

Destinationscape: An Integrated and Holistic Conceptualization

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Abstract

Destinations are growingly acknowledged as dynamic entities requiring strategic resource management to provide value for stakeholders. In this sense, to be recognized as desirable places to visit, to live or to invest in, with a harmonious integration among the stakeholders, it is imperative to frame destinations' distinctiveness using the experience marketing perspective. Through a combination of an integrative literature review and an academic panel with diverse expertise, this conceptual research aims to conceptualize and depict the environmental features composing destinationscape as a construct, considering the dynamic interplay of multiple 'scapes'. As a result, the proposed conceptual framework comprises five second-order and 17 first-order dimensions. This research is expected to contribute to the theory around destination experience and experiencescape by offering a comprehensive view, where destinationscape emerges from continuous interactions between the destination's external environment and its stakeholders. Consequently, this research contributes to destination competitiveness and governance by conceptualizing and providing a framework around destinationscape.

Keywords: Scape, experiencescape, destination environment, tourism experience, stakeholders, conceptual framework.

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1. Introduction

Tourism research underscores tourist consumption's hedonic-driven and experiential nature and emphasizes the role of experiential marketing in shaping destination experiences (Le *et al.*, 2019; Schlesinger *et al.*, 2020). The entanglement of multi-stakeholders, their diverse perceptions, and each destination's uniqueness translate into the destination's ubiquity (Buhalis & Constantoglou, 2022). The multifaceted nature of destinations continues to attract significant research attention (Fyall & Garrod, 2020; Reinhold *et al.*, 2023). Understanding tourist experiences is crucial, but recognizing the destination as the primary unit of study is essential for strategic management (Saraniemi & Kylanen, 2011).

Experiences are personal and subjective, framed by dynamic interactions among hosts, guests, and the surrounding environment, together with cultural and social aspects (O'Dell, 2005; Mei *et al.*, 2020). Therefore, individuals perceive a destination in a unique manner. This perception is shaped by a combination of internal factors - such as psychological, affective, and cognitive processes - and external factors to the individual, including the diverse external stimuli furnished by the destination environment (Agapito *et al.*, 2013; Bender *et al.*, 2024; Lin *et al.*, 2022). While tourism providers cannot directly create tourist experiences *per se*, they can manage the destination environment through man-made, natural, and uncontrolled scenarios to enhance positive reactions and co-create memorable experiences (Björk & Kauppinen-Räsänen, 2019; Campos *et al.*, 2018; Rather, 2020). Tourists perceive elements like hotels, architectural designs, landscapes, and lighting as interconnected parts of the overall experience, evaluating the destination as a cohesive whole (Gulertekin Genc & Temizkan, 2023). This reinforces the need for a holistic comprehension of the destination and the interconnectivity of its components.

The suffix 'scape' refers to figurative landscapes or spaces linked to specific geographies. In tourism, it refers to how individuals perceive and imaginatively frame environments (Chen *et al.*, 2020a). In the extensive research on the servicescape and experiencescape, distinctive contexts emerged as valuable tools for understanding production and consumption scenarios for the touristic experience co-creation process (Tasci & Pizam, 2020). Customers perceive service and experience as entwined, contributing to value creation, and when jointly designed, the servicescape and experiencescape can evolve lasting memories and emotional connections (Kandampully *et al.*, 2023). Although the influence of environmental stimuli on tourism destinations has acquired academic attention for its insights into tourists' perceptions (Ruan *et al.*, 2023), research has primarily focused on specific areas. This leaves a gap in understanding more complex scenarios, such as entire destinations.

The emergence of the experiencescape application echoes the consumer experience paradigm shift (Pine & Gilmore, 1998; Schmitt, 1999), particularly concerning tourism and hospitality fields (Hu & Chen, 2024). Often considered a servicescape expansion, as a comprehensive and adaptable concept (Ji *et al.*, 2024), the experiencescape has been widely discussed in literature. However, research has been primarily concentrated on particular elements and contexts such as hospitality (Meng & Cui, 2020), tourists' holistic health (Valente-Pedro *et al.*, 2023), cultural heritage (Chen *et al.*, 2020b), farm tourism (Mei *et al.*, 2020), and visitor attractions (Blumenthal & Jensen, 2019). Notable exceptions include Björk and Kauppinen-Räsänen (2017), who approached destinationscape strictly from food-related and personal viewpoints, leaving aside other pivotal components and perspectives. Later, Lin *et al.* (2022) developed a measurement scale for destination experiencescapes while calling for future cross-cultural analysis and empirical surveys. Likewise, Zong and Tsaur (2023) approached the topic by conceptualizing and further developing a scale to measure the construct (Zong *et al.*, 2023). Nevertheless, the authors highlighted that their findings are specific to an Asian context and primarily relevant to similar cultural and creative destinations. While previous studies offer valuable insights, they vary from specific travel contexts to conceptual frameworks, and many rely on single research

methods or perspectives (demand or supply), limiting empirical evidence for broader generalization and providing avenues for further research. Although previous studies have emphasized the analytical value of experiencescape in tourism (Chen *et al.*, 2020a), a multidisciplinary approach warranted for when applied to compound and multifaceted destinations.

Against this background, by adopting a holistic approach and integrating tourism destinations and 'scapes' under the experiential marketing perspective, this study aims to conceptualize the destinationscape and depict its external environmental features, drawing on the dynamic interplay of multiple 'scapes' and the interactions among the destination's environments and diverse stakeholders. Accordingly, through an integrative review (Snyder, 2019), this study integrates insights from various fields to examine how environmental (external) factors, shaped by multiple stakeholder perceptions, contribute to a comprehensive understanding and conceptualization of the destinationscape. This multidisciplinary approach aims to answer the following research questions: (1) What environmental factors compose a destinationscape? (2) How can the complexity of the destinationscape be understood by exploring its various 'scapes' and different stakeholders' perspectives? From a managerial viewpoint, this research contributes to improving destination management and governance by introducing a unifying conceptualization, where employing the destinationscape framework enables stakeholders to offer more accurate, appealing, and memorable experiences.

2. Literature review

2.1 Tourism Destination

The destination and its conceptualization are paramount to tourist activity and research (Pearce, 2014). However, the literature has no consensual definition for this composite and complex construct. This complexity arises from the different components and features constituting a destination (Framke, 2002; Sainaghi & Baggio, 2017; Saraniemi & Kylanen, 2011). Although destination is widely examined in the social sciences conceptually (Fyall & Garrod, 2020), its origins lie in geography. This field emphasizes destinations' spatial and environmental aspects (Jovicic, 2016), including their geographical characteristics and political boundaries, such as cities, countries, and regions (Buhalis, 2000).

In tourism research, a "tourist destination" or "destination area" refers to a distinct tourist space distinguished by unique features and qualities that potential visitors find appealing. These attributes draw individuals to the location for leisure purposes, establishing it as an attractive, stand-alone entity (Lew, 1987; Mathieson & Wall, 1982). Seaton and Bennett (1996) claim that a destination is "both a physical entity (a geographical location with spatial, physical properties), but it is also a more intangible socio-cultural entity (made up of history, its people, its traditions and way of life) (p. 351)". Tourism destinations are shaped by physical attributes and the meanings, imaginations, and expectations attached to them, emphasizing social, cultural, and relational dimensions (Bystrowska & Dawson, 2017). The interplay among these elements involves social and emotional interactions between the host community, tourists, and both the tangible and intangible features of the environmental landscape, stressing the role of the internal and external factors in shaping individuals' experiences (Agapito *et al.*, 2013; Bruwer & Gross, 2017).

