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# Overtourism and tourismphobia: A systematic literature review

## Abstract

This paper aims at examining how overtourism and tourismphobia are being approached as emergent research topics in current tourism literature. It conducts an analysis of 154 documents, indexed in the Web of Science (WoS) Core Collection and Scopus databases. The study follows a quantitative and qualitative approach, with the support of VOSviewer and HistCite softwares for a descriptive content analysis. The analysis focuses on highlighting important aspects in terms of the most frequent publication sources (authors and journals); co-citation, as well as dimensions and research streams; methodologies used; results obtained; and implications for future research. The literature review unveiled that the concepts of overtourism and tourismphobia are usually related to destinations' development, negative impacts, and tourism policies and regulation. Results show that, although tourism excesses and conflicts have been studied for long, 'overtourism' and 'tourismphobia' have become usual terms, mainly within the past three years. Even though the adoption of the terms can be considered by some as a 'trend', the in-depth analysis of the topics shed light on how 'old' concepts can evolve to adapt to contemporary tourism issues. Further studies are needed in tracking the evolution of these topics and their implications on the future of tourism.

**Key words:** tourism research; overtourism; tourismphobia; systematic literature review

## 1. Introduction

Overtourism and tourismphobia are two topics which are on the spotlight of current debates not only in tourism academia but also in media (Cheer, Milano, & Novelli, 2019). Both associated with the rapid growth of tourism from the past five years, yet, they are normally getting attention when referred to issues in contemporary tourism, such as residents' quality of life and quality of tourists' experience. Likewise, those topics relate on how tourism pressures are triggering social movements, protests and tensions between residents and tourists (Cheer et al., 2019; Muler Gonzalez, Coromina, & Galí, 2018; UNWTO, 2018). They are observed mainly on top European tourism destinations, such as Barcelona, Venice and Dubrovnik, and are associated with threats to heritage and the lack of consensus on visitation limits and protection methods, thus, emphasizing an urgent and continuous debate (Alvarez-Sousa, 2018; Arcos-Pumarola, Marzal, & Llonch- Molina, 2018; Martín, Martínez, & Fernández, 2018; Panayiotopoulos & Pisano, 2019; Seraphin, Sheeran, & Pilato, 2018).

Both terms go beyond the boundaries of academia and tourism stakeholders (García-Hernández, de la Calle-Vaquero, & Yubero, 2017), on the other hand, the terms still remain vague since it was only recently they have caught the attention of tourism researchers (Cheung & Li, 2019; Namberger,

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Jackisch, Schmude, & Karl, 2019). With this in mind, the study sheds light on how both topics are being approached in tourism literature, by conducting a systematic literature review in order to highlight important aspects of publications, such as sources, methodologies and dimensions concerning overtourism and tourismphobia measures, their impacts and implications for a sustainable tourism planning and management. The paper is organized as follows: first, a section about literature review on overtourism and tourismphobia, followed by a methodology description of the studies. After that, findings are reported and discussed. Finally, implications for further research are highlighted.

## 2. Background

Overtourism and tourismphobia are related on how tourism affects the spatial patterns, especially in urban territories, in areas where there is an accumulation of attractions and services, including the purpose on how tourism generates several economic, environmental, and, most of all, socio-cultural and psychological impacts (Colomb & Novy, 2017; Gutiérrez-Taño, Garau-Vadell, & Díaz-Armas, 2019; UNWTO, 2018). Despite the fact that tourism provides economic gains to some areas by pushing their commercial and service sectors, its excesses have been proven to be a threat to cities and their long-term survival as tourism destinations. However, some consumption paradigms are desirable in economic terms but, they are also seen as toxic to some destinations (Pinke-Sziva, Smith, Olt, & Berezvai, 2019; Seraphin Sheeran, & Pilato, 2018), bringing constraints, such as loss of identity, gentrification, challenges in ecological assets' preservation, among others (Alvarez-Sousa, 2018; Boley, 2015; Panayiotopoulos, Pisano, 2019; Sarantakou & Terkenli, 2019; Seraphin et al., 2018). Even though the saturation level of destinations (e.g. Butler's tourism area life cycle – Butler, 1980) and the 'clash' between visitors and residents (e.g. Doxey's irritation index – Doxey, 1975) have been studied in academia for the past 40 years, overtourism and tourismphobia have become popular in media recently, due to the rapid increase in the number of tourists spurred by low cost airlines and disruptive services, such as Airbnb (Cheer et al., 2019; García-Hernández et al., 2017; Peeters et al., 2018), thus, better definitions are still needed.

