

Research on Improving People's Well-Being and Quality of Life in the Hospitality and Tourism Industries

¹Dr. Vijayalakshmi, ²Dr. Fariza Saidin, ³Anand Joshi

Received: 05- June -2023

Revised: 02- July -2023

Accepted: 01- August -2023

¹Associate Professor, Department of Entrepreneurship & New Venture Creation, JAIN (Deemed to-be University), Bangalore, India, Email Id-dr.vijayalakshmi@cms.ac.in

²Assistance Professor, Department of Psychology, Assam down town University, Guwahati, Assam, India, Email id: fariza.saidin@adtu.in ,

³Assistant Professor, Department of TMIMT, Teerthanker Mahaveer University, Moradabad, Uttar Pradesh, India, Email id- anandjoshi869@gmail.com

Abstract

Introduction: In the hospitality and tourist sectors, enhancing people's wellbeing and quality of life (QoL) encompasses a number of different factors, such as employee happiness, customer experience, sustainability, and community involvement.

Objectives: In this research we analyze on improving people's well-being and quality of life in the hospitality and tourism industries

Methods: The self-congruity hypothesis, the self-articulation hypothesis, the base up strategy overflow hypothesis, the recreation benefits hypothesis, the objective hypothesis, the need pecking order hypothesis, and the widen and-construct hypothesis are a portion of the speculations that are examined in this segment.

Results: This study examines seven input theories of these notions, their request in the hospitality and tourism industries based on our investigations, and possible directions for future research in order to grow the development and utilization of QoL and wellbeing terms in the field.

Conclusions: It prioritizes the requirements of individuals over those of businesses, research on well-being and quality of life is ethical. This is not to say that companies in the hospitality and tourist industries wouldn't profit substantially from this study.

Keywords: Hospitality, tourism, industries, quality of life (QoL), well-being, life domains, self-congruity, leisure benefits, self-expressiveness

1. Introduction

Psychology, medicine, sociology, and public health are among the academic disciplines that have studied ways to improve people's wellbeing. Numerous research have been carried out to examine various elements that affect general well-being and to create techniques for improving it. In order to increase wellbeing, positive psychology emphasizes the development of good feelings, abilities, and qualities. This field of study looks at things like gratitude, toughness, mindfulness, and good relationships Joseph Sirgy, M. (2019). Numerous studies show how closely physical health and happiness are related. Exercises, a balanced diet, getting enough sleep, and preventative healthcare have all been shown to improve overall Well-being is critically dependent on mental health. Understanding and treating psychological health issues counting stress, concern, and despair are the main subjects of research. It also looks at ways to support mental health, such as counselling, medication, and self-help measures Pilgrim & Bohnet-Joschko, (2019). Strong social ties are essential for wellbeing. The effects of social networks, social support, and social interactions on people's wellbeing are the subject of research. It also looks at social connection-improving strategies including community initiatives and social skill development. Well-being is greatly influenced by aspects connected to work. Research studies the effects of professional growth, work-life balance, workplace environment, and job satisfaction on general well-being. It also looks at ways to enhance job wellbeing, such as flexible scheduling options and encouraging organizational rules (Xiang et al., 2021). The function of education in fostering well-being is the subject of research in the area of education. It looks at elements that contribute to well-being in educational contexts, including educational quality, student

engagement, teacher-student interactions, and social-emotional learning programs. The physical environment has an impact on health. Research examines how accessibility to nature, green areas, and environmental sustainability affect people's wellbeing (Rippon, 2020). Understanding the elements that contribute to a satisfying client experience is the main goal of research in the hospitality sector. This include researching issues like client happiness, the quality of the service, individualized encounters, and the effect of client contacts with employees. People's mental health may be directly impacted by their hospitality experiences. Studies look at how atmosphere, design, sensory experiences, and interactions with customers might affect people's moods, emotional reactions, and general well-being (Helgadóttir et al, 2019). Hotels, resorts, restaurants, and entertainment venues are just a few examples of how the hospitality sector often offers possibilities for leisure and recreational activities. The benefits of these experiences for people's wellbeing, relaxation, and pleasure have been the subject of research. Recently, the hotel sector has seen a rise in wellness and health tourism. Research studies the effects of spa visits, fitness centers, wellness retreats, and other amenities on people's physical and emotional wellbeing (Yang & Wong 2020). The hospitality sector offers places for social gatherings, celebrations, and exchanges. Research investigates how these interpersonal ties and bonds created within hospitality settings might improve people's wellbeing and general QoL. The welfare of workers in the hotel industry must be taken into account. Research in the hospitality sector focuses on analyzing variables that affect workplace stress, burnout, and work-life balance. This study contributes to the development of ways to enhance staff wellbeing, which may in turn enhance consumer experiences (Hayat et al, 2020). The effects of sustainable practices in the hospitality sector on people's wellbeing are the subject of research. Examining eco-friendly programs, responsible travel, and ethical issues in hospitality operations that might improve the enjoyment and well-being of ecologically concerned clients are all included in this. The hospitality sector may create settings and experiences that contribute to people's wellbeing and raise their overall quality of life by comprehending and addressing these numerous components (Tien et al, 2021). The hospitality and tourism industries greatly improve people's QoL by providing opportunities for travel, relaxation, and one-of-a-kind experiences. Understanding and improving the dimensions of QoL connected to these businesses are the main goals of this field of study Chin & Hampton (2020). Meetings with local populations, customs, and cultural heritage sites are frequent occurrences in the hospitality and tourist sectors. Research looks at how promoting a feeling of cultural identity, appreciation, and learning improves people's quality of life by encouraging cultural preservation efforts, authenticity, and adherence to regional norms. Stakeholders may improve the quality of life for both tourists and local populations by taking into account these elements and consistently working to improve different parts of the hospitality and tourism sectors. This will generate long-lasting and beneficial effects on people's wellbeing (Xue et al, 2021).

