships between emotional solidarity and attitudes towards the impacts of tourism could be used in future studies. Based on the relevant literature, the following hypotheses have been developed.

*(H1): Residents' welcoming nature toward tourists will affect their negative perceptions.*

*(H2): Residents' welcoming nature toward tourists will affect on their positive perceptions.*

*(H4): Residents' level of sympathetic understanding of tourists will affect on their negative perceptions.*

*(H5): Residents' level of sympathetic understanding of tourists will affect on their positive perceptions.*

*(H7): Residents' emotional closeness with tourists will affect on their negative perceptions.*

*(H8): Residents' emotional closeness with tourists will affect on their positive perceptions.*

#### 2.5. Emotional Solidarity and Support for Tourism

The studies conducted in the relevant literature so far found that local people's support for the development of tourism can significantly be predicted, and emotions are essential determinants of such support (Erul et al., 2020). In other words, the feelings and behaviours of residents towards tourists in a destination also determine the strength of support for tourism in that region. At the same time, it is expected that residents who have a supportive attitude toward the development of tourism in their region will also be emotionally close to visiting tourists (Lan et al., 2021). This supports a possible relationship between emotional solidarity and support for tourism. The studies conducted in the field also reveal some empirical evidence for the existence of such a relationship. Joo et al. (2021) found in their study that emotional solidarity positively affects support for tourism. Hasani et al. (2016) found in their study that the most influential factor affecting the attitudes of local people towards the development of tourism is welcoming nature. In a study conducted by Moghavvemi et al. (2017), they found that the sympathetic understanding and welcoming nature of the residents are the most influential factors affecting the attitudes of local people towards tourism development in their region. Based on the studies conducted in the

relevant literature, it was assumed that there could be a relationship between emotional solidarity and support for tourism, and the following hypotheses have been developed:

*(H3): Residents' welcoming nature toward tourists will affect on their support for tourism development.*

*(H6): Residents' sympathetic understanding of tourists will affect on their support for tourism development.*

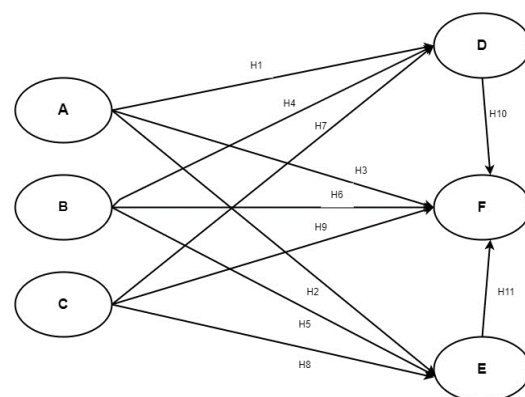
*(H9): Residents' emotional closeness with tourists will affect on their support for tourism development.*

#### 2.6. Impacts of Tourism and Support for Tourism

The awareness of the local people regarding the potential positive and negative impacts of tourism affects their support for and participation in the development of tourism. Many studies conducted in the relevant literature have found that positive perceptions of residents positively impact their contribution to the development of tourism and support for tourism (Rasoolimanesh & Jaafar, 2017). Rasoolimanesh et al. (2017) revealed that positive perceptions have different indirect impacts on support for tourism development. The studies conducted regarding the development and sustainability of tourism within the scope of the SET have revealed that the public attitude towards the development of tourism is shaped by the economic (e.g., employment opportunities, income growth), socio-cultural (e.g., Sustaining historical and cultural values) and environmental (e.g., conservation of natural resources) benefits and costs as well as rising prices, crime rates and pollution in the region (Gu & Wong, 2006; Lee, 2013; Northcote & Macbeth, 2005; Nunkoo & Ramkissoon, 2011). Based on these assumptions, the following hypotheses have been developed, and all hypotheses have been presented in the research model.

*(H10): Residents' perception regarding the negative impacts of tourism will affect on their support for tourism development.*

*(H11): Residents' perception regarding the positive impacts of tourism will affect on their support for tourism development.*



A: Welcoming nature B: Sympathetic understanding, C: Emotional closeness, D: Negative impacts, E: Positive impacts, F: Support for tourism

**Figure 1:** Theoretical Framework and Hypotheses



### 3. METHODOLOGY

#### 3.1. Research Area

In this study, the destination of Alanya was chosen to examine residents' attitudes toward tourism development. Following Turkey's tourism strategy, which has focused on increasing international tourist arrivals since the 1960s, Alanya has transformed from a small resort town into a well-known international tourism destination by capturing a significant amount of tourists from the tourism market (Soyak, 2003). With its beautiful beaches, climate, and natural parks, Alanya has become a famous destination as it is close to well-known historic sites, such as the Alanya Castle, with six kilometer-long walls and 140 bastions on these walls (Alanya CTG, 2019).

#### 3.2. Measurement

In order to measure the dimensions of emotional solidarity, which are welcoming nature (3 items), Sympathetic understanding (4 items), and Emotional closeness, the expressions used by Lai & Hitchcock (2019) to measure the reaction of local people to mass tourism were used in this study. In order to measure the perceptions regarding positive tourism impacts (8 items) and the perceptions regarding negative tourism impacts (6 items), the scales used by Eusebio et al. (2018) to determine the interaction of local people and place attachment were adapted and used in the study. The residents' support for tourism development was measured with four items used in previous studies (Yu et al. 2018; Zaman & Aktan, 2021).