### 2.1. Overtourism

According to Koens, Postma, and Papp (2018), the term overtourism emerged from media discourses without much theoretical grounding, becoming a commonplace in academia after the launch of some journals' special issues in 2017. Cheung and Li (2019) believe 'overtourism' started being defined as "massive and uncoordinated influx of tourists to popular destinations", a term that describes destinations "where hosts or guests, locals or visitors, feel that there are too many visitors and the quality of life in the area or the quality of experience has deteriorated unacceptably" (Goodwin, 2017, cited in Cheung & Li, 2019, p. 1). Nevertheless, Butler (2018, p. 637) makes a distinction between overtourism and overcrowding and busy destinations, considering that overtourism "represents a situation where numbers of visitors overload the services and facilities available and become a serious inconvenience for permanent residents of such locations." Likewise, Singh (2018) states that overtourism is the downside of mass tourism since it is not confined on the concept of crowding. According to the author "mass tourism is a form of tourism that involves thousands of people going to the same resort often at the same time of the year, in the most popular form and the cheapest way of enjoying holidays, whereas over-tourism describes destinations where there is a feel of too many visitors and that quality of experience is at stake" (Singh, 2018, p. 2). This means that overtourism is not confined to big cities, or peak season, instead it is measured by the perceptions of different actors, may they be host or guest, locals or visitors.

## 2.2. Tourismphobia

The increasing perception of tourism pressures, as well as its impact on residents' daily lives and living conditions, have motivated a series of protests and anti-tourism sentiments around the globe, which have also reinforced the debate over tourismphobia (Pérez-García & García Abad, 2018; Postma & Schmuecker, 2017). According to Milano (2018, p. 1) tourismphobia is "a feeling of rejection towards tourism that manifests in the form of assaults to restaurants, businesses and yachts; attacks on tourist buses, bikes damaged in tourist spots, and other acts of vandalism". Most of those host-tourist conflicts arise when host communities feel some economic impacts, such as loss of purchasing power, rising prices, overvaluation of rents, as well as those of a social and cultural nature, namely; increasing poverty, loss of local cultural identity, gentrification and the feeling of urban alienation, noise and tourist incivility, among other issues (Colomb & Novy, 2017; Pinke-Sziva et al., 2019; Smith, Sziva, & Olt, 2019). Additionally, Alvarez-Sousa (2018) reaffirms Doxey's theory by stating that when a destination reaches a saturation point, the relationship between hosts and visitors deteriorate. Depending on the stage of a tourism destination, the perception of the host community can range from acceptance to avoidance, being tourismphobia the opposite state of tourismphilia (Zerva, Palou, Blasco, & Donaire, 2019).

Although they are regarded by some authors as overused words (Koens et al., 2018), both overtourism and tourismphobia brought to tourism literature a relevant discussion on the boundaries between tourists' rights to travel and residents' rights, shedding light on the existing imbalances between tourism growth and residents' perceptions of tourism development (Peeters et al., 2018; Perkumienė & Pranskūnienė, 2019). Therefore, there is a need to follow the evolution of both phenomena in order to better understand their impact on society.