Gunn and Var (2002) drew attention to the communities' role in the destination's development and the tourism chain's performance. Since tourism is inherently a multi-stakeholder industry, this perspective points out the importance of integrating the interests and needs of various stakeholders into the destination's planning and management process (Pike & Page, 2014). The economics and management approach, which is focused on the demand vs. supply orientation, is aligned with this rationale (Framke, 2002; Fyall & Garrod, 2020). From the demand perspective, a destination is seen as a collection of resources, products, services, attractions, and experiences designed to meet the needs of tourists. From the supply side, a destination is determined by its products, forming an interconnected system of

offerings specific to a location (Díaz & Rodríguez, 2016). A system is an organized structure of interactive and interdependent elements that function as a unified whole (Xie *et al.*, 2020). Accordingly, several scholars view destinations as systems (Jovicic, 2016; Sainaghi & Baggio, 2017), recognizing tourism destinations' complex and dynamic nature. Candela and Figini (2012) further elaborate on this, defining a destination as “a territorial system which supplies at least one whole tourism product aimed at satisfying the complex requirements of the tourists” (p. 74). The authors underline that while tourism may be central to a destination, it may not always be the primary economic activity in that region, shedding light on the fact that not all interchanges within a destination are tourist-driven (Lugosi & Wall, 2013).

From the marketing perspective, a destination can be viewed as a stage, a product, or even a set of products (Cooper & Hall, 2008; Pine & Gilmore, 1998). Buhalis (2000) highlights the multifaceted and integrated nature of destinations, which are seen as amalgams of tourism products that provide a blend of services, facilities, experiences, and ambiance. The literature extensively addresses destination attributes and resources, with scholars adopting various definitions and frameworks. For instance, Mathieson and Wall (1982) argue that natural and man-made features, infrastructural characteristics, economic structures, and the attributes of the host population are key elements of interest in a destination. Morgan *et al.* (2003) propose that a destination is a composite product comprising a bundle of different components that include accommodation, hospitality, attractions, arts, entertainment, culture, heritage, and the natural environment. Furthermore, the diverse roles of destination attributes have led to various models for measuring destination competitiveness, using destination attributes and resources as competitiveness indicators (Crouch & Ritchie, 2005; Dwyer & Kim, 2003). They have been effectively used to evaluate competitiveness among different destinations (Goffi *et al.*, 2022), assess memorable tourism experiences (Kim, 2014), and measure the quality of travellers' experiences (Moon & Han, 2018). In line with Seaton and Bennett's (1996) view, this study reinforces the dual nature of destinations, encompassing physical and socio-cultural dimensions that collectively contribute to the overall destination experience. Furthermore, an experiential marketing perspective is adopted (Pine & Gilmore, 1998; Schmitt, 1999), recognizing the destination as an outcome of multiple encounters and continuous interactions. It can be seen as an amalgamation of many 'scapes', stakeholders, and the sum of each individual's experiences during these encounters (Cooper & Hall, 2008; O'Dell, 2005).

2.2 *Scapes and Consumption Environments*

Explored by various scientific fields, the 'scape' suffix, derived from 'landscape,' symbolizes a specific scenic perspective, acting as an interpretative framework (Cartier, 2005). Bell and Lyall (2004) clarify that, from a sociological perspective, the concept of 'landscape' is analysed through semiotic and hermeneutic approaches. This shift means landscapes are no longer just straightforward depictions but are interpreted as intricate representations of cultural meanings and symbolism within natural and constructed environments.

From an anthropological outlook, Appadurai (1996) points out that the suffix 'scape' denotes the diverse and evolving forms of landscapes, in which the terms that share it are subjective constructs influenced by shaped historical, linguistic, and political viewpoints. Cartier (2005) explores the term 'landscape' from a geographical view. The author stresses that 'landscape' pertains to the unique patterns and combinations of natural and constructed environments and their representations. Still, in human geography, Porteous (1985) introduced the concept of 'sensescape' to emphasize that human relationships with places are multisensorial, engaging all our senses in connection with the environment. According to the European Landscape Convention (2000), “the landscape is part of the land, as perceived by local people or visitors, which evolves through time as a result of being acted upon by natural forces and human beings”. The landscape is viewed as dynamic rather than static (Bell & Lyall, 2004), being employed to illustrate environmental factors within different settings and their

symbolic significance in human-environment relationships, which is associated with the symbolic function of space (Agapito *et al.*, 2012; Hall, 2008).

In marketing, the environmental influences on consumer behaviour have been widely addressed. Kotler (1974) introduced the concept of atmospherics, aiming to design buying environments to elicit specific emotional responses from consumers. Baker (1986) expanded on this by analysing the role of the environment in service marketing and categorizing its elements into ambient factors, design factors, and social elements. Later, built upon the stimulus-organism-response (S-O-R) model (Mehrabian & Russell, 1974), Bitner (1992) presented the concept of servicescape, which focuses on the built physical environment's influence on service experiences and behaviours of consumers and staff. The author identified three key environmental dimensions: ambient conditions, spatial layout and functionality, and signs, symbols, and artefacts, which collectively create a manifold pattern of stimuli.

People perceive environments holistically (Heide & Grønhaug, 2006). As such, providers must consistently integrate environmental, social, and design factors to create a specific atmosphere, assembling emotional connections and influencing behaviours (Bitner, 1992). Subsequently, Rosenbaum and Massiah (2011) introduced an extended servicescape framework demonstrating that the servicescape expands beyond a controlled staged consumption setting. Their study encompasses subjective, intangible, and frequently beyond managerial control, social, symbolic, and natural stimuli, impacting customers' decisions and social interaction behaviours, where responses to these stimuli can foster a deep connection between individuals and places.

In tourism and hospitality, the idea of vacationscape – “all that the vacationist sees and uses” was introduced by Gunn (1965, p. 35) in the context of the landscape design and development of tourist regions. Later, based on the actor-network theory, René van der Duim (2007) introduced the concept of tourism-scapes, where people and things become interconnected through performance, forming their shape or configuration due to these interactions. Zhang and Xu (2019) conceptualized tourscapes, arguing that although tourscape and servicescape share a conceptual foundation, their practical application may differ regarding spatial scope and time duration. In recent decades, various ‘scapes’ have been discussed in tourism and marketing literature, including winescape (Bruwer & Gross, 2017) and accommodationscape (Agapito *et al.*, 2021).

