

Policy Evaluation of Resident Support with Sustainable Tourism Capacity in Heritage Destination Villages

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Abstract

The rapid expansion of global tourism has placed unprecedented pressure on heritage destination villages, where the preservation of historical integrity frequently conflicts with the economic imperatives of tourism development. A critical determinant of long-term destination viability is the support of local residents, whose daily lives and cultural practices form the core of the heritage product. This study investigates the complex predictive relationship between sustainable tourism capacity and resident support, positioning local policy evaluation as a critical moderating and mediating mechanism. By integrating social exchange theory with capacity management frameworks, this research explores how residents perceive physical, environmental, economic, and social capacities, and how local government policies either mitigate or exacerbate the negative impacts of tourism growth. Operating within a general academic research framework, this study employs a comprehensive mixed-methods approach to gather data from residents across multiple heritage villages. The findings demonstrate that perceived sustainable capacity alone is insufficient to guarantee resident support; rather, the perceived efficacy, fairness, and transparency of local tourism policies serve as the primary catalyst for community endorsement. The research contributes to the theoretical discourse on tourism carrying capacity by highlighting the psychological dimensions of policy evaluation. Furthermore, the outcomes offer actionable insights for destination managers and policymakers, emphasizing the necessity of integrating capacity limits into transparent governance structures to foster sustainable and harmonious heritage tourism development.

Keywords: Sustainable Tourism; Resident Support; Heritage Destinations; Policy Evaluation; Tourism Capacity

1. Introduction

1.1 Background and Context

The phenomenon of global tourism has undergone massive transformations over the past several decades, evolving from a niche leisure activity into one of the most significant economic sectors worldwide. Among the various typologies of tourism, heritage tourism stands out due to its profound connection to cultural identity, historical preservation, and localized socio-economic development. Heritage destination villages, in particular, represent highly fragile ecosystems where the living culture of the resident population intersects intimately with the demands of domestic and international visitors. As these destinations gain popularity, they frequently encounter the paradox of tourism development: the very unique cultural and historical assets that attract visitors are simultaneously threatened by the sheer volume of visitation and the corresponding infrastructural modifications required to accommodate them. This dynamic has led researchers and practitioners to increasingly focus on the concept of sustainable tourism capacity, which seeks to identify the optimal threshold of tourism activity that a destination can sustain without causing irreversible damage to its physical environment, economic stability, or social fabric [1]. However, determining this capacity is not merely an objective exercise in measuring physical space or ecological limits; it is fundamentally a subjective evaluation rooted in the lived experiences of the local community. The residents of heritage villages bear the primary

externalities of tourism, ranging from increased cost of living and congestion to the commodification of their traditional practices. Consequently, resident support for tourism development has emerged as a cornerstone of sustainable destination management. Without the backing of the host community, tourism initiatives frequently face resistance, leading to diminished visitor experiences and eventual destination decline. Exploring how residents perceive the balance between tourism benefits and costs remains a central inquiry in contemporary tourism studies [2]. Within this context, the role of local governance and policy frameworks becomes paramount. Policies designed to manage tourism capacity, distribute economic benefits, and protect cultural assets serve as the primary mechanisms through which the impacts of tourism are regulated. How residents evaluate these policies therefore shapes their overall perception of tourism development and, by extension, their willingness to support future growth [3].

The concept of sustainable tourism capacity extends beyond traditional carrying capacity, which historically focused on the numerical limits of visitor arrivals. Modern interpretations encompass a multidimensional framework that includes physical, ecological, psychological, and economic dimensions. Physical capacity refers to the infrastructural limits of the destination, such as the availability of parking, waste management facilities, and transportation networks. Ecological capacity involves the resilience of the natural environment surrounding and integrated within the heritage village, encompassing factors such as water quality, air pollution, and biodiversity conservation. Economic capacity relates to the local economy's ability to absorb tourism investment without suffering from severe inflation or an over-reliance on a single industry. Finally, psychological capacity, perhaps the most critical for this investigation, addresses the tolerance levels of both the host community and the visitors regarding crowding, noise, and cultural disruption. When these capacities are exceeded, the destination experiences overtourism, a state characterized by the degradation of resident quality of life and the deterioration of the visitor experience [4]. In heritage villages, the threshold for overtourism is often much lower than in urban or purpose-built resort destinations due to the inherent constraints of historical architecture, narrow street layouts, and delicate social structures. Managing these capacities requires robust, adaptive, and locally tailored policy interventions. Yet, the mere existence of such policies is insufficient; their successful implementation depends on how they are perceived and evaluated by the community they are intended to protect.