Since the scales used in the research were taken from the international literature, it was necessary to test their linguistic validity. For this purpose, the scale was translated into Turkish first. Then the Turkish version was translated back through back-translation methods into English to avoid any meaning-related loss in the items. In this process, translation and back translation were performed by two language experts, and thus, linguistic equivalence was achieved (Lochrie et al., 2019). Finally, a pilot test was conducted on 40 people for the intelligibility of scale expressions and face validity. As a result of the pilot test, some revisions were made to several statements.

#### 3.3. Questionnaire Design and Data Collection

This research follows a quantitative design. Residents living in Alanya formed the population of this study. Utilizing a convenience sampling method, an on-site self-administered questionnaire was distributed to 500 residents between February and May 2019 in the target destination, and they were requested to participate in the research by filling in the questionnaire. Despite the possibility of representativeness and generalizability problems that may arise in such a sampling method, it was thought to be useful for large samples (Nowinski et al., 2019). A total of 440 questionnaires were returned, of which only 405 were usable for further analysis.

Descriptive statistics revealed that 57% of the respondents were male (43% female), 29% were aged between 41–50, 27% were aged between 31–40, 26% were aged between 21–30, 12% were aged between 18–20, and 6% were aged 51 and above.

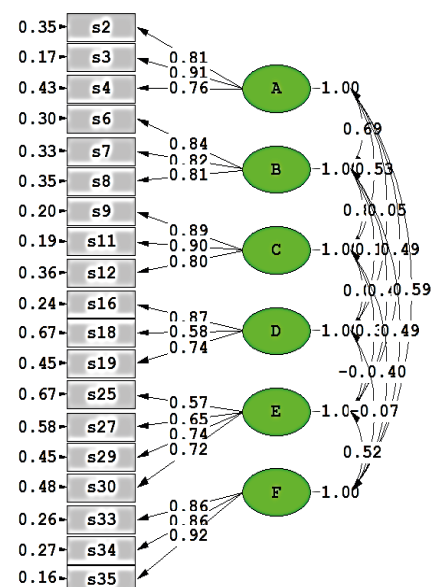
Moreover, 29% of the respondents were found to be high school graduates, 48 % were found to be university graduates, and 61% of those who filled out the questionnaire were married, whereas 39% were single.

### 4. FINDINGS AND DISCUSSION

Before the data analysis, the data set was examined for multivariate normality. Relative Multivariate Kurtosis was calculated as =1.375, and Multivariate normality was calculated as  $\chi^2=2069.380$  ( $p<0,01$ ). This result indicates that the data set has no multivariate normal distribution. For this reason, Robust Maximum Likelihood analysis was used in the study, which does not require a normality assumption and is based on the evaluation of the overall fit of the model based on the Satorra-Bentler  $\chi^2$  statistic.

#### 4.1. Measurement Model

The measurement model involved in the remaining study variables was examined for its data-quality testing. In order to analyze the data, two-stage methods were followed: Confirmatory Factor Analysis (CFA) and structural equation modeling. The measurement model was examined to find out convergence and discriminant validity. To evaluate the fit of the measurement model, fit indices were calculated through Satorra-Bentler Scaled as  $\chi^2/df=217.98/137=1,59 < 3,00$  (Hayduk, 1987), Goodness-of-Fit Index (GFI) = 0,92 > 0,90 (Bogozzi & Yi, 1988), Adjusted Goodness of Fit Index (AGFI) = 0,90 > 0,80 (Scott, 1995), Normed Fit Index (NFI) = 0,98 > 0,90 (Bentler & Bonett, 1980), Comparative Fit Index (CFI) = 0,99 > 0,90 (Bogozzi & Yi, 1988), Root Mean Square Error of Approximation (RMSEA) = 0,08 < 0,08 (Bogozzi & Yi, 1988). The Constant Akaike Information Criterion (CAIC) model was calculated as 589.18 < saturated Model CAIC= 1330.70, and the Expected Cross-Validation Index (ECVI) model was calculated as = 0.80 < saturated model ECVI = 0.94. These results reveal that the measurement model is suitable for use in the study.



Chi-Square=217.98, df=137, P-value=0.00001, RMSEA=0.038

A: Welcoming nature; B: Sympathetic understanding; C: Emotional closeness; D: Negative impacts; E: Positive impacts; F: Support for Tourism

Figure 2: Measurement Model

Three criteria have been considered to examine the convergence validity. First, each observed variable from the latent variables should have a standard factor load greater than 0.50 and be statistically significant (Fornell & Lacker, 1981). Secondly, each structure's Composite Reliability (CR) value must be greater than 0.70 (Hair et al., 1998). Thirdly, each structure's Average Variance Extracted (AVE) should be 0.50 higher (Fornell & Lacker, 1981). When the convergence validity of the study is examined, it is seen that the standard factor loads are between 0.57 and 0.92. CR values were found to be higher than 0.77. Finally, all AVE coefficients were found to be higher than 0.50 (see Fig. Table 2). Considering all these, the structures were found to have met convergence validity.

In order to ensure the discriminant validity of the measurement model, the square root of the AVE value of each structure is examined by comparing the correlation between that structure and other structures. As a result of these comparisons, if the square root values of AVE are greater, discriminant validity is confirmed (Fornell & Lacker, 1981).