In the context of hospitality and experiences, O'Dell (2005) introduced the concept of experiencescapes - spaces designed for pleasure, enjoyment, and entertainment where diverse groups interact. Mossberg (2007) underlines that the experiencescape is where tourist consumption occurs, accentuating the physical environment's role in shaping the tourism experience. Hall (2008) suggests that experiencescapes offer a broader interpretation of servicescapes, focusing on tourists' overall consumption (Agapito *et al.*, 2013). They act as a connection between the servicescapes of various tourism providers within a specific setting, focusing on service and experience quality, contributing to converting a place into a destination product through collaboration between public and private providers (Chen *et al.*, 2020a; Cooper & Hall, 2008). Leaving aside the experiencescape concept presented by O'Dell (2005), Pizam and Tasci (2019) proposed the concept of experienscape, designed to meet the needs of diverse stakeholders in a dynamic and user-centric manner. The authors developed a theoretical framework and measurement items to assess experienscape at a macro-organizational level. Subsequently, Tasci and Pizam (2020) expanded this framework, focusing on human-centric outcomes. However, while addressing consumer and multi-stakeholder outcomes, the concept has been primarily studied within the hospitality sector rather than broader destinations.

Table I - Main literature on experiencescape with a destination focus

Dimensions	Context	Perspective	Methods	Authors
Physical environment, personnel, other tourists, products and souvenirs, theme or story	Creative Industries	Demand and Supply	Conceptual	Mossberg (2007)
Physical, social, organizational	Co-creation Tourism Experience	Demand and Supply	Conceptual	Campos <i>et al.</i> , (2018)
Multiple level 'scape', tangible product, intangible product	Experiencescape	Demand and Supply	Conceptual	Chen <i>et al.</i> , (2020a)
Stakeholders' roles (supporting, coordination, observation, reporting), experience stages (pre-event, on-site, post-event)	Intangible Cultural Heritage Experiencescape	Demand and Supply	Qualitative	Chen <i>et al.</i> , (2020b)
Physical environment, social interactions, food quality value, monetary value, divergence	Destination's Food Environment	Demand	Qualitative	Björk and Kauppinen-Räsänen (2019)
Adapting to guests' needs, access to resources, experience facilitation, risk management, crowding management and connection to place	Nature-based Tourism	Supply	Qualitative	Fossgard and Fredman (2019)
Socialisation, all-inclusive chalet, offering, active hedonistic skiing, location/place, the 'augmented' community of online and offline skiers	Ski-chalet Community	Demand and Supply	Qualitative	McLeay <i>et al.</i> , (2019)
Entertainment, aesthetics, escapist, education, serendipity, localness, communitas, personalization	Destinations Local Food Experience	Demand	Quantitative	Piramanayagam <i>et al.</i> , (2020)
Sensory, functional (utilitarian), social, natural, cultural, hospitality culture	Experienscape	Demand and Supply	Conceptual	Pizam and Tasci (2019)
Sensory, functional (utilitarian), social, natural, cultural, hospitality culture, cognitive responses, affective responses, conative responses (brand outcomes), moderators	Experienscape	Demand and Supply	Conceptual	Tasci and Pizam (2020)
Physical environment, personnel, other tourists, products and souvenirs, theme or story	Wildlife Watching Destinations	Demand	Mixed	Dybsand and Fredman (2021)
Key attraction, auxiliary element, physical environment, atmosphere, social factor	Destination Experiencescape	Demand	Mixed	Lin <i>et al.</i> , (2022)
Space presentation, night atmosphere, merchandise, night activities, crowds, culture display	Night Tourscape	Demand	Qualitative	Ruan <i>et al.</i> , (2023)
Social, cultural, historic, sensory, hospitality cultural, functional, technological, natural	Destination experiencescape	Demand and Supply	Qualitative	Zong and Tsaur (2023)
Cultural, social, sensory, destination hospitality cultural, functional, technological, natural	Destination Experiencescape	Demand and Supply	Mixed	Zong <i>et al.</i> , (2023)

Extensive research on experiencescape significantly explores the experiencescape framework applied to destinations (Table I), including research that addresses the experiencescape in a macro-level context, such as destination experiencescape (Lin *et al.*, 2022; Zong & Tsaur, 2023; Zong *et al.*, 2023). Nevertheless, current investigations are intrinsically tourist-centric, focusing solely on the tourist experience. These studies introduce concepts, dimensions, and measurement scales employing experiencescape as the primary theoretical basis while often overlooking distinct fields and perspectives. Exploring specific thematic environments or a singular stakeholder perspective can provide valuable insights; however, it may also lead to fragmented frameworks, which limit the consistency of findings (Lin *et al.*, 2022). To the best of the authors' knowledge, while the concept of destinationscape has already been approached from a food-related perspective (Björk & Kauppinen-Räsänen, 2017), and other studies have cited destinationscape as an example of applying the 'scape' suffix in a tourism-related context (Chen *et al.*, 2020a; Volgger, 2019), there is a gap regarding the conceptualization of destinationscape considering the intricate nature of destinations. Thus, this study advances by approaching the construct from an expanded and holistic perspective through a multidisciplinary approach.

3. Destinationscape - Conceptual framework

Destinations are widely acknowledged as stages that can allow the co-creation of memorable experiences (Buhalis & Constantoglou, 2022; Pine & Gilmore, 1998). The influence of destinations' physical traits on tourists' experiences has been extensively reviewed in the literature (Kucukergin *et al.*, 2020; Zhang & Xu, 2020). Given the distinct yet interconnected 'scapes' that shape destinations (Kandampully *et al.*, 2023), the interrelated and diverse supply-side elements (Snepenger *et al.*, 2007), and recognizing that these landscapes involve external components and surroundings outside the direct control of touristic destination providers (Meng & Cui, 2020; Oviedo-Garcia *et al.*, 2019), a comprehensive approach and a novel thinking arrangement are needed when extending the application of experience landscape dimensions to the design of memorable destination experiences (Karayilan & Cetin, 2016; Kim & Fesenmaier, 2017).

Björk and Kauppinen-Räsänen (2019) advocate that previous studies on the 'scape' construct shed light on the tourist-staged environment, the man-made facilities, and managed service environments controlled and framed by the tourism industry. However, the authors emphasize non-controlled environments and services that are not typically related to tourism and are not necessarily manipulated considering the tourism activity, yet they are part of the destination's everyday life experience and might contribute to the design of the travellers' overall experiences (Byrd, 2007). In the same direction, Lugosi and Walls (2013) underscore that tourists encounter multiple non-market-related exchanges within a tourism destination. The authors stress that consumer experiences are inherently personal, shaped by individual responses to staged or non-staged encounters. Accordingly, destinations cannot fully control visitors' experiences. At most, destination managers can influence only a delimited portion of the overall environment and conditions where experiences occur.

Tourists do not experience the destination landscape in isolation, but through interactions with friends, family, tourism suppliers, and other co-consumers, collectively co-creating the space (Neuhof *et al.*, 2012). Thereby, the destination space's co-construction occurs when tourists are co-creating collectively through interaction and active participation in tourist practices, such as events or learning experiences (Meng & Cui, 2020; Pine & Gilmore, 1998; Saraniemi & Kylänen, 2011; Schmitt, 1999). Campos *et al.* (2018) highlight the importance of engaged involvement and mutual interaction in co-creation encounters. This perspective involves various stakeholders, including transportation and accommodation companies, restaurants, attractions, local communities, and authorities, all playing vital roles in co-producing the destination. This process involves a synergistic interchange where the production and consumption of integrated products, services, and experiences co-occur (Karayilan & Cetin, 2016).

Viewing destinations as broader systems approached holistically is crucial for effective and sustainable destination management, benefiting both tourism and communities in the long term (Fyall & Garrod, 2020; Morrison, 2019).

