

Impact of Tourism Development on the Quality of Life: A case study of Perhentian Island, Malaysia

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Abstract

The purpose of this research was to identify the perceptions of the local community toward tourism development impacts on Perhentian Island. Specifically, the research examined the local community's perceptions of socio-cultural impacts, economic impacts, and environmental impacts of tourism development. The research also examined the relationship between the impacts of tourism development on the local community's quality of life (QOL). This research was conducted using a quantitative approach by obtaining responses from 272 local community respondents on Perhentian Island. A household survey based on purposive sampling techniques was conducted to select a suitable sample. The findings of the study revealed that the positive impacts of tourism development outweighed the negative impact. Based on local community perceptions, they believed that tourism development improved their quality of life. This study also finds the impact of social-cultural benefit, economic benefits, economic cost, and environmental benefits have a significant relationship with quality of life. However, there is a negative relationship between the impact of social-cultural cost and environment cost on the quality of life. The findings of this study are important for planners and developers in planning strategic and sustainable tourism development on tourism destinations.

Keywords: Tourism Impact, tourism development, local community, quality of life, Perhentian Island

Introduction

According to Rivera, Croes and Lee (2016), tourism development is a multidimensional construct that encompasses economic, social, environmental and cultural conditions, and it simultaneously influences the local community of a destination. Tourism development may have both benefits and cost implications to the local community which will consequently improve local community quality of life. However, the development of tourism may also trigger a variety of economic, socio-cultural and environmental effects on a destination.



Although tourism development brings benefits to the well-developed destinations there is still the potential towards negative impact (Tichaawa & Moyo, 2019). According to Marzuki (2012), most of the tourism impact studies on tourism development has not only contributed to the positive outcomes but also potentially presented negative consequences to local communities where it transpires.

According to Nunkoo and Ramkissoon (2012), appreciably study on tourism impact focused on local community tourism perceptions. Local community perceptions on impact of tourism development are differ (Ap, 1992; Gursoy, Chi & Dyer, 2010). Tichaawa and Mhlanga (2015), conducted study on local community perception on a tourism destination and found a significant difference in relation of socio-economic benefit and costs in terms of tourism development. A difference of local community have a difference perceptions on tourism impact, some might perceive tourism development bring a positive impacts, while others might perceived tourism accrues negative impact (Tichaawa & Moyo, 2019). Therefore, if the local community perceptions are not examine, tourism development will be lost the support from local community (Nunkoo, & Ramkissoon, 2012).

According to Kim, Uysal, and Sirgy (2013), the impact of tourism development on the local community is still understudied, specifically on a small island. Significantly, the rapid growth of tourism development will transform the tourism destinations, however uncontrolled tourism development could ultimately lead to the social-economic imbalance and environment degradation. Thus this study aims to identify the local community perceptions towards the impact of tourism development on their quality of life in Perhentian Island. Specifically, the research examined the local community's perceptions on socio-cultural impacts, economic impacts, and environmental impacts of tourism development. The research also examined the relationship between the impacts of tourism development towards the local community's quality of life (QOL).

Impact of Tourism Development

The term "tourism impact" has been receiving greater attention among researchers. Several studies in recent years have examined the impacts of tourism (Ramkissoon, & Nunkoo, 2011; Zaei, & Zaei, 2013; Tichaawa, & Mhlanga, 2015; Wasudawan, & Ab-Rahim, 2017; Moyo & Tichaawa, 2017; Zhuang, Yao, & Li, 2019; Tichaawa, & Moyo, 2019). According to Mason (2015), tourism impacts are clearly visible in the destination region, where tourists make contact with the local environment, economy and society. It can be seen that the tourism sector represents one of the world's largest contributions to economic growth and development. When discussing the impacts of tourism these invariably consist of two categories which are the benefit and cost (Hanafiah & Hemdi, 2014). The tourism industry bring huge benefits to the country, especially in socio-economic development. However, the benefits of tourism are not usually achieved without negative impacts as well (Garau-Vadell, Gutierrez-Taño & Diaz-Armas, 2018). Marzuki (2012), also stated that tourism development has not only contributed to the positive outcomes but also potentially presented negative consequences to the local community.

According to Garau-Vadell et al. (2018), a large set of positive and negative impacts of tourism have been recognized and discussed, which have been summarised and classified into four major elements: economic, social, cultural and environmental. These impacts can only be managed if they have been identified, measured and evaluated. Mason, (2015) stated that the impacts of tourism are essential for tourism planning and management at one destination. At most tourism destinations, rising numbers of tourist arrivals challenge the daily routines of locals and affect their quality of life (Kim et al., 2013). Several studies show that locals who were living in the community for a longer period of time react more negatively on the impact



regarding tourism development (Meimand et al., 2017). Mason (2015) stated that tourism impacts are also very important aspects of tourism planning and management in any destination. The main reason for this attention is that the local's perception toward the impacts of tourism development is probably important.