**Table 1:** Discriminant Validity

	A	B	C	D	E	F
A	0.83					
B	0.69	0.82				
C	0.53	0.82	0.87			
D	0.05	0.14	0.01	0.74		
E	0.49	0.47	0.38	0.04	0.71	
F	0.59	0.69	0.40	0.07	0.52	0.88
AVE	0.69	0.68	0.75	0.55	0.51	0.78

As seen in Table 1, the square root values of the AVE calculated for each factor are greater than the correlation coefficients between the factors. Therefore, it could be stated that discriminant validity is confirmed.

**Table 2:** Results of Reliability, Convergent, Discriminant Validity, Standardized Factor Loadings for The Models

Factors	Items	Standard Factor loading	R <sup>2</sup>
A: Welcoming nature CR=0.87 AVE=0.69	S2: I think that the arrival of visitors to Alanya provides some social benefits	0.81	0.65
	S3: I am grateful to the visitors for their contribution to the economy of Alanya.	0.91	0.83
	S4: I treat visitors to Alanya honestly	0.76	0.57
	S6: I identify myself with the visitors to Alanya	0.84	0.70
B: Sympathetic understanding Cronbach's Alpha=0.85(0.85) CR=0.86 AVE=0.68	S7: I am full of love for visitors to Alanya	0.82	0.67
	S8: I have many things in common with visitors to Alanya	0.81	0.65
	S9: I enjoy communicating with visitors to Alanya	0.89	0.80
C: Emotional closeness Cronbach's Alpha=0.67(0.72) CR=0.90 AVE=0.75	S11: I like to be friends with visitors to Alanya	0.90	0.81
	S12: I like to interact with visitors to Alanya	0.80	0.64
	S16: Tourism increases traffic accidents	0.87	0.76
	S18: Tourism increases the stress level of residents	0.78	0.33
D: Negative Impacts CR=0.78 AVE=0.55	S19: Tourism leads to an increase in drug use	0.74	0.55
	S25: Tourism introduces local traditions	0.57	0.33
	S27: Tourism provides improvements in infrastructure (such as roads and sports facilities)	0.65	0.42
E: Positive Impacts CR=0.77 AVE=0.51	S29: Tourism contributes to the improvement of the quality of life of residents	0.74	0.55
	S30: The development of tourism increases recreational activities for the local population	0.72	0.52
	S33: I can offer suggestions for the development and improvement of tourism in Alanya	0.57	0.74
	S34: I can actively participate in the planning of tourism in Alanya.	0.65	0.73
F: Support for Tourism CR=0.91 AVE=0.78	S35: I support tourism projects in Alanya	0.74	0.84

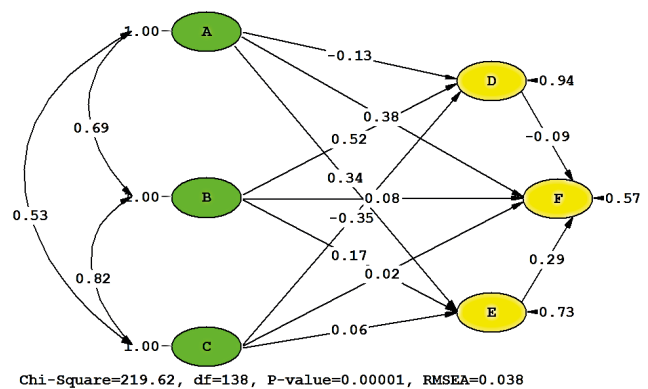
4.2. Structural Model and Hypothesis Testing

The Structural Equation Modeling (SEM) method and LISREL 8.80 were conducted to test the proposed relationships. As some previous studies in the relevant literature found that the dimensions of emotional solidarity had a mediating effect in explaining the support of local people for tourism, claiming some significant relationship (Joo et al., 2021; Li et al., 2021) when looking at the distribution of expressions during the tests, as an alternative model produced better results, two models were considered in the evaluation phase.

Model 1

In Model 1, the dimensions of emotional solidarity, the positive and negative impacts of tourism, and their direct effects on support for tourism were examined. Figure 2 presents the path diagram of the model and the standard loads. In addition, Table 3 presents the standardized parameter estimates and hypothesis test results for the model in Figure 2.

When Figure 2 is examined, it is seen that there is a significant positive relationship between A and E by 0.34 units, which means that one unit increase in A causes 0.34 unit increase in E. Similarly, a positive directional 0.38 unit significant relationship between A and F, 0.52 unit significant relationship between B and D, a negative -0.35 unit significant relationship between C and D, a negative -0.09 unit significant relationship between D and F and 0.29 unit significant relationship between E and F were found in the study.



A: Welcoming nature; B: Sympathetic understanding; C: Emotional closeness; D: Negative impacts; E: Positive impacts; F: Support for Tourism

**Figure 3:** Summary Path Diagram of the Proposed Model

It was found that the positive effect of B on D and the negative effect of C on D were found to be significant. Considering the items that measure the exogenous latent variables B and C, it was found that these latent variables were significant in a positive sense. When the items that measure the endogenous latent variable D are considered, they were found to have a structure in a negative sense. Therefore, the coefficients to be calculated for the relations B→D and C→D are expected to be marked negative. The coefficient for the C→D relationship was calculated as -0.35, but the coefficient for the B→D relationship was calculated as 0.52. These results reveal that as the emotional closeness of the people of Alanya to tourists increases, their negative attitude towards tourists will decrease. According

to these results, hypotheses H1, H5, H6, H8, and H9 were not supported, hypotheses H2, H3, H4, H7, and H11 were supported at the 1% significance level, and hypothesis H10 was supported only at the 10% significance level. In addition, although people in Alanya have sympathetic feelings towards tourists, their negative attitudes towards tourists also tend to increase.

