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Towards a Conceptual Framework for Sustainable Tourism Governance: A literature review

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Abstract
Proactive, inclusive, and ethical tourism requires good governance and is crucial to sustainable tourism development. This paper addresses this literature vacuum and provides a sustainable tourism governance paradigm. The PRISMA method is applied to choosing a suitable paper for the literature review. Taylor & Francis, Sage Publication, Science Direct, and Google Scholar provide four literature selections. The study proposes sustainable tourist governance improvements. The framework has three layers: destination management, stakeholder interaction, and adaptability to pressure and changes. This study advances sustainable tourism governance initiative research.

Keywords: Sustainable tourism governance, literature review, development framework; PRISMA method.

1.0 Introduction

The paper systematically reviews sustainable tourism literature to improve understanding and offer new research possibilities (An et al., 2020). Sustainable tourism is a measure of social economy, culture, environment, and governance, both now and in the future (GSTC, 2019; Kemenparekraf, 2021). Sustainable tourism governance protects local natural heritage, integrates tourism industry development policies, and improves environmental performance (Battaglia et al., 2009). How stakeholders can contribute to sustainable tourism destinations is uncertain, but effective governance creates them. A comprehensive literature review reveals how driving tourism affects route sustainability, emphasizing. The need for community and stakeholder engagement. (Cruz et al., 2022). PRISMA-compliant systematic reviews and meta-analyses will be done on 100 publications. Meta-analysis is useful for comparing study techniques (Agrawal et al., 2022). This study will examine the elements that impacted sustainable tourism governance as well as provide a fundamental framework for evaluating and developing sustainable tourism governance.

2.0 Literature Review

2.1 Sustainable Tourism

Sustainable tourism includes social, economic, cultural, and environmental sustainability (Kemenparekraf, 2021; GSTC, 2022; UNWTO, 2022). Managing these issues and their effects on people and destinations is key to sustainable tourism. Understanding tourists' sustainable travel goals and pleasure is key. Sustainable tourist marketing balances economic, social, and environmental development with personalisation, inclusivity, and barrier-freeness. (Krupenna et al., 2022). Sustainable tourism improves local communities' livelihoods, financial security, and profitability for stakeholders and focuses not just on consumers (Zharova et al., 2021). Sustainable tourism growth requires innovative solutions to reach its potential, fulfill obligations, learn from failures, and embrace complexity and volatility in cooperation. Tourism has obligations to its industry, customers, stakeholders, employees, government, people, other countries, and time. (Guilarte et al., 2018; Rahmadian et al., 2022).