This research applied the Social Exchange Theory (SET) to explain and understand the perception of the impact of tourism development. Social Exchange Theory, developed by sociologists Homans (1961), aimed at understanding the exchange of resources (goods, social or psychological environments) between individuals or groups in interacting situations. In tourism research, Ap (1992) proposes the local community should evaluate the tourism sector in terms of social exchange, either in terms of expected benefits or costs. The local community should support tourism development to improve their economic, social, political, psychological and well-being (Ap, 1992). In general, social exchange theory is one of the appropriate approaches to assess community perceptions of the impact of tourism development (Kayat, 2002). This theory also helps to explain why some communities perceive the impact of tourism differently and thus determine the level of local community support for future development (Sirakaya, Teye & Sonmez, 2002; Nunkoo & Ramkissoon, 2012). According to Ward and Berno (2011), social exchange theory has been accepted as a way to explain and understand the perception of the impact of tourism development. Social exchange theory, suggests that local are likely to support tourism development as long as the local get the benefits that exceed the costs (Meimand et al., 2017).

Social-Cultural Impact

Tourism may have many different impacts on the social aspects of life in a particular region or area, which depends on the traditions and values of that region (Zaei & Zaei, 2013). According to García, Vázquez, and Macías (2015), tourism has an effect on sociocultural characteristics, the effect the social life, beliefs and values, habits, and customs. One factor that can affect a community could be the interaction between tourists and the hosts, as tourists may not be sensitive to local customs, traditions and standards (Zaei & Zaei, 2013). Abdul Ghani et al. (2013) found that tourism exposes the local community to western culture which may clash deeply with traditional community values. According to Karim (2017), poor planning and management of growth and development would lead to the loss of local identity and culture.

Other social impacts derived from tourism development on the local community are drugs, alcohol, increases in criminal activities, and prostitution (Nejati et al., 2014; Suntikul et al., 2016). Supported by Yu et al. (2017) identified an increase in tourism development causes overcrowding and traffic congestion. According to Zaei and Zaei (2013), local communities can mix with people from different backgrounds and lifestyles, which can lead to better lifestyles and practices from tourists. Tourism development also helps the community on islands to improve their standard of living and well-being. Kala (2008), affirmed that tourism has been responsible for the conservation and preservation of historical, cultural sites and local crafts.

Adam et al. (2019) state the locals perceived tourism development as positive in meeting tourist needs from all over the world. It results in cultural exchange between locals and tourists which are considered valuable by especially the locals. Besides, by the interaction between locals and tourists, the locals can gain valuable knowledge such as learning foreign languages. On top of that, tourism also offers locals the opportunity to make new friendships, and also learn about other peoples' lifestyles and they expose themselves to new perspectives. By learning more about others, the differences become accepted by the local community. Andereck et al. (2005) revealed that locals who have more contact with tourists had more positive perceptions towards tourism development.



Economic Impact

Many studies have indicated that tourism is able to help the local communities increase their incomes and standard of living by creating tourism entrepreneurial activities (Rogerson, 2004; Rylance & Spenceley 2016; Wasudawan, & Ab-Rahim, 2017). The result from tourism development may make a contribution or cost the economic well-being of locals a lot at one destination. One positive aspect from tourism development is its ability to generate income into the local community (Rogerson, 2014). Tourism is a significant way of gaining foreign currency and strengthening the nation's economic status (Kala, 2008).

Adam et al. (2019) also indicated that tourism provides local communities with better jobs and increased employment in services industry. According to Marzuki (2012), the tourism industry had provided opportunities for the local community to be involved in the entrepreneurial sector. Certain communities are involved in tourism activities as entrepreneurs in budget hotels, homestays, as boatmen and owners of retail shops. As the tourism industry needs low capital, local communities could become investors or producers and sell their tourism products to tourists (Wasudawan & Ab-Rahim, 2017). The involvement of the local community can increase their standard of living and household income as well (Hanafiah & Hemdi., 2014; Moyo, & Tichaawa, 2017).

