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MSC SPATIAL PLANNING

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**Research on analyzing the social conflicts caused by urban tourism and
developing a sustainable urban tourism mode in tourist cities ----- A case
study of Shanghai historic and cultural attractions**

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**Being a dissertation submitted to the faculty of The Built Environment as part of the
requirements for the award of the MSc Spatial Planning at University College London:**

**I declare that this dissertation is entirely my own work and that ideas, data and images,
as well as direct quotations, drawn from elsewhere are identified and referenced.**

Signature: *Ruoyu Min*

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Abstract

This research takes historic and cultural attractions and surrounding residential areas in Shanghai as research object. It studies on the social conflicts caused by urban tourism and how to remit these conflicts. Due to the continuously development of urban tourism in recent years, tourist attractions and surrounding residential areas experienced great changes, which influence residents' lives and stimulate social conflicts between local residents and urban tourism. In this context, the concept of developing sustainable urban tourism (SUT) model around scenic spots is put forward to remit social conflicts caused by excessive development of urban tourism.

To remit social conflicts caused by urban tourism and form a SUT model around scenic spots, six indicators have been investigated in this research: design and utilization of public space, gentrification, social belonging and integration, tourist behavior, infrastructures and service facilities and population structure. These six indicators are used to build the evaluation framework to assess the current condition of two selected scenic spots in Shanghai (Tianzifang and Yuyuan Road) and to figure out how to develop the SUT model in Shanghai. Based on analysis, both selected sites suffer from social influence caused by urban tourism in different level. For further compare and contrast of two scenic spots, some common issues and distinct social conflicts have been found, and reliable recommendations are finally provided. The research outcome is forming a SUT model to remit social conflicts caused by urban tourism, and this could be adapted to other scenic spots in Shanghai or other cities.

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1. Introduction

1.1 Background of tourism industry in Shanghai

In recent decades, the tourism industry in China has experienced great development. With the rapid urbanization and the urgent need for urban redevelopment, central government put forward a series of actions to regenerate cultural and historic sites and promote the development of urban tourism (Wang and Aoki, 2019; Zhang et al, 2019). To those cities with rich cultural and heritage resources, the development of urban tourism is a suitable method to create tourism economy, attract flow of tourists and bring more development opportunities (Wang, Niu and Qian, 2018; Yang, Liu and Qi, 2014). Therefore, increasingly cities attempt to explore their unique cultural characteristics, aiming to become popular tourist cities and win more development opportunities and investment.

Shanghai is a tourist city with rich cultural spots, and it is a great attraction for both domestic and oversea tourists. To regenerate and conserve these cultural and historic resources, local government launched 12 historic conservation areas in inner-city area, and each one has its cultural characteristics (see Appendix II) (Wang, 2010). Since local government take full use of this advantage to develop its local tourism industry, urban tourism becomes one of the six pillar industries in Shanghai (Liu, Wang and Liu, 2013). During the development process, Shanghai urban tourism not only revitalized existing cultural and historic resources, but also tried to develop new tourist attractions (Liu, Wang and Liu, 2013). Therefore, tourists could have rich experience in Shanghai, such as visiting traditional lilong and modern architectures, experiencing different exhibitions and enjoying local food (Hsu, Dehuang and Woodside, 2009). With the development of urban tourism in Shanghai, the tourist number is also increasing year by year. In 2018, the domestic tourist number in Shanghai is nearly 340 million, which is about four times compared with the tourist number of 90 million in 2010; while the international tourists number of Shanghai is approximately 9 million, which also has a great increase compared with the statistic of 1.8 million in 2000 (Shanghai Municipal Statistics Bureau, 2019). Additionally, the development of urban tourism also brings considerable economic income to Shanghai, and in 2018,

the economic benefits of overseas tourism alone is up to 7.37 billion dollars (Shanghai Municipal Statistics Bureau, 2019).

However, aside from the positive effects, Shanghai tourism industry also stimulate strong social conflicts, such as gentrification, the loss of local social ties, noise disruption, group marginalization and sense of overcrowding (Wang, 2011; Shi, Zhao and Chen, 2017). These social conflicts caused by urban tourism are unfair to local residents. Therefore, it is necessary to understand these existing social conflicts and find a breakthrough to remit these social conflicts.

