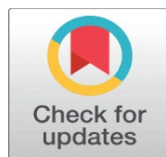
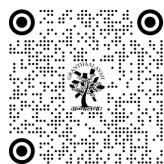


EMPOWERING DIVERSITY: GOA'S PATH TO INCLUSIVE TOURISM DEVELOPMENT

Dr Paresh R. Lingadkar ¹, K G Sankaranarayanan ²

¹ Assistant Professor of Management, MBA (Integrated)- Hospitality and Tourism, Goa Business School, Goa University, Goa India

² Professor of Management, MBA (Integrated)- Hospitality and Tourism, Goa Business School, Goa University, Goa India



ABSTRACT

This study explores the dynamics of stakeholder involvement in rural-urban tourism development, with a focus on the role of marginalized communities in fostering inclusive and culturally sustainable tourism practices. The findings highlight the importance of combining local, tacit knowledge with specialized tourism expertise to promote both cultural inclusivity and environmental sustainability. The experiences of indigenous communities in Goa, particularly through initiatives like Soul Travelling and Heritage tours, demonstrate their key contributions to the local tourism landscape. Although initial skepticism existed among Goan stakeholders about tourism's relevance to sustainable development, evolving views reflect growing recognition of its potential benefits. However, concerns remain regarding the private sector's limited role in capacity building and equitable development, leading to calls for greater collaboration and community empowerment. The study emphasizes the need for capacity-building programs for local governments, NGOs, and community organizations to support marginalized groups in adopting responsible tourism practices. A shift towards regenerative tourism approaches that integrate Inclusive Tourism Development (ITD) is advocated, aiming to empower stakeholders and enhance community well-being. The proposed theoretical framework highlights the transformative power of regenerative tourism in revitalizing cultural and ecological systems. Future research is encouraged to delve deeper into regenerative tourism strategies and their impact on marginalized communities, contributing to a broader understanding of sustainable tourism development.

Keywords: Stakeholder Engagement, Inclusive Tourism Development, Regenerative Tourism, Marginalized Communities, Sustainable Tourism, Capacity Building

Corresponding Author

Dr Paresh R. Lingadkar,
paresh.lingadkar@unigoa.ac.in

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1. INTRODUCTION

To achieve sustainable development in tourism, it is crucial to prioritize effective engagement and involvement of all relevant stakeholders, as emphasized by various scholars (Byrd, 2007; Scheyvens & Biddulph, 2017; Chase et al., 2023). These stakeholders encompass a broad spectrum, including residents, tourists, community groups, businesses of all sizes, and governmental bodies at various levels, all directly or indirectly influenced by tourism. However, the current structure of the global tourism industry tends to concentrate power and resources, often marginalizing key stakeholder groups (Sharpley, 2009). Usually, this imbalance causes host communities to have less than ideal social and economic results, greatly disadvantages those who are least protected of the community (Scheyvens & Biddulph, 2017; Croes,

2014). These underrepresented groups typically lose out on the advantages of tourist growth and encounter challenges when trying to use tourism to advance sustainability (Cheer, 2018).

The study looks into the ways in which underrepresented parties in urban tourist systems might make better use of their current resources to participate more deeply in environmentally friendly tourism development. Scholars contend that strengthening the ability of communities need to come before developing the tourism industry (Aref & Redzuan, 2009; Moscardo, 2008; Duignan, 2019). Wu and Tsai (2016), on the other hand, offer a different perspective, arguing that capacity development ought to be facilitated by the growth of tourism. According to this viewpoint, tourism may provide enhancement of capacity results for all parties involved, creating an environment that is favourable to sustainable growth. This raises questions about how to incorporate capacity building into procedures for developing tourism (Wu & Tsai, 2016).

The primary objective of this study is to comprehend the capability of stakeholders in shaping their roles within rural-urban tourism development, as highlighted by Byrd (2007), Cheer et al. (2019), and Moscardo (2008). In order to do this, popular discourses on the development and construction of capacity in urban tourism are employed to investigate the relationships between stakeholder capacities and structural alterations that are required for sustainable development. The study delves into solidarity approaches that aim to reshape power dynamics (Keahey, 2016) and examines the factors that enable or hinder capacity of the stakeholder in tourism development.

Regenerative development is also referred to by the study in its investigation into capacity development strategies in an urban inner-city context. Regenerative development seeks to improve individuals, communities', and capacity of the ecosystem to advance towards greater plurality, complexity, creativity, and vitality (Mang & Haggard, 2016). The continuous engagement and involvement of various stakeholders that are impacted by or have influence over tourist systems is a vital prerequisite for such capacity development. To show how stakeholders, especially those who are marginalised, can get beyond obstacles to power access and express their distress, inclusive tourism principles are also used (Cheer, 2018; Scheyvens & Biddulph, 2017).