Against the background of the above discussion, this research advocates the need to go beyond the experiencescape domains. Thus, the destinationscape is conceptualized as a multidimensional, dynamic, and complex system incorporating man-made, natural, and non-controlled scenarios continuously co-created through interactions between the external environment and stakeholders in a collaborative process to outline the stage where tourists and other stakeholders can live memorable experiences. Given that destinations encompass physical and socio-cultural dimensions and are an outcome of multiple encounters and continuous interactions, and that the ‘-scape’ symbolizes a specific scenic perspective stemming from each individual or group engaging in these interactions, the destinationscape extends the destination, experiencescape, and destination experiencescape conceptualizations by offering a more comprehensive view, where destinationscape results from a continuous path of interactions among the destination stakeholders, and the different cognitive and affective responses, as outcomes from symbolic constructions of an interpretive process of the environment’s surroundings. Therefore, the proposed construct and its dimensions are represented in Figure 1.

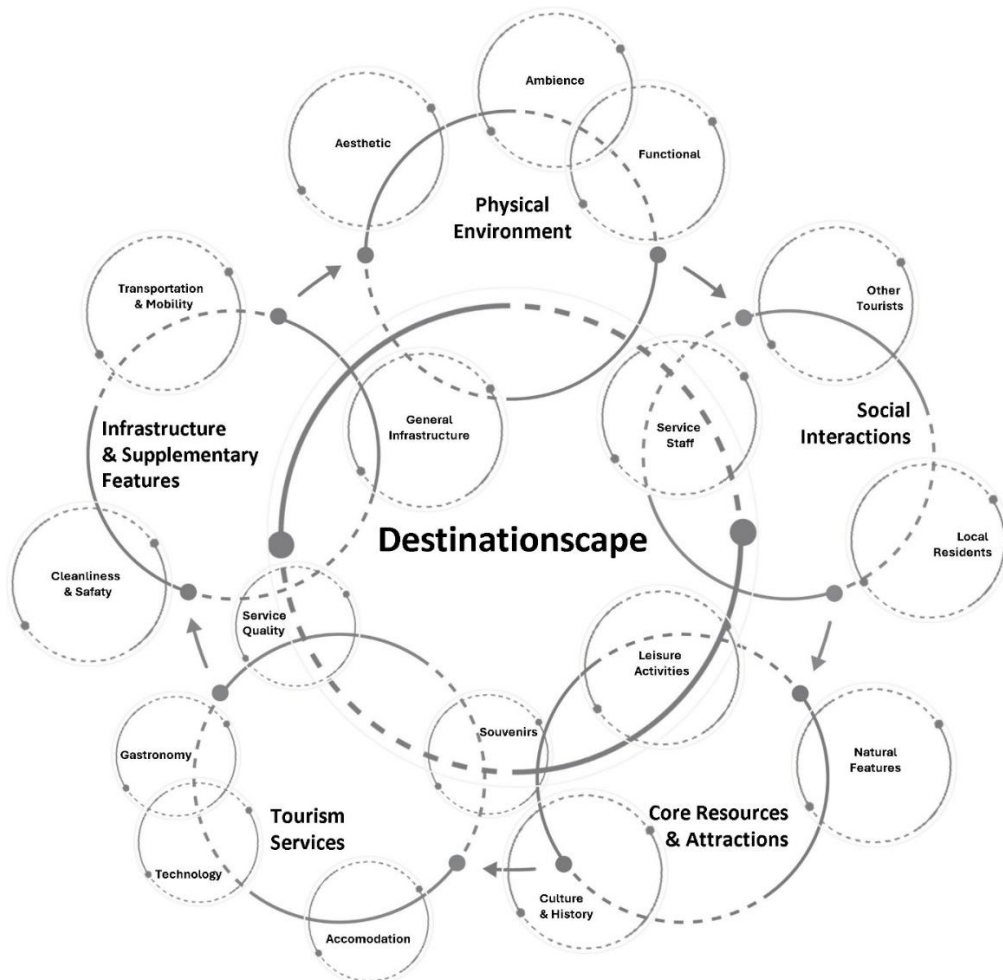


Figure 1 - Destinationscape conceptual framework

4. Methodological Approach

Given the conceptual nature of this study and its theoretical foundations, an integrative literature review was conducted. This approach is adequate to critically analyse and synthesize existing established theories with a broad spectrum of representative literature, fostering the rise of renewed theoretical frameworks and perspectives (Torraco, 2005). The decision not to conduct a systematic literature review stems from the extensive coverage of the research areas, including a diverse and vast amount of research. Thus, this study adopts a different approach compared to a systematic review process (Dang *et al.*, 2024). Instead of considering all relevant literature on the topic with a strict protocol, it aims to synthesize insights (Snyder, 2019) on the intersection of tourism destinations and 'scapes' from various research streams. Steered by an experiential marketing perspective, the search was guided by the terms "tourism destinations" and "scapes," focusing on their connection to tourist experiences, the co-creation process, and the interaction between demand and supply.

The analysis included published literature from Web of Science (WoS) and Scopus databases, covering articles up to 2022, with exceptions made for particularly relevant research on these topics (e.g., Kandampully *et al.*, 2023; Zong *et al.*, 2023). Additionally, key and "offline" works were identified by reviewing citations from the articles obtained through these databases (e.g., Gunn & Var, 2002; Seaton & Bennett, 1996) (see Appendix A). Recognizing that tourism destinations are examined from various perspectives and research fields is essential. Thus, the initial focus of this research was on works that synthesize existing concepts in the literature, offering an overview of the components and characteristics of a tourism destination. Further, since the concept of experiencescape serves as an analytical tool, enabling academics and professionals to examine its dimensions and applications across different specific contexts, various models and frameworks have been developed over the past few decades (e.g., Chen *et al.*, 2020a; Pizam & Tasci, 2019). Therefore, this analysis focused on examining studies that explored the applicability of the experiencescape in the context of tourist destinations. Therefore, this study uses an integrative literature review aiming to expand the theoretical basis on the reviewed topics (Snyder, 2019) and propose a conceptualization and theoretical framework for the destinationscape construct. This critical analysis identified five potential second-order and 17 first-order dimensions, in addition to proposing a comprehensive and unifying definition for the construct (Figure 1).

In pursuit of a comprehensive evaluation of the identified dimensions and sub-dimensions vis-à-vis the presented definition, a content validity assessment was conducted with an expert panel (Kim *et al.*, 2022; Yusoff, 2019). Between March and April 2024, a non-face-to-face approach was applied, and an online content validation form was sent to a set of academic experts. Detailed instructions and information were provided to ensure clarity regarding the purpose of the expert panel and to facilitate the content validation process. Accordingly, to ensure a multidisciplinary perspective, invitations were extended to 35 academics with diverse proficiencies. The selection of experts was based on each individual's expertise within the topics under research. A response rate of 69% was obtained ($n = 24$). The final group comprised academics from nine countries, each with over five years of experience and academic research practice in their investigation fields (see Appendix B). The experts were invited to critically assess the concept of destinationscape alongside its associated dimensions and sub-dimensions. They were encouraged to provide written comments to enhance the accuracy of the proposed construct and its respective dimensions. All contributions were rigorously examined and thoughtfully integrated to refine the construct and its first- and second-order hierarchical dimensions (Carpenter, 2018). To evaluate content validity, a content validity index (CVI) was calculated for the destinationscape concept and its constituent dimensions. This index utilized a scoring system whereby a score of 1 was assigned when an expert agreed with the proposed destinationscape concept, dimensions, and sub-dimensions, while a score of 0 indicated disagreement. This process resulted in a CVI reliability score of 0.78 (Yusoff, 2019). It should be noted that while taxonomic adjustments were

implemented, results confirm the dimensions and related sub-dimensions, leading to the formulation of a unified definition of destinationscape. The following section details the theoretical framework underpinning the construct is multidimensional structure.