1.2 Overall research objectives

The research objectives of this dissertation will be divided into two steps. The first step is forming an evaluation framework to analyze the characteristics and influence of social conflicts caused by urban tourism in tourist cities and neighborhoods. The second step is forming a sustainable urban tourism mode to remit these social conflicts and pursue sustainable development of urban tourism in the future. To reach these two research objectives, the dissertation will mainly focus on two research questions and several sub questions.

1.3 Research questions

A: What kinds of social conflicts appeared in urban tourism?

A1: What are social conflicts?

A2: What kinds of criteria could be used to evaluate the social conflicts caused by urban tourism?

A3: What are the social conflicts between local residents and the development of urban tourism in the cases of Shanghai?

B: How to form a sustainable urban tourism model to balance the relationship between local residents and tourism development?

B1: What is sustainable urban tourism?

B2: How will the sustainable tourism mode remit the social conflicts?

B3: What kinds of benefits that sustainable urban tourism could bring to tourist cities and neighborhoods?

1.4 Value of research

Currently, research on urban tourism is still relatively fragmented, and few researches analyze the social conflicts caused by urban tourism in a complete system. Theoretically, the value of this research lies in trying to form a framework to assess the relations between social conflicts and urban tourism in a number of perspectives and discuss how these conflicts will negatively impact local residents. Then, during the process of solving these conflicts, the concept of sustainable urban tourism will be introduced, and the evaluation framework will also be used to provide the foundation for developing sustainable urban tourism model to local governments and urban planners.

2. Literature Review

Based on existing document, some universally accepted framework related to social conflicts and urban tourism will be introduced in this part. These frameworks will be compared and contrasted, and some new evaluative indicators will be extended in new framework. The literature review will be divided into three sections. The first section will explain concept of urban tourism and analyze current frameworks related to social conflicts caused by urban tourism. The second section will construct a new evaluation framework based on current inadequate research, and each indicator will be analyzed in detail. The final section will introduce concept of sustainable urban tourism and explain relationship between the new evaluation framework and sustainable urban tourism.

2.1 Defining urban tourism and Analyzing existing frameworks related to social conflicts caused by urban tourism

Urban tourism is a complicated concept because of different development models. According to Romero-Padilla et al. (2019), urban tourism has three models: resort cities, heritage tourism cities and cities converted to tourism with new infrastructures. Shanghai belongs to the combination of last two models because many popular tourist destinations not only keep historic features, but also experience new development and changes. The multifunctional characters, connection of different micro-destinations and intensive coexistence of architecture styles, structures and relevant cultures are all important factors which could be used to embody that urban tourism model of Shanghai is a fusion of old history and modern development (Lerario and Di Turi, 2018). Additionally, the development rate of urban tourism is experiencing a great leap in recent decades. During this process, the concept of overtourism appeared, and its key feature is the concentration of tourism in time and space level (Romero-Padilla et al., 2019). The continuously expansion of urban tourism will lead to various issues, especially the social conflicts between tourism and local residents, which is the main research subject in this dissertation.

Changes of activities, decrease of quality of life and worse living space for residents are reaction to social conflicts between residents and tourists (Rasoolimanesh et al, 2017). Those negative social consequences receive great attention from many scholars in social, urban and cultural fields. To further understand the unbalanced situation between local communities and urban tourism, many scholars have developed a series of evaluation frameworks. According to Novy and Colomb (2019), the social conflict framework could be divided into four categories: economic, physical, social and socio-cultural and psychological. According to Moore (2014), the social conflict framework could be composed by relationship conflicts, data or information conflicts, interest conflicts, structural conflicts and value conflicts. Besides the abstract classification for social conflict frameworks, some scholars also attempt to refine the macro issues into different small indicators to further evaluate the social conflicts suffered by local residents. For instance, Postma (2013) highlighted that the social conflicts can be divided into nine points, such as inadequate behavior, privacy, general price increase and overcrowding living space, which will be covered in following parts. By comparing and contrasting these evaluation frameworks adapted by professional scholars, people can find that although scholars observe the social conflicts between host communities and tourism in different categories and perspectives, the emphasis of their frameworks still has much overlap. For instance, the physical space conflicts could be embodied in overcrowding in tourism destination and the invasion of public space by tourists, while the resources and transactional conflicts could be reflected in commercial competition and gentrification (Zmyślony, Kowalczyk-Anioł and Dembińska, 2020; Gusman et al., 2019). Additionally, the behavioral conflicts brought by tourists, especially appeared in nighttime economy, are also commonly analyzed by scholars (Smith, Sziva and Olt, 2019; López-Gay, Cocola-Gant and Russo, 2020). These issues have been covered by many articles when discussing social conflicts caused by urban tourism.