2. RESEARCH CONTEXT

Using a case study methodology, the study focuses on the tourism industry participants in Goa's urban-rural inner precinct, a popular Indian tourist destination. Goa is a prime example of redeveloped inner-city neighbourhoods and is well-known for its lively culture, arts and music festivals, beaches, temples, and distinctive shopping opportunities. A large portion of Goa is classified as a historical preservation quarter, and heritage overlays safeguarding a number of the heritage structures. Unfortunately, the images of Goa that are now in use in tourism marketing provide a narrow view of its culture and fall short of accurately capturing its rich history, diversified population, and cultural legacy. Goa offers ironic legacy of Portuguese culture with blend of monuments, festivals and a combination of religions to the visitors (Dwivedi et al., 2009).

Tourism in Goa has been historically closely associated with its working-class population. However, over the past few decades, significant urban renewal and redevelopment have transformed the inner-city precinct. This transformation has seen the decline of traditional manufacturing and industrial sectors, making way for the growth of the service industry, particularly retail, restaurants, bars, and upscale residential developments such as high-end apartments. As a result, retail trade, accommodation, and hospitality services have become vital employment sectors in Goa.

Goa boasts a rich history of community activism and civil society movements, resulting in the establishment of numerous social and community service organizations, including those catering to native and multicultural communities. Additionally, the area is home to several socio-economically vulnerable groups. Goa tourism unveiled its vision for regenerative tourism, centered around eleven spiritual sites known as the Ekadasha Teertha. Through four main paths—spirituality, indigeneity, civilizational and cultural nationalism, and conscious tourism—the authorities hope to establish a regenerative tourism model that emphasises environmental repair, cultural preservation, and community empowerment. Since the launch of their tourism policy in 2020, the emphasis has been on technology adoption and collaboration, with a specific focus on empowering people and communities to become decision-makers in the tourism sector. The authorities highlighted that they aim to breathe life into landscapes, revive cultural heritage, empower local economies, and create a virtuous cycle of sustainable development. Inclusive tourism development goes beyond

safeguarding the environment; it's about fostering a deeper connection between travelers and the places they visit, creating a more meaningful and sustainable travel experience.

3. REVIEW OF LITERATURE

In a rural-urban setting in Goa, this study investigates key success criteria for the local population participation in sustainable urban tourism. The aim is to investigate how capacity development can lead to more equitable partnerships in this endeavor. Recent policy recommendations suggest the potential for inclusive development approaches, contingent upon capacity development fostering increased participation and equitable relationships (Espeso-Molinero, 2018; Keahey, 2016). The literature informing this study is supported by four main pillars: stakeholder engagement, capacity building, development of inclusive tourism, and regenerative tourism.

4. INVOLVING TOURISM STAKEHOLDER

By empowering all stakeholders to participate in cooperative planning and decision-making processes, inclusive approaches to tourist development highlight the significance of thorough stakeholder participation (Byrd, 2007). Effective participation of stakeholder requires flexible and adaptable directives tailored to specific locations (Sharpley, 2009; Tosun, 1999). In order to access a wider range of resources and expertise in urban planning contexts, Whitzman (2013) suggests fusing the tacit knowledge of community members with expert knowledge. Expert knowledge is obtained through formal education and work experience, whereas tacit knowledge is gained through daily experiences. Research must focus on methodologies for sustainable tourism practices in order to mitigate the negative effects of tourism (Kumar et al., 2023). Nonetheless, planners' perceived difficulties and capacity limitations frequently make it necessary to achieve complete stakeholder engagement in tourism development processes (Byrd, 2007).

5. CAPACITY DEVELOPMENT

Designing and implementing capacity-building initiatives is a cooperative effort that capitalises on the strengths of local individuals and organisations, emphasising partnership development and cooperative learning processes. Capacity development is widely acknowledged as a critical component of sustainability, relying on the inclusive participation of all tourism stakeholders (Moscardo, 2008). There is also growing emphasis on creating shared value, which produces outcomes that benefit all parties involved (Camilleri, 2016; UNDP, 2008). According to Makuwira (2013), "true capacity development" entails a co-creation model of knowledge rather than only the transfer of knowledge. Ruhanen (2013) contends that, in order to achieve inclusion and cooperation, capacity-building initiatives should focus on those who are thinking about sustainable tourist development, defying popular belief that marginalised people lack training and block planning procedures.