2.2 Governance Sustainable Tourism

Responsible tourism is influenced by neoliberal governance, while sustainable tourism uses regulatory frameworks that span several policy and decision-making levels (Saarinen et al., 2021). The tourism governance model should incorporate coordination, collaboration, and engagement from all stakeholders. (Fernández et al., 2019). Using a strategy involving community groups shaping policy and building capacity (Prasetyanti et al., 2019). To sustainably manage, a reliable management system is essential, and local community involvement is crucial because they are the active player and recipients of tourism benefits (Ginting et al., 2020). Sustainable tourism needs planning and governance to create a more just and equitable future. Visitor pleasure sustains tourism destinations along with comforts, attractions, and services (Prihantoro et al., 2019). The research reveals poor governance and knowledge are the biggest hurdles to sustainable tourism growth (Fuchs et al., 2023). Sustainable tourism development requires proactive, inclusive, and moral governance (Dangi et al., 2021).
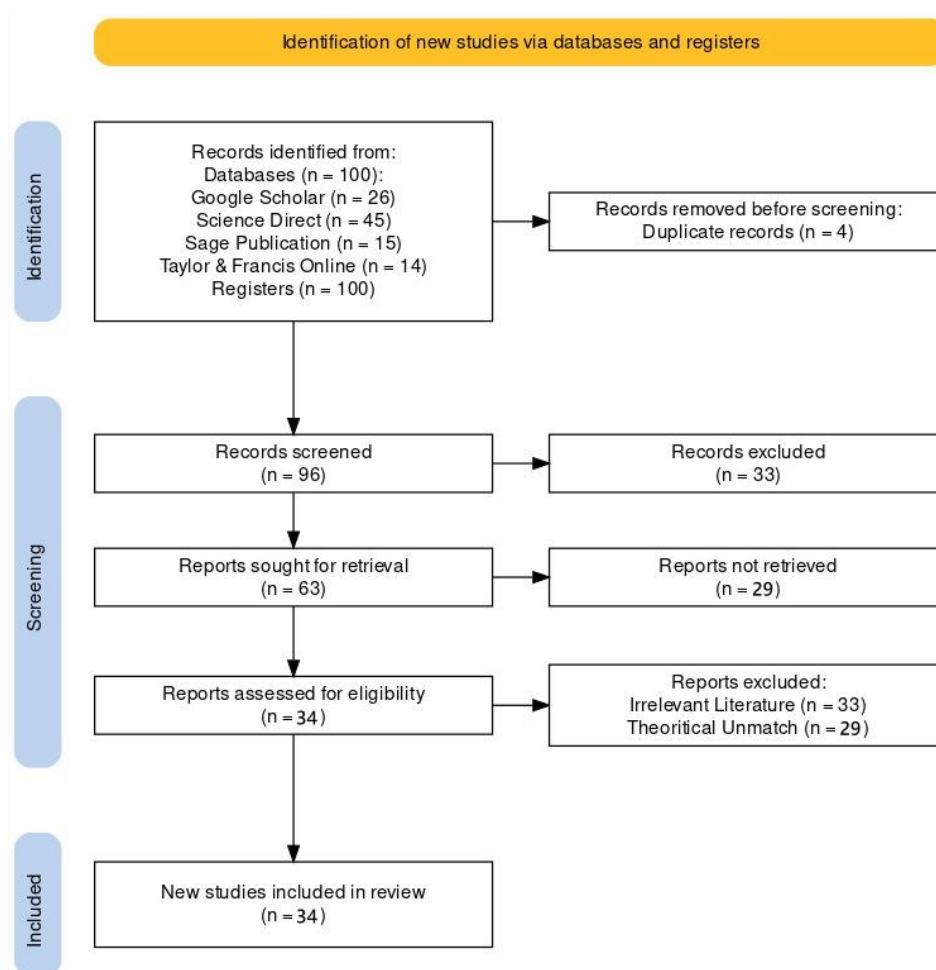
3.0 Methodology

Fig. 1: PRISMA Systematic Literature Review Diagram
(Source: https://estech.shinyapps.io/prisma_flowdiagram/)

A systematic literature review (SLR) was utilized to gather and synthesize sustainable tourism literature, and empirical research principles were used to elucidate scientific literature evaluation procedures in SLR. (Khizar et al., 2023; Chauhan et al., 2022). This literature study aims to create a complete framework (Khizar et al., 2023). It details governance for tourist destination stakeholders' development and sustainable tourism governance theory and literature. This study collected governance studies in sustainable tourist destinations from Google Scholar, Science Direct, Sage Publication, and Taylor & Francis Online. Its reputation for accurate, comprehensive, and relevant sustainable tourism governance material led to its selection. We selected articles with similar keywords, abstracts, and complete texts. Keywords: "sustainable tourism governance" and "management in sustainable tourism." Only 2017–2023 English-Indonesia language publications were searched. This study used only full-text articles. Articles were downloaded for database analysis. After searching the four article source platforms, only 100 articles were found that addressed governance factors for tourist destination stakeholders' development and sustainable tourism governance theory. The systematic review found 100 papers for the PRISMA 2020 meta-analysis. PRISMA 2020 outlines information sources. It was designed for systematic reviews of publications and can be used with or without synthesis (Page et al., 2020). This emphasizes accurate, complete, transparent, systematic reviews and considers recent language and methodology changes (Page et al., 2020). Meta-analysis focuses on the statistical evaluation of publications and is effective for evaluating different study methods (Agrawal et al., 2022).

The PRISMA procedure is divided into 3 series. The article screening division procedure is as follows: on Identification, 100 articles were recognized, and four duplicate articles were removed. In the Screening, 33 items that did not fit the title were removed, leaving 63 articles thoroughly assessed for governance issues; then, 34 screened publications were analysed for governance qualities and thoroughly investigated for tourist attractions. 34 articles remained and were reviewed for governance issues, and the papers were allocated to the most suitable core theme, see Fig.1.