## 3. Methodology

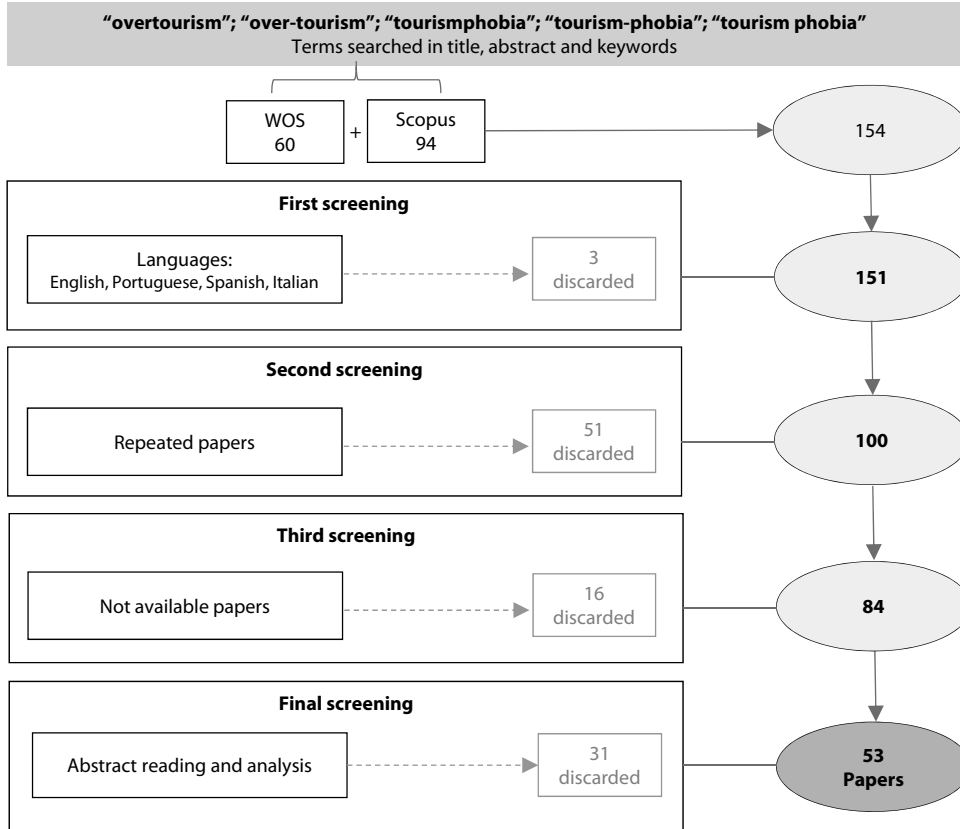
The publications considered in this literature review were selected from the Web of Science Core Collection and Scopus databases. These were selected since these are the most popular databases of peer-reviewed publications and widely used for literature reviews in tourism studies. Data collection was conducted on June 2019, using the following search string on the title, abstract and keywords: (overtourism OR over-tourism) OR (tourismphobia OR tourism-phobia OR tourism phobia). The search targeted articles published in refereed academic journals until 2019. The selection process is presented in Figure 1.

The search yielded a total of 154 records (94 from Scopus and 60 from Web of Science Core Collection), of which 51 were excluded for being duplicated, 3 for not meeting the language criteria (English, Portuguese, Spanish or Italian) and 16 for the full-text not being available. In a second stage of analysis, titles and abstracts of retrieved publications were checked against eligibility requirements, and 31 articles that were not related to the topic were also excluded for not meeting this inclusion criterion. Each record was verified by two researchers in order to determine its inclusion for analysis, which was based on their joint agreement of its relevance to the purpose of the study. A total of 53 published studies were determined to be relevant and were included in the analysis.

The next step was to analyse the relevant data from the 53 papers. For that purpose, a quantitative-qualitative approach was undertaken using bibliometric (Mulet-Forteza, Genovart-Balaguer, Mauleon-Mendez, & Merigó, 2019) and content analyses (Stepchenkova, Kirilenko, & Morrison, 2009). First, a bibliometric analysis was conducted with the support of HistCite (12.03.17) software, aiming at understanding how the field has evolved through the years, focusing on the most frequent publication

sources (authors, publication name and geography). Moreover, VOSviewer (1.6.11) was used as a tool to conduct the thematic content analysis as it identifies the main research streams.

Figure 1  
Systematic review screening process



Source: Own elaboration.