6. DEVELOPMENT OF INCLUSIVE TOURISM

According to Inclusive Tourism Development (ITD), meaningful participation is expected from all parties involved in and benefiting from tourism, especially marginalised populations (Scheyvens & Biddulph, 2017). This idea includes various important elements and stands for an unwavering ideal that supports the rights of stakeholders impacted by tourism (Scheyvens & Biddulph, 2017). With the help of the framework provided by inclusive tourism development, academics and industry professionals can investigate the topic of increased inclusivity in the tourism industry. This framework goes beyond the inclusion of marginalised groups as producers to include the other factors mentioned above. In fact, a study by Acha-Anyi et al., (2021), highlights the perception of tourism benefits received by the residents in a fragmented way.

7. REGENERATIVE TOURISM DEVELOPMENT

"Regenerative tourism" has emerged from the periphery of tourist practice, emphasising destination and community revitalization. In order to promote wholesome and regenerative tourism systems, Pollock (2015) argues that communities must acknowledge and carry out their responsibilities as environmental ambassadors. An increasing body of literature examines the regenerative development strategy, which is in line with humans' reciprocal interaction with

nature, even though applying these notions to tourism is still developing (Hes & Du Plessis, 2014). Diverse stakeholders can help reveal connections and opportunities that were previously unknown, which can result in creative solutions and untapped potential. This enables people to actively participate as co-creators of their community's future (Hes & Du Plessis, 2014). Regenerative approaches aim to enhance the capacity of communities to rejuvenate ecosystems, economies, and societies (Hes & Du Plessis, 2014). The tenets of regenerative development practices provide a method that is consistent with the significant involvement of everyone involved in the tourism industry, especially with regard to capacity building.

First off, a regenerative project's influence goes beyond its first cycle; this is outlined in the notion of co-evolving mutualism (Mang & Haggard, 2016), which explains the structure of mutually advantageous stakeholder connections. This happens when natural and human systems develop in ways that are mutually beneficial and depend on stakeholders to provide their expertise. Stakeholders work together to guarantee that their locations and communities continue to regenerate as the system changes and adapts. Co-evolving mutualism is intrinsically related to the particular environment of the system's location, allowing for continuous capacity building customised to complex, context-specific situations.

Second, participatory procedures are used in developmental work to strengthen the ability of any project or intervention's impacted systems. By acquiring the skills they lack, the intention is to enable communities to go above their present circumstances (Mang & Haggard, 2016). Collaborations between participants who are dedicated to long-term involvement beyond project completion are facilitated by this. The aforementioned methods have been carefully designed to cultivate significance and dedication in the establishment of strong stakeholder relationships, so bolstering the shared identity and direction that they jointly control.

Finally, in order to maximise the growth of systems that are interconnected, community regenerative practitioners must actively strive to realize their potential as agents of transformation. This is known as systems actualizing. The emphasis has to be on improving their ability and system stewardship in order to represent a regenerative strategy.

8. CONCEPT OF REGENERATIVE TOURISM

According to the prevalent narratives, capacity building is mainly concerned with maintaining growth and comes before involvement in the tourism system. The research on regenerative development, nevertheless, questions these presumptions by arguing that all local players have innate abilities that can support the ecological and social structures that the tourism industry relies on (Mang & Haggard, 2016). In order to reshape tourist growth and create flourishing tourism destinations, the involvement of stakeholders, capacity building, inclusive tourism, as well as sustainable development must be interconnected (Cheer, 2020). Consequently, the inclusive and regenerative tourist development concepts are contextualised within the theoretical framework. The structure aligns with the fundamental concepts and aspects and integrates place-based approaches that are specifically established by community groups, especially in inner rural-urban Goa.

9. METHODOLOGY

Due to the growing recognition among tourism scholars that the case analysis technique is appropriate for investigating intricate and dynamic systems, this approach was used (Dredge & Hales, 2012; Yin, 2018). Community case study research is said to be an effective method for examining complex, multisectoral issues (Dredge & Hales, 2012). In order to obtain important insights and critically evaluate the results, the researchers took on a variety of roles, including the researcher, the observer, the stranger, and the insider, drawing on academic and professional engagement in the Goan community sector. Micro-level studies and interventions are highly recommended by recent developments in global development (Mansuri & Rao, 201) and regenerative development (Hes & Du Plessis, 2014). Scheyvens and Biddulph (2017), for instance, use examples from the local community to explain their theoretical foundation for inclusive tourism development (ITD). To look into how inclusive tourism is promoted locally, qualitative methodologies were used. Data, theoretical, and methodical triangulation were used in the method of triangulation to guarantee the study's validity and dependability. Using multiple sources of data from various stakeholder participant groups is known as data triangulation. The process of theory triangulation involves comparing data to the regenerative development capability and aspects of ITD, whereas methodological triangulation involves using a variety of research techniques.