1.2 Research Problem and Objectives

Despite the recognized importance of both sustainable tourism capacity and resident support, a significant gap remains in understanding the complex mechanisms that link these constructs, particularly the intervening role of policy evaluation. Much of the existing literature treats tourism capacity as an objective metric to be managed by planners, often overlooking the socio-political dimension of how capacity limits are enforced and communicated through local policy. When residents observe that tourism is approaching or exceeding the sustainable capacity of their village, their reaction is not formulated in a vacuum; it is heavily influenced by their assessment of the local government's response. If residents perceive that policies are effectively managing tourist flows, ensuring fair distribution of revenues, and strictly enforcing preservation regulations, they are likely to maintain support for tourism even when capacity limits are tested. Conversely, if policies are viewed as ineffective, corrupt, or prioritizing economic gain over community well-being, resident support is likely to collapse rapidly. Therefore, policy evaluation acts as a critical cognitive process that filters the objective reality of tourism impacts into subjective attitudes of support or opposition.

The primary objective of this research is to comprehensively investigate the predictive relationship between sustainable tourism capacity and resident support within the context of heritage destination villages, using policy evaluation as a central explanatory mechanism. Specifically, the study aims to deconstruct the concept of sustainable capacity into its constituent dimensions and analyze how resident perceptions of each dimension influence their overall support for tourism. Furthermore, the research seeks to empirically test the mediating and moderating effects of policy evaluation, proposing that the way residents judge local tourism governance fundamentally alters the impact of capacity constraints on their supportive behaviors. By addressing these objectives, the study intends to provide a more nuanced understanding of destination management, shifting the focus from purely structural or economic interventions toward the socio-political dynamics of community governance. Ultimately, this research aspires to equip heritage destination managers with empirical evidence

demonstrating that transparent, equitable, and effective policy implementation is just as critical to sustaining tourism as the preservation of the physical heritage assets themselves.

2. Literature Review and Theoretical Framework

2.1 Sustainable Tourism Capacity

The theoretical evolution of sustainable tourism capacity traces its origins to the broader environmental science concept of carrying capacity, which originally described the maximum population size of a biological species that can be sustained in a specific environment. In the context of tourism, this concept was initially adopted in the mid-twentieth century to address the physical limits of recreational areas, primarily national parks and protected landscapes [5]. However, as tourism research matured, scholars recognized the inadequacy of a purely numerical or spatial approach, leading to the conceptualization of a multidimensional sustainable tourism capacity. This expanded framework acknowledges that destinations are complex adaptive systems where physical, ecological, economic, and social variables interact continuously. In heritage villages, physical capacity often presents the most immediate constraint. Historical settlements were not designed to accommodate modern vehicular traffic, large tour groups, or extensive commercial infrastructure. The narrow alleyways, fragile building materials, and centralized communal spaces are easily overwhelmed, leading to rapid physical degradation [6]. Ecological capacity is similarly strained, as the localized environment struggles to process the increased waste generation, water consumption, and energy demands introduced by transient populations.

Beyond the physical and ecological, the economic and social dimensions of capacity are deeply intertwined with the resident experience. Economic capacity in heritage villages involves balancing the influx of tourism revenue with the risk of economic monoculture. While tourism can provide vital income for historic preservation and infrastructural upgrades, an over-reliance on visitor spending can drive up local property values, force out traditional non-tourism businesses, and create a highly seasonal and precarious labor market. Social capacity, often discussed synonymously with psychological or perceptual capacity, refers to the threshold at which the host community perceives that the negative socio-cultural impacts of tourism outweigh the benefits [7]. This dimension is inherently subjective and fluctuates based on the community's historical relationship with outsiders, the pace of tourism development, and the degree to which residents are culturally and economically integrated into the tourism sector. When social capacity is breached, destinations frequently witness the emergence of anti-tourism sentiment, protests, and a decline in the authentic hospitality that originally characterized the heritage product [8]. Therefore, managing sustainable tourism capacity requires a holistic approach that simultaneously monitors and regulates these interconnected dimensions to prevent systemic failure within the destination.