**Table 3:** Standardized Parameter Estimates and Hypotheses

Hypotheses	Standardized parameter estimates	Results of hypotheses
H <sub>1</sub> A → D	-0.13 <sup>ns</sup>	not supported
H <sub>2</sub> A → E	0.34***	supported
H <sub>3</sub> A → F	0.38***	supported
H <sub>4</sub> B → D	0.52***	supported
H <sub>5</sub> B → E	0.17 <sup>ns</sup>	not supported
H <sub>6</sub> B → F	0.08 <sup>ns</sup>	not supported
H <sub>7</sub> C → D	-0.35***	Supported
H <sub>8</sub> C → E	0.06 <sup>ns</sup>	not supported
H <sub>9</sub> C → F	0.02 <sup>ns</sup>	not supported
H <sub>10</sub> D → F	-0.09*	supported
H <sub>11</sub> E → F	0.29***	supported

A: Welcoming nature; B: Sympathetic understanding; C: Emotional closeness; D: Negative impacts; E: Positive impacts; F: Support for Tourism  
 \*\*\*p<0.01; \*\*p<0.05; \*p<0.10; ns: non significant

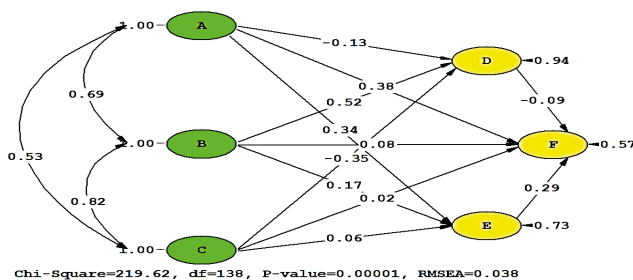
A: Welcoming nature; B: Sympathetic understanding; C: Emotional closeness; D: Negative impacts; E: Positive impacts; F: Support for Tourism

It was found that the endogenous latent variables B and C had no significant effect on the Support for Tourism (F) factor in Table 3. Lai & Hitchcock (2017) found in their study that A→F and B→F relationships were significant, while C→F relationships were insignificant. One of the possible reasons why the relationship of factors B and C with F is not significant in the study may be that one of these exogenous latent variables acts as a mediating endogenous variable. In addition, as seen in the model in Figure 4, the correlation coefficient between A and B was calculated as 0.69, and the correlation coefficient between B and C was calculated as 0.82. For these reasons, an alternative model has been proposed in which the latent variable B is defined as an endogenous latent variable.

**Model 2**

The results of the path diagram hypothesis test for the alternative model

Figure 3 presents the path diagram of the alternative model. In addition, Table 4 presents the standardized parameter estimates and hypothesis test results for the alternative model in Figure 3.



A: Welcoming nature; B: Sympathetic understanding; C: Emotional closeness; D: Negative impacts; E: Positive impacts; F: Support for Tourism

**Figure 4:** Summary Path Diagram of Proposed Alternative Model

The H6: B→F relationship was not found to be significant in the first model, while β<sub>FB</sub>=0.35 was found to be positive and significant in the alternative model. Based on this result, it can be concluded that as the people in Alanya develop sympathetic relations with tourists, the support of the people for tourism will also increase.

In the first model, the direct relationship between H9: C→F was not found to be significant. In the alternative model, no direct relationship between these factors was predicted, while it was predicted that these relationships could be through factors B, D, and E. The indirect relationship coefficient between A and F was 0.30, and the indirect relationship coefficient between C and F was 0.28 (Table 6). For the C→B→F relationship, the 0,22 coefficient was found to be significant. Therefore, the relationship between A and F is indirect through factors B, D, and E, and the relationship between C and F is similarly indirect through factors B, D, and E.

**Mediating Effects**

The mediating role of factor B for the A→F and C→F relationships

For the mediating effect of factor B between A→F, the relationship between A→F was calculated as β<sub>FA</sub>=0.58 at first. Then, by adding the mediating variable B to the model, the relationship between A→F was calculated as 0.49\*\*\* again. Since the coefficient of the relationship between A and F decreases when the mediating variable B is added to the model, it could be concluded that variable B acts as a partial mediating between A and F. When the E variable was added to the model for mediating effect between A→F of variable E, the A→F relationship was calculated as 0.43. Since the value of the coefficient of relationship between A and F decreases when the mediating variable E is added to the model, it could be concluded that variable E acts as a partial mediating between A and F.

For the mediating effect of factor B between C→F, the C→F relationship was calculated as β<sub>FC</sub>=0.39 at first. Then, the C→F relationship was calculated as 0.02 by adding the mediating B variable to the model. Since the relationship between C and F was statistically insignificant when the mediating variable B was added to the model, it could be concluded that factor B is the full mediating between C and F. When the E mediating variable is added to the model, the relationship coefficient between C and F decreases to 0.23 from 0.39, so factor E could be claimed to have a mediating role between C and F.