4.0 Findings and Discussion

4.1 Sustainability Governance
Tourism locations are managed by coordinated government to promote good behaviour. Good governance increases tourism (Detotto et al., 2021). For sustainable project management, governance frameworks highlight corporate policy, resource management, life cycle orientation, stakeholder participation, and organizational learning (Armenia et al., 2019). Stakeholder roles and obligations must also be understood (UNWTO, 2018). Responsible change management and tourism evaluation can increase stakeholder awareness and the tourism information system (Siakwah et al., 2020; Roxas et al., 2020). Sustainable tourism governance involves resource conservation, pressure and change management, market growth, and destination management system improvements (Li et al., 2020). Engaging and enabling tourist stakeholders improves capacity, company ownership, change management, and proactive governance (Dangi & Patrick, 2021). Improved destination administration is essential to connect stakeholders' interests with tourism. Tourism should evolve under this governance (Berliandaldo et al., 2022). This study's supporting components and literature were studied to determine what characteristics support and construct a sustainable tourist governance structure.

Table 1. Sustainability Governance

References	Aspect
Nunkoo, (2017)	- Pressure and Change
	- Destination Management
	- Stakeholders
UNWTO, (2018).	- Destination Management
	- Biodiversity
	- Stakeholder
Roxas, 2020; Siakwah, 2020	- Stakeholder
	- Destination Management
Li, (2020).	- Pressure and Change of Resource Conservation Management
	- Market Development
	- Destination Management
Dangi & Patrick	- Pressure and Changes of Stakeholder Management
	- Business Ownership
	- Capacity Improvement
Berliandaldo, 2022	- Stakeholder
	- Change
	- Capacity Improvement

Table 4.1 shows each article's main ideas. Several repetitions of words are the points of each element that can support sustainability governance, which is built from destination management, stakeholder involvement, and pressure and change management. These primary factors may enable sustainable tourist governance.

4.1.1 Destination Management

Destination management assesses public attitudes and identifies policies and organizational procedures for the public interest. Government and stakeholders share accountability (Hidayat, 2019). Performance evaluation and protocols are used in destination management. Community understanding is enhanced by monitoring and reporting for effective management (Alonso et al., 2017). Destination management's environmental department provides a complete structure and procedures for strategies and action plans that may reveal opportunities and risks. It requires strategy, implementation, monitoring, and reporting (Chafreh et al., 2021). Improve operational governance by emphasizing destination management responsibilities and developing strategies and action plans for monitoring and reporting conditions (Dong et al., 2021).

Table 2. Destination Management

References		Aspect
Hidayat, 2019; Dong, 2021	-	Responsibility
	-	Strategy and Action Plans
Alonso, 2017	-	Strategy and Action Plans Management
	-	Financial Planning
	-	Monitoring and Report
	-	Destination Management Responsibility
Chafreh, 2021	-	Responsibility
	-	Strategy and Action Plans
	-	Monitoring and Destination Management

According to Table 4.1.1, It can be concluded that three components support destination management: destination management responsibility, management strategy and action plans, and monitoring and reporting.

4.1.1.1 Destination Management Responsibility

Responsible for coordinating stakeholders' efforts is vital for sustainable tourism. Defining roles and supervision structures is important for implementing management to address socio-economic, cultural, and environmental issues. Conducting business transparently is also important for sustainability (GSTC, 2019). Transparency in supply systems can increase sustainability governance by offering information for supply chain management (Gardner et al., 2019). An efficient, well-coordinated management organization with defined funding and task allocation, engaging the tourism sector and the public, and operating legally is proof of destination management responsibility (Kemenparekraf, 2021). Public sector investment is needed to promote long-term outcomes that benefit the local community and create a social license to operate and inter-generational equity. Prominent community groups' transitions from administration and governance to leadership, especially for destinations, may indicate community unease (Hristov, 2019). Addressing diverse groups can reduce the drawbacks associated with moving to a more sustainable model for tourism (Serra et al., 2017). several words in this case show the same meaning, which can be the four components of Destination Management Responsibility: accountable, private sector, public sector, and coordinated approach.

4.1.1.2 Management Strategy and Action Plans

Strategy planning impacts destination sustainable development (GSTC, 2019). A multi-year strategy containing short-, medium-, and long-term goals is needed. Tourism plans must address many issues, such as helping increase destination accessibility, amenities, and activities. Sustainability can be achieved by involving the community and politically committed stakeholders in planning (Kemenparekraf, 2021). Partnerships, community participation, strategic planning, research, leadership, and coordination are essential to managing competing party interests and including them in policy and decision-making (Sotiriadis & Shen, 2017). Coordination with national authorities and emergency preparedness are crucial to crisis management. (Yozcu et al., 2019). It shows six Management Strategy and Action Plan components: stakeholder engagement, accessibility development, tourism facilities, tourism activities, community participation, and the carrying capacity and supporting capacity.