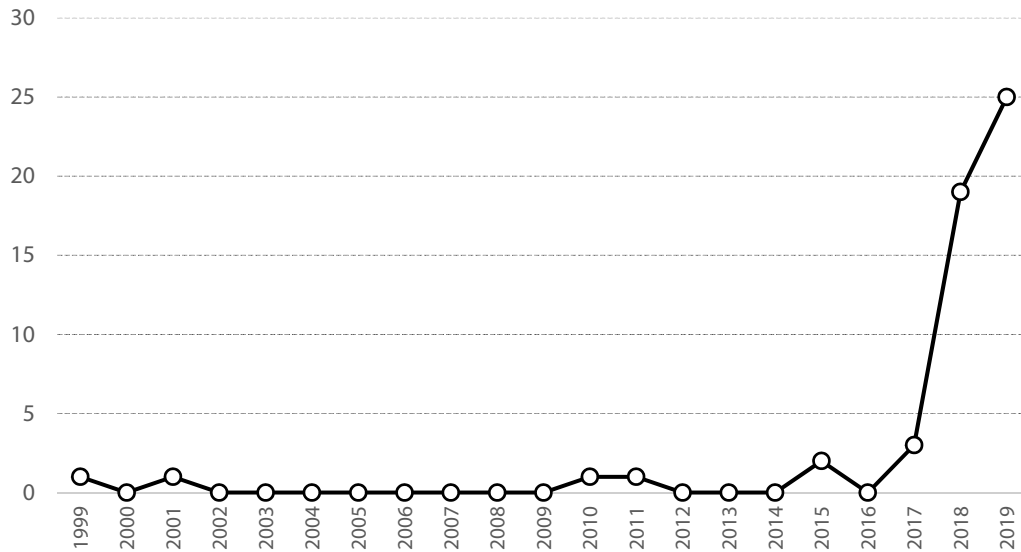
In this phase, the following parameters were considered to elaborate the clusters: (i) terms used in the title and abstract; (ii) minimum three occurrences of a term; and (iii) exclusion of academic terms related to the elaboration of scientific studies (e.g. questionnaire). Finally, contents of all the 53 papers were interpreted manually through a content analysis matrix that in-depth examined the manuscripts in terms of their purpose, methodology (sample, data collection and analysis), cases studied (when applicable), main results and implications for future research. The results of this process are described as follows.

## 4. Results

### 4.1. Bibliometric analysis

Although tourism excesses and conflicts have been studied for long, 'overtourism' and 'tourismphobia' turned into buzzwords only recently. The results confirmed this tendency with the number of publications increasing considerably only from 2018 (Figure 2). Until 2017, the number of WoS and Scopus studies was lower than 5 per year. The amount in 2018 and 2019 were 19 and 25 documents, respectively.

Figure 2  
 Number of publications that have "overtourism" and/or "tourismphobia," topic 1999-2019



Source: Own elaboration.

The authors' main countries of origin are Spain and the United Kingdom (Table 1), which also have the highest Total Local Citation Scores (TLCS) and Total Global Citation Scores (TGCS). The Citation Scores contemplated in this study consider only the (44) publications present in the WoS database. TGCS refers to how many times the author's papers included in this collection have been cited. TLCS refers to how many times the author's papers included in this collection have also been cited by other papers in the collection. France and the Netherlands achieved relevant global citation scores, even though with a much smaller number of records (Table 1).

Table 1  
 Number of documents by country  
 (more than 1 record), 1999-2019

Territory	Records	TLCS	TGCS
Spain	13	12	69
United Kingdom	9	14	38
France	3	3	22
Portugal	3	0	4
Australia	2	2	2
Canada	2	0	4
Germany	2	5	11
Hungary	2	0	1
Japan	2	2	2
Netherlands	2	5	27

The distribution of the documents per source reveals the relevance of journals related to sustainability, planning and cities, for the publication of these topics (Table 2). *Sustainability* and *Tourism Planning & Development* are the journals with more publications, however, the sources with highest TGCS are *Sustainability* and *International Journal of Tourism Cities*.

Table 2

**Number of documents by source (more than 1 record), 1999-2019**

Publication name	Records	TLCS	TGCS
Sustainability	8	0	71
Tourism Planning & Development	8	1	7
Worldwide Hospitality and Tourism Themes	5	0	6
Journal of Sustainable Tourism	5	1	8
International Journal of Tourism Cities	4	0	28
Current Issues in Tourism	2	0	2
Investigaciones Regionales – Journal of Regional Research	2	2	6
Journal of Hospitality and Tourism Management	2	1	1

Source: Own elaboration.

Regarding the number of documents by author (Table 3), C. Milano and H. Seraphin have the highest number of studies published in this area, with three records each. Other 10 authors published two studies each. In terms of TLCS and TGCS, H. Seraphin also holds the best results in both scores, followed by C. Milano and A. Postma.

Table 3

**Number of publications by author (more than 1 record), 1999-2019**

Author	Records	TLCS	TGCS
Milano, C.	3	6	11
Seraphin, H.	3	11	29
Bourliataux-Lajoinie, S.	2	2	6
Cheer, J. M.	2	2	2
Novelli, M.	2	2	2
Novy, J.	2	1	4
Olt, G.	2	0	1
Postma, A.	2	5	27
Zaman, M.	2	2	6
Santos, J. A. C.	2	0	3
Santos, M. C.	2	0	3
Veiga, C.	2	0	3

Source: Own elaboration.