**Table 4:** Standardized Total and Indirect Impacts

	Standardized total impact		Standardized indirect impact	
	A	C	A	C
B	0.38***	0.62***	-	-
D	0.05 <sup>ns</sup>	-0.03	0.21***	0.34***
F	0.30***	0.28***	0.30***	0.28***
E	0.44***	0.15**	0.04 <sup>ns</sup>	0.07 <sup>ns</sup>

Note: \*\*P<0.05; \*\*\*P<0.01; NS: Non Significant

The indirect effect of factor A on F through B is 0.13 (0.38\*0.35), and the total effect is 0.30. This result reveals that 43% of the total effect of A on F (0.13/0.30=0.43) is mediated by factor B. The indirect effect of factor C on F through B is 0.22 (0.62\*0.35), and the total effect is 0.28. This reveals that 79% of the total effect of C on F (0.22/0.28=0.79) is mediated by variable B. These results also reveal



that an alternative model in which B is treated as an endogenous latent variable is more appropriate.

**Table 4:** Standardized Parameter Estimates, T-values and Hypotheses

Hypotheses	Standardized parameter estimates	Results of hypotheses
H <sub>1ALT</sub> $A \rightarrow D$	-0.16 <sup>ns</sup>	Not supported
H <sub>2ALT</sub> $A \rightarrow E$	0.40***	Supported
H <sub>3ALT</sub> $C \rightarrow D$	-0.37***	Supported
H <sub>4ALT</sub> $C \rightarrow E$	0.08 <sup>ns</sup>	Not supported
H <sub>5ALT</sub> $B \rightarrow D$	0.55***	Supported
H <sub>6ALT</sub> $B \rightarrow E$	0.11 <sup>ns</sup>	Not supported
H <sub>7ALT</sub> $B \rightarrow F$	0.35***	Supported
H <sub>8ALT</sub> $D \rightarrow F$	-0.11**	Supported
H <sub>9ALT</sub> $E \rightarrow F$	0.38***	Supported

\*\*\* $p < 0.01$ ; \*\* $p < 0.05$ ; ns: Non significant; ALT: Alternatif model

## 5. CONCLUSION

This study used the framework of emotional solidarity (welcoming nature, emotional closeness, and sympathetic understanding) and positive-negative impacts of the support for tourism to examine local people-tourist relations in a destination. The study used two models (M1 and M2) to test the theoretical structure. First, the direct effects of welcoming nature, emotional closeness, and sympathetic understanding, which are the sub-dimensions of emotional solidarity, on support for tourism were measured in Model 1. Based on this model, it was found that welcoming nature, one of the dimensions of emotional solidarity, had a positive effect on the positive impacts of tourism and support for tourism and did not have a significant effect on the negative impacts of tourism. In Model 2, the results showed a similarity with those in Model 1. Previous studies in the relevant literature suggest that welcoming nature has a positive effect on support for tourism (Hasani et al., 2016; Moghavvemi et al., 2017).

Unlike the findings of this study, Woosnam (2012) found that welcoming nature did not significantly predict the support of the local people for the development of tourism. However, the fact that there is no significant relationship between emotional solidarity and perceived negative impacts in the study conducted by Li and Wan (2017) reveals a similarity with the findings of this study. According to Lai and Hitchcock (2017), the dimension of the welcoming nature that local people have covered the pride in tourism, the gains that tourism brings to the local resources, and the economic contribution made to society. According to the Theory of Emotional Solidarity, local people who are hospitable to tourists because of their economic benefits from tourism can also see the benefits of tourism to society and support tourism. Boley et al. (2018) also claim that the more economic benefits local people get from tourism, the more they support it.

The effect of sympathetic understanding (empathy of the local population towards tourists) on the positive and negative effects of tourism Models 1 and 2 show similar findings (positive and significant), while its effect on the support for tourism differs in the two models. The first model reveals that sympathetic

understanding does not have a significant effect on support for tourism, and the second model reveals that there is a significant effect. At this point, the findings that were not supported in Model 1 and which were supported in Model 2 could be claimed to be significant in confirming the assumptions and hypotheses of the study. The result of the research claiming that local people who empathize with tourists support tourism more is an expected finding in the study. This could be closely related to how close local people are to tourism. A resident, who could be himself, one of his relatives, or one of his friends who interacts with tourists, is more likely to experience tourism directly or indirectly, get to know, understand and empathize with tourists better. These positive relationships have the potential to affect the way tourism is viewed positively. The close relations established with tourists are considered an outstanding example of the social impacts gained through tourism in a destination (Woosnam, 2012). The fact that the local people have positive emotions for tourists is probably also a result of beliefs, feelings, behavior, and interaction. The common beliefs shared with tourists are closely associated with the fact that tourists appreciate that region through this destination's historical and natural beauties. This helps residents think that they live in a very beautiful area and makes them feel proud of their region. When others want to visit this region and experience the same beauties, they experience the same pride (Woosnam et al., 2009). This also sheds light on the role of emotional closeness in the tourist-local community relationship. However, contrary to what was expected, emotional closeness (the degree of closeness of tourists, established friendships) in Model 1 and Model 2 could not affect the positive impacts of tourism and support for tourism. In contrast, a significant effect on the negative impacts of tourism was found.