However, tourism development also contributes negative impacts towards economic growth which include increased costs of living and inflation of property values (Wasudawan, & Ab-Rahim, 2017). On the other hand, tourism development also raises negative impacts such as increased prices of goods and services (Adam et al. 2019). This includes the monetary costs and benefits which result from the development and use of tourist facilities and services such as investment, employment, income, foreign exchange, and increase of prices (Suntikel et al., 2016). Abdul Ghani et al. (2013) also stated that economic cost derived from tourism development is increased prices of houses and land. The local community faced the increasing prices of land results in competing with foreign investors who are interested in buying land at Perhentian Island.

Environmental Impacts

If the positive impact of tourism on the economy can easily be seen, then the negative effect on the environment is certainly the most obvious (Karim, 2017). However, inexorable threats to the environment are often inevitable in island tourism, in particular, where the development and benefit of the tourism industry are at the expense of physical (infrastructure) and other social impacts (Mohamad et al., 2016). Scholars Nair and Songan (2016), revealed that environmental issues such as natural resources are one of the important components in developing a unique tourism product. Generally, tourism development can have an enormous impact on land, air and water (Sunlu, 2003). For instance, this can lead to natural habitat loss, and increased air and water pollution.

Previous research by Jackson (2008) stated that environmental impacts at one tourism destination include noise pollution and crowding. Hanafiah and Hemdi (2014) argued that tourism can cause environmental pollution (air, water and land) to the island. Suntikul et al. (2016) also claimed that tourism development can also contribute to pollution such as damaged natural resources at one destination. Marzuki (2012) stated that the higher the number of tourists who come visiting a destination, the more the natural environment will be destroyed by the tourists. Hanafiah and Hemdi (2014) state that tourist's littering at islands has destroyed the beauty of the islands.



Quality of Life (QOL)

According to Suntikul et al. (2016), a lot of researchers in the social sciences field have adopted the concept of quality of life in their studies. Quality of life (QOL) is an issue that is often discussed by social researchers as it can negatively affect someone's life. Matatolu (2019) stated that quality of life measurements makes reference to a scale that differentiates between “better” and “worse” perceived states. Furthermore, Moscrodo (2009) said that the concept of quality of life is concerned with understanding people’s perceived satisfaction with the circumstances in which the people’s lives. Quality of life research examines the ways in which factors in the social environment contribute or detract from the improvement of the lives of people (Matatolu, 2019). Other than that, quality of life research focusses on how tourism development affects individual or family life satisfaction.

Table 1. Quality of life element

Quality of Life	Explanation
Material well-being	Satisfaction with the material well-being can be shared through cost of living, income and jobs
Community well-being	Community life and environment aspects which make up people’s appreciation or unhappiness of the neighbourhood they live in
Emotional well-being	Satisfied in the form of leisure well-being and spiritual well-being
Health and Safety well-being	Satisfaction of people in term of health and safety well-being on that tourist destination

(Source: Adapt from Fariborz, 2011)

Table 1 illustrates the quality of life. Quality of life has been categorized into four elements including material well-being, community well-being, emotional well-being, and health and safety well-being (Kyungmi, 2002; Fariborz, 2011). According to Fariborz (2011), measuring the effect of tourism on the quality of life of local residents can help tourism planners to achieve tourism development goals.

Conceptual Framework

Figure 1 demonstrates the conceptual framework of this research.