The relevance between old and new studies to this literature is highlighted through the number of cited references (Table 4). Among the three most cited references, there were studies published in 1975 (Doxey) and 2018 (Seraphin). Butler (1980) was the author with the greatest number of records.

Table 4

**Number of cited references (more than 4 records), 1999-2019**

Author / Year	Records	Author / Year	Records
Butler (1980)	11	Andereck (2011)	5
Doxey (1975)	9	Ashworth (2011)	5
Seraphin et al. (2018)	9	Faulkner (1997)	5
VanderBorg (1996)	8	Fuller (2014)	5
Ap (1992)	7	Gursoy (2002)	5
Andereck (2005)	7	Jurowski (1997)	5
Colomb (2016)	7	McCool (2001)	5
Gravari-Barbas (2017)	7	Novy (2017)	5
Koens (2018)	7	Pinkster (2017)	5

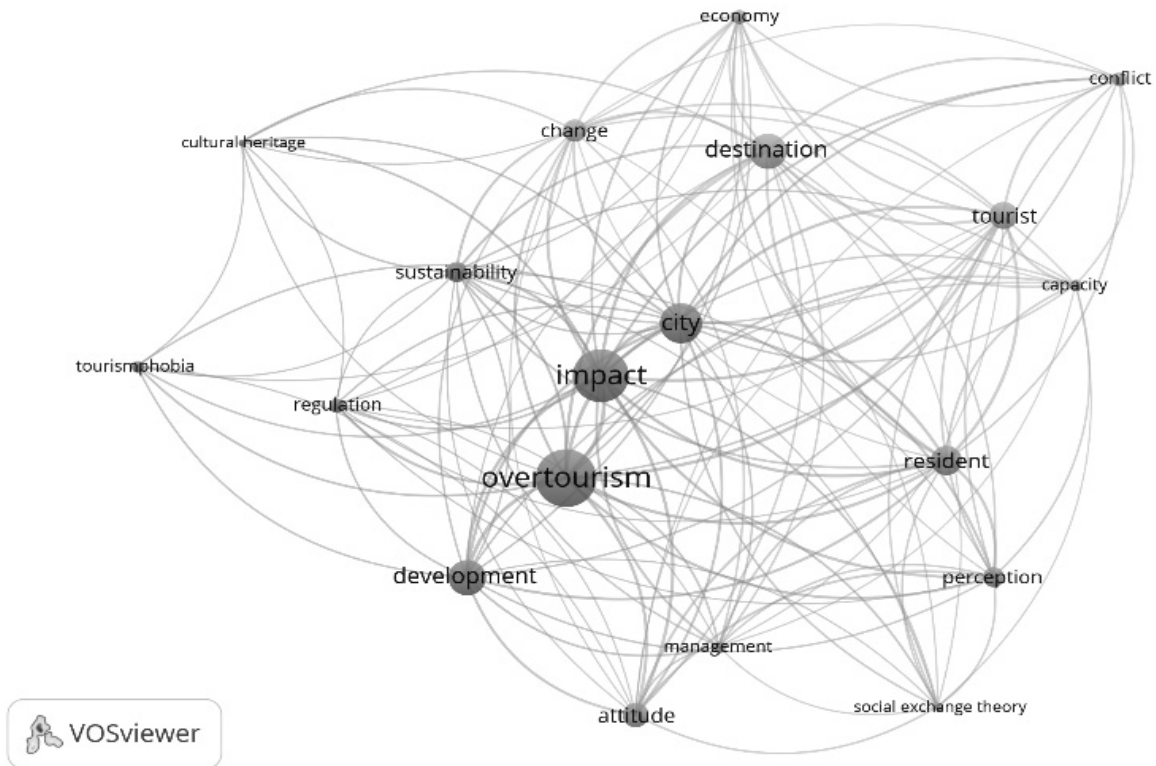
Table 4 Continued

Author / Year	Records	Author / Year	Records
Milano (2017)	7	Pizam (1978)	5
Novy (2017)	7	Postma (2017)	5
Gonzalez (2018)	6	Sharpley R, 2014	5
O'Reilly (1986)	6	Smith M. K. (2018)	5
Saarinen (2006)	6	Vargas-Sanchez (2009)	5

Source: Own elaboration.

