

The Role of Tourism Infrastructure in Tourism Development: A Literature Review

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ABSTRACT

Tourism is well-known as a profitable economic activities both to developed and developing countries. Many scholar has identified some benefit from tourism. Tourism can accelerate economic growth and regional development from tourist needs and activity in the destination. This research examines studies on tourism infrastructure that have been published in journals and other venues to develop better knowledge about the position of past and current research and to create recommendations for future research. After reviewing 27 publications, this research shows the importance of the infrastructure to support tourism development.

Keywords : tourism infrastructure, tourism development, tourist satisfaction

INTRODUCTION

Nowadays, tourism has been increasingly important in economic activities since tourism creates socio-economic changes worldwide. One of the top profitable economic activities for countries is tourism (Zurub et al., 2015). The development of tourism encourages and accelerates economic growth. Tourism activity involves a request for goods and services to meet the need of tourists, so demand drives the increase in their production area. Tourism is an essential driver of economic development and prosperity (Hara 2013; Hrubcova G et al. 2016; Zurub H et al. 2015; Zolfani S H et al. 2013), especially for developing countries for poverty alleviation (Petrovic et al. 2012; Hrubcova G et al. 2016). The tourism industry opens new jobs in developing countries (Petrovic et al. 2012] because tourism offers the labor market and creates incomes (Pascu E) and occupation opportunities through the necessary services for tourist activities (Mansour et al. 2013). Many activities in tourism correlate backward and inward with other productive sectors (Zurub H et al. 2015), like agriculture and farming (Gugushvilli T et al. 2017). Tourism development would affect both developed nations and developing economies' economic and social lives (Imikan et al., 2012).

Some research explains the impact of tourism on economic growth in several countries such as Greece, South Korea, Taiwan, China, Mauritius, South Africa, the United States, and Australia. The studies confirmed that international tourism demand is highly connected with the transportation sector to support the tourists to reach their destinations (Khan et al. 2017; Ershova et al. 2016). Meanwhile, the tourism industry wheels their economic growth for developed economies as it depends on other productive sectors and contributes to the gross domestic product by tourism spending (María D P et al. 2013; Zurub H et al. 2015).

For developing countries, tourism can probably have positive and negative effects. Besides cultural and environmental exploitation, tourism also has a social impact on local people with economic consequences (Kruja D et al. 2015). But tourism is regarded as a significant economic development strategy. Economic growth is also a causal relationship between tourism and poverty alleviation (Seghir G M et al. 2015; María D P et al. 2013).

2017 TTCI Report, Indonesia was climbing eight places to rank 42nd. Indonesia's government invested about 9% of its budget as they recognize tourism and travel potential. Some problems still face Indonesia. Improving its tourism service infrastructure (96th), ground and port infrastructure (96th), and the supply of hotel rooms (93rd) are the focus to win the competition in tourism.

The study by Hidayat et al. 2017 to capture West Sumatera tourism infrastructure reported accessibility and connectivity between destinations and between regions still have a problem. User's perception has indirectly provided information about issues that still plagued the West Sumatra tourism infrastructure. There are still many areas that need improvement based on the information of value in the survey's indicator.

RESEARCH NEEDS ON TOURISM INFRASTRUCTURE

Tourism is constructed as a process of interaction among places, peoples, cultures, and societies (Wearing SL et al., 2017). The interaction between all components needs the infrastructure. For that, the key to developing successful tourism industry is to provide the infrastructure. Without the availability of tourism infrastructure, the private sector would not be interested in investing in prospectus destinations.

Investment in a new infrastructure stimulates the tourism industry (Haneef S K, 2018) and benefits to improve the living condition of local people and the tourist. But investment in tourism infrastructure in Indonesia needs a lot of funds. With a limited budget capacity, the government should make a priority in terms of which infrastructure should be funded. Nowadays, Public-Private Partnership (PPP) is a kind of private-sector involvement in public infrastructure financing, but PPP is less used for tourism infrastructure in Indonesia.