5. Results

5.1 Physical Environment

The physical environment, where the overall experience is crafted (Oviedo-García *et al.*, 2019), includes the environmental (external) factors and conditions that can be, to some extent, framed, setting the stage for destination experiences (Agapito *et al.*, 2013; Campos *et al.*, 2018; Pine & Gilmore, 1998). This setting, co-created by multiple stakeholders, is conceived to enhance consumers' experiences, fulfil desires, and stimulate consumption (O'Dell, 2005; Pizam & Tasci, 2019). External environmental factors within a tourist destination shape long-term attitudes and behaviours through cognitive and emotional processes (Zhang & Xu, 2020). Tourists rely on the physical environment to gather essential sensory cues (Buzova *et al.*, 2021). These environment cues can act as facilitators, enhance activities within the service setting, and promote participant interactions (Bruwer & Gross, 2017). Concerning the background conditions, *the ambience* encompasses elements directly tied to air quality, temperature, scent, noise, music, and lighting (Baker, 1986; Kucukergin *et al.*, 2020). At the destination, tourists may encounter diverse ambience conditions that can be naturally formed and human-induced, ranging from natural environments (Dybsand & Fredman, 2021) to accommodation settings (Agapito *et al.*, 2021). Although "ambience and aesthetics elements are about the sensory qualities of a space" (Pizam & Tasci, 2019, p. 27), aesthetics is considered a key component of the destination experiential environment (Kirillova & Lehto, 2015). Therefore, this research examines these two sub-dimensions in an intersecting yet distinct way. Tourists are drawn to beauty and harmony, with destination aesthetics playing a vital role in marketing and management (Pine & Gilmore, 1998; Kucukergin *et al.*, 2020). Environmental *aesthetics*, including architecture, colour, scale, materials, texture/pattern, shape, style, accessories) (Baker, 1986) can impact tourists' behaviour (Kirillova *et al.*, 2014). While the aesthetic experience is a subjective process (Genc & Gulertekin Genc, 2023), achieving harmony in a destination involves balancing natural and man-made elements, as well as modern and historical architecture (Kucukergin *et al.*, 2020). The aesthetic appeal of a destination stems from its forms, colours, and the harmony of its elements, blending unity and diversity (Gulertekin Genc & Temizkam, 2023). *The functional* aspect is revealed through the spatial arrangement of a space (Valente-Pedro *et al.*, 2023) and how its design is configured to meet all users' needs (tourists and host community) in destination settings (Gunn & Var, 2002; Mossberg, 2007). This component encompasses elements like furnishings, signage and symbols, accessibility, and overall utilitarian and practical features within a specific environment. Moreover, the environment's design is pivotal in fostering human interactions (Baker, 1986; Pizam & Tasci, 2019).

5.2 Social Interactions

At destinations, multiple human interactions take place (Framke, 2002). Within these distinct encounters in tourist settings, tourists' perceptions are shaped by physical and social surroundings, individual interactions, and affective engagements they encounter throughout their journey (Bruwer & Gross, 2017; Rosenbaum & Massiah, 2011). The human interactions encompass social interactivity with *other tourists*, the co-consumers and how they interact in the environmental co-creation process; *service staff*, which is related to the tourist providers, their expertise and ability to interact with the other actors involved in the environmental co-creation (Mossberg, 2007), and *the local residents*, which encompasses how the community interacts, connects with tourists and gets involved in environmental co-creation (Kim, 2014). This interplay is also influenced by social density and others' emotional displays (Tombs & McColl-Kennedy, 2002). In the destination context, these interactions happen between all stakeholders involved - tourists, businesses within the tourist industry, authorities, and residents (Framke, 2002). Similarly to physical settings, social settings can elicit specific affective outcomes in a consumption experience (Zhang & Xu, 2019). Individuals can influence each other indirectly by merely

being present in the environment or more directly through interpersonal interactions, including both verbal and nonverbal behaviours (Heide & Grønhaug, 2006). Additionally, establishing social connections is essential for tourists' well-being, as shared experiences contribute to hedonic and eudaimonic rewards (Filep *et al.*, 2024).

5.3 Core Resources and Attractions

The overall experience at a destination is shaped by the dynamic interplay of various elements, with core resources and attractions being crucial for destination appeal (Goffi *et al.*, 2022). These resources significantly influence market segments (Dwyer & Kim, 2003), acting as the main gateways for interaction and enabling the co-creation process (Karayilan & Cetin, 2016). Attractions, resources, activities, and tourism products all come together to form a cohesive whole, although they may sometimes be perceived as distinct entities for ease of measurement (Karayilan & Cetin, 2016). As endowed assets, the destination's *natural features* encompass weather conditions, flora and fauna, wildlife appearance, and scenic features like mountains and seas. The natural environmental components shape the overall setting where tourists experience a destination (Dwyer & Kim, 2003). Further, natural surroundings significantly impact visitors' quality of life, offering a multisensory experience. Nature-based tourism is viewed as a potential mental health agent, promoting restorative benefits through human-environment interactions in the post-COVID-19 global context (Kou *et al.*, 2024). *Culture and history* are a destination's human heritage, covering tangible and intangible elements such as local history, built heritage, traditions, music, handicrafts, and dance, holding great appeal for visitors (Crouch & Ritchie, 2005; Chen, 2022). Today, tourists increasingly seek to engage more profoundly with local heritage, culture, language, and lifestyle (Douglas *et al.*, 2024). They prefer dynamic intangible cultural experiences, such as events and festivals, over fixed tangible heritage sites. This blending of tangible and intangible resources shapes the spatial experience of destinations (Chen, 2022). The diversity of *leisure activities* at a destination includes various activities and tourism programs tailored to different tourist segments (Crouch & Ritchie, 2005; Kim, 2014). Buhalis (2000) describes this as all activities available at a destination. Although activities and attractions are often considered separately, this research views leisure activities and events as part of a destination's core resources and attractions. For instance, festivals, often considered cultural events, also fit as destination attractions. Art and cultural festivals offer entertainment and active participation, allowing visitors to escape, create lasting memories, and impact future travel decisions (Chen, 2022; Kim, 2014). Hence, tourist activities should prioritize consumer experience principles to build meaningful connections and enhance customer loyalty (Pine & Gilmore, 1998; Schmitt, 1999; Rather, 2020).