2. Related works

The research was created to look at how the senior travel sector affects well-being perception. To be more precise, the research presented the haphazard correlations between well-being impression and four experiential economy aspects. The findings demonstrated that all four categories significantly impact well-being perception, which positively impacts outcome factors Hwang & Lee (2019). The study was conducted because citizens in numerous European towns have begun to express worries about mass tourism. The inhabitants of two Mediterranean locations were asked to complete a special questionnaire (Biagi et al, 2020). The research is to ascertain how organizations affect millennial employees' job performance and overall well-being in the hospitality sector. The majority of hotel staff is now millennials, and research and practice are paying more attention to their wellbeing. According to earlier research, human resource management (HRM) serves as a conduit between a firm and its workforce and significantly affects employee well-being in the hospitality sector (Morrison et al, 2019). The research explores whether a tourist environment that fosters possibilities for experiencing good feelings and improves subjective wellbeing might satisfy psychological requirements (Huang et al, 2020). The essay tries to evaluate the varied effects on the feeling of wellbeing of the local population in Chiang Mai of the tourist growth. The reducing influence of position in and relationship with the tourism industry on view of tourism growth is also examined (Koh et al, 2022). In the research conducts an empirical analysis of the functions played by these four areas of social responsibility in the development of community well-being in the chosen tourist locations. The study also looks at the communal well-being enhancing processes

that translate the obligation of theoretically sustainable tourism into satisfaction in everyday activities Mathew (2022). The research examines how social interactions between older clients and other customers affect the former's pleasure and social well-being to demonstrate the significant role the hospitality business can play in resolving a societal issue Altinay (2019). The research is to investigate how tourism affects people's overall wellbeing. The major goal of this study is to educate policymakers of the critical role that tourism may play in determining the general state of well-being in emerging countries (Khan et al, 2021). The research provides a conceptual framework for understanding the causes, events, and effects of visitor well-being. Results practically offer methods for how well-being may be leveraged to improve outcomes for tourism marketers and management (Vada et al, 2020). In the research, the human aspect of the European hospitality sector will be examined. The working conditions of servers are compared to a control group of workers from other service sectors. We identify the key elements that influence psychological comfort or discomfort (Ariza-Montes et al, 2019).

3. Methodology

We examined a significant amount of consumer self-concept research in the fields of commerce and marketing in a significant piece that was published in the journal of consumer research.

3.1. Research theory and self-congruity theory in hospitality and tourism

In 1986, a book on the self-congruity theory was published, giving academics in social and behavioural sciences the psychological justification for how this idea might explain attitudes, intentions, motivations, decisions, behaviour, and satisfaction in a variety of contexts and business sectors. Many examinations on self-congruity in neighbourliness and the travel industry focus on four parts of the explorer's self-idea: the genuine mental self view, the best mental self portrait, the social mental self portrait, and the best friendly mental self view (Table 1), fully intent on making sense of and foreseeing travel conduct.

Table 1: Self-concept's constituent parts

	Ideal self	Actual self
Public self	"How I like others to see me."	"How I believe others see me."
Private self	"How I like to see myself."	"How I actually see myself."

In the context of tourism, self-congruity refers to the act of harmonizing a traveller's self-concept with the destination image. Once they are there, they may feel satisfied with the place, which in turn leads to personal happiness and other positive behavioural outcomes. The straight and abnormal effects of self-congruity on pleasure in the hospitality and travel industries are still being researched, although there is some evidence to show that in other types of markets, self-congruity does affect consumer satisfaction. Self-congruity with a goal shows a wider diversity of positive feelings than other factors that might influence behaviour and disposition. By concentrating on the connection between self-congruity individually satisfaction among others in the travel and tourism sector, I would want to support the idea that self-congruity does, in fact, effect personal happiness in a range of hospitality and tourist circumstances (Ahmed et al. 2020). An individual arbitrator as well as approving the self congruity impact in regard to prosperity parts is the troublesome errand. What conditions situational arbitrators, character mediators, social arbitrators, and perhaps institutional mediators too make the self-congruity impact bound to anticipate individual delight than different conditions? Bringing along pals is an example of a situational moderator. Especially, self-congruity with a particular area is probably going to affect a vacationer's degree of satisfaction given that the area has an esteem picture that is profoundly respected among companions who are going with the traveller. A setting like that would prompt the demand for social acceptance from the attending buddies as well as ideal social congruency. Ideal social congruity is likely to make a major contribution to the traveller's personal pleasure if the destination is seen by the travelling companions' acquaintances as having status and distinction.