This research aims to provide better insight into tourism infrastructure by thoroughly examining peer-reviewed journal articles in recent years. This research examines studies on tourism infrastructure that have been published in journals and other venues to develop better knowledge about the position of past and current research and to create recommendations for future research.

DATA COLLECTION

Twenty-seven published papers in the national and international journals were analyzed. The search keyword used was experience-based tourism, infrastructure investment, tourism infrastructure, tourism role, economic growth, and regional development. Table 1 below shows the distribution of the reviewed literature source.

Table 1a. Distribution of the reviewed literature

Sources of the reviewed literature	Number of items	Schimago Rank
Journal Papers		
Annals of Agrarian Science	1	-
Geographical Series	1	-
Ecoforum	1	-
Tourismos: An International Multidisciplinary J. Of Tourism	1	-
European Scientific Journal	1	-
European Journal of Tourism Hospitality and Research	1	-

Table 1b. Distribution of the reviewed literature

Sources of the reviewed literature	Number of items	Schimago Rank
Tourism Management Perspectives	1	Q1
Tourism Management	3	Q1
Journal of Tourism Economics, Policy and Hospitality Management	1	-
Journal of Air Transport Management	1	Q1
Journal Of Tourism Studies	1	-
Journal of Economic Research	1	Q2
International Journal of Economic Development Research and Investment	1	-
International Journal of Civil Engineering and Technology	1	Q3
Procedia - Social and Behavioral Sciences	1	-
Procedia - Economics and Finance	4	-
Journal of Economics, Business and Management	1	-
White Paper	4	-
Thesis	1	-
Total items	27	

The research literature used in this study published during the period 1999 through 2018. Figure 4 presents the classification of the research literature based on the publication time. Most literature is published in recent years. Note that three items are unknown year published.

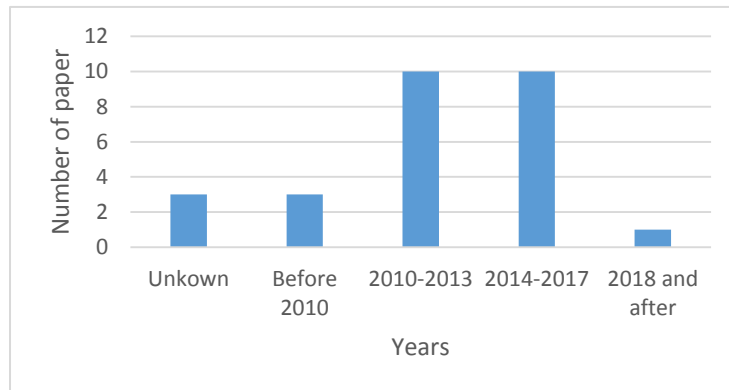


Figure 1. The year-based classification of the research literature

Most of the search sources are published by Elsevier. The following figure can show the distribution by the publisher:

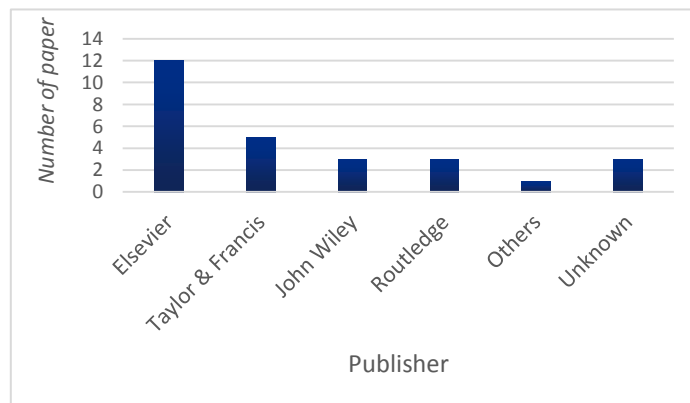


Figure 2. The distribution by publisher

Tourism role, infrastructure, determinant factors, and investment are used as the main categories of the review literature. The following figure can show the distribution of review literature:

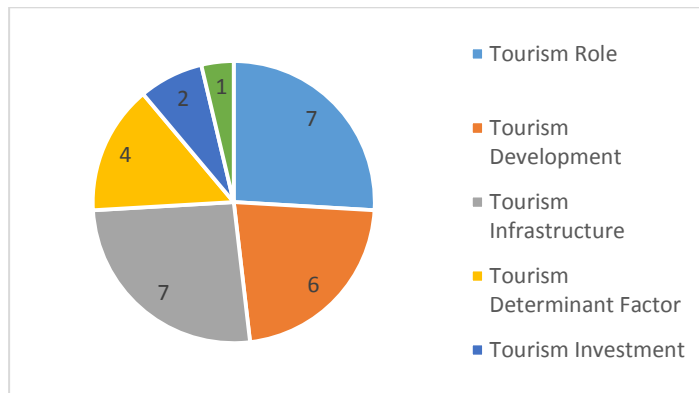


Figure 3. Distribution of research literature

RESULT AND DISCUSSION

Tourism Infrastructure Component

Several studies have noted that infrastructure components can be different from the point of view. Tampakis S, 2012 has identified tourist infrastructure components as road network, pedestrian walkway, drainage network, waste management, water supply network, sea transportation, air transportation, urban transportation, parking area, access to the beach, hotel facilities, and rented properties room, restaurant and entertainment places. Figure 4 presents the categorization of tourism infrastructure, namely physical, cultural, service, and governance (Jovanovic S, 2016).

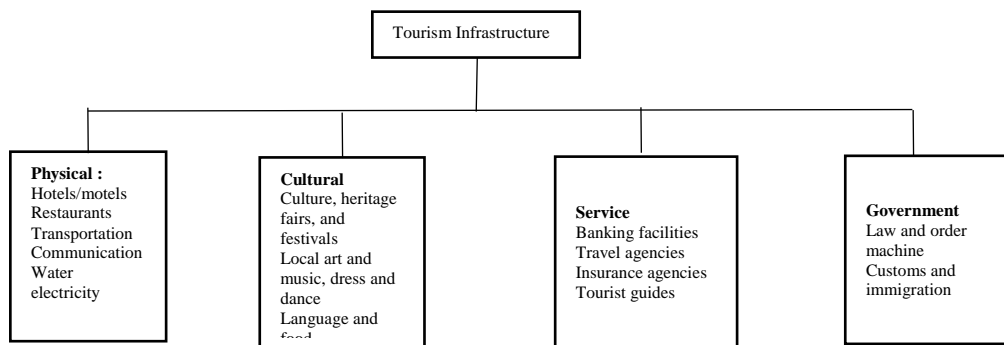


Figure 4. Classification of tourism infrastructure

Other literature points to the classification of tourism infrastructure from the recognition of its managers into commercial, public and mixed (Panasiuk A) as the following figure :

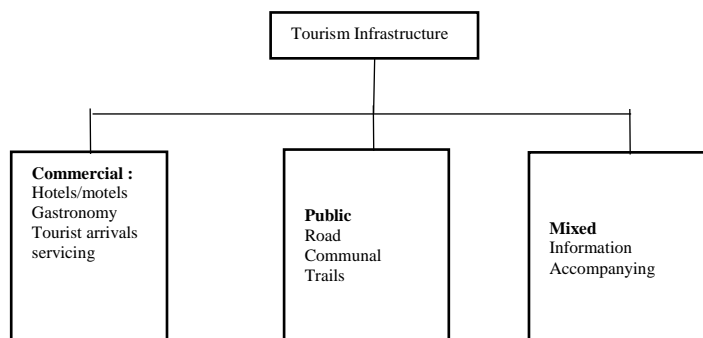


Figure 5. Classification of tourism infrastructure

The International Air Transport Association (IATA) described tourism infrastructure as 5A (accommodation, accessibility, activities, amenities, and attraction). Haneef, 2018 described the significant aspect and example of 4 A in the following table.