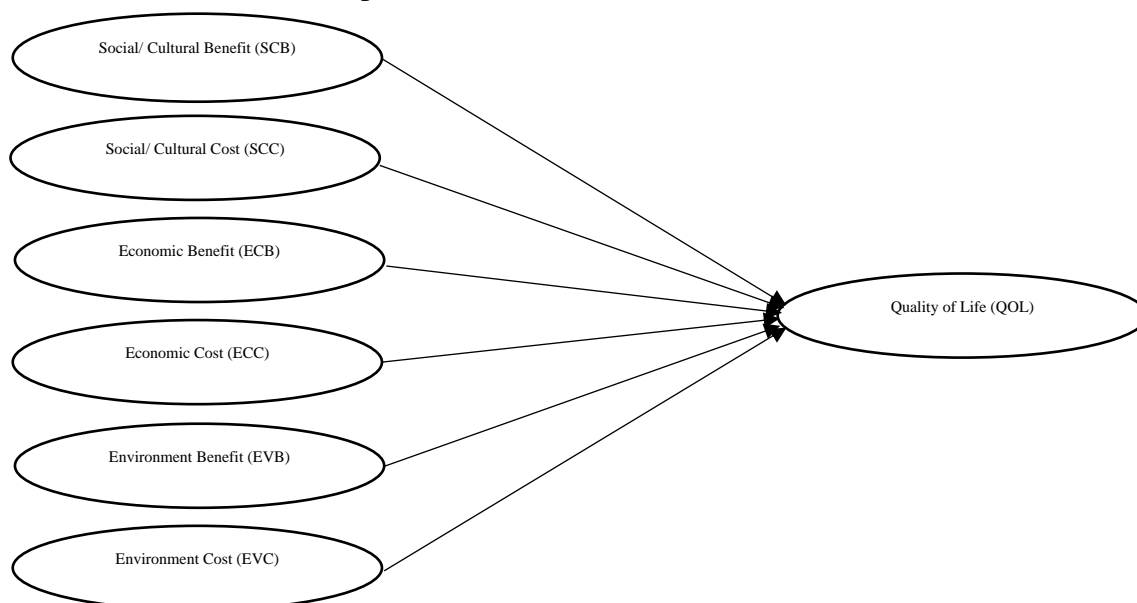


Figure 1. Conceptual framework

The conceptual framework model was adapted from Kyungmi (2002), the local community quality of life is the dependent variable that is influenced by the impact of tourism



development. On the other hand, the framework shows the social, economic and environmental aspects as the independent variables that have two impacts which are benefit and cost. Based on Social Exchange Theory (SET), the local community should support tourism development to improve their economic, social, political, psychological and well-being (Ap, 1990). According to this theory, perceptions of the local community are affected by the interactions the individuals get from tourism development. To sum up, locals who gain economic, social-cultural and environmental benefits perceived positive perceptions towards tourism. After all, due to heterogeneity of the destination community, there are always groups that support tourism when it exchanges benefits to their well-being, while others resist if they did not get any benefit at all (Kim et al., 2013). Several researchers have found that local communities are influenced by the impact of tourism in three cost-benefit types: socio-cultural, economic and environmental (Ardahaey, 2011; Kim et al., 2013; Karim, 2017; Tichaawa & Moyo 2019; Adam et al., 2019). Hence, based on the literature review discussed, the hypothesis was developed as follows:

- H1: There is significant relationship between social-cultural benefit and a local community's quality of life.*
- H2: There is significant relationship between social-cultural cost and a local community's quality of life.*
- H3: There is significant relationship between economic benefit and local community's quality of life.*
- H4: There is significant relationship between economic cost and a local community's quality of life.*
- H5: There is significant relationship between environmental benefit and a local community's quality of life.*
- H6: There is significant relationship between environmental cost and a local community's quality of life.*

Methodology

This study applied a quantitative approach and data was gathered through structured self-administrated questionnaire using face to face interview techniques. The survey was administrated by trained fieldworkers using the household survey. The questionnaire consists of 43 questions and divides into three sections of respondent background, tourism impact and quality of life. The questionnaire was developed based on a literature review from the previous researcher (Ghani et al., 2013; Yu et al., 2017; Suntikul et al., 2016; García, al., 2015; Kim et al., 2013; Kyungmi, 2002; Fariborz, 2011). Questions on tourism impact and quality of life are based on a five-point Likert scale to measure the perceptions of the local community where 1 represented “strongly disagree” and 5 represented “strongly agree”. The sample of the population of the study consisted of local community at Perhentian Island. Non-probability with a purposive sampling method was used in this study. Purposive sampling is defined as a process of data collection from the population with a specific characteristic to represent the sample of the population (Rahi, 2017). In this study, the respondent was selected based on certain characteristics such as the respondent's age over 18 years old, the respondent must local community and live at Perhentian Island. Data collection was conducted in April 2019 due to the low season in Perhentian Island. A total of 272 useable questionnaire was collected from local community and survey's response rate is 90.7%. In respect to the interviews, an in formal conversation with Terengganu dialect was adopted to create the interview session more friendly and comfortable with the local community. Data obtained was analyse using the Statistical Package for Social Sciences (SPSS) version 25.

Result and Finding

Demographic Characteristics

The demographic characteristics of the respondents from the local community at Perhentian Island are presented in this section. Table 2 shows that there was a slightly higher rate of male respondents, with a percentage rate of 53.7%, whereas 46.3% were female. In terms of age, most of the respondents are age was between 21 to 30 years old (34.5%). Next, 11.8% of



respondents were between 41 to 50 years old and only 10.3% of respondents were above 61 years old. In terms of marital status, 54.1% of the respondents were married and 45.9% status was single. In terms of the level of education, 44.1% of the respondents had secondary school education. Regarding incomes, almost half of respondent's incomes were between RM951 to RM1500 which is 38.2%. In terms of a total length of stay on Perhentian Island, the majority of the respondent (49.3%) had lived on the island for over 15 years.