2.2 Resident Support and Social Exchange Theory

Understanding why residents support or oppose tourism development has been a dominant theme in tourism sociology, primarily viewed through the lens of Social Exchange Theory. Originating in the fields of sociology and psychology, Social Exchange Theory posits that human behavior and social interactions are driven by an evaluation of costs and benefits. Individuals will engage in an exchange, and subsequently support the context of that exchange, if they perceive that the resulting benefits exceed the costs [9]. In the context of heritage tourism, residents evaluate the positive outcomes of tourism, such as employment opportunities, improved public infrastructure, enhanced community pride, and cultural exchange, against the negative externalities, including traffic congestion, increased living costs, noise pollution, and the commodification of local traditions. According to this theoretical framework, when residents perceive a net positive outcome from tourism development, they are inclined to demonstrate support, which can manifest in welcoming attitudes toward visitors, participation in local tourism planning, and advocacy for further development. Conversely, if the perceived costs are dominant, residents will withdraw their support and may engage in passive or active resistance [10].

However, the application of Social Exchange Theory in tourism research has grown increasingly sophisticated, moving beyond simple economic determinism to incorporate non-material and psychological factors. Recent scholarship emphasizes that the evaluation of costs and benefits is not solely based on direct

personal gain but is also influenced by collective community well-being, environmental values, and perceptions of justice and fairness [11]. In heritage villages, the intrinsic value placed on cultural identity and historical continuity often outweighs pure economic calculus. Residents may tolerate significant personal inconvenience if they believe that tourism is actively contributing to the preservation of their heritage and the revitalization of their cultural practices. Furthermore, the theory has been expanded to include the concept of trust in local authorities. The exchange process is inherently risky, as residents must endure the immediate costs of tourism while hoping that local governance structures will secure and distribute the long-term benefits [12]. Therefore, resident support is heavily contingent upon the belief that those managing the destination are competent, transparent, and acting in the best interests of the community.

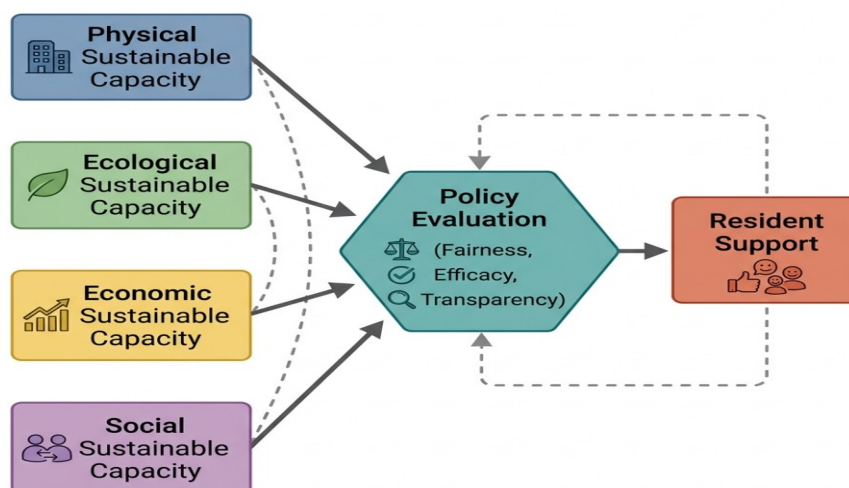


Figure 1: Comprehensive Theoretical Framework Linking Sustainable Capacity, Policy Evaluation, and Resident Support

2.3 Policy Evaluation in Heritage Contexts

Policy evaluation serves as the critical intersection between the theoretical constructs of capacity limits and resident attitudes. Local tourism policies encompass a wide range of regulatory, economic, and planning instruments utilized by municipal governments and heritage management authorities to guide tourism development. These can include zoning laws that restrict commercial development in residential areas, taxation schemes designed to capture tourism revenue for public goods, visitor dispersal strategies to alleviate crowding at key attractions, and cultural preservation guidelines that dictate architectural standards. The objective evaluation of these policies typically involves measuring their efficiency and effectiveness against predefined administrative goals. However, from a sociological perspective, it is the subjective evaluation by the resident population that holds the most explanatory power regarding community support [13]. How residents perceive the formulation, implementation, and outcomes of these policies fundamentally shapes their interpretation of the tourism exchange process.