However, few scholars choose to discuss the conflicts from emotional flaw and symbolic deprivation among local residents. The invasion of local residents' privacy and public safety are severe issues which may influence residents' normal life and provoke their resistance (Postma and Schmuecker, 2017). The missing sense of belonging will lead to local residents consider that they cannot attain

adequate security from local communities and governments (Romero-Padilla et al., 2019). Scholars realize that the social conflicts caused by psychological perspective are important issues, but they have not put emphasis on evaluating these kinds of conflicts. Furthermore, the demographic shift and the lack of basic infrastructure and welfare facilities are also important points which could raise social conflicts between residents and tourism. Nevertheless, these issues are usually ignored, and few scholars evaluate them in their research framework. The emotional closeness, population structure and basic infrastructures have close linkage to residents' daily life, and the social conflicts caused by these points deserve to establish a new framework to have a further study.

2.2 Construction of new evaluation framework

The new framework will be divided into six indicators and each indicator will have different assessment criteria, which will be presented in following parts (see Table 2.2.1).

2.2.1 Indicator 1: Design and utilization of public space

Public space is a key part of tourist attractions because the design and planning of public spaces could determine people's first impression to these scenic spots (Naderi and Raman, 2005; Gallagher, 2016). Both local residents and tourists have strong connection with public space. Therefore, the design and utilization of public space will bring inevitable influence on people. Based on existing research, many scholars have mentioned two points: the boundary of public space and the privatization of public space. According to Chen et al (2016), public spaces with a clear boundary could help to attract different users to do various social activities in a relatively fair environment. However, Brouder and Ioannides (2014) claimed that the development of urban tourism may lead to the privatization of public space, especially when the public space without a clear boundary. During this process, the matter of contested urban space will be serious, and use rights and ownership of public spaces will become the controversy focus among tourists, merchants and local residents (Damayanti, Scott and Ruhanen, 2018). In addition, Gkoumas and D'Orazio (2019) argued that with the increasing density

of space utilization caused by tourists, the sense of overcrowding will cause local residents feel that the public spaces have been invaded by outsiders seriously.

Similarly, public street design and the accessibility and mobility of public space also could be used to evaluate the social influence brought by urban tourism. Both Paz (2011) and Sanchez et al (2017) claimed that high-quality street environment with adequate urban furniture and urban sculptures are necessary because they could not only provide a leisure and comfortable walking environment to local residents, but also create an attractive visiting environment to tourists. Superior public street design with adequate CCTV and lightings could also help to prevent the potential safety risks (Cilliers et al, 2015). Mordue (2007) also mentioned that the design of public space should be convenient for people to access their destinations, and transport system should be safe and controllable (Mordue, 2007). With a safe, attractive and convenient public environment, the clash between residents and tourists could be declined.

The natural environment and hygienic condition of public space are also noteworthy. Paz (2011) clearly mentioned the importance of green environment with adequate tree planting when studying the public space in cultural-led historic tourist city. Nouri et al (2018) also mentioned that biodiversity could create a dynamic and ecological street environment to potential users. Additionally, the street hygienic condition is also an ignorable assessment index. The reformulation of urban street environment could help to improve city image and provide better activity spaces to people (Paz, 2011).

2.2.2 Indicator 2: Gentrification

With the development of urban tourism, gentrification has invaded to local residents' life and brought great influence on their daily consumption, dwelling and employment. In commercial aspect, new retail system, such as high-end restaurants, chain department stores and souvenir stores, starts to appear around popular tourist spots and business area, and its target groups are tourists and elites

(Guimarães, 2018). Meanwhile, Skoll and Korstanje (2014) mentioned that the original traditional retail system has suffered from suppression and atrophy, and many local shops have to close and leave. On account of commercial gentrification appeared in tourist spots, surrounding residents' economic capability cannot burden the increasing living cost, which results in the negative impact in material life of local inhabitants (Gandhi and Minner, 2017).