4.1.1.3 Monitoring and Reporting

Tourism impacts the environment, culture, and economy. Therefore, the destination monitors and addresses issues. Results and actions are regularly examined and reported. Monitoring system checks are done periodically (GSTC, 2019). It covers human rights, tourist, economic, social, and cultural issues, and practical, well-funded measures to mitigate tourism's environmental impacts (Kemenparekraf, 2021). It said several elements can support the four main components of Monitoring and Reporting: monitoring issues, responding to issues, evaluation, and mitigation procedures.

4.1.2 Stakeholder Involvement

Significant tourism sector players need to focus more on understanding engagement in planning, executing, attending, and supporting (Todd, 2017). Tourism stakeholder engagement obligations still need to be clarified. This may be because it's a multilayered and

multidimensional project (Sterling, 2017). Fragmented planning and stakeholder communication hinder recovery and worsen such events. Tourism representatives may speak for tourists, but stakeholder participation in effective communication and understanding of tourists is still low (Pyke, 2018).

Table 3. Stakeholder Involvement

References	Aspect
Tod, 2017	Business entity Involvement
	Community Involvement
	Tourist Involvement
Sterling, 2017; Pyke, 2018	Business Entity Involvement
	Community Involvement
	Tourist Involvement
	Promotion and Information
PERKIM, 2022	Business entity involvement
	Community Involvement
Rinaldi et al., 2020	Government
	Stakeholders
	Higher Education/ University Collaboration

Table 4.1.2 concludes that there are five components of stakeholder engagement: business entity involvement, community involvement, tourist involvement, promotion and information, and university collaboration.

4.1.2.1 Business Entity Involvement
Tourism stakeholders like area managers, hotel providers, homestays, and tour operators must follow tourist guidelines to operate sustainably. This mechanism will likely maintain sustainable tourism standards. Certified companies are public (Kemenparekraf, 2021). Destinations must educate and encourage tourism enterprises to adopt sustainable practices. Tourism locations promote sustainability and travel agency standards. In conclusion shows four components of Business Entity Involvement: promoting company adoption, publishing company lists, regulating key aspects of operations, and tourism actors.

4.1.2.2 Community Involvement
Sustainable Destinations encourages public planning and administration. Destinations can educate people about sustainable tourism and improve their response abilities (GSTC, 2019). Local, sustainable tourism and destination management goals, concerns, and satisfaction are regularly reported. Destinations strengthen community capacity and educate about sustainable tourism's merits and cons (Kemenparekraf, 2021).

By reducing energy, waste, and water usage, sustainable tourism-community relations help companies save money. A big growth gap may result from sharing economy marketing cycles (Desbiolles, 2018). Progressive societal circumstances could affect corporate engagement. Separating the firm from the environment undermines the link (DeBoer, 2017). Waste management, water conservation, energy efficiency, visitor and employee environmental education, and sustainable sourcing are missed opportunities to convey environmental information to stakeholders (Khatter, 2019). In conclusion, five components of community involvement were found in this study: enhancing understanding, capacity development, public participation, local community satisfaction, and opportunities and challenges.

4.1.2.3 Tourist Involvement
The destination tracks visitor satisfaction with the quality and sustainability of the tourist experience, reports, and acts. The attraction educates travelers about environmental issues and how they may help (GSTC, 2019). Exit surveys, interviews, and complaint management monitor visitor satisfaction. Results are used to generate action plans to improve visitor satisfaction (Kemenparekraf, 2021). It concluded that there are five components of Tourist Involvement: Monitoring and reporting tourist satisfaction, Visitor experience, Visitor survey, Visitor interview, and management.

4.1.2.4 Promotion and Information
Promotional materials and visitor information accurately describe the destination's sustainability and offerings. Marketing and other communications respect local communities, the environment, and cultural and natural resources while following sustainability principles (GSTC, 2019). Destinations, goods, and tourism services are promoted honestly, ethically, and with care for guests and the local community (Kemenparekraf, 2021). So, there are two components of promotion and information: tourism products and tourism services.