While there is no significant relationship between the sympathetic understanding dimension, which is the mediating variable in the model, and the positive impacts of tourism, support for tourism, which was found insignificant in the first model, was found to be positive and significant in this model. In addition, sympathetic understanding partially mediates between welcoming nature and support for tourism and a fully mediating role between emotional closeness and support for tourism. About half of the impact of welcoming nature on support for tourism is explained with a sympathetic understanding. A large part of the effect of emotional closeness on support for tourism has also been explained with a sympathetic understanding. In other words, it has been seen that residents welcome tourists and that the perception of support for tourism is based on the emotional closeness they have established with them is influenced by sympathetic understanding. As a result, it is seen that Model 2, in which sympathetic understanding is considered a mediatory, is a more suitable model for explaining support for tourism.

### 5.1. Limitations and Recommendations

The emotional solidarity of the local people in communicating with tourists is of great importance for sustainable destination management (Joo et al., 2018). Although emotional solidarity is the cause or result of different variables in previous studies in the relevant literature, there has not been

any research that links and examines emotional solidarity, tourism impacts, and support for tourism. Addressing the issue through the impacts of tourism constitutes the first contribution of this research to the literature. However, emotional solidarity should not be considered a complete and single framework for understanding the relationships between tourists and residents (Woosnam, 2011). At this point, more comprehensive research is needed in the future. On the other hand, if a Destination Marketing Organization (DMO) has an idea regarding the level of emotional solidarity experienced by residents with tourists, relevant marketing campaigns could be implemented to appeal to potential tourists (Woosnam, 2011). For this reason, this study could be considered a guiding role for marketers.

## REFERENCES

- AgAleshinloye, K. D., Woosnam, K. M., Erul, E., Suess, C., Kong, I & Boley, B. B. (2021). Which construct is better at explaining residents' involvement in tourism; emotional solidarity or empowerment?. *Current Issues in Tourism*, 24 (23), pp. 3372-3386.
- 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), pp. 1056-1076.
- Ap, J. (1992). Residents' perceptions on tourism impacts. *Annals of Tourism Research*, 19 (4), pp. 665-690.
- Bagozzi, R. P., & Yi, Y. (1988). On the evaluation of structural equation models. *Journal of The Academy of Marketing Science*, 16 (1), pp. 74-94.
- Bentler, P. M., & Bonett, D. G. (1980). Significance tests and goodness of fit in the analysis of covariance structures. *Psychological Bulletin*, 88 (3), pp. 588-606.
- Boley, B. B., Strzelecka, M., & Woosnam, K. M. (2018). Resident perceptions of the economic benefits of tourism: Toward a common measure. *Journal of Hospitality & Tourism Research*, 42 (8), pp. 1295-1314.
- Choi, C., & Murray, I. (2010). Resident attitudes towards sustainable community tourism. *Journal of Sustainable Tourism*, 18 (4), pp. 575-594.
- Cooke, R., & Szumal, J. (1993). Measuring normative beliefs and shared behavioural expectations in organizations: The reliability and validity of the organizational culture inventory. *Psychological Reports*, 72, pp. 1299-1330.
- Durkheim, E. (1995 [1915]). *The Elementary Forms of The Religious Life*. New York: Free Press.
- Dyer, P., Gursoy, D., Sharma, B., & Carter, J. (2007). Structural modeling of resident perceptions of tourism and associated development on the Sunshine Coast, Australia. *Tourism Management*, 28 (2), pp. 409-422.
- Erul, E., Woosnam, K. M., & McIntosh, W. A. (2020). Considering emotional solidarity and the Theory of Planned Behavior in explaining behavioral intentions to support tourism development. *Journal of Sustainable Tourism*, 28 (8), pp. 1158-1173.
- Eusebio, 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. *Journal of Sustainable Tourism*, 26 (6), 890-909.
- Fornell, C., & Larcker, D. F. (1981). Evaluating structural equation models with unobservable variables and measurement error. *Journal of Marketing Research*, 18 (1), pp. 39-50.
- Gu, M., & Wong, P. P. (2006). Residents' perception of tourism impacts: A case study of homestay operators in Dachangshan Dao, North-East China. *Tourism Geographies*, 8, pp. 253-273.
- Gursoy, D., Jurowski, C., & Uysal, M. (2002). Resident attitudes: A structural modeling approach. *Annals of Tourism Research*, 29 (1), pp. 79-105.
- 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), pp. 381-394.
- Gursoy, D., Boğan, E., Dedeoğlu, B. B., & Çalışkan, C. (2019). Residents' perceptions of hotels' corporate social responsibility initiatives and its impact on residents' sentiments to community and support for additional tourism development. *Journal of Hospitality and Tourism Management*, 39, pp. 117-128.
- Gursoy, D., Ouyang, Z., Nunkoo, R., & Wei, W., (2019). Residents' impact perceptions of and attitudes towards tourism development: A Meta-Analysis. *Journal of Hospitality Marketing & Management*, 28 (3), pp. 306-333.
- Gursoy, D., & Rutherford, D. G. (2004). Host attitudes toward tourism. *Annals of Tourism Research*, 31 (3), pp. 495-516.
- Hair, J., Anderson, R., Tatham, R., & Black, W. (1998). *Multivariate Data Analysis*, 5th Edition, NJ: Prentice Hall.
- Hasani, A., Moghavvemi, S., & Hamzah, A. (2016). The impact of emotional solidarity on residents' attitude and tourism development. *PLOS ONE*, 11 (6), 1-14.
- Hayduk, L.A. (1987). *Structural equation modeling with LISREL: Essentials and Advances*. Johns Hopkins University Press.
- Jaafar, M., Ismail, S., & Rasoolimanesh, M. S. (2015). Perceived social effects of tourism development: A case study of Kinabalu National Park. *Theoretical and Empirical Researches in Urban Management*, 10 (2), pp. 5-20.
- Joo, D., Tasci, A. D., Woosnam, K. M., Maruyama, N. U., Hollas, C. R., & Aleshinloye, K. D. (2018). Residents' attitude towards domestic tourists explained by contact, emotional solidarity and social distance. *Tourism Management*, pp. 64, 245-257.
- Joo, D., Xu, W., Lee, J., Lee, C., & Woosnam K. M. (2021). Residents' perceived risk, emotional solidarity, and support for tourism amidst the COVID-19 pandemic. *Journal of Destination Marketing & Management*, 19 (2021), pp. 1-11.
- Jurowski, C., Uysal, M., & Williams, D. R. (1997). A theoretical analysis of host community resident reactions to tourism. *Journal of Travel Research*, 36 (2), pp. 3-11.
- Khizindar, T. M. (2012). Effects of tourism on residents' quality of life in Saudi Arabia: An empirical study. *Journal of Hospitality Marketing & Management*, 21(6), pp. 617-637.
- Lai, I. K. W., & Hitchcock, M. (2017). Local reactions to mass tourism and community tourism development in Macau. *Journal of Sustainable Tourism*, 25 (4), pp. 451-470.
- Lan, T., Zheng, Z., Tian, D., Zhang, R., Law, R., & Zhang, M. (2021). Resident-tourist value co-creation in the intangible cultural heritage tourism context: The role of residents' perception of tourism development and emotional solidarity. *Sustainability*, 13 (3), 1369.
- Lee, T. H. (2013). Influence analysis of community resident support for sustainable tourism development. *Tourism management*, 34, pp. 37-46.
- Li, S., Liu, M., & Wei, M. (2021). Host sincerity and tourist environmentally responsible behavior: The mediating role of tourists' emotional solidarity with hosts. *Journal of Destination Marketing & Management*, 19, 100548.
- Li, X., & Wan, Y. K. P. (2017). Residents' support for festivals: Integration of emotional solidarity. *Journal of Sustainable Tourism*, 25 (4), pp. 517-535.
- McCool, S. F., & Martin, S. R. (1994). Community attachment and attitudes toward tourism development. *Journal of Travel Research*, 32 (3), pp. 29-34.