3.2. Tourism and hospitality self-expression theory and research

According to the self-expressiveness hypothesis, hedonic pleasure and self-expression are the two need components that intrinsically motivate people to participate in physical activity. Self-expression related to physical activity in tourist destinations refers to the degree to which physical activity enables a person to see their potential and takes them one step closer to fulfilling that potential. Tourists are more likely to exercise if it helps them express themselves, or if it helps them achieve their desired self-image. Therefore, self-expression via exercise has a favourable and long-lasting effect on the visitor's health. The level to which the physical activity that a visitor chooses to engage in is related with enhanced happy feelings and reduced negative emotions is known as the hedonic delight associated with physical activity. Given the opportunity to enjoy themselves and feel well, tourists are more inclined to engage in hedonistically driven physical activities. The creation and assessment of a framework that explains how the psychological need for exercise and the desire for creative expression influence a number of well-being outcomes, including healthy eating, body mass index (BMI), satisfaction with one's physical appearance, and subjective well-being (He et al, 2020). The results of the research indicate that self expressiveness related to physical activity (exercise performed often and habitually) is a far better predictor of healthy eating than hedonic delight. A low body mass index, higher levels of contentment with one's own health, and higher levels of subjective well-being were all linked to healthy eating (Figure 1).

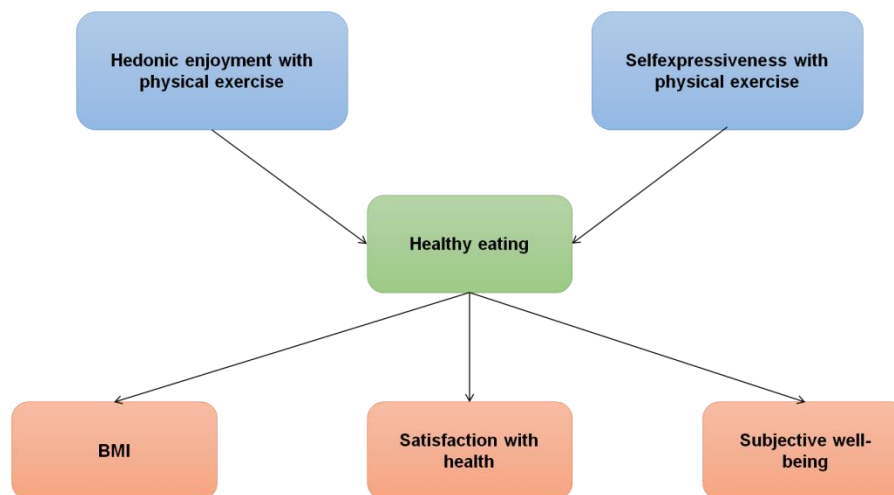


Figure 1: The positive impacts of self-expression and hedonistic satisfaction brought on by exercise

The key takeaway is that being expressive of oneself considerably enhances pleasure on a personal level as well as other favourable effects on health. Therefore, self-expressiveness may be utilized to forecast personal pleasure in different hospitality and tourist scenarios. Future studies might, more crucially, concentrate on finding modifiers that can enhance the self-expression impact. For instance, teenagers that visit will probably be particularly worried about identification concerns (Eslami et al, 2019). Thus, self-expression that is observed at a tourist destination or in the setting of service is expected to have a considerable beneficial influence on these visitors' happiness compared to tourists at other stages of growth. Our hypothesis was that a tourist's perception of the perceived effort, perceived difficulty, perceived significance, and possibility for self-realization would affect how self-expressive they felt when participating in a sport activity. Furthermore, we hypothesized that engaging in a sport allowed visitors to express their self in a way that was positive for their subjective well-being.

3.3. Theory on bottom-up spillovers in hospitality and tourism

Two landmark works released in the mid-1970s developed the bottom-up spillover hypothesis of life pleasure. The fundamental tenet of the bottom-up spillover hypothesis is that domain satisfaction has some, but not insignificant, bearing on life pleasure. Life satisfaction is seen as being at the top of a hierarchy of attitudes,

which is impacted by levels of satisfaction with various life domains (Mamirkulova, et al, 2020). Lower levels of life worries within a given life domain, in turn, have an impact on satisfaction with that domain. The bottom-up spillover idea has been used in hospitality and tourism in two main situations, namely those of visitors and people of the host populations.