5.4 Tourism Services

Pivotal in catering to the tourists' needs (Goffi *et al.*, 2022), tourism services are also approached in the literature as auxiliary elements (Lin *et al.*, 2022) or tourism infrastructure (Dwyer & Kim, 2003). Following Quan and Wang (2004), this research views touristic service quality, accommodation, gastronomy, souvenirs, and technology as essential elements of the tourist experience. Accommodation and gastronomy are essential as they significantly impact a vacation's perceived quality and value (Heath, 2003). Thus, as tourists increasingly demand higher touristic *service quality* standards, the overall quality of the destination's performance chain and the tourist experience rely on both peak touristic experiences and the quality of tourism services (Quan & Wang, 2004). To thrive and remain competitive, tourism providers must never underestimate the significance of visitor-oriented services and facilities (Goffi *et al.*, 2022) and the integration of technological resources to enhance the destination experience (Fyall & Garrod, 2020). The *accommodation* sector stands out as a cornerstone of the tourism industry. Extensive scholarly evidence underscores the pivotal role of experience in the hospitality and tourism sector, emphasizing that the quality and variety of the lodging available directly influence the memorability of tourists' overall destination experiences (Mody *et al.*, 2017). Tourists seek effective and comfortable lodging options across various quality layers (Liao & Chuang, 2020).

Additionally, research suggests that awareness regarding accommodations positively impacts the perception of a destination's emotional appeal (Tosun *et al.*, 2015). *Local gastronomy* is essential to the travel experience, encompassing more than just tasting local food; it includes the entire eating experience (Buzova *et al.*, 2021). Research highlights that aside from showcasing a destination's identity and culture, culinary travel might satisfy internal motivations such as seeking unique tastes, cultural immersion, and social connections (Piramanayagam *et al.*, 2020). Additionally, tourists' gastronomic experiences significantly enhance their food consumption emotions and experiential value (Sahin & Kılıçlar, 2023). Another critical aspect of crafting an experience (Pine & Gilmore, 1998) involves making it tangible. *Souvenir* consumption serves as a reminder of the tourist journey, constituting an intrinsic part of tourism activity (Mossberg, 2007). Souvenirs and photographs encapsulate both a specific tourist destination's physical essence and each tourist's intangible memories (Agapito *et al.*, 2021; Dybsand & Fredman, 2021). Also, studies have indicated a correlation between memorable souvenir shopping experiences, destination attachment, and intentions to revisit (Sthapit *et al.*, 2024). As destination experiences increasingly move from physical to digital environments (Jovicic, 2016), tourism providers must strategically utilize emerging *technologies* like Information Communication Technologies, Virtual Reality, and Augmented Reality to drive innovation and facilitate co-created tourism experiences (Yung & Khoo-Lattimore, 2019). Recognizing the multi-phased and multi-locational nature of tourist experiences (McLeay *et al.*, 2019; Neuhofer *et al.*, 2012), stakeholders can enhance interaction and cooperation by creating a digital environment, promoting the sharing of information and knowledge, (Jovicic, 2016).

5.5 Infrastructure and Supplementary Features

Destinations comprise multiple general infrastructures and facilities contributing to a destination's attractiveness and operability (Heath, 2003). These ancillary services, primarily provided by governmental bodies, are paramount for assembling a supportive environment that fosters tourism to thrive and ensure a positive visitor experience (Karayilan & Cetin, 2016). Also, infrastructure reflects how well a destination's public facilities and services are organized to cater not only to tourists' experience co-creation but also to meet the everyday needs of residents (Byrd, 2007; Björk & Kauppinen-Räsänen, 2019; Snepenger *et al.*, 2007). *The general infrastructure* covers a destination's basic facilities and services (Crouch & Ritchie, 2005; Lin *et al.*, 2022). This component comprises structures such as public restrooms and parking, water and electricity supply, sanitation, on-site supply of goods, and convenience factors (Chau & Yan, 2021; Goffi *et al.*, 2022; Heath, 2003). The infrastructure should favour exploring both the destination environment and facilitating visitors' ability to create favourable and personal memories of the travel experience (Chau & Yan, 2021; Kim, 2014). *Transportation and mobility* refer to the convenience of seamlessly reaching a destination and the capability to move easily. This dimension includes various systems and installations such as roads, airports, railways, terminals, and vehicles (Crouch & Ritchie, 2005; Heath, 2003; Kim, 2014). These systems promote the movement of people, goods, and services by connecting various destinations. Tourist site accessibility relies on features, infrastructure quality, connections to major cities, and public transport efficiency (Karayilan & Cetin, 2016). *Cleanliness and safety* encompass health and medical quality, environment cleanliness, and security standards, which are crucial in shaping tourists' experiences (Xie *et al.*, 2021). The literature shows that travel risks, including health and safety, affect tourists' decision-making. The COVID-19 pandemic has dramatically changed the tourism industry, increasing health concerns and risk perceptions (Lončarić *et al.*, 2022). Travellers now prefer destinations with solid health, cleanliness, and safety measures (Weltman *et al.*, 2020).

6. Discussion and Conclusions

Tourism destinations are inherently diverse and have been approached through multiple lenses. The 'scape' has been explored across various scientific areas, particularly within consumer environments such as tourism and hospitality. Further, individual experiences and motivations vary significantly from

one person to another. As a result, identifying which elements of the destination environment (external to the individual) are most significant in enhancing the tourist experience can be a complex endeavour (Karayilan & Cetin, 2016). Moreover, the destinationscape framework's dimensions might be considered broader and somewhat overlapping. However, in this dynamic and collaborative framework, both controlled and uncontrolled scenarios, referred to as 'scapes', intersect and extend into one another, creating intertwined encounters that encompass both the physical environment and social interactions (Björk & Kauppinen-Räsänen, 2019). By adopting a holistic view of the relationships among the entire ecosystem of stakeholders involved in these collective value co-creation processes, participants can more effectively attract the endorsement and resources they need from various entities (Kandampully *et al.*, 2023). Furthermore, it is important to emphasize that this study presents the concept of destinationscape mainly through the supply-side lens, while also recognizing the essential role of host communities in shaping it. Sustainable destination development requires an acknowledgement that tourists do not consume only tourism-specific services; they also lean on services and places primarily intended for local residents, including both private and public sectors (Lugosi & Wall, 2013).

Although tourism research often focuses on creating and facilitating memorable experiences for tourists and visitors, it is crucial to recall that the destination context - the environment in which these experiences occur - primarily pertains and serves the local community (Volgger *et al.*, 2021). Effective planning must balance the needs of tourists and residents, recognizing their roles as co-producers and co-consumers of this shared environment. Consequently, changes within the host community can significantly impact the destination experience, emphasizing the interdependent nature of these relationships (Byrd, 2007). Also, in contrast to some previous studies (e.g., Lin *et al.*, 2022; Zong *et al.*, 2023), this study challenges the notion of a destination as merely a collection of elements and stimuli presented to tourists as passive recipients. Creating unique destination experiences requires understanding the destination as an entangled construct, encompassing tangible attributes and symbolic-emotional meanings (Kirillova *et al.*, 2014; Saraniemi & Kylanen, 2011). Stakeholders, including tourists and locals, play a crucial role as co-creators of the destination narrative through their mental schemas and perceptions. Destinations encompass more than just physical features. They are also composed of how visitors and potential tourists (Le *et al.*, 2019), aside from the host community (Byrd, 2007) perceive and interpret the place. This collaborative process underscores the relevance of intangible elements that shape the experiences of all stakeholders involved.