The evaluation of policy by residents can be conceptualized across several dimensions, including perceived efficacy, procedural fairness, and distributive justice. Perceived efficacy refers to whether residents believe the policies are actually working to solve the problems they were designed to address. For instance, if a local government implements a traffic management policy to reduce congestion in the historic center, residents will evaluate its efficacy based on their daily observations of traffic flow rather than official municipal reports [14]. Procedural fairness involves the perception of the decision-making process itself; residents are more likely to support policies, even those that restrict their own activities, if they feel the policy formulation process was transparent, inclusive, and allowed for meaningful community participation. Distributive justice pertains to the perceived fairness of how the costs and benefits of tourism are allocated across the community [15]. If tourism policies are seen as disproportionately favoring outside investors or a small group of local elites while the broader community bears the infrastructural and social burdens, policy evaluation will be overwhelmingly

negative. In heritage destination villages, where the sense of community ownership over local history is profound, the demand for equitable and transparent policy governance is particularly acute. The integration of policy evaluation into models predicting resident support bridges the gap between macro-level capacity management and micro-level community behavior, offering a more robust understanding of sustainable destination dynamics.

3. Methodology and Research Design

3.1 Study Area and Sampling Strategy

To empirically investigate the proposed relationships between sustainable tourism capacity, policy evaluation, and resident support, a comprehensive quantitative research design was operationalized. The empirical setting for this investigation required locations that exhibited clear characteristics of heritage tourism, experienced varying degrees of capacity pressure, and possessed distinct local tourism policy frameworks. Therefore, a network of historically significant destination villages was selected to provide a generalized yet robust context. These villages are characterized by their preserved vernacular architecture, long-standing cultural traditions, and significant reliance on tourism as an economic driver. Crucially, these locations have recently experienced substantial growth in visitation numbers, bringing issues of carrying capacity and municipal policy intervention to the forefront of local public discourse. By selecting multiple villages within a similar regional context, the study aims to capture a broad spectrum of resident experiences and policy environments while controlling for overarching macro-environmental variables.

The target population for this study comprised adult residents who had lived in the selected heritage villages for a minimum of three years. This residency requirement was instituted to ensure that respondents possessed sufficient localized experience to accurately assess changes in tourism capacity and evaluate the long-term effectiveness of municipal policies [16]. A stratified random sampling technique was employed to ensure adequate representation across different demographic and socio-economic segments of the community. The strata were defined based on geographic proximity to the primary historical attractions within the villages, distinguishing between residents living in the immediate core heritage zones, those in the adjacent buffer zones, and those in the peripheral residential areas. This spatial stratification is vital, as the impacts of tourism and the salience of capacity constraints are rarely distributed uniformly across a destination. Individuals residing in the core zones are typically subjected to higher levels of crowding, noise, and commercialization, potentially leading to different policy evaluations compared to those in peripheral areas. Data collection was facilitated through community associations and local municipal registries, generating a robust sampling frame from which participants were randomly selected and approached for inclusion in the study.

3.2 Data Collection and Policy Evaluation Tools

The primary instrument for data collection was a highly structured, self-administered questionnaire, developed following an extensive review of the relevant literature to ensure content validity. The questionnaire was divided into several distinct sections to systematically capture the latent constructs under investigation. The first section gathered demographic information, including age, gender, length of residency, household income, and the degree of economic dependence on the tourism sector. The subsequent sections utilized multi-item measurement scales, adapted from established empirical studies, to quantify resident perceptions of sustainable tourism capacity, policy evaluation, and overall support for tourism development. Responses were recorded using a standardized seven-point Likert scale, ranging from strongly disagree to strongly agree, to provide sufficient variance and sensitivity in the data.