3.4. Tourists

The study was mostly based on the bottom-up spillover hypothesis when the results were initially published in a publication in 1999. The dissertation focused on the creation of a metric for life satisfaction connected to leisure travel and tourist services. It was proposed that contentment with the key life domains had a role in determining life satisfaction. The impact that is invested in the domain of leisure life permeates the most super ordinate domain (life in general), hence enhancing life happiness. We enhanced and repeated the results of the 1999 model by proving that the linkages are probably better related to tourists who have more time to take in the tourist attractions than those who did without. Demographic, psychographic, situational, cultural, and institutional modifiers could be covered in future study. In contrast to how it affects younger travelers, the influence of satisfaction with tourism services is expected to have a greater impact on leisure wellbeing and, in consequence, life happiness. This force is because older people tend to see leisure as a much more significant aspect of life than younger people do since they are often retired. As a result, leisure time is likely to be more influenced by pleasure or discontent with tourist services, which has a knock-on effect on overall life satisfaction.

3.5. Inhabitants of the host communities

Evaluations of how tourism impacts all facets of life, including monetary life, communal life, emotional life, and health and safety, have a significant indirect impact on how pleased residents are with their QoL. The greater the good influence (and the smaller the negative impact) these perspectives have on the life domains housing those events, the more positively the impact of tourists on the living domains of local residents is seen. Changes in the favourable or unfavourable outcomes in certain life domains have an impact on life satisfaction as overall. The greater one's overall level of pleasure with their lives, in terms of their social, family, professional, and spiritual lives, for instance. We particularly hypothesized that the relationship between a sense of material well-being and the perceived economic impact of tourism is strongest during the boom stage and weakest during the fall stage of the tourist growth cycle. In the early stages of the tourist development session, there was thought to be a weaker association between reported social impacts of tourism and sentiments of overall community well-being and a stronger correlation in the stages of maturity. Similar to this, it was anticipated that there would be a stronger correlation between the perceived cultural influence of travel and a person's feeling of emotional well-being at the tourist development cycle's maturity stage and a less correlation during the early phases. 321 respondents from towns with different levels of tourist development participated in a research to evaluate the concept. The majority of the outcomes were favourable to the overall model. Examining the idea that, compared to people of the community who are not associated with the tourism industry, those who are will probably view the impact of tourism more favourably, the more likely it is that they will feel satisfied with their lives. The research for local people in four popular tourist areas, and the findings supported the idea that whether or not residents are connected to the tourism industry affects how they perceive the impact of tourism and how satisfied they are with their lives. Particularly, inhabitants connected to the tourist industry were more impacted by the economic aspect of tourism growth than those not connected to the industry. In the research between 2013 and 2018, two moderating factors were examined: the degree of tourist development and stakeholder groups. We urge my co-workers to look at other moderating factors, such as situational, personal, cultural, and institutional ones. One example of a situational moderator is the density of people. While some host villages may not have many visitors, others can be overrun by them. What impact does population density have on the quality of life of residents? Here is a prediction: It stands to reason that host cities with high overcrowding conditions would have a stronger correlation between the social benefits of tourism that have been documented and social well-being than cities with low overcrowding conditions (Alrawadieh et al, 2020). This may be as a result of the likelihood that congested situations would heighten

locals' cognitive elaboration of how tourism will affect their social life. Therefore, any happiness or unhappiness over how tourism has affected their social life is likely to be intensified.

3.6. The idea of recreational advantages and research in hospitality and tourism

A hypothesis has been developed to explain the connection between leisure activities, leisure well-being, and QoL. As enjoyment in leisure activities that enhances subjective well-being, this is how we defined leisure well-being. A variety of leisure activities satisfy a variety of fundamental needs, including those for security, well-being, economics, sensory relief, escape, and sensation/stimulation, as well as developmental needs for mastery, relatedness, individuality, symbolic, esthetic, and moral development. When the benefits of leisure activities coincide with the corresponding personal traits of safety consciousness, health consciousness, price sensitivity, hedonism, escapism, sensation seeking, status consciousness, estheticism, moral sensitivity, competitiveness, sociability, and the need for distinctiveness, these effects are exacerbated even further. The theoretical claims made by this model have not yet been examined in hospitality and tourist settings, despite their evaluation in other contexts.

3.7. Tourism and hospitality goal theory and research

In that study, an effort was made to provide the groundwork for a goal-theoretic quality-of-life theory of leisure travel enjoyment. The suggested hypothesis is based on four main ideas:

1. One may decide to follow tourism objectives that are expected to significantly improve the desired life domains, which will increase their satisfaction with their tourism experiences.
2. One can expand their satisfaction in relaxation travel and guarantee that they will encounter elevated degrees of positive effect in the designated life spaces by deciding to seek after objectives for recreation travel that have a high probability of progress.
3. Taking steps to carry out leisure travel objectives increases happiness with leisure travel. Implementing goals enhances the chance that they will be met and the likelihood that good effect will be felt in the intended life domains.
4. By accomplishing relaxation travel objectives, the satisfaction in recreation travel is supported, guaranteeing the experience of fantastic effect in the ideal life domains.