Additionally, a deep understanding of how a destination's environmental features and stimuli influence tourists' experiences is crucial, as these factors can significantly affect decision-making, behaviours, and overall well-being (Zhang & Xu, 2020). Such elements shape each visitor's destination image and expectations (Guerreiro *et al.*, 2025; Styliadis *et al.*, 2015) and are critical in designing the destination experience (Karayilan & Cetin, 2016). Provided by private and public sector entities, variables related to product, service, and experience offerings are inputs to attract tourists (Bornhorst *et al.*, 2010; Cetin *et al.*, 2019). Reinhold *et al.* (2023) emphasize the importance of management and collaboration among stakeholders in destination management, advocating for flexible and holistic governance models. Moreover, the well-being of residents is crucial to fostering their willingness to support tourism development (Lança *et al.*, 2024). Consequently, the long-term sustainability and competitiveness of a tourist destination rely on improving the well-being of all stakeholders.

As tourists increasingly require innovative manners to have meaningful travel experiences (Le *et al.*, 2019), the tourism industry is evolving into a competitive marketplace. This shift underlines the importance of strategic planning and management for destinations to prosper. When tourists visit a place, they create their own unique tourist space (Reinhold *et al.*, 2023). Essentially, the overall tourist experience is a cohesive and interwoven whole, affected by the diverse perceptions and preferences of each tourist and visitor (Quan & Wang, 2004). Multiple small encounters and interactions among

players in different yet interconnected environments influence this experience. Thus, the destination is an experience provider for tourists and the local community a co-created stage for memorable experiences (Kandampully *et al.*, 2023; Pine & Gilmore, 1998).

6.1 Theoretical implications

This study offers a comprehensive and unifying conceptualization of destinationscape. Through an integrative literature review that merges different research fields, such as tourism destinations and 'scapes' under the experiential marketing perspective, this research addresses Chen *et al.*'s (2020a) call for a multidisciplinary mobilization and the involvement of a broader range of stakeholders' views toward expanding experiencescape theoretical and managerial practices. Existing experiencescape and tourism destination experiencescape research have provided foundational theoretical and empirical insights, which academics and practitioners have employed in various contexts. Nevertheless, most studies employing the experiencescape framework have primarily concentrated on specific destination contexts (e.g., Chen *et al.*, 2020; McLeay *et al.*, 2019; Piramanayagam *et al.*, 2020). Even those studies analysing the destination experiencescape at a macro level tend to focus on specific tourist-staged environments (Zong & Tsaur, 2023; Zong *et al.*, 2023) or adopt a predominantly tourist-centric viewpoint (Lin *et al.*, 2022), neglecting distinct fields and multiple perspectives.

This conceptual study addresses the gap by proposing a multidisciplinary approach to destinationscape while integrating different perspectives. This research acknowledges environment's complex and multidimensional nature, related 'scapes' - controlled and uncontrolled scenarios - alongside the diverse actors engaged in this collaborative process. This approach is more effectively used by promoting interdisciplinary research and scrutinizing the active integration of theories to interpret complex scenarios, such as destinations (Chen, 2024).

Expanding on the concepts of destination, experiencescape, and destination experiencescape, the destinationscape framework deepens the understanding of the phenomenon. It explores the destinationscape multidimensionality by including connected and interdependent dimensions: physical environment, social interactions, core resources and attractions, tourism services, infrastructure, and supplementary features. The conceptual framework is grounded in a theoretical foundation that deductively incorporates contributions from distinct fields, such as destination competitiveness, destination experience, and experiencescape (e.g., Crouch & Ritchie, 2005; Karayilan & Cetin, 2016); Kim, 2014; Lin *et al.*, 2022; Mossberg, 2007; Pine & Gilmore, 1998; Pizam & Tasci, 2019). Within this framework, the destinationscape dimensions and sub-dimensions act as complex and systematic entities composed of multiple elements (the external environment and stakeholders). These elements interact with each other through processes that emerge and depict changes (interaction and co-creation), furnishing this system's purpose: the co-created stage where tourists and other stakeholders can live memorable experiences.

Tourists often make destination choices by comparing available attributes (Schlesinger *et al.*, 2020). Initially drawn by these attributes, tourists then engage in tourism-related activities within the destination, transforming these attributes into experiential components that influence the co-creation of visitor experiences (Campos *et al.*, 2018; Kim, 2014). Therefore, the destination's characteristics and stakeholders' capacity as product creators are essential to orchestrating the experiential environment and engaging tourists in experience co-production (Karayilan & Cetin, 2016; Pine & Gilmore, 1998; Rather, 2020). The co-creation value within a tourist destination happens throughout this continuous path of interactions. Thus, destination management organizations (DMOs) and tourism providers should attempt to encourage tourists to engage and interact with the destination's wide range of touchpoints, fostering a collaborative atmosphere among the stakeholders (Rather, 2020; Reinhold *et al.*, 2023).

6.2 Practical implications

Destinations vary significantly, with unique characteristics and different typologies. The destinationscape framework encompasses dimensions that apply to various destinations rather than focusing on a specific theme or context. Though presented separately, these dimensions are interconnected and interdependent, offering a holistic view of the destination as a cohesive environmental set of experiences. This versatility enables its use across diverse areas, from well-established to emerging tourism destinations.

From a managerial perspective, destination management organizations (DMOs) and tourism decision-makers can employ this framework to identify specific areas urging for improvement or differentiation factors. This approach can lead to more refined and effective strategic marketing, enhanced design of tourist experiences, and improved infrastructure management. It is essential for destination managers to focus on Core Resources and Attractions, as these are major motivations for tourism and play a vital role in a destination's appeal (Goffi *et al.*, 2022; Quan & Wang, 2004). However, it is equally important to continually improve and maintain aspects related to Tourism Services, Physical Environment, Infrastructure, and Supplementary Features, as these cater to tourists' needs and support tourism activities. This ongoing attention is crucial for ensuring a positive experience at the destination (Dwyer & Kim, 2003; Karayilan & Cetin, 2016).

Destination management entails the synchronized and cohesive running of the resources and attributes within a destination (Morrison, 2019). By integrating crosscutting dimensions, the destinationscape framework effectively illustrates the complex interplay between external environmental features, fusing resource-based aspects with market-driven elements (Volgger *et al.*, 2021). Furthermore, if from a demand perspective, a tourism destination exists because people are interested in visiting it (Cooper & Hall, 2008), from a supply point of view, these experiential environments are primarily living spaces for the host community (Lugosi & Wall, 2013). Therefore, during the planning and conception of tourism-related offerings - be they products, services, or immersive experiences - destination managers should foster stakeholder collaboration, engaging tourism businesses and local residents in the planning, development, and management process. This collaborative process captures diverse perspectives, interests and promotes the development of sustainable and innovative solutions that respond to the needs of tourists and the local community. By enabling and encouraging the host community to intentionally improve the tourism experience, it also encourages residents to participate more actively in tourism activities, thus promoting more significant opportunities for social interaction between all parties involved (Byrd, 2007; Stylidis *et al.*, 2015; Volgger *et al.*, 2021).