10. DATA COLLECTION

During the fieldwork, various methods were employed to gather data. These included conducting a multi-stakeholder focus group discussion, conducting semi-structured interview, administering survey, and engaging in participant observation method. Throughout the process, handwritten notes were diligently taken by the assistant, capturing key quotes verbatim—participant observation involved closely monitoring tourism and community activities during field visits to Goan rural and urban localities. The study was carried over a period of six months from October 2023 to March 2024. The questions during the interview were crafted on Inclusive Tourism Development (ITD) outlined by Scheyvens and Biddulph (2017).

Additionally, secondary data were gathered from local government organizations, including village panchayats and municipalities, that was utilized to support the initial exploration phase of the study and the subsequently analysing primary data. During interviews, semi-structured interviews were conducted with both tourist and local resident stakeholders. Moreover, key stakeholders representing organizations crucial to tourism or community development in Goa were interviewed in semi-structured sessions.

A single focus group session was convened, bringing together various stakeholders. Following the recommendation of Jennings (2010), the focus group were utilized for enhancing the depth of data collected as well as to foster discussions among participants. Building on information from personal stakeholder interviews, the focus group's questions explored the possibility for more inclusive tourism development by looking at it through the lenses of regenerative development and the area's distinctive features.

11. SAMPLE DESIGN

In the investigation, a variety of sampling techniques were used. In order to actively approach visitors and locals in the research area, purposeful sampling was used. For the purpose of conducting the interviews, expert sampling was used to select representatives from a variety of stakeholder groups in the area, including non-governmental organisations (NGOs), community organisations, government agencies, tourism and retail enterprises, and destination management organisations.

To further recruit participants for all stakeholder groups—aside from tourists—snowball sampling was used. With this approach, those who participated had to recommend others in their peer group who would be good candidates for the research. Focus group discussions were open to participants who had already been interviewed.

12. DATA ANALYSIS

Using the framework provided by Scheyvens and Biddulph (2017), several steps were used for data analysis, including the engagement of another researcher to ensure consistency. In order to classify information gathered from handwritten notes into stakeholder groups and areas of investigation, coding was first applied. The process of developing themes was aided by the use of regenerative development ideas and definitions of inclusive tourism development (ITD) aspects. Through the examination of data between and among stakeholder groups, as well as the comparison of primary and secondary data, continuous comparison was used to find emerging patterns.

As recommended by Jennings (2010), the ITD elements were used as an ideal type to guide theme development and evaluate gathered data in relation to these aspects (Scheyvens and Biddulph, 2017). This required contrasting the ideal type with instances from the actual world. The information was then examined in light of the following three regenerative development principles of capacity development developed by Bellato and Cheer, (2021). This additional analysis aimed to deepen understanding of capacity development among marginalized individuals within the Goan tourism development context.

13. FINDINGS

The present study used the seven components of Inclusive Tourism Development (ITD) to assess the function of capacity development and to juxtapose the idea with the specific environment of Goa. Research subjects have not reveal

their identities in accordance with institutional ethical requirements. Tourist (T), Resident (R), Community group (C), Business (B), Non-governmental organisation (NGO), and Government (G) are the codes assigned to them. The three regenerative development concepts listed in the conceptual structure will next be examined in the present study.

14. MARGINALIZED PEOPLE PARTICIPATING IN TOURISM AS PRODUCERS

Only a small number of marginalized individuals are actively involved as producers within the rural-urban tourism structure in Goa. The ones who have overcome barriers to participation often do so through engagement with formal employment opportunities as well as training programs and through collaborative efforts among varied stakeholders to address socio-economic challenges. Common obstacles for participation include poverty, a need for more technical skills in hospitality and tourism, discernment, and a dearth of initiatives aimed at facilitating the involvement of the most marginalized groups. According to one community respondent (C3), "There is a perception that the government is unsympathetic towards providing tourism infrastructure, failing to support residents, and employing tourism policies that are disadvantageous to the community."

Regarding support for marginalized individuals, local employment was identified as a significant opportunity within the tourism sector. However, it was observed that few stakeholders were capitalizing on this potential:

"Tourism has the potential to provide employment opportunities for residents, allowing them to work in their locality. However, there seems to be limited awareness of tourism schemes and its associated benefits. Also, the opportunities are only given to the relatives of the panch, sarpanchas, etc., at the panchayat level" (G2).