4.1.2.5 University Collaboration
Collaborative tourist design challenges preconceived notions and supports sustainable development by promoting stewardship, human interactions, and other values (Liburd et al., 2020). Collaboration using digital technology and online communication can help universities adopt sustainable development (Makarova et al., 2020). It can implement sustainable development principles through digital collaboration and online communication (Makarova et al., 2020). Academics can improve their tourism market position by understanding industry viewpoints, creating trust, and sharing expertise (Walters, 2018). Academia could develop a nuanced and critical perspective of sustainable tourism development and train industry and society experts (Heape et al., 2018). Progressive, sustainable tourism

pedagogy fosters critical thinking, practical knowledge, social transformation, and community service-learning through experiential education and academic-community engagement (Jamal et al., 2011; Čajka et al., 2021). It concluded that there are six components of university collaboration such as initiative collaboration, human interaction, digital technology and online communication, academics, multistakeholder collaboration, and education and academic community engagement

4.1.3 Pressure and Change Management

Pressure and change are managed by regulating population and visitor activity. This includes development controls, climate change adaptation, planning, risk and crisis management, and sustainable tourism (Ciptari, 2022). Tourism can endure crises and disasters by analysing a learning process from past experiences and transforming it by changing operational routines and identifying positive attributes (Jiang, 2019). Climate change metrics, consequences, and adaptation strategies are hard to understand, and society needs more understanding. (Schliephack & Dickinson, 2017). Diversifying tourism offerings and reducing dependence on a single type of tourism and attraction is the best way to buffer change and strain.

Table 5. Pressure and Change Management

References	Aspect
Weber, (2017).	- Strategy for planning regulations and development control - Risks and crisis - Management volume and visitor activity
Schilephack & Dickinson, (2017).	- Climate Change - Adaptation
Jiang, (2018).	- Risks and crisis management - Climate change adaptation - Strategy for planning regulations and development control
Ciptari, 2022	- Volume management and visitor activity - Strategy for planning regulations and development control - Climate change adaptation - Risks management

Table 4.1.3 presents the study's findings on Pressure and Change Management, which consists of four factors: volume and visitor activity management, climate change adaptation, risks, and crisis management, and strategy for planning regulations and development control.

4.1.3.1 Volume and Visitor Activity Management

Visitor volume and activities are monitored, managed, and changed at specific times and places to balance the local economy, community, cultural heritage, and environment (GSTC, 2019). A local tourist management system is routinely assessed. Monitoring, recording, and revising realistic short and long-term goals helps assess efficacy in conserving natural values, including biodiversity, and providing excellent visitor experiences (Leung, 2018). Understanding visitor flow by identifying factors influencing visitors' off-trail use decisions, tracking visitor usage, and detecting illegal trail use that competes with authorized trails (Rice, 2019). The study's findings conclude that there are three components in Volume and Visitor Activity Management: visitors' activities, visitors' volume, and visitors' management system.

4.1.3.2 Climate Change Adaptation

Climate change risk reduction, systems, regulations, policies, adaption, community awareness, and tourism are important to achieving sustainable tourism (Kemenparekraf, 2021). The location of the destination defines its climate change challenges and opportunities. Tourism site development, design, and management incorporate climate change adaptation strategies. Climate change, risks, and future conditions are communicated to residents, businesses, and tourists (GSTC, 2019). Presents the findings, showing six components: Climate Change, Adaptation Programs, Risk Reduction, Increasing Awareness for Communities, Tourism Industry, and Tourism Facilities.

4.1.3.3 Risk and Crisis Management

Place-specific emergency response, crisis management, and risk reduction plans. Businesses, tourists, and locals receive important information. Resources and processes are regularly updated to execute plans (GSTC, 2019). Businesses have contributed to emergency response management system action plans incorporating financial and human resources and communication protocols during and after a disaster
(Kemenparekraf, 2021). In conclusion, there are three components in Risk and Crisis Management: Risk reduction plans, Crisis handling actions, and Emergency response.

4.1.3.4 Strategy for Planning Regulations and Development Control

Destinations regulate development location and characteristics. These laws highlight sustainable land use, design, building, and demolition and require environmental, economic, and socio-cultural impact studies. The limits include property rents and tourism concessions. Public input shapes these laws, policies, and procedures widely communicated and enforced (GSTC, 2019). Policy and planning frameworks and stakeholder involvement are necessary for the controlled development of tourism, ensuring alignment with