Figure 3 represents the occurrence of each term regarding co-citation, with the size of each sphere representing their respective incidence. The results indicate the prevalence of the term "overtourism", even when compared with "tourismphobia". Besides "overtourism", the dimensions with higher number of occurrences are "impact," "development," "city," "destination," "resident" and "tourist".

Figure 3  
Co-citation and clusters of terms



Source: Own elaboration.

The cluster composition is illustrated by the different colors, and the distance between the spheres indicates their relatedness in terms of co-citation links (closer location means stronger relatedness). The results show the existence of clustering between aspects such as: "overtourism", "impact" and "development" (red); "destination", "capacity" and "conflict" (green); and "resident", "perception" and "management" (blue). "Overtourism", "impact" and "development" are not only strongly related, but also hold central positions.

## 4.2. Content analysis

### 4.2.1. *Methods used in the study of overtourism and tourismphobia*

From the 53 papers analysed, 22 applied a qualitative approach, 14 a quantitative one, 8 mixed-methods and 9 are theoretical. The majority of the studies are evidence-based focusing mainly on a concrete case, with in-depth analyses tourism implications on destinations. Those studies refer not only to mature destinations - widely-known for its tourism excesses, - such as Barcelona and Venice (e.g. Alvarez-Sousa, 2018; Seraphin et al., 2018), but also to emerging ones, such as Dubrovnik, Budapest and Porto (e.g. Cardoso & Silva, 2018; Panayiotopoulos & Pisano, 2019; Pinke-Sziva et al., 2019;). Besides, the documents analysed refer to a set of techniques and instruments available to measure overtourism and tourismphobia. Many studies used to recur to one-single approach, although most of them suggested mixed-methods to strengthen the results on measuring overtourism. Some examples are:

- Media analysis (e.g. Phi, 2019);
- Tourism statistics from secondary data, for instance number of visitors, short-term rentals, cruises, etc. (e.g. Moreno-Izquierdo, Ramón-Rodríguez, & Such-Devesa, 2018);
- Land use mapping over time (e.g. Randelli & Martellozzo, 2019);
- Interviews (e.g. Koens et al., 2018) and participatory discussion panels with different stakeholders, such as public entities, trade and key community members (e.g. Jamal & Getz, 1999);
- Interviews (e.g. Martín et al., 2018) and questionnaires (Namberger et al., 2019) applied to residents.

In terms of theories underpinning the papers analysed, carrying capacity was mentioned by many studies, especially in its social dimension (social carrying capacity). Moreover, in the application of theories supporting overtourism and tourismphobia analysis, Social Exchange Theory (SET) can be highlighted, being assumed by many authors (Gutiérrez-Taño et al., 2019; Martín et al., 2018; Muler González et al., 2018) as the main theoretical framework to understand how different segments of a community perceive costs and benefits related to tourism in their territory. According to Emerson (1976 in Muler González et al., 2018) Social Exchange Theory (SET) is more than a theoretical framework, it is a frame of reference that focus on the social process. An example in tourism is the cost-benefit approach to residents, when theorists are concerned with the social implications that emerge from the exchange of some groups with the tourism industry. Furthermore, the use of carrying capacity and SET communicates well with the application of specific tourism theories, such as Butler's tourism area life cycle and Doxey's Irridex (e.g. Kuščer & Mihalič, 2019), since both theories are considered relevant about the negative impacts of tourism.

### 4.2.2. *Tourism impacts and sustainability*

Most of the reviewed literature evidences the impacts of tourism considering the sustainable triple bottom line, that is, the environmental, sociocultural, and economic impacts within destinations (Table 5). Even though tourism studies mentioned several positive and negative impacts, when referring to overtourism and tourismphobia, the negatives stand out. Depending on the destination, some sustainability pillars can be more affected. For instance, the economic impacts can be more visible, such as the increase on the prices of services and products (Martín et al., 2018; Muler-González et al., 2018), or the environmental impacts that may threaten natural sites (Ansari, Jeong, Putri, & Kim, 2019; Wright, 2018). However, the social-cultural impacts are the ones who seem to affect distinct types of tourism areas, having consequences, for example, on residents' quality of life and on the increase of inequalities (e.g. Panayiotopoulos & Pisano, 2019; Routledge, 2001).