Table 2. Respondents' Demographic Profiles (n=272)

Items	Frequency	Percent (%)
Gender		
Male	146	53.7
Female	129	46.3
Age		
Below 20 years old	41	15.1
21-30 years old	87	34.5
31-40 years old	62	24.6
41-50 years old	32	11.8
Above 61 years old	28	10.3
Marital Status		
Single	125	45.9
Married	147	54.1
Level of Education		
Not Formal Education	29	10.7
Primary School	39	14.3
Secondary School	120	44.1
Diploma	46	16.9
Degree	25	9.2
Master	13	4.8
PhD	0	0
Wage		
Below RM950	61	22.4
RM951-RM1500	104	38.2
RM1501-RM2500	48	17.6
RM2501-RM3500	19	7.0
RM3501-RM4500	16	5.9
Above RM4501	24	8.8
Length of Stay		
Below 5 years	30	11.0
5-10 years	49	18.0
11-15 years	59	21.7
Above 15 years	134	49.3

Perception of local community towards the impacts of Tourism Development

This section examines the respondent's perception of the impact of tourism development on economic, social and environmental aspects. Respondents were asked to indicate their level of agreement with several statements, based on a five-point Likert scale. The scale ranged from strongly disagree to strongly agree. Reliability analysis was calculated to test the reliability of the data. The results showed the value of Cronbach's alpha of 27 items is 0.855. The range that advised by Sekaran (2003) suggested that less than 0.60 is considered as a poor result and 0.70 to 0.80 are generally a good result.

As shown in Table 3, the social impact variable consisted of twelve items and was divided into a social-cultural benefit (SCB) and social-cultural cost (SCC). The highest mean of the social-cultural benefit is that respondents perceived that meeting with tourists was a precious moment (4.23). The second variable that received the highest mean (4.14) was tourism development upgrading the transportation system at the destination. Followed by tourism



upgrade of the transportation system (4.02), tourism increases recreation facilities for the local community (3.98), tourism gives an incentive to preserve buildings and historical places (3.72), tourism encourages them to conserve culture and local handcraft (3.71), and lastly, tourism development strengthens culture and the value of the destination (3.56).

Table 3. Social impacts of tourism development towards local community

Items	Mean	SD
SCB		
Meeting with tourist was a precious moment	4.23	.963
Tourism upgrade transportation system	4.14	.826
Tourism upgrade public infrastructure	4.02	.914
Tourism increase recreation facilities for local community	3.98	1.014
Tourism give incentives to preserve historical building and places	3.72	.994
Tourism encourage to conserve culture and local handcraft	3.71	1.007
Tourism development strength culture and value	3.56	1.044
SCC		
Tourism increase social problem such as crime, drunk, gambling, drug and prostitution	3.15	1.375
Tourism development increase social problem	3.12	1.234
Tourism make conflict in local tradition	2.91	1.191
Tourism increase traffic congestion	2.87	1.189
Tourism causes local community discomfort	2.24	1.209

The highest mean for the social-cultural cost (SCC) was 3.15, which shows that tourism increases the incidence of social problems such as crime, drunken behaviour, gambling, drug addiction and prostitution. Followed by tourism increases social problems (3.12), tourism makes the conflict in local tradition (2.91), tourism increases traffic congestion (2.87), and tourism causes local community discomfort (2.24).

Table 4. Economic impacts of tourism development towards local community

Items	Mean	SD
ECB		
Tourism development increase employment opportunity	4.42	.851
Tourism development open the business opportunity to local community	4.37	.886
Tourism development increase local community household income	4.21	.853
Tourism development increase foreign investor	3.99	.882
Tourism development decrease poverty in local community	3.84	1.069
Tourism offers stability income for long term plan	3.56	.974
ECC		
Tourism development increase cost of living	4.06	.978
Tourism development causes increase in real estate	3.97	.967
Tourism increase price of real estate and houses	3.96	1.039
Tourism development increase product and service prices	3.91	1.027

As shown in Table 4, the economic variable consisted of ten items and was divided into an economic benefit (ECB) and the second variable was economic cost (ECC). For economic benefit (ECB) the item received the highest mean was tourism development increases employment opportunity (4.42). Followed by tourism development opens business opportunity to the local community (4.37), tourism can increase household incomes (4.21), tourism development increases foreign investor inputs (3.99), tourism development can decrease poverty in a local community (3.84), and the lowers mean is tourism offers stable income for long term planning (3.56). For the variable economic cost (ECC), the highest mean was tourism development causes increase the cost of living (4.06). Followed by, increase in real estate development (3.97), increases in the price of real estate and houses (3.96) and the lowers was increases product and services prices (3.91).