Destinations operate as crucial connectors, bridging the complexity of the tourism sector with the diverse range of tourism products, actors, and the intangible assets inherent to each tourist place (Candela & Figini, 2012). Accordingly, sustainable and successful destination management and governance require strategic marketing planning and skillful leadership of resources and environmental assets (Fyall & Garrod, 2020). This practice aligns with the principles of tourist and destination experience design, a pertinent and contemporary subject within tourism studies, with solid connections to practical applications (Kim & Fesenmaier, 2017), which adopts a multidisciplinary and a collaborative approach that embraces multi-stakeholder perspectives to create and enhance memorable tourist experiences (Volgger *et al.*, 2021; Tasci & Pizam, 2020). In addition, forthcoming empirical studies will provide deeper insights and a more comprehensive understanding of how the destinationscape framework can be effectively applied.

6.3 Limitations and future research

Despite this research's contribution by conceptualizing the construct destinationscape from a multidisciplinary approach in an expanded and holistic way, this study presents some limitations.

Firstly, this is conceptual research, leaving opportunities for further empirical exploration. Future investigations can validate the destinationscape dimensions within multiple stakeholders (residents, private sector, public entities, and tourists) in different destinations. This approach will yield a more comprehensive understanding of the involved players. Second, to enhance the applicability of the results, this research could be expanded by adopting on-site investigation. Based on the conceptual framework proposed, a scale for the destinationscape construct should be tested by following all the steps of scale development. Beyond testing the conceptual model, it would offer a practical tool for destination management organizations and tourism practitioners. Third, future research should further analyse the relationship between the destinationscape construct, its dimensions, and other constructs related to tourists' overall destination experience.

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Appendices

Appendix A

Table II - Summary of the studies included in the literature review

Dimension	Definition	Main References
Physical Environment	The physical environment pertains to the external factors and conditions that can be, to some extent, framed, setting the stage for the destination experience. It consists of three sub-dimensions: ambience, aesthetic, and functional.	Agapito <i>et al.</i> (2013); Agapito <i>et al.</i> (2021); Baker (1986); Bitner (1992); Bruwer & Gross (2017); Björk & Kauppinen-Räsänen (2019); Buzova <i>et al.</i> (2021); Campos <i>et al.</i> (2018); Genc & Gulertekin Genc (2023); Gunn & Var (2002); Heide & Gronhaug (2006); Kandampully <i>et al.</i> (2023); Kirillova & Lehto (2015); Kirillova <i>et al.</i> (2014); Kucukergin <i>et al.</i> (2020); Lin <i>et al.</i> (2022); Mathieson & Wall (1982); Mossberg (2007); Pine & Gilmore (1998); Pizam & Tasci (2019); O'Dell (2005); Oviedo-García <i>et al.</i> (2019); Rosenbaum & Massiah (2011); Valente-Pedro <i>et al.</i> (2023); Zhang & Xu (2019); Zhang & Xu (2020)
Social Interactions	Social interactions involve various personal interactions and emotional engagements throughout the journey to the destination. It includes three sub-dimensions: other tourists, service staff, and the local residents.	Agapito <i>et al.</i> (2013); Agapito <i>et al.</i> (2021); Baker (1986); Björk & Kauppinen-Räsänen (2019); Bruwer & Gross (2017); Campos <i>et al.</i> (2018); Framke (2002); Heide & Gronhaug (2006); Kandampully <i>et al.</i> (2023); Kim (2014); Mossberg (2007); Lin <i>et al.</i> (2022); Tombs & McColl-Kennedy (2002); Rosenbaum & Massiah (2011); Zhang & Xu (2019)
Core Resources and Attractions	Core resources and attractions are the essential elements that contribute to a destination's appeal, playing a crucial role in shaping the overall destination experience. It comprises three sub-dimensions: natural features, culture and history, and leisure activities.	Bruwer & Gross (2017); Buhalis (2000); Chen (2022); Crouch & Ritchie (2005); Dwyer & Kim (2003); Framke (2002); Goffi <i>et al.</i> (2022); Kandampully <i>et al.</i> (2023); Karayilan & Cetin (2016); Kim (2014); Lin <i>et al.</i> (2022); Morgan <i>et al.</i> (2003); Pine & Gilmore (1998); Rather (2020); Schmitt (1999)

Dimension	Definition	Main References
Tourism Services	Tourism services form the foundation of the visitor experience, continuously influencing tourists within the destination. It incorporates five sub-dimensions: service quality, accommodation, gastronomy, souvenirs, and technology.	Agapito <i>et al.</i> (2021); Buhalis (2000); Buzova <i>et al.</i> (2021); Dwyer & Kim (2003); Dybsand & Fredman (2021); Fyall & Garrod (2020); Framke (2002); Goffi <i>et al.</i> (2022); Heath (2003); Jovicic (2016); Kandampully <i>et al.</i> (2023); Liao & Chuang (2020); Lin <i>et al.</i> (2022); McLeay <i>et al.</i> (2019); Mody <i>et al.</i> (2017); Moon & Han (2018); Mossberg (2007); Morgan <i>et al.</i> (2003); Neuhofer <i>et al.</i> (2012); Pine & Gilmore (1998); Piramanayagam <i>et al.</i> (2020); Quan & Wang (2004); Tosun <i>et al.</i> (2015); Yung & Khoo-Lattimore (2019)
Infrastructure and Supplementary Features	Infrastructure and supplementary features include a range of essential infrastructures and facilities that enhance the destination's attractiveness and operability. It encloses three sub-dimensions: general infrastructure, transportation and mobility, and cleanliness and safety.	Byrd (2007); Björk & Kauppinen-Räsänen (2019); Bruwer & Gross (2017); Buhalis (2000); Chau & Yan (2021); Crouch & Ritchie (2005); Dwyer & Kim (2003); Framke (2002); Goffi <i>et al.</i> (2022); Heath (2003); Karayilan & Cetin (2016); Kim (2014); Lin <i>et al.</i> (2022); Mathieson & Wall (1982); Snepenger <i>et al.</i> (2007); Xie <i>et al.</i> (2021)

Appendix B

Table III – Panel of Experts: Publications and Citations by Subject Area

Research Topics	Nº of Publications	Nº of Citations	Nº of Experts
Tourism, Leisure and Hospitality Management	353	7150	20
Geography, Planning and Development	231	4407	22
General Business, Management and Accounting	98	227	23
Management, Monitoring, Policy and Law	59	981	16
Marketing	44	1035	14
Strategy and Management	44	900	13
Business and International Management	31	547	15
Transportation	31	989	9
Nature and Landscape Conservation	27	396	11
Development	26	623	10
Cultural Studies	25	381	10
Renewable Energy, Sustainability and the Environment	24	360	14
General Arts and Humanities	23	12	12
Energy Engineering and Power Technology	22	331	14
Environmental Science (miscellaneous)	22	340	13
Social Sciences (miscellaneous)	22	34	12
General Social Sciences	19	70	14
General Earth and Planetary Sciences	19	20	12
Ecology	15	187	6
Urban Studies	11	62	6
Business, Management and Accounting (miscellaneous)	10	51	10
Management of Technology and Innovation	10	83	6
General Environmental Science	10	106	4
Earth-Surface Processes	9	73	7
History	8	65	6
Sociology and Political Science	7	16	5
Applied Psychology	5	232	4
Management Information Systems	5	117	3
Social Psychology	3	112	3

Source: Scival (Scopus database) adapted by the authors

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