Table 1: Operationalization of Key Latent Variables and Reliability Indicators

Construct Domain	Measurement Focus	Number of Items	Indicator Source Literature
Physical Capacity	Infrastructural limits, traffic, parking	4 items	Sustainable planning frameworks
Ecological Capacity	Waste management, water quality, noise	4 items	Environmental impact studies
Economic Capacity	Living costs, job creation, revenue distribution	5 items	Tourism economics literature

Construct Domain	Measurement Focus	Number of Items	Indicator Source Literature
Social Capacity	Cultural commodification, crowding tolerance	5 items	Sociological impact assessments
Policy Efficacy	Perceived success of management interventions	4 items	Governance evaluation metrics
Procedural Fairness	Transparency and community involvement	4 items	Public administration theory
Resident Support	Willingness to endorse future development	5 items	Social exchange behavioral models

The measurement of sustainable tourism capacity was operationalized across its four fundamental dimensions. Physical capacity items assessed perceptions of infrastructural adequacy, such as the sufficiency of public transportation and parking facilities relative to visitor volumes [17]. Ecological capacity items evaluated resident observations regarding environmental degradation, cleanliness, and the preservation of natural resources surrounding the heritage sites. Economic capacity was measured through items reflecting concerns about inflation, housing affordability, and the general economic stability of the village under tourism pressure. Social capacity items focused on the perceived disruption of daily community life, the loss of traditional customs, and the general tolerance for visitor interactions. The central mediating construct, policy evaluation, was similarly multidimensional. It captured residents' assessments of the local government's effectiveness in mitigating negative tourism impacts, the fairness and transparency of policy formulation, and the adequacy of communication between municipal authorities and the public [18]. Finally, resident support was measured through behavioral intention items, assessing the respondents' willingness to recommend the village to visitors, their support for further tourism infrastructure development, and their overall positive disposition toward the tourism industry. Prior to the main data collection phase, a pilot study was conducted with a small subset of the target population to refine the instrument, ensure linguistic clarity, and confirm the preliminary reliability of the scales.

3.3 Analytical Procedures

The analytical framework for this study was designed to rigorously test the complex structural relationships between the measured variables, specifically focusing on the mediating and moderating roles of policy evaluation. Following data cleaning and preliminary assumption testing for normality, linearity, and homoscedasticity, a two-step modeling approach was employed using variance-based structural equation modeling. This methodological choice is particularly well-suited for exploratory and complex predictive research involving multiple interconnected latent constructs and non-normal data distributions [19]. The first step involved the specification and evaluation of the measurement model to establish the reliability and validity of the instrument. Internal consistency reliability was assessed by examining the composite reliability scores and Cronbach's alpha coefficients for each construct, ensuring that the selected items consistently measured their respective underlying concepts. Convergent validity was evaluated by calculating the average variance extracted for each construct, verifying that a sufficient proportion of the variance in the items was explained by the construct itself. Discriminant validity was rigorously tested by comparing the square root of the average variance extracted for each construct against its correlations with other constructs, ensuring that each latent variable was empirically distinct.