Table 5. Environment impacts of tourism development towards local community

Items	Mean	SD
EVB		
Tourism give incentive to preserve natural resources	3.52	.921
Tourism development increase awareness of local community to nature	3.19	1.200
EVC		
Tourism development increase amount of garbage at a tourist destination	3.47	1.254
Tourism development damage natural landscape	3.09	1.272
Tourism development causes of pollution (air, water & sound)	3.05	1.290

As shown in Table 5, the environmental benefit (EVB) and environmental cost (EVC) variable consists of five items. The item that received the highest mean was tourism given an incentive to preserve natural resources (3.52). Followed by tourism development increase awareness of the local community to nature (3.19). Next, the highest mean in environment cost (EVC) showed that tourism development increased the amount of garbage at a tourist destination (3.47). Followed by, tourism development can damage natural landscapes (3.09), and lastly, tourism development cause air, water and noise pollution (3.05).

Multiple Regression Analysis

Multiple regression is to predict the changes in the dependent variable which reacts to changes of independent variables (Anderson, 2014). Hence, in this study regression was used to examine the relationship between the impacts of tourism development with the quality of life.

Table 6. Multiple Regression Analysis

Model	Standardized Coefficients	t	Sig.	Collinearity	
	Beta			Tolerance	VIF
(Constant)		5.993	.000		
SCB	.284	3.511	.001	.589	1.699
SCC	.033	.354	.724	.449	2.229
ECB	.304	3.533	.001	.521	1.921
ECC	.221	2.914	.004	.671	1.491
EVB	.268	2.990	.003	.482	2.076
EVC	-.228	-2.459	.015	.448	2.232
R	.603a	Adjusted R Square		.541	
R ²	.564	Std. Error of the Estimate		.47198	

a. Predictors: (Constant), EVC, SCB, ECB, ECC, EVB, SCC

b. Dependent Variable: Quality of Life (QOL)

R² explains to what extent the variance of one variable explains the variance of the second variable. As shown in Table 6, R = 0.603, R² = 0.564 and the adjusted R² is 0.541. The model summary indicated that 56.4% of the independent variables (social-cultural benefit, social-cultural cost, economic benefit, economic cost, environment benefit and environmental cost) explain the local community's quality of life (dependent variable). However, 43.6% might be influenced by other factors that the researcher has not considered or studied in this research. According to the coefficient table above, the analysis indicated that social-cultural benefit (SCB), social-cultural costs (SCC), economic benefit (ECB) and environment benefit (EVB) have a significant relationship to the quality of life. However, for the variable economic cost (ECC) and environment cost (EVC) was a negative relationship on the quality of life.

Implications and Conclusion

Discussion, implications and Conclusion

The first objective of this research was to examine the impacts of tourism development on the local community at Perhentian Island. The results of this study indicated local's perceptions of



both benefits and costs from a tourism development perspective. Benefit and cost of tourism development were indicated in terms of social, economic and environmental effects on the local community. Overall results of social-cultural benefits (SCB) from tourism development indicated that meeting with tourists was a precious moment for the local community (4.23). Adam et al. (2019), state that overall local perceptions in meeting tourists from all over the world result in positive cultural exchanges between locals and tourists. Besides, by an interaction between locals and tourists, the locals can also gain valuable knowledge such as learning a foreign language and culture exchange. On top of that, tourism also offers local community opportunities to meet new friends, learn about other peoples' lifestyles and exposes them to new perspectives.

The lowest mean of social-cultural benefit (SCB) shows the local community perceived that tourism development strengthens culture and value (3.56). In this case, the local community disagreed that tourism will bring negative impacts to local culture and traditions. This response is likely caused by the possibility of locals being negatively influenced through social interaction with tourists. This contradicts with the finding of Hanafiah and Hemdi (2014), stated that tourism development does not change local culture and living style. Regarding this issues, the government can create a program that highlighters some cultural aspects and must involve the local community to strengthen local culture as well.

The social-cultural cost (SCC) from tourism development shows that tourism increased social problems such as crime, drunk behaviour, gambling, drug abuse and prostitution which scored the highest mean (3.15). In line with previous research by Nkemngu (2015), Meimand et al. (2017), and Karim et al. (2017) they also state that tourism development contributed to social problems which expressed the same sentiments. Although the locals enjoy interacting with tourists, at the same time, some are frightened that their children can be adversely influenced and social problems will grow. Regarding this issues, government or related tourism agencies must cooperate with each other to monitor and solve social issues. Social problems will affect the local quality of life, and it is essential to always monitor this issue.