Respondents emphasized the importance of available welfare, health, as well as schooling services in building capacity for individuals to access jobs and training in the tourism and hospitality sectors. NGOs that provide social, welfare, and health services coexist with local government programmes that encourage young employment. Very few, meanwhile, have shown links to the tourism industry. According to one NGO:

"We have considered tourism in our planning, and it is a focused developmental area for us because there are many Goans involved in the tourist activities in the state of Goa" (NGO1)

Overall, the prevailing perception among most respondents is that existing infrastructure and services need to be improved to support increased participation as producers in the tourism sector. The tourism industry in Goa has been found to be significantly influenced by native people as agreed by all stakeholder groups. Initiatives run by the Goa Tourism Development Corporation (GTDC), Goa Handicrafts Rural and Small-Scale Industries Development Corporation (GHRSSIDC), the local government organizations, community-based working groups (concerting festivals), and social enterprises provided evidence of their involvement as producers. Many educational institutions, both private and government, focus on training and employing local youth in tourism and hospitality roles. While two business respondents expressed interest in collaborating on such initiatives, they emphasized the importance of partnering with local people:

"Currently, there are many tour operators available in Goa. We believe that local people must be involved for authenticity and reliability. Without their buy-in, we will not pursue such initiatives. They could engage in many tourism activities that can help sustain their livelihood and preserve the Goan vibrant culture. Additionally, Goa could also serve as a safe tourist destination to offer tours." (B5).

15. MARGINALISED PEOPLE AS TOURISM CONSUMERS

Participating as tourism clients appeared to be restricted for marginalized individuals in Goa:

"In a region wherein a few of the poorest individuals live, high-end apparel shops have emerged as a result of Goa's tourism market being revitalised." (G2)

"Goa has undergone rapid transformation in recent years, resulting in the physical displacement of people due to escalating property prices and living costs." (G3)

While a local public servant accepted:

"It is important for locals to be satisfied with shopping locally as they are the most possible to be the repeat customers." (G1)

There was little sign that efforts are being undertaken to attract tourists who are marginalised. Rather, they are confined to the periphery of Goa's tourist shopping districts due to persistent economic and social restrictions.

16. SELF-REPRESENTATION IN DISTINGUISHED MANNER

All stakeholder groups recognized self-representation as a crucial component of Inclusive Tourism Development (ITD). Regarding Goa's varied culture and community, one tourist highlighted this aspect as a significant attraction:

One tourist mentioned that "Goa is a trendy neighborhood... I enjoy it, the neighborhood's character, it is like a basket of candies, we got everything here." (T4)

Goa's uniqueness as a popular tourist destination may be attributed to a number of important elements, such as the Goa's modern culinary scene, live music venues, art exhibitions, and sophisticated locals.

The activities that encourage self-representation in Goa were mentioned by the respondents. Festivals and local events were emphasised as being very beneficial for encouraging participation:

"Events and festivals are excellent ways to celebrate, create ceremony, and strengthen community bonds." (B1)

Furthermore, respondents emphasized the importance of locally-led initiatives in sharing the Goa's history and stories:

"Narratives told by locals are more authentic. For example, walking tours and stories showcasing the migrant experience are valuable assets that should be promoted." (NGO3)

While cultural exchange was seen as beneficial for self-representation, it was stressed that mutual respect is essential:

"Tourists and operators must learn to engage with the individuals respectfully. Disrespectful behavior towards each other hinders their full participation in tourism." (NGO3)

However, some marginalized individuals expressed feelings of disrespect and being overlooked by visitors and authorities, posing hindrance to their involvement in the development of tourism:

"To protect our rights, we must work with other advocacy groups; we won't think twice about demonstrating." (C3)

Regarding Indigenous culture and heritage, a tourism operator acknowledged the sensitivity of the topic:

"As a non-indigenous person, discussing history is delicate. I obtain permission from Elders and only share publicly available information during tours." (B4)

17. TRANSFORMATION OF POWER RELATIONS IN AS WELL AS BEYOND TOURISM

Stakeholders in Goa are actively challenging prevailing power dynamics by resisting outside influences and developments related to tourism. An organization residing in public housing (C3) perceives state and national government bodies, along with certain large NGOs, as working against their interests:

"The government's actions are perceived as deceitful and unfair. Residents oppose selling land to real estate companies, preferring to preserve them for recreational purposes. Additionally, efforts were made to prevent the introduction of a commercial market that could disrupt the community." (C3)

Locals in Goa demonstrate resistance by abstaining from participating in celebrations that they believe does not align with the community's values:

"I have refrained from attending many events and festivals as they lack interest and are overly focused on portraying Goa as sex selling destination, selling unhealthy food and sacrificing our culture" (R4)