Table 2. Example of Tourism Infrastructure Components

Tourism Infrastructure Attribute	Example
Attraction	Beaches, mountains, museums
Accommodation	Hotels, hostels, lodges, guesthouses
Accessibility	Transportation, Roads, Airports
Amenities	Food, entertainment, shopping facilities

Based on the three scholars above, we can conclude that tourism infrastructure is defined by hard infrastructure and soft infrastructure. These two types are used to deliver tourist needs and activities. None of these types are powerful than others. The more complete a destination has components of tourism infrastructure, the better for tourism development.

The Role of Tourism Infrastructure in Tourism Development

Many factors influence the development of tourism in the regional/international market. The marketing and development of tourism products should be guided by the vision, goals, and policy to increase tourism development. Some benefits and costs to the local environment and community result from tourism development (Bramwell B, 1998). Increase tourist consumption by providing the goods and services as closely as possible to the demand of the tourists.

Achieving tourism consumption needs tourism infrastructure Pascu E. Infrastructure connects tourism products and tourists, thereby generating revenue for the region's economy. In this way, tourism infrastructure has a significant influence on regional development (Panasiuk A). Tourism infrastructure significantly contributed to the efficiency of the production of tourism products and services and their distribution (Mistillis N 1999). Therefore, long-term growth and the progress of the destinations in providing the required services to tourists depend on tourism infrastructure (Seetanah et al., 2011).

The development of tourism infrastructure has a fundamental contribution to increasing regional competitiveness (Draghici C C et al. 2010). Poor infrastructure quality made investors not interested in investing in tourism (Petrovic M R et al. 2012). Well-developed

infrastructure stimulates private investment (Lehtolainen M) and can increase the productivity of regional tourism output.

Tourism infrastructure and amenities tend to become valuable to tourists and local people, which means benefit to regional development (Mansour E Z et al. 2013; Zurub H et al. 2015). The quality of tourism infrastructure can contribute to increased efficiency of production and distribution of tourism services and is a prerequisite to winning the competition (Tampakis S 2012). Tourist's impression regarding a specific destination develop by the availability of infrastructure (Jovanovic S 2016; Grouch G I et al. 2000). The research noted the importance of infrastructure due to tourist preference. Tourists usually choose the destinations to be visited based on the quality of infrastructure and travel time, increasing their cycling time and visiting several places at the available time (Deenihan G et al., 2015). Therefore tourism infrastructure is the basis of tourism development (Pascu E, Jovanovic S 2016, Draghici C C et al. 2010; Imikan A M et al. 2012, Lehtolainen M).

Recommendation for Future Research

This research serves as a snapshot look for researchers interested in exploring the areas of tourism development. After reviewing 27 publications, this research shows the importance of the infrastructure to support tourism development. Ensuring long-term profitability is the main purpose of tourism development; hence tourism managers must develop tourism better.

This is in line with the state of Indonesia's tourism infrastructure competitive report that the World Tourism Organisation published in 2017. Indonesia also has to speed up its tourism infrastructure by considering infrastructure development. Based on the reviewed literature, there is still the limitation of the research that explores the development of tourism infrastructure that considers elements of psychological aspect, especially in the context of tourism development in Indonesia and West Sumatera. Three phases are considering while tourists traveled, namely, the planning process (the estimation of the travellers expectations), actual travel (events during the trip), and the memory of the various events at the destination (Chandralal et al., 2013). Each phase needs infrastructure, and also each stage contributes to tourist satisfaction. There is a gap about what should be done to satisfy the tourist in delivering infrastructure.

CONCLUSION

Many functions of tourism infrastructure in tourism development have been discussed above. This research has reviewed 27 pieces of literature on tourism infrastructure and tourism development. This study reveals tourism infrastructure has a significant function in creating tourism development. Improving tourist satisfaction is the way to develop tourism itself. There is a research gap that discusses the relationship between the development of tourism infrastructure and tourist satisfaction. Researchers, policymakers, and governments should attempt to develop sustainable tourism.

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