Other than that, the locals do not agree that tourism caused discomfort which scored the lowest mean (2.24) for the social-cultural cost (SCC) item. Most of the local community a welcoming the tourists come to Perhentian Island, as it can increase their income and the local community relies heavily on the tourism industry. This contradicts studies by Meimand et al. (2017) who determined that tourism causes crowdedness with many outsiders arriving which has a large effect on a local's privacy and tranquillity. Local discomfort may emanate from crowdedness with tourists in the Island area.

Several studies reported that locals who are employed in the tourism industry contributed more positively to their attitudes towards tourism than other locals (Suntikul et al., 2016). As a result of the economic benefits (ECB) that locals get from tourism development, there are increases in employment opportunities which scored the highest mean (4.42). Previous studies reveal that the local perception of tourism is that it brings more job opportunities (Meimand et al., 2017). However, even though tourism development provides employment opportunities, the type of employment offered offers lower wages and unskilled jobs (Adam et al., 2019). To solve this problem, the government or authorities can introduce programs that can improve skills to become an entrepreneur. Thus, they can help the locals to increase their standard of living and income as well.

Findings for the economic benefit (ECB) show that tourism offers stability in income for long term planning, which scored the lowest mean (3.56). Specifically, the locals disagreed with the statement that tourism can offer a stable income for the long term. This is due to Perhentian Island being plagued by a monsoon season and will cause seasonal jobs. During the monsoon season (October to March), the island will be closed and all tourism activities are



stopped. Thus, the locals who highly depend on the tourism industry will lose their source of income. Thus, the government must find an alternative to solve these issues. Despite the fact that economic impact usually holds a balance in tourism economic benefits, economic cost (ECC) is also apparent. As a result, the study demonstrates that economic cost perceived by locals is that tourism development can increase the cost of living. This result scores the highest mean in economic cost (4.06). Economic costs from tourism development are not as obvious as economic benefits from tourism (Ardahaey, 2011). An example of a common economic benefit that is obviously seen by locals is that of job opportunities. Meanwhile, the locals disagreed that (ECC) tourism development increases product and services prices which scored the lowest mean (3.91). That means, the income of the local community increased and their purchasing power also increased. One of the reasons that locals disagreed with tourism development is increasing the prices of goods and services. Contradict with the finding of Marzuki (2012), indicated that the development of tourism destinations increases the prices of goods and services.

Tourism development could either lead to an improvement in one place or cause degradation due to factors such as exceeding carrying capacity. Therefore, for the environment benefit (EVB) results, finding shows that tourism development gives an incentive to preserve natural resources (3.52). This result is consistent with previous research by Imm et al. (2017) who indicated that the government agencies have given an incentive to conserve the island's natural resources such as coral reefs and jungles. Karim (2017) also found that the government should change its priority from an increase in tourist arrivals and start to focus on protecting natural resources. However, the growth of tourism at one destination brought negative impacts on the environment. Consequently, the highest mean for environmental cost (EVC) of tourism development found that tourism development increased the amount of garbage at the tourist destination (3.47). Nair and Songan (2016), indicated that Perhentian Island has to cope with many environmental issues such as waste management, amounts of garbage, and the quality of seawater. Sustainable tourism development becomes a dominant concern, especially in a sensitive area. In order to assure tourists enjoy a natural atmosphere when visiting Perhentian Island, the cleanliness of the island must be maintained (Adam et al., 2019). For instance, maintaining the cleanliness of the island and managing the garbage properly is critical. Strategies that could be implemented could be to increase the number of rubbish bins in tourist areas. This strategy would discourage tourists from dirtying the beaches and littering. As a result, with the proper garbage management done by authorities, the local communities can feel more comfortable and increase their quality of life. Other than that, authorities should educate the tourists on appropriate activities to engage in when on the island to reduce litter and any negative impacts on the island ecosystems.

In addition, for environment cost (EVC) result has shown that the locals disagree that tourism development causes air, water and sound pollution. This result indicates the lowest mean (3.05). Perhentian Island has been gazetted as a Marine Park, hence the locals believed that tourism is not the main cause of existing pollution. The Department of Marine Park Malaysia conserves and protects the biodiversity of the marine community and its habitats. However, Imm et al. (2017) indicated that the island struggles with pollution issues. As found in the Sunlu (2003) study, Perhentian Island will degrade if there is no initiative to protect and conserve the environment.

The Relationship between the Impact of Tourism Development and Quality of Life

For the second objective, the researchers used multiple regression to identify the relationship between tourism development's impact and the local community's quality of life.