- Moghavvemi, S., Woosnam, K. M., Paramanathan, T., Musa, G., & Hamzah, A. (2017). The effect of residents' personality, emotional solidarity, and community commitment on support for tourism development. *Tourism Management*, 63, pp. 242-254.
- Northcote, J., & Macbeth, J. (2005). Limitations of resident perception surveys for understanding tourism social impacts the need for triangulation. *Tourism Recreation Research*, 30 (2), pp. 43-54.
- Nowinski, W., Haddoud, M. Y., Lancaric, D., Egerova, D., & Czeglédi, C. (2019). The impact of entrepreneurship education, entrepreneurial self-efficacy and gender on entrepreneurial intentions of university students in the Visegrad countries. *Studies in Higher Education*, 44 (2), pp. 361-379.
- Nunkoo, R., & Ramkissoon, H. (2011). Residents' satisfaction with community attributes and support for tourism. *Journal of Hospitality & Tourism Research*, 35 (2), 171-190.
- Phuc, H. N., & Nguyen, H. M. (2023). The importance of collaboration and emotional solidarity in residents' support for sustainable urban tourism: Case study Ho Chi Minh City. *Journal of Sustainable Tourism*, 31 (2), pp. 245-264.
- 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), pp. 34-48.
- Rasoolimanesh, S. M., Ringle, C. M., Jaafar, M., & Ramayah, T. (2017). Urban vs. rural destinations: Residents' perceptions, community participation and support for tourism development. *Tourism management*, 60, pp. 147-158.
- Ribeiro, M. A., Woosnam, K. M., Pinto, P., & Silva, J. A. (2018). Tourists' destination loyalty through emotional solidarity with residents: An integrative moderated mediation model. *Journal of Travel Research*, 57 (3), pp. 279-295.
- Rivera, M., Croes, R., & Lee, S. H. (2016). Tourism development and happiness: A residents' perspective. *Journal of Destination Marketing & Management*, 5 (1), pp. 5-15.
- Scott, J. E. (1995). The measurement of information systems effectiveness: evaluating a measuring instrument. *ACM SIGMIS Database: the DATABASE for Advances in Information Systems*, 26 (1), pp. 43-61.
- Soyak, C. (2003). Alanya'da turizm ve kentsel mekânlar. *Akdeniz Kültürleri Araştırma Derneği*.
- Staw, B. M., & Sutton, R. I. (Eds.). (2000). *Research in organizational behavior*. Elsevier.
- 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, pp. 260-274.
- Stylidis, D., Woosnam, K. M., & Ivkov, M. (2020). Tourists' emotional solidarity with residents: A segmentation analysis and its links to destination image and loyalty. *Journal of Destination Marketing & Management*, 17, 100458.
- Wang, S., Berbekova, A., & Uysal, M. (2021). Is this about feeling? The interplay of emotional well-being, solidarity, and residents' attitude. *Journal of Travel Research*, 60 (6), pp. 1180-1195.
- Woosnam, K. M., Norman, W. C., & Ying, T. (2009). Exploring the theoretical framework of emotional solidarity between residents and tourists. *Journal of Travel Research*, 48 (2), pp. 245-258.
- Woosnam, K. M., & Norman, W. C. (2010). Measuring residents' emotional solidarity with tourists: Scale development of Durkheim's theoretical constructs. *Journal of Travel Research*, 49 (3), pp. 365-380.
- Woosnam, K. M. (2011). Testing a model of Durkheim's theory of emotional solidarity among residents of a tourism community. *Journal of Travel Research*, 50 (5), pp. 546-558.
- Woosnam, K. M. (2012). Using emotional solidarity to explain residents' attitudes about tourism and tourism development. *Journal of Travel Research*, 51 (3), pp. 315-327.
- Woosnam, K. M., & Aleshinloye, K. D. (2013). Can tourists experience emotional solidarity with residents? Testing Durkheim's model from a new perspective. *Journal of Travel Research*, 52(4), 494-505.
- Woosnam, K. M., Aleshinloye, K. D., Van Winkle, C. M., & Qian, W. (2014). Applying and expanding the theoretical framework of emotional solidarity in a festival context. *Event Management*, 18 (2), pp. 141-151.
- Van Maanen, J. E., & Schein, E. H. (1977). Toward a theory of organizational socialization.
- Yoon, Y., Gursoy, D., & Chen, J. S. (2001). Validating a tourism development theory with structural equation modeling. *Tourism Management*, 22 (2001), 363-372.
- Yu, C. P., Cole, S. T., & Chancellor, C. (2018). Resident support for tourism development in rural midwestern (USA) communities: Perceived tourism impacts and community quality of life perspective. *Sustainability*, 10 (3), pp. 802.
- Zaman, U., & Aktan, M. (2021). Examining residents' cultural intelligence, place image and foreign tourist attractiveness: A mediated-moderation model of support for tourism development in Cappadocia (Turkey). *Journal of Hospitality and Tourism Management*, 46, pp. 393-404.
- Zhang, M., Zhang, G., & Liu, H. (2021). Analysis of the impact of tourism development on the urban-rural income gap: Evidence from 248 prefecture-level cities in China. *Asia Pacific Journal of Tourism Research*, 26 (6), pp. 614-625.