These four main principles were followed by a large number of sub-principles. Provides a summary of them. We specifically stated that a traveller's level of life satisfaction might be influenced by the objectives they establish for themselves. According to the travel goal valence principle, travellers report feeling more content with their lives when their trip objectives are more closely tied to: 1) motive that are more intrinsic than external; (2) desires that are more abstract than concrete; 3) more than just the necessities; 4) preferring to approach desired states to avoiding undesirable ones; 5) denied than non-denied needs; what's more (6) stream than non-stream exercises. With regards to flow relaxation travel and recreation travel to a public natural life park, the examination was made to assess the hypothetical speculations emerging from the movement objective valence rule. There hasn't been any research in hospitality and tourism to assess the theories surrounding goal expectations, goal implementation, and goal achievement. The investigations described above have focused on analyzing the aim valence-related theoretical theories.

4. Result and discussion

The outcome strategies provide the hospitality and tourist sectors a place to start when it comes to enhancing QoL and well-being. Putting strategies based on study results into practice may promote consumer satisfaction, tourist development that is sustainable, staff contentment, and the general well-being of those working in these fields.

4.1. Research on hierarchy is needed in the hospitality and tourist industries

The need hierarchy theory's main theoretical premise is that there are two main categories high order needs and low-order needs that gather together a broad variety of wants that people have as they grow. Esteem, self-actualization, knowledge, and beauty are examples of high-order demands (Sohaib et al, 20202. Physiological, financial, and social requirements are examples of low-order demands. Tourism services that contribute to meeting the whole range of demands associated with human development should thus be given higher rankings

in terms of wellbeing than those that just focus on a small subset of criteria. We predicted to consumer loyalty and perceived value would act as mediators between the index for wildlife tourism and hospitality outcomes shows in Figure 2 (duration of stay, frequency of visits, and total costs). The study results confirmed the theories, which in turn gave the tourist well-being index its stamp of approval.