Regarding drinking, there was pressure from affluent residents to ban it due to concerns about public as well as tourist safety. However, the government resisted, recognizing that such a ban would disproportionately affect commercial activities, cascading effects on the state treasury. Instead, the authorities implemented a ban on drunk driving, which helped mitigate public violence and disorderly behavior. The authorities also improved public spaces, and the police responded positively." (R4)

18. REDRAWING THE TOURIST MAP TO INCLUDE ADDITIONAL DESTINATIONS AND INDIVIDUALS

Respondents emphasized the importance of initiatives and fostering new collaborations among stakeholders to enhance the tourism landscape. Focus group participants highlighted several unique aspects of Goa, including its rich history and heritage, vibrant arts scene, status as a trendy enjoyment destination, an abundance of adventure, sports, art galleries, and local art, and diverse, multicultural population. Suggestions included the establishment of collaborative workspaces as well as centers for creative industries and innovation, all tailored to Goa's distinct character.

However, concerns were voiced about perceived threats such as escalating costs, morbid tourism tendencies, and community safety issues stemming from excessive tourism. These concerns underscored a desire among participants to curb further tourism growth to preserve the authenticity and integrity of the Goan communities.

The sentiment against tourism growth in Goa was echoed by a resident (R1), expressing a preference for the neighborhood to remain unchanged. Most stakeholder groups, including businesses, shared this sentiment, indicating a community-wide reluctance to see increased visitation. Non-tourism proficient subject relied on their implicit knowledge to evaluate the Goa's capacity to handle tourism, considering factors such as comfort levels with crowds, observations of local infrastructure, and the residential nature of the sector.

For instance, one resident (R1) noted the proliferation of Airbnb, OYO rentals in their neighborhood. At the same time, another (R5) observed the bustling crowds drawn to popular spots like beaches and highlighted the influx of OYO, Airbnb rentals and graffiti. Another resident (R6) acknowledged the distinction between local and tourist-frequented areas, expressing gratitude for living in an attractive location but concerns about overdevelopment and the potential loss of Goa's distinctive character. These perspectives underscored a collective desire to maintain the neighborhood's livability and authenticity amidst potential tourism-driven changes.

19. BROADENING INVOLVEMENT IN TOURISM POLICYMAKING

Tourism development decisions in Goa are predominantly influenced by tourism-related businesses, with government authorities planning and coordination. Market-driven approaches to tourism were criticized for their exclusivity and perceived negative impacts on tourists and the community. Respondents advocated for greater involvement of civil society in decision-making processes, including local community groups and political entities.

Additionally, limited resources allocated to tourism development at the local government level resulted in restricted community participation. More dedicated funds and a coherent tourism strategy needed to be created, with consultations often failing to prioritize the factors essential for community success. Some respondents expressed skepticism about the existence of any tourism planning efforts, highlighting the need for more comprehensive and collaborative approaches involving multiple stakeholders.

The instances where marginalized individuals contributed to tourism planning or decision-making in Goa were observed in the organization of the Viva Carnival festival, St. Xavier feast, and many more. Governmental authorities spearheaded these initiatives. Confident respondents involved in collaborations with local communities emphasized the importance of Indigenous leadership in tourism by suggesting the establishment of a board to approve and oversee tourism initiatives in the state.

Although there was evidence of synchronised decision-making amongst local municipalities, inclusion was hampered by the lack of cooperative tourist planning among larger stakeholders. Coordinated efforts particularly among different levels of government departments, resulting in constructive tourism policies is the need of the hour. Without a dedicated tourism group involving all the stakeholders, there exist challenges in formulating and implementing policies addressing tourist requirements. The stakeholders comprising the business community, tourism operators, and residents require more dialogue, but the responsibility for facilitating this still needs to be clarified. Consultations should ideally occur at the local or village level for relevance, but the feasibility of such initiatives is questioned. Authorities should place more emphasis on the expansion of the innovative and knowledge economies than on tourism, pointing out

that there aren't enough finances for activities related to tourism because the expected returns on investment are thought to be low.

Some locals suffered because of the lack of efficient management and coordination in the enforcement of regulations and construction of infrastructure for tourists, especially when it came to the management of entertainment zones, as was highlighted.

Local initiatives require support from various sections of government. Community engagement with the tourism board is crucial. The Night-time Economy Strategy should prioritize the sustainable coexistence of businesses and residents. The intersection of beach areas is known for high levels of violence and frequent police interventions, especially until 3 am every night. This area sees a diverse range of visitors, some with positive intentions, others without, and some needing assistance.

"Unfortunately, the experience with tourism has been largely negative due to the lasting negative impacts left behind by certain visitors. Residents, particularly those living near tourist and bar areas, find issues like graffiti, noise, and late-night intoxication challenging" C1.