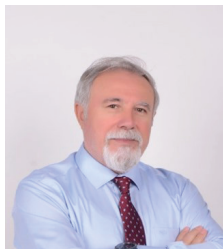
**Ebru Düşmezkalender**, is working as an associate professor at Eskişehir Osmangazi University, Faculty of Tourism. Her research interests include sustainable tourism, alternative tourism, tourism management, organizational behaviour.

ORCID: 0000-0001-6197-1394



**Cihan Seçilmiş**, graduated from Gazi University, Faculty of Commerce and Tourism Education, Department of Hospitality Management Teaching in 2003. He completed his master's and doctorate degrees at Gazi University Institute of Educational Sciences Tourism Management Education Program between 2003-2009. He received the title of assistant professor in 2010, associate professor in 2015, and professor in 2020. He has many national and international articles, book chapters and papers. Prof. Dr. is currently working in the Department of Tourism Management at Eskişehir Osmangazi University, Faculty of Tourism. SEÇİLMİŞ's field of study focuses on business management, tourism management and organizational behavior.

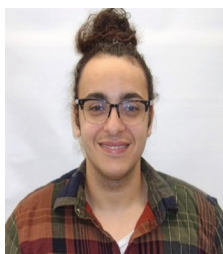
ORCID: 0000-0001-6781-0997



**Veysel Yılmaz**, He completed his undergraduate and graduate studies at Anadolu University, Department of Statistics, and his doctorate in Applied Statistics at Eskişehir Osmangazi University. He was appointed as an associate professor in 2005 and as a professor in Eskişehir Osmangazi University, Faculty of Science, Department

of Statistics in 2011. He has supervised 3 doctoral theses on Structural Equation Modeling, a doctoral thesis on partial least squares structural equation modeling, and several postgraduate theses on SEM applications. He has a book on Structural Equation Modeling, which is in its 3rd edition. He has more than 25 articles scanned in SCI and SSCI indexes and nearly 100 articles in Turkish. His research interests include survey design and analysis, multivariate statistical methods, and structural equation modeling. He was the founding director of ESOGÜ Statistics Research Center and is currently a member of the board of directors.

ORCID: 0000-0001-5147-5047



**Omar Youssef**, is a fourth-year PhD student in the Department of Hospitality, Hotel Management and Tourism at Texas A&M University. He received a Master of Science in Business Administration - Hotel and Tourism Management from Virginia Tech University and a Master of Science in Human Development and Leadership from Murray State University in the United

States. He earned his bachelor's degree in hotel management from Helwan University. Omar's research interest focuses on moral psychology and moral emotions in relation to tourists' pro-environmental behaviors and the conservation of natural resources significant to the tourism industry.

ORCID: 0000-0002-9530-6090