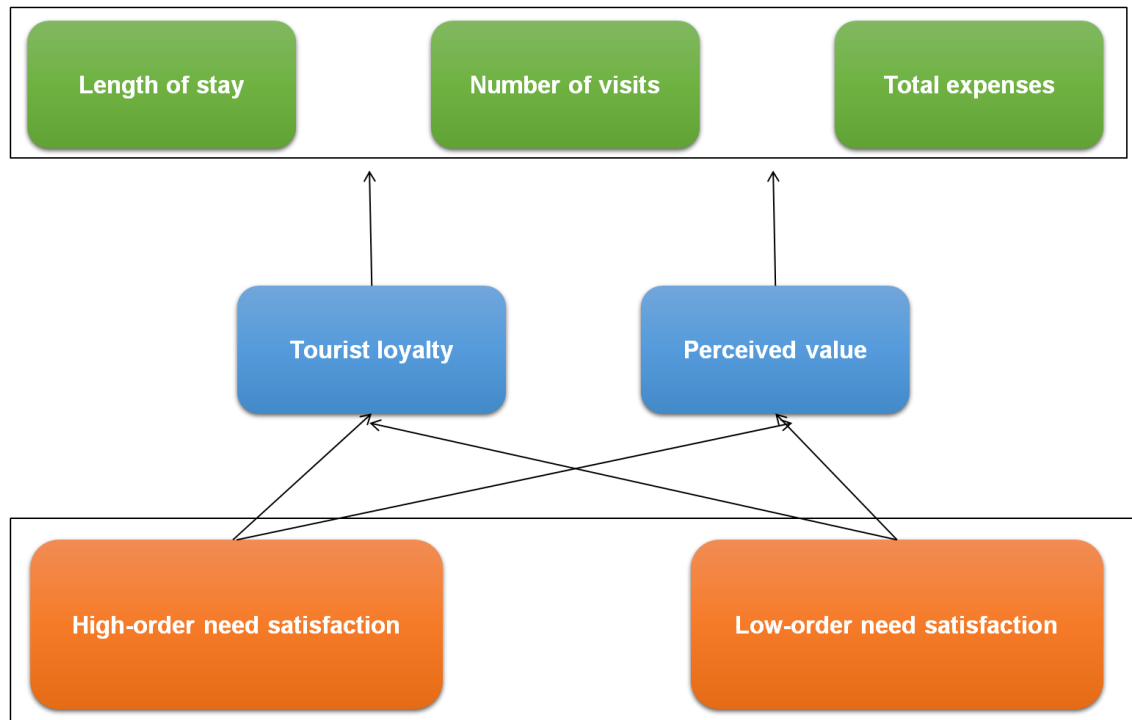


Figure 2: Validating a visitor satisfaction score in regard to wild animals

The complete spectrum of consumer well-being in these circumstances may be captured by future research by creating new wellbeing indicators in a variety of hospitality and tourist scenarios. In a different application of the need hierarchy theory in the hospitality industry, we conducted a study to investigate whether a transformational leadership style is superior to a transactional leadership style in terms of promoting employee well-being. The need hierarchy theory serves as the theoretical foundation for the Quality of life (QoL) measure we utilized. When we talk about QoL, we're talking about how the workplace affects our overall happiness as well as our happiness at work and in other areas of our lives. A company with a high QoL score has favourable working circumstances that support and foster employee happiness by attending to their fundamental and developmental needs. By concentrating on topics relating to hospitality staff recruitment, remuneration, performance assessment, training, motivation, and retention, future research may further this area of study in the industry. Numerous studies outside the hospitality and tourist sectors have connected these problems to QoL and worker wellbeing. It's time to expand and repeat this area of hospitality and tourist study. Were confronted on their travel schedules for Figure 3, 4 and 5. 35% of respondents said they would go for many days to a neighbouring province, 27% said they would visit another area, and 25% said they would travel for one day to a nearby province. Seventy-six percent of those who wanted to travel for more than one day expected to remain for 1-3 days, fifteen percent for 4-6 days, and five percent for a week or more. Regarding lodging options, 25% of respondents intended to stay in their own or a relative's house, 29% at a resort, and 41% in a hotel.

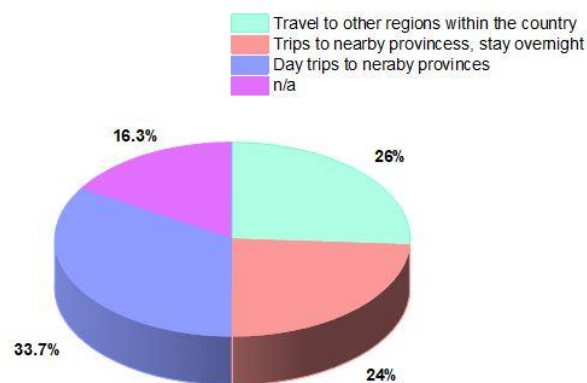


Figure 3: Travel preference

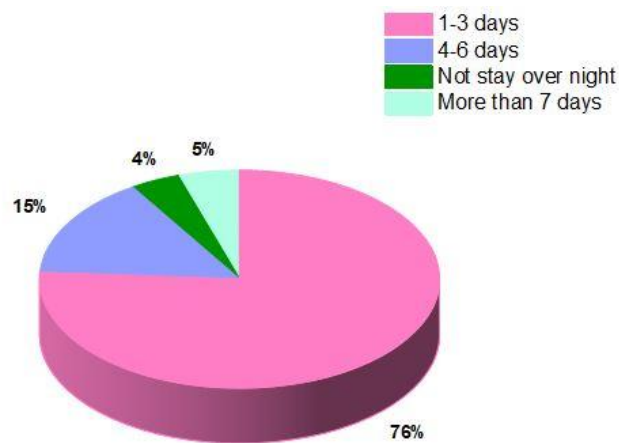


Figure 4: Length of stay

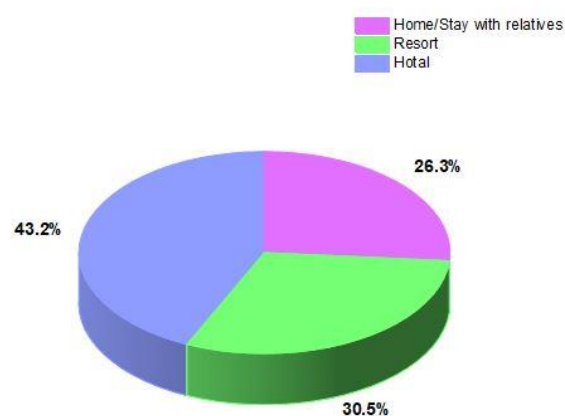


Figure 5: Accommodation preference

4.2. Research and theory in hospitality and tourism should be expanded

Individual well-being is basically an emotional condition in which positive emotions exceed negative ones, according to the broaden-and-build strategy. Positive emotions let people have a wider range of fleeting ideas

and activities, which they may use in any situation, including tourist attractions. Negative emotions, however, weaken these same systems. Positively inclined individuals are more likely to be healthy, inventive, extroverted, and gregarious than negatively inclined individuals. Positive people tend to recall positive situations more vividly and are less prone than negative people to see ambiguous occurrences as frightening. Additionally, being positive fosters the development of many sorts of personal resources, including social, emotional, intellectual, and physical resources. These inner resources enable people to flourish in many different contexts. Thus, optimism may contribute to greater levels of event involvement. We proposed that, in contrast to spatial crowding, human crowding at a festival may have a distinct impact on patron pleasure. Visitors to festivals think of human crowding as an overcrowded event, but they think of space crowding as mobility restrictions. Human crowding has a positive impact on visitor satisfaction (by boosting positive feelings and reducing negative feelings), but spatial crowding has a negative impact (by boosting negative feelings and lowering positive feelings). As a result, visitor pleasure may be explained by the dominance of good over negative feelings. The number of articles published in 2020 is mentioned for reference only, because some articles were unable to be presented because of supply-related concerns. Journals in the other disciplines typically showed a trend in the right direction shows in Figure 6. Future studies might concentrate on a wide range of aspects of hospitality and tourism-related situations and offerings that often have both good and negative effects on visitors and customers.