Table 5

**Tourism impacts on destinations**

	<b>Impacts</b>	<b>Evidences from</b>	<b>Authors</b>
<b>ECONOMIC</b>	Increase in the number of short-term accommodations	Sevilla and Barcelona, Spain	García López, Marchena Gómez, & Morilla Maestre (2018) Martín et al. (2018)
	Increase of the land and house prices	Barcelona, Spain Porto, Portugal	Martín et al (2018) Cardoso & Silva (2018)
	Higher prices due to tourist-oriented services and products	Barcelona and Besalu, Spain	Martín et al. (2018) Muler Gonzalez et al. (2018)
	Seasonality-related problems (lack of jobs and incomes during low season)	Macedonia Shipwreck Coast, Australia	Petrevska (2015) Cheer et al. (2019)
<b>SOCIAL</b>	Social conflicts of different interest groups	Barcelona, Spain Canada	Higgins-Desbiolles, Carnicelli, Krolikowski, Wijesinghe, & Boluk (2019) Alvarez-Sousa (2018) Jamal & Getz (1999)
	Generation of inequalities and marginalisation of local groups	Dubrovnik, Croatia Goa, India	Panayiotopoulos et al. (2019) Routledge (2001)
	Loss of local people living in the historic centre	Porto, Portugal	Cardoso & Silva (2018)
	Need of community resilience	Shipwreck Coast, Australia	Cheer et al. (2019)
	Reduced quality of life	Ljubljana, Slovenia	Kuščer & Mihalič (2019)
	Cultural shock (tourists from different cultures and behaviours)	Munich, Germany	Namberger et al. (2019)
<b>ENVIRONMENTAL/SPATIAL</b>	Threats to local species and geological sites (e.g. butterflies)	Indonesia Southwestern Arizona, USA	Ansari et al. (2019) Wright (2018)
	GHG emissions and air pollution	Ljubljana, Slovenia	Boley (2015) Kuščer & Mihalič (2019)
	Traffic, lack of spaces and crowded places	Norway Ljubljana, Slovenia Besalu, Spain Munich, Germany	Jacobsen et al. (2019) Kuščer & Mihalič (2019) Muler Gonzalez et al. (2018) Namberger et al. (2019)
	Worsening of city safety and cleanliness (e.g. crime, litter)	Ljubljana, Slovenia Budapest, Hungary	Kuščer & Mihalič (2019) Pinke-Sziva et al. (2019)
	Land use problems	Santorini, Greece	Sarantakou & Terkenli (2019)

Source: Own elaboration.

**4.2.3. Strategies and solutions to manage tourism excesses**

The conflicts inherent of tourism negative impacts implies in reflecting also on strategies to manage tourism excesses, however, few papers are approaching this issue. Postma and Schmuecker (2017), for instance, developed a framework to deal with such conflicts and mitigate negative impacts, while Milano (2018) refers to what he designates as 5D (deseasonalization, decongestion, decentralization, diversification, deluxe tourism), which are some potential solutions to face overtourism and tourismphobia issues. Additionally, other authors explored several strategies relating them, above all, with specific impacts faced by destinations, which are summarized in table 6.