The majority of stakeholder groups concluded that Goa's local government was the primary force behind the organisation and facilitation of tourism planning. As such, they handle effects similar to the ones mentioned above.

Certain businesses also feel that government planners lack a thorough comprehension of tourism. "At present, our business finds itself in the position of having to follow up with government departments continually; they seem to lack a comprehensive understanding of tourism." B1

Due to the government's constrained ability to engage in tourism development, they need to fulfill their role in establishing fairer and more inclusive processes that promote sustainable development for marginalized communities.

20. PROMOTING MUTUAL UNDERSTANDING AND RESPECT

The Goa Carnival celebrations that take place every year was recognized as a significant tourism inventiveness that fosters harmony amongst visitors and locals:

"Tourism allows locals to display their culture and recognize their history. We aspire to be a supportive space for the local community, emphasizing authentic narratives over stereotypes. More events like the Goa Carnival Festival are needed to further this cause." R4

Local government respondents highlighted another factor contributing to mutual understanding and respect. "Enhancing the aesthetics of various tourist areas and engaging in placemaking initiatives can simultaneously benefit tourists and residents (G2), thus embracing placemaking as a vital approach to fostering harmonious coexistence".

Focus group participants suggested a variety of ways that hosts and visitors could interact, including wayfinding services, guided tours, and entertaining activities that teach visitors about the history and culture of Goa.

The ITD concept's seven elements offer a useful structure for determining the crucial socioeconomic results that may be attained by include underrepresented people in the advancement of rural-urban tourism. These elements highlight crucial elements that promote thorough and significant inclusion.

21. DISCUSSION

Examining the seven components that characterize the engagement of different stakeholders, it is evident that the preponderance of the private sector, unimaginative governance frameworks in the tourism industry, and collaborative agreements impede the involvement of locals and marginalized individuals. While some indigenous communities have been involved in community-led projects funded by non-governmental organisations and have occasionally received support from municipal councils, other marginalized groups, including those living in public housing, the homeless, migrants, refugees, long-term employed people, and low-income individuals, do not have initiatives specifically focused on the development of tourism. Only a small percentage of stakeholders exhibit the motivation or engagement in such practices, despite the majority's opinion that inclusive growth of tourism would be beneficial to everyone involved and reduce harmful tourism consequences.

The authorities and notable Goan stakeholders primarily neglected the development of tourism in their efforts to promote sustainable development. The majority of stakeholder groups indicated that managing stakeholder meetings

and organising tourism initiatives generally fell within the purview of the local government. Despite the ongoing growth of tourism and its local effects, the municipal council viewed it as a negligible contributor to sustainable development in Goa, despite the closure of mining operations that was considered one of the revenue-generating sources for the government, thus allocating minimal resources to the sector. However, a select few NGOs have taken the lead in introducing planning and capacity-building initiatives, including some marginalized individuals in Goa, primarily as contributors to tourism.

The limited involvement of residents, community organizations, and marginalized individuals in tourism stemmed from the belief that tourism offered minimal community benefit. Elements of Inclusive Tourism Development (ITD), such as mutual understanding, transforming power dynamics, and dignified self-representation, were underdeveloped, thus reinforcing these perceptions. Stakeholders, involving locals who strongly disagreed with tourism, used their disapproval to demonstrate their power and demand participation in democratic procedures. As a result, opportunities for each stakeholder to provide ideas, knowledge, and skills, or to develop novel abilities by means of inclusive tourism development were hindered.

By analysing the dynamics among stakeholders in Goa, proof of the co-evolving principle of mutualism was found in the GTDC, TTAG, and other organisations. These organisations were made up of a variety of stakeholders who worked together to share their knowledge on various projects, creating relationships that benefited both parties and made the community stronger. These groups, who have a strong connection to Goa's past and spirit, have developed yearly events that bring tourists to the region to engage with and enjoy the local way of life. Though these projects are a wonderful example of how co-evolving mutualism works, they are but a small part of Goa's tourism scene.

In Goa, the developmental work principle is hindered by a deficiency in leadership regarding capacity building, with tourism expansion predominantly following a neoliberal economic model. While pockets of developmental work exist within organizations and local networks, there is need for more shared sustainable development purposes among stakeholders in Goa. Adopting participatory processes, particularly accessible to marginalized community members and residents, is limited. Additionally, there needs to be more evidence of the systems actualizing principle being put into practice, as only a small number of recognised professionals in Goa are proactively concentrating on the area's redevelopment or striving to improve the capacities of the tourism system. The implementation of regenerative tourism in Goa has been impeded by a lack of practitioner familiarity with this approach and a lack of engagement with it as a developmental instrument.