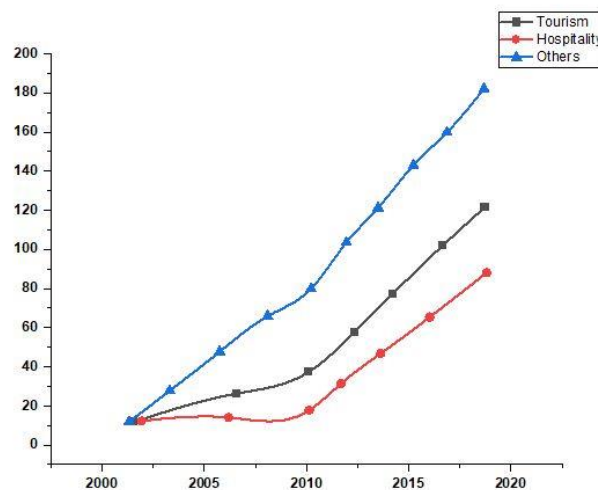


Figure 6: Articles on hospitality and tourism the agreement with crises

Finding the factors and offerings most likely to increase positive effects and lessen negative effects would be the aim. Life pleasure comes from boosting good affect and reducing negative effect. Hospitality and tourism experiences have the potential to positively impact lives through increasing positive affect. For instance, research has shown that Chinese travellers are happier, have a better outlook on life, feel more in control of their circumstances, and are more upbeat than Chinese non-travellers. The difficulty in this situation is proving causation. Once again, more study should explore the relationship's causative direction. There are also likely to be other favourable organizational outcomes. Again, the problem is to design studies that can show causal relationships.

5. Conclusion

This study aims to encourage the application of quality-of-life and wellbeing themes in travel and hospitality. This was attempted by outlining seven ideas and providing examples of their use in hospitality and tourism research. The reader should take notice of illustrations of several additional theoretical applications, including flow, self-control, and emotional regulation. This article aims to give tourism and hospitality researchers more conceptual tools to help with this kind of research. Feel that doing so is huge on the grounds that it is the ethically right thing to do. Research on well-being and quality of life is ethical because it puts people's needs

ahead of business interests. That is not to imply that businesses in the hotel and tourist industries wouldn't profit financially from this kind of study. A greater level of corporate social responsibility (CSR) would ensure the association's future success and profitability and is likely to enhance its favourable reputation among its many partner entities. This is the means by which friendliness and the travel industry associations that carry out standards connected with personal satisfaction and prosperity ought to help over the long drag.

Reference

1. Joseph Sirgy, M. (2019). Promoting quality-of-life and well-being research in hospitality and tourism. *Journal of Travel & Tourism Marketing*, 36(1), 1-13. <https://doi.org/10.1080/10548408.2018.1526757>
2. Pilgrim, K., & Bohnet-Joschko, S. (2019). Selling health and happiness how influencers communicate on Instagram about dieting and exercise: mixed methods research. *BMC public health*, 19, 1-9.
3. Xiang, Z., Fesenmaier, D. R., & Werthner, H. (2021). Knowledge creation in information technology and tourism: a critical reflection and an outlook for the future. *Journal of Travel Research*, 60(6), 1371-1376. <https://doi.org/10.1177/0047287520933669>
4. Rippon, I., Quinn, C., Martyr, A., Morris, R., Nelis, S. M., Jones, I. R., & Clare, L. (2020). The impact of relationship quality on life satisfaction and well-being in dementia caregiving dyads: Findings from the IDEAL study. *Aging & mental health*, 24(9), 1411-1420. <https://doi.org/10.1080/13607863.2019.1617238>
5. Helgadóttir, G., Einarsdóttir, A. V., Burns, G. L., Gunnarsdóttir, G. Þ., & Matthíasdóttir, J. M. E. (2019). Social sustainability of tourism in Iceland: A qualitative inquiry. *Scandinavian Journal of Hospitality and Tourism*, 19(4-5), 404-421. <https://doi.org/10.1080/15022250.2019.1696699>
6. Yang, F. X., & Wong, I. A. (2020). The social crisis aftermath: Tourist well-being during the COVID-19 outbreak. *Journal of Sustainable Tourism*, 29(6), 859-878. <https://doi.org/10.1080/09669582.2020.1843047>
7. Hayat Bhatti, M., Akram, U., Hasnat Bhatti, M., Rasool, H., & Su, X. (2020). Unraveling the effects of ethical leadership on knowledge sharing: the mediating roles of subjective well-being and social media in the hotel industry. *Sustainability*, 12(20), 8333. <https://doi.org/10.3390/su12208333>
8. Tien, N. H., Anh, D. B. H., Duc, L. D. M., Trang, T. T. T., & Ngoc, P. B. (2021). Subjective well-being in tourism research. *Psychology and education*, 58(5), 3317-3325.
9. Chin, W. L., & P Hampton, M. (2020). The relationship between destination competitiveness and residents' quality of life: lessons from Bali. *Tourism and hospitality management*, 26(2), 311-336. <https://doi.org/10.20867/thm.26.2.3>
10. Xue, K., Wang, L., Gursoy, D., & Song, Z. (2021). Effects of customer-to-customer social interactions in virtual travel communities on brand attachment: The mediating role of social well-being. *Tourism Management Perspectives*, 38, 100790. <https://doi.org/10.1016/j.tmp.2021.100790>
11. Hwang, J., & Lee, J. (2019). A strategy for enhancing senior tourists' well-being perception: Focusing on the experience economy. *Journal of Travel & Tourism Marketing*, 36(3), 314-329. <https://doi.org/10.1080/10548408.2018.1541776>
12. Biagi, B., Ladu, M. G., Meleddu, M., & Royuela, V. (2020). Tourism and the city: The impact on residents' quality of life. *International Journal of Tourism Research*, 22(2), 168-181. <https://doi.org/10.1002/jtr.2326>
13. He, J., Morrison, A. M., & Zhang, H. (2019). Improving millennial employee well-being and task performance in the hospitality industry: The interactive effects of HRM and responsible leadership. *Sustainability*, 11(16), 4410. <https://doi.org/10.3390/su11164410>
14. Huang, Y. C., Cheng, J. S., & Chang, L. L. (2020). Understanding leisure trip experience and subjective well-being: An illustration of creative travel experience. *Applied Research in Quality of Life*, 15, 1161-1182.
15. Koh, E., Fakfare, P., & Pongwat, A. (2022). The limits of Thai hospitality-perceived impact of tourism development on residents' well-being in Chiang Mai. *International Journal of Tourism Cities*, 8(1), 187-209. <https://doi.org/10.1108/IJTC-03-2020-0055>