Table 6

**How to manage tourism excesses?**

<b>Infrastructures and decentralization</b>	
• Improve public and supporting services (e.g. more bins, police, public toilets)	Pinke-Sziva et al. (2019)
• Make current destinations more capable of accommodating the growing number of visitors	Butler (2018)
• Connect the different parts of the city e.g. old and modern city, making larger parts of urban centres more attractive to visitors	Panayiotopoulos et al. (2019) Jacobsen et al. (2019)
• Create new points of interests/routes and new destinations in the peripheries	Arcos-Pumarola et al. (2018) Butler (2018)
<b>Local involvement and collaboration</b>	
• Promote a sense of belonging and identity in the inhabitants	Arcos-Pumarola et al. (2018)
• Empower gender responsible tourism	Nunkoo & Ramkissoon (2010)
• Strengthen social networks and community resilience	Cheung & Li (2019) Cheer et al. (2019)
• Listen to communities and emphasize the importance of popular participation in local tourism planning	Alvarez-Sousa (2018) Pérez-García et al. (2018)
• Foster cooperation among different stakeholders and involve them on decision-making process.	Kuščer et al. (2019) Koens et al. (2018) Jamal et al. (1999)
• Improve public-private collaboration and create strategic alliances and networks in and outside the country	Routledge (2001) Jacobsen et al. (2019)
<b>Planning and regulation</b>	
• Promote and implement landscape planning and policies that considers landscape particularities and values	Sarantakou & Terkenli (2019)
• Limit the numbers of visitors (e.g. cruise passengers)	Jacobsen et al. (2019)
• Implement tourist taxes	García López et al. (2018)
• Regulate short-term accommodation	García López et al. (2018)
<b>Smart tourism</b>	
• Foster Smart Tourist Destinations and the development of a more digitalised and responsible economy	Moreno-Izquierdo et al. (2018)
• Develop systems for collecting information on destinations' social carrying capacity and to diffuse information that explain the characteristics, dimensions and impacts of tourism	Alvarez-Sousa (2018) Gutiérrez-Taño et al. (2019)
<b>Degrowth and segmentation</b>	
• Explore sustainable degrowth	Cheung & Li (2019)
• Invest in brand repositioning and demarketing	Séraphin, Zaman, Olver, Bourliataux-Lajoinie, & Dosquet (2019)
• Segment markets to invest in tourists who spend more and stay long-term	Oklevik, Gössling, Hall, Jens, Jacobsen, Grøtte, & McCabe (2019)
<b>Tourist-resident interactions</b>	
• Create festivals/events for dialogical tourist-resident interactions	Seraphin, Gowreesunkar, Zaman, & Bourliataux-Lajoinie (2019)
• Create collaborative spaces for citizens and tourists, for instance, reclaiming tourist spaces for locals, and creating open spaces in local areas	Panayiotopoulos et al. (2019) Moreno-Izquierdo et al. (2018)
• Educate visitors to create environmental and social awareness in tourists about their impact on destinations	Ansari et al. (2019) Higgins-Desbiolles et al. (2019)

Source: Own elaboration.

## 5. Conclusions and implications for future research

This article was aimed at performing a systematic literature review about the use of the terms "overtourism" and "tourismphobia" in tourism studies. As stated, overtourism and tourismphobia are usually

associated with how tourism affects the spatial patterns, especially in urban areas, including how it generates several impacts. According to some authors, these new terms are used to address old tourism problems related to both the lack of planning and policies in managing tourism.

It is noted that the number of studies using these terms has significantly increased since 2018. They aim at highlighting the impacts induced by the tourism sector in specific destinations where overtourism has been identified, and also to address some of the actions that could be undertaken to tackle the problems. Most of the studied destinations, located in Europe, express concerns with the pressures caused by tourism in urban areas. They mostly focus on the social-cultural impacts of tourism, namely: gentrification, loss of residents' quality of life and the increase in inequalities.

Hence, this systematic literature demonstrates that the social dimension is crucial for measuring tourism impacts when it comes to "overtourism" and "tourismphobia" phenomena. The range of applications and methods employed has also been reviewed. Many studies used one-single approach and the majority are qualitative in nature. Although they suggest future studies must use mixed methods to strengthen the results on measuring overtourism.

Even though the number of studies about overtourism impacts is growing, our study identified only a few studies suggesting concrete measures for dealing with it. Besides, there are not enough studies that develop concrete conceptual models or framework proposals to deal with such conflicts and help mitigate negative tourism impacts. That points to the fact, there is a lack of more evidence-based and empirical studies that can shed light on future replicable solutions for managing tourism excesses.

We aim that this systematic review of the existing literature would increase awareness on the different dimensions of impacts caused by tourism pressures, and also on the measures that can be undertaken in order to manage tourism excesses and promote sustainable development. However, sustainability should not be seen just as an end for tourism but above all, as a key and transversal topic that must guide tourism planning and policies. In literature, there are suggestions of possible strategies to confront overtourism, but it still lacks measures and effective evaluation on the application of those strategies over time.

A systematic review involves several steps to ensure its methodological transparency, and we recognise the limitations of the search process and possible biases in document selection and analysis. Due to the parameters of databases and search criteria, some relevant literature might have been excluded from this study. Although measures were taken to be objective, some biases are inherent in the review process. Nevertheless, a large portion of available literature on the topic has been reviewed.

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