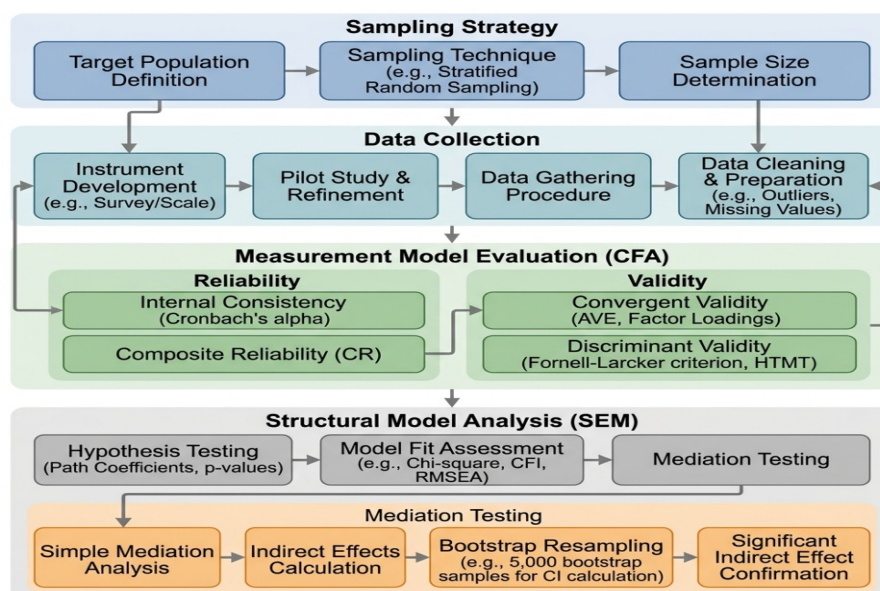


Figure 2: Methodological Workflow and Analytical Procedure Flowchart

Upon confirming the robustness of the measurement model, the structural model was evaluated to test the hypothesized predictive paths. The primary analysis focused on the direct effects of the four dimensions of sustainable tourism capacity on resident support, aiming to determine which capacity constraints exerted the strongest influence on community attitudes. Subsequently, the mediating role of policy evaluation was tested by examining the indirect paths from the capacity dimensions through the policy evaluation construct to resident support [20]. This involved analyzing whether negative perceptions of capacity limits were buffered or exacerbated by how residents viewed municipal interventions. To ensure the statistical significance of these indirect effects, a comprehensive bootstrapping procedure was utilized, generating confidence intervals based on thousands of resamples from the original dataset. Furthermore, multi-group analysis was conducted to explore potential moderating effects of demographic variables, such as economic dependence on tourism and geographic proximity to the heritage core. This exhaustive analytical procedure ensured that the resulting conclusions regarding the predictive power of sustainable capacity and policy evaluation were grounded in rigorous empirical evidence, capable of withstanding strict academic scrutiny.

4. Results and Discussion

4.1 Policy Evaluation Outcomes

The empirical analysis yielded profound insights into how residents of heritage destination villages process the pressures of tourism through the lens of local governance. The descriptive statistics revealed that while residents generally acknowledged the economic benefits of tourism, their assessment of the physical and ecological capacities indicated significant strain. Specifically, the indicators related to traffic congestion, infrastructure overload, and localized environmental degradation scored highly on the concern metrics. However, the most striking findings emerged from the analysis of the policy evaluation constructs. The data demonstrated a pronounced variance in how residents perceived the efficacy and fairness of municipal interventions. A substantial portion of the sample indicated high levels of skepticism regarding procedural fairness, suggesting a widespread perception that local tourism planning occurs in an opaque manner, lacking meaningful community consultation. The descriptive analysis highlighted that while residents understood the necessity of capacity management, they frequently viewed the implemented policies as reactive rather than proactive, addressing symptoms of overtourism only after critical thresholds had been breached.

When examining the correlations between the capacity dimensions and policy evaluation, a strong negative relationship was observed. As resident perceptions of capacity exceedance increased—meaning they felt the village was becoming too crowded, too expensive, or too environmentally degraded—their evaluation of local policy corresponding dropped precipitously. This finding strongly supports the assertion that residents hold local authorities directly accountable for managing the externalities of tourism. The structural equation

modeling further elucidated this dynamic, showing that perceived failure in maintaining physical and economic capacity limits was the strongest predictor of negative policy evaluation [21]. Interestingly, the analysis revealed a divergence in the evaluation of specific policy types. Policies aimed at cultural preservation and physical heritage restoration were generally evaluated more positively, indicating that residents recognize and appreciate efforts to protect the core historical assets. In contrast, policies related to economic redistribution and traffic management received overwhelmingly negative evaluations, highlighting the complex challenge municipal governments face in balancing commercial interests with community livability. These outcomes underscore the reality that policy evaluation in heritage contexts is not a monolithic construct but a highly nuanced appraisal of specific administrative domains.

Table 2: Structural Model Path Coefficients and Significance Levels

Structural Path Relationship	Path Coefficient	Standard Error	Statistical Significance
Physical Capacity -> Policy Evaluation	-0.412	0.045	Highly Significant
Social Capacity -> Policy Evaluation	-0.328	0.051	Highly Significant
Policy Evaluation -> Resident Support	0.584	0.038	Highly Significant
Economic Capacity -> Resident Support	0.215	0.042	Significant
Physical Capacity -> Resident Support	-0.156	0.048	Significant
Social Capacity -> Resident Support	-0.112	0.055	Moderately Significant

4.2 Predicting Resident Support

The core objective of the structural model was to predict resident support by integrating the capacity dimensions and the policy evaluation construct. The results provided compelling evidence for the central theoretical proposition of the study: policy evaluation acts as a dominant and critical mediating mechanism. While the direct paths from physical, social, and ecological capacity constraints to resident support were statistically significant and negative, as anticipated by traditional carrying capacity literature, these direct effects were substantially diminished when policy evaluation was introduced into the model. The path coefficient from policy evaluation to resident support emerged as the strongest relationship in the entire structural network. This indicates that residents who believe their local government is implementing fair, transparent, and effective tourism management policies are significantly more likely to maintain their support for tourism development, even when they perceive that capacity limits are being stretched. Conversely, when policy evaluation is negative, the detrimental impact of capacity constraints on resident support is severely amplified, leading to a rapid withdrawal of community endorsement.