22. CONCLUSION

The study explored various viewpoints on the capability of stakeholders, especially marginalized individuals, to engage in rural-urban tourism development. Despite their tacit understanding, tourist planners frequently defend the exclusion of particular stakeholder groups by citing their alleged lack of experience in the industry or ability to participate meaningfully (Moscardo, 2008). But it was found that in addition to specialist tourism knowledge, tacit knowledge may be extremely valuable in promoting inclusive societies and more sustainable surroundings. The idea that capacity building must come before participation is challenged by the realisation that tacit knowledge is an invaluable resource in development.

The study highlighted the important and distinctive ways that Goa's indigenous communities contribute to the region's tourist system and sustainable development, as well as the enabling elements, yet it could not expressly concentrate on them. Efforts that put an emphasis on indigenous participation, such as Soul Travelling and Heritage tours, are excellent examples of how to properly involve and work with native populations. These results are consistent with an increasing body of academic literature acknowledging Indigenous communities' significant potential to contribute their knowledge, abilities, and development strategies in order to actively participate in the creation of sustainable tourism (Hes & Du Plessis, 2015). This highlights the significance of their inclusion and calls for more research on the ways in which they support sustainable development and tourism.

None of the Goan stakeholders felt that tourism was particularly important or that it needed to be accorded more weight in order to contribute to sustainable development. But this is a progressively changing opinion. The community at large and other stakeholders receive little benefits or opportunities for capacity building from the private sector, which drives tourism development. These highlights worries about progress that is driven by business, since the private sector need greater capacity to solve social injustice, provide marginalised people with agency, or accomplish socio-economic

goals (Scheyvens & Biddulph, 2017). These results are consistent with Moscardo's (2011) research, which showed that stakeholders frequently need to give investing in tourist development top priority because of low perceptions of its advantages and inadequate knowledge of its contributions to sustainable development.

Capacity building initiatives can focus on local government, non-governmental organisations, and community organisations that welcome tourists and understand their importance for sustainable growth. These entities are critical in enabling marginalised groups to participate in the promotion of responsible tourism. In order to support every stakeholder, tourism operators, community leaders, and government planners are encouraged to adopt the role of change agents by encouraging the growth of regenerated capacity inside destination communities and working together (Mang & Haggard, 2016). This calls for interacting with the global regenerative tourism community, learning from real-world examples such as the ones this study highlights, and collaborating with additional agents of change in their local areas.

According to Makuwira (2018), stakeholders in development should adopt the "ignorant expert" role in order to welcome new viewpoints by empowering individuals and using tacit knowledge, as opposed to continuing to reinforce marginalisation. For the benefit of all parties involved, these agents must acquire the ability to incorporate marginalised people in an effective manner (Keahey, 2016; Scheyvens & Biddulph, 2017). One important first step is to receive instruction regarding inclusive and regenerative approaches.

Integrating the components of inclusive tourism development (ITD) with the fundamentals of regenerative development may be helpful to provide stakeholders in the tourism industry with direction on how to create systems that generate competent stakeholders and benefit communities. Moreover, the application of Wu and Tsai's (2016) contention that tourist development need to function as a process of capacity-building is made easier by the principles of regenerative development. This offers intriguing chances to contribute to deeper social-ecological transformations rather than just sustaining the prevailing tourism model. Considering the unique environments of every tourist destination, participants must work together to establish tourism development strategies that complement the various talents as well as competencies of each location and community. Finding and developing the underutilized and underdeveloped abilities, resources, and special advantages of each place is crucial to realizing this potential (Aref & Redzuan, 2009).

The projected theoretical framework for inclusive tourism capacity development, which emphasizes the inclusive participation of individuals for the benefit of all stakeholders, is still evolving. Since practitioners play a significant role in realizing inclusive and regenerative tourism, it is recommended to thoroughly examine these elements and their developmental requirements in various contexts. Stakeholders can tackle capacity issues in communities by investigating the elements of tourism host destinations that support community mobilization to embrace Inclusive Tourism Development (ITD) and regenerative techniques. Further development of the relationships between regenerative tourism and underlying theories is required to promote this idea. Further case studies, experimental research, and practical research on regenerative tourism capacity development strategies might also be beneficial in order to get deeper understanding of how tourism may help revitalize rural-urban socio-ecological systems. Last but not least, working with marginalized people in future research would give viewpoints that other parties involved might not be able to provide as well as deepen the comprehension of how they are excluded from the mechanisms that create knowledge.

CONFLICT OF INTERESTS

None.

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