sustainability goals (Sharpley et al., 2021). It shows the planning rules and development control strategy, including specific regulations development, local public community engagement, policy and planning framework, and stakeholder interaction. These factors can assist in controlling the tourist destination, but sustainable tourism requires strict legislation, strategic planning, stakeholder participation, and international standards. The research synthesis reveals that governance and policy frameworks boost tourism and safeguard the environment and society.
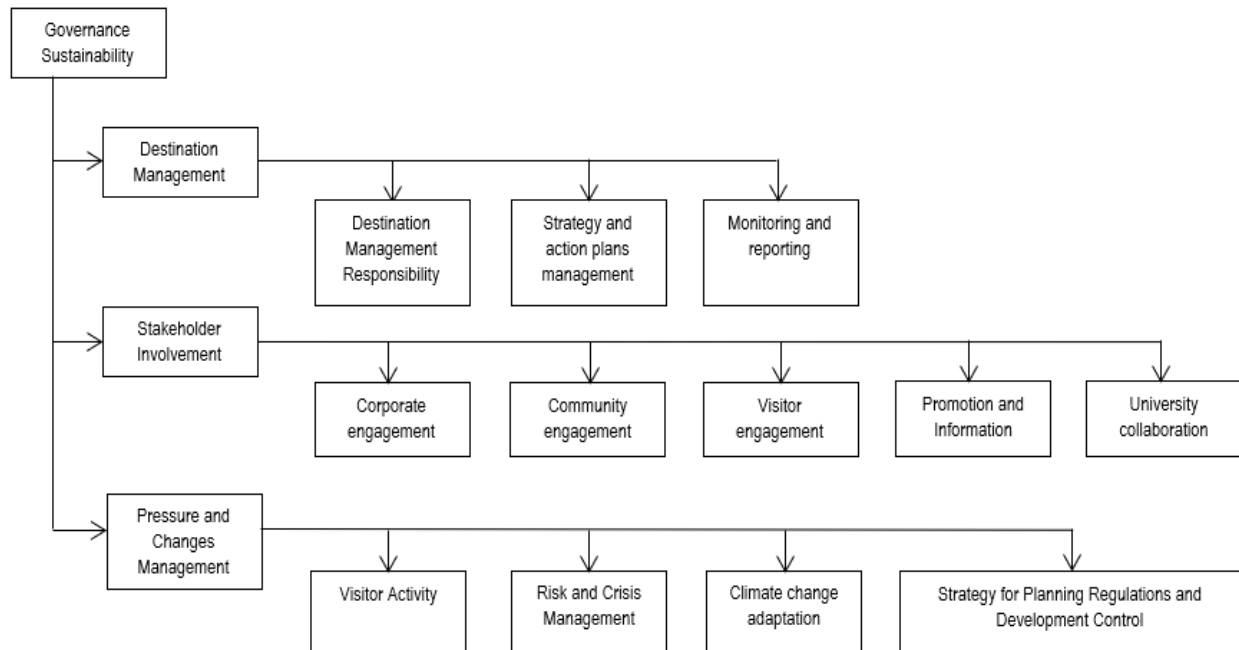
4.2 Conceptual Frameworks

Fig.2 Conceptual Framework of Governance Sustainable Tourism

After studying the selected articles' theories on sustainable tourism governance's supporting factors, a conceptual framework may describe what factors support governance aspects and their elements to simplify the governance factor scheme. A conceptual governance framework can explain how tourism networks achieve SDGs at the destination level. (Nguyen, 2019). Sustainable tourism governance includes destination management, stakeholder involvement, and pressure and change management. Destination management involves accountability, strategy, action plans, monitoring, and reporting. Second was stakeholders, which included corporate entities, community, tourism, promotion and information, and university partnerships. The third factor includes volume and visitor activity management, climate change adaptation, hazards and crisis management, and planning rules and development control strategy

5.0 Conclusion & Recommendations

In conclusion, government, stakeholders, and academia must work together to support tourism. Digitally enabled relationships boost innovation and policy implementation. Governments must promote robust regulatory frameworks while stakeholders collaborate to improve openness and accountability. Meanwhile, universities should increase their practical, sustainable tourism research and education. Effective governance implementation requires multi-stakeholder partnerships and continual monitoring and assessment to adapt to changing needs.

The paper introduces the sustainable tourism governance theory to explain governance's function in sustainable tourism. This study covers sustainable tourism governance and provides a good foundation for future research and practice. This research is limited to the governance aspect, one of four aspects of sustainable tourism (governance, environmental, economic, and cultural), and by technology and current conditions developments, more research is needed on other aspects and changes to current conditions.

Acknowledgment

Paper Contribution to Related Field of Study

The article examines destination management, stakeholder engagement, and problems in sustainable tourism governance. It promotes government-stakeholder collaboration and provides insights into tourist activity management, climate change adaptation, and tourism business risk mitigation.

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