Hypothesis 1: There is a relationship between social-cultural benefit and a local community's quality of life

The study has shown that social-cultural benefit is significant in influencing the local community's quality of life. The benefit of social-cultural activities has been gaining a lot of attention among the local community at Perhentian Island. The locals feel that their quality of life improved when they got the benefits from tourism development in terms of social-cultural aspects. In line with Social Exchange Theory (SET), those who get the benefit from tourism development in terms of social, economic and environmental aspects, would generally support that (Adam et al., 2019). This could be since the locals enjoy the interaction with tourists as they can gain knowledge, cultural exchange and meet new friends from other countries.

Hypothesis 2: There is a relationship between social-cultural cost and a local community's quality of life

Tourism social-cultural benefits are often accompanied by a cost. Results have shown that there is no significant relationship between social-cultural cost and a local's quality of life. Significantly, this means that social-cultural cost from tourism development does not influence a local community's quality of life. Supported by Yu et al. (2017) it was found that the local community perceived tourism has an impact on a local's quality of life. Most of the local community believe tourism can increase their incomes.

Hypothesis 3: There is a relationship between economic benefit and a local community's quality of life

Results show that economic benefit from tourism development has a relationship in influencing a local's quality of life. As revealed by Kim et al. (2013), social, economic and environmental impact has a significant impact on their quality of life. However, the local's perceptions were strong toward the economic benefit of tourism development. The literature has indicated that tourism is able to influence a local community's life as it helps the locals to increase their incomes and standard of living by creating tourism entrepreneurial activities (Wasudawan & Ab-Rahim, 2017). Yet, the locals still tend to work in low-paid jobs which do not increase their income or quality of life (Adam et al., 2019).

Hypothesis 4: There is a relationship between economic cost and a local community's quality of life

However, the result found that there was a significant relationship between the economic costs of tourism development towards a local's quality of life. The result is supported by Yu et al. (2017) who indicated that the local community's quality of life was influenced by economic cost from tourism development. Consequently, the local's quality of life decreases if tourism development does not give monetary benefits (Suntikul et al., 2016) or the locals feel burdened with increases in prices of goods.

Hypothesis 5: There is a relationship between environment benefit and a local community's quality of life

The environment benefit from tourism development has a significant relationship between the local community's quality of life. The environment benefit from tourism development affects a local's quality of life. Supported by Tichaawa and Mhlanga (2019) mentioned that the impacts of environmental degradation from tourism development are significant in influencing the local community life. Adam et al. (2019), also indicated the locals are focused on environmental impacts compared to other impacts. Some locals would feel their quality of life increased with a cleaner environment (Karim, 2017).

Hypothesis 6: There is a relationship between environment cost and a local community's quality of life

The result indicates that there is no significant relationship between environmental costs of tourism development towards a local's quality of life. This result has been reinforced by Kyungmi (2002) who stated that when a local's perceptions towards environmental cost increases, their quality of life decline unless the tourism destination provides an alternative



plan to preserve the place. Supported by Yu et al. (2017) it is indicated that environmental costs from tourism development influence the community's quality of life.

The research focused on the impacts of tourism development towards the local community's quality of life. Furthermore, in terms of the social-cultural impact, it is clear that the local community enjoys interacting with tourists, but they are also aware that tourism development may bring social problems. Regarding economic impact, the locals agreed that tourism can offer job opportunity, however, it can't guarantee stability in income for the long term. Other than that, the environmental impacts of tourism development lead to an improvement in some areas such as preserving and conservation of natural resources. Despite that, tourism development also leads to increases in the amount of garbage at tourist destinations. Hence, findings of the overall research indicate that four impacts of tourism development have an influence on the local community's quality of life. These four impacts include social-cultural benefits, economic benefits, economic costs and environmental benefits. Meanwhile, the other two impacts of tourism development which are social-cultural cost and environment cost show no relationship to the local' quality of life.

Local's perceptions towards tourism development are considered essential for the long-term success of a tourism destination. Therefore, each tourism-orientated community should involve themselves in the development and planning process. It can be concluded that the local community acknowledges the tourism industry can influence their quality of life. The government agencies and tourism developers must incorporate by monitoring the perceptions of the local community to considering their opinions in future tourism development projects. The findings of this study are important to the government agencies, local authorities, tourism stakeholders, and private agencies to providing possible options to the local community and uplift their quality of life in the long term. This study only focusing on the perceptions of the local community. Further study is needed to examine the perceptions of tourism stakeholders and tourists on tourism development. The impact of tourism development varied considerably based on the degree of difference between host and guest, thus future research may generate different findings.

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