16. Mathew, P. V. (2022). Sustainable tourism development: discerning the impact of responsible tourism on community well-being. *Journal of Hospitality and Tourism Insights*, 5(5), 987-1001. <https://doi.org/10.1108/JHTI-02-2021-0052>
17. Altinay, L., Song, H., Madanoglu, M., & Wang, X. L. (2019). The influence of customer-to-customer interactions on elderly consumers' satisfaction and social well-being. *International Journal of Hospitality Management*, 78, 223-233. <https://doi.org/10.1016/j.ijhm.2018.09.005>
18. Khan, A., Bibi, S., Lyu, J., Alam, M., Khan, M. M., & Nurunnabi, M. (2021). The quest of tourism and overall well-being: the developing economy of Pakistan. *PSU Research Review*, 5(2), 120-140. <https://doi.org/10.1108/PRR-07-2019-0022>
19. Vada, S., Prentice, C., Scott, N., & Hsiao, A. (2020). Positive psychology and tourist well-being: A systematic literature review. *Tourism Management Perspectives*, 33, 100631. <https://doi.org/10.1016/j.tmp.2019.100631>
20. Ariza-Montes, A., Hernández-Perlines, F., Han, H., & Law, R. (2019). Human dimension of the hospitality industry: Working conditions and psychological well-being among European servers. *Journal of Hospitality and Tourism Management*, 41, 138-147. <https://doi.org/10.1016/j.jhtm.2019.10.013>
21. Ahmed, M., Zehou, S., Raza, S.A., Qureshi, M.A. and Yousufi, S.Q., 2020. Impact of CSR and environmental triggers on employee green behavior: The mediating effect of employee well-being. *Corporate Social Responsibility and Environmental Management*, 27(5), pp.2225-2239. <https://doi.org/10.1002/csr.1960>
22. He, X., Su, L., & Swanson, S. R. (2020). The service quality to subjective well-being of Chinese tourists' connection: A model with replications. *Current Issues in Tourism*, 23(16), 2076-2092.
23. Eslami, S., Khalifah, Z., Mardani, A., Streimikiene, D., & Han, H. (2019). Community attachment, tourism impacts, quality of life and residents' support for sustainable tourism development. *Journal of Travel & Tourism Marketing*, 36(9), 1061-1079. <https://doi.org/10.1080/10548408.2019.1689224>
24. Mamirkulova, G., Mi, J., Abbas, J., Mahmood, S., Mubeen, R., & Ziapour, A. (2020). New Silk Road infrastructure opportunities in developing tourism environment for residents better quality of life. *Global Ecology and Conservation*, 24, e01194. <https://doi.org/10.1016/j.gecco.2020.e01194>
25. Alrawadieh, Z., Cetin, G., Dincer, M. Z., & Istanbulu Dincer, F. (2020). The impact of emotional dissonance on quality of work life and life satisfaction of tour guides. *The Service Industries Journal*, 40(1-2), 50-64. <https://doi.org/10.1080/02642069.2019.1590554>
26. Sohaib, M., Wang, Y., Iqbal, K., & Han, H. (2022). Nature-based solutions, mental health, well-being, price fairness, attitude, loyalty, and evangelism for green brands in the hotel context. *International Journal of Hospitality Management*, 101, 103126. <https://doi.org/10.1016/j.ijhm.2021.103126>