These findings necessitate a reevaluation of how Social Exchange Theory is applied in sustainable destination management. The traditional view suggests a direct cost-benefit calculus where increased capacity pressure automatically leads to decreased support. However, this study demonstrates that this calculus is heavily filtered through the community's trust in local governance. Policy evaluation serves as a psychological buffer; residents demonstrate a willingness to endure short-term capacity pressures if they trust that the long-term policy framework will eventually restore balance and equity. Furthermore, the multi-group analysis revealed significant moderating effects based on economic dependence and geographic location. Residents whose livelihoods were directly tied to the tourism industry demonstrated a higher tolerance for capacity exceedance, but they were simultaneously more critical of economic policies that failed to protect local businesses from external corporate competition. Residents living in the immediate historical core, who bear the brunt of the physical and social impacts, relied most heavily on procedural fairness when determining their support. For these core residents, the sheer feeling of being heard and included in the policy formulation process mitigated much of the frustration associated with overcrowding [22]. Overall, the discussion of these results confirms that predicting resident support cannot be achieved through spatial or economic metrics alone;

it requires a deep integration of political sociology and an understanding of how local administrative actions are interpreted by the host community.

5. Conclusion and Implications

5.1 Summary of Findings

This comprehensive investigation has elucidated the complex and multifaceted relationships between sustainable tourism capacity, municipal policy evaluation, and resident support within the critical context of heritage destination villages. The empirical evidence gathered through rigorous quantitative analysis robustly confirms that while the physical, ecological, economic, and social dimensions of tourism capacity present significant foundational constraints, they do not dictate community attitudes in isolation. Instead, the study reveals that policy evaluation functions as a powerful mediating force, profoundly altering how capacity pressures are translated into behavioral intentions. Residents who perceive local tourism governance as transparent, equitable, and effective are demonstrably more resilient to the stresses of tourism growth and remain supportive of the industry. Conversely, where policies are viewed as opaque, reactive, or prioritizing external economic interests over local well-being, the negative impacts of capacity breaches are magnified, resulting in a rapid erosion of resident support. The findings also highlight the critical importance of procedural fairness; the simple act of inclusive and consultative policy formulation serves to mitigate community frustration, emphasizing that the process of governance is often as vital as the structural outcomes.

5.2 Theoretical and Practical Implications

From a theoretical standpoint, this research significantly advances the academic discourse surrounding sustainable tourism development by bridging the gap between carrying capacity models and political sociology. By integrating policy evaluation into the framework of Social Exchange Theory, the study challenges deterministic models that rely solely on objective capacity metrics, demonstrating the imperative of incorporating subjective governance assessments into predictive models of resident behavior. This expanded theoretical architecture provides a more nuanced, ecologically valid representation of destination dynamics, acknowledging that host communities are active, politically engaged stakeholders rather than passive recipients of tourism impacts [23].

Practically, the implications for heritage destination managers, local governments, and tourism planners are profound. The results unequivocally indicate that managing physical infrastructure and regulating tourist numbers, while necessary, are insufficient to ensure the long-term sustainability of a destination. Planners must prioritize the development of transparent communication channels and participatory decision-making frameworks that actively involve residents in the formulation of capacity management policies. Local authorities should recognize that trust and perceived administrative competence are the most valuable assets in maintaining community support. Implementing continuous policy evaluation feedback loops, whereby resident perceptions are systematically monitored and addressed, is essential. Furthermore, management strategies should be spatially and demographically targeted, recognizing that the burden of tourism is unevenly distributed across the village landscape. By focusing on equitable policy execution and fostering a collaborative governance environment, heritage destinations can better navigate the delicate balance between cultural preservation, economic vitality, and the enduring support of the communities that call these historic landscapes home.

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