Housing gentrification is another hit topic in urban tourism. According to Pinkster and Boterman (2017), the variation trend of housing price and rent and the development of short-term rental on Airbnb could be used as the criteria on evaluating the housing gentrification. With the great investment in tourist spots, the surrounding housing price and rent is continuously increasing. To attract more tourists to experience local people's daily lives, short-term rental also become a popular housing pattern. However, these actions strongly influence local housing market, which leads to the decline of housing affordability of local residents. Additionally, with the development of Airbnb system, many long-term tenants cannot afford the increasing housing rents and be driven out of the communities (Nieuwland and van Melik, 2018; Wachsmuth and Weisler, 2018). Pinkster and Boterman (2017) mentioned that direct residential displacement force people to move to suburb areas. Therefore, the change of housing price and rents and the appearance of short-term rental caused by housing gentrification is an important factor of social influence caused by urban tourism.

However, when scholars study the social conflicts caused by urban tourism, they usually ignored the employment issues caused by gentrification. With the appearance of commercial gentrification, many local people who worked in traditional retail industry suffered from unemployment. Although the new retail development mode in tourist cities could provide more job opportunity, the employees they prefer to hire are experienced migrant people and young employees with strong learning ability (Schäfer and Just, 2018). Those local middle-aged unemployed people are hard to find another suitable job after the change of employment structure. Therefore, the unemployment issue caused by gentrification could also be a theoretical foundation on assessing social conflicts caused by urban tourism.

2.2.3 Indicator 3: Social belonging and integration

Social belonging and integration are abstract and sensitive concepts in urban studies. Based on existing study, few scholars choose to use social belonging as the direct indicator on measuring urban tourism and social influence. Therefore, other urban research field and social psychology will be introduced to establish the assessment ordinances.

The first point of forming local people's social belonging is the visual familiarity and identity of their living environment. Local residents' community identity is usually based on visual familiarity. Therefore, only when people see their familiar building style, urban fabric and living environment, they could establish the dependence relationship with their communities (Pinkster and Boterman, 2017). Secondly, the psychological comfort is another important index. According to Sun, Ling and Huang (2020), if the community environment could enhance residents' psychological comfort, protect their privacy from outside aggression and provide adequate sense of security, this will help local residents to build enough sense of social belonging and community dependence. Finally, the strong social network is also a nonnegligible factor on measuring local people's social belonging. Markoç (2018) mentioned that different social interaction in communities could help to build and reinforce the social network in a certain residential area. Based on this network, local residents could have more friends and reliable neighbors, and they could trust and help each other in their daily life, which could help to enhance community trust and improve social integration (Schellenberg et al, 2018).

2.2.4 Indicator 4: Tourist behavior

Improper tourist behavior could stimulate social conflicts between local residents and tourists easily. Many scholars choose to pay special attention to tourist behavior and have detailed analysis. The first type of improper tourist behavior involves smoking, drinking and drug using. Pinkster and Boterman (2017) declared that these behaviors will not only harm tourists themselves, but also bring

potential health issues to local residents and increase local crime rate. Secondly, the vibrant tourism economy, especially nighttime economy, will also lead to some improper tourist behavior. Young tourists gather in pubs, shops and roadside in the evening and talk loudly with their friends, and some people may even argue and fight with others after being drunk, which may disturb local residents' normal lives and bring some safety risks (Pinkster and Boterman, 2017; Pieroni and Naef, 2019; Gospodini, 2001; Eldridge, 2019). Finally, Leonidou et al. (2015) also mentioned that the increasing tourists will bring various pollutions to local area, such as litter and waste gas.

2.2.5 Indicator 5: Basic infrastructures and welfare facilities

When analyzing the social conflicts between local people and tourists, only a few scholars realize that basic infrastructures and welfare facilities are also important factors which could bring different social influence. According to Peteley (2013), tourist facilities are gradually replacing the daily infrastructure of residents, which is unfair for local residents. In the field of urban study, the basic infrastructure, such as pocket parks, food markets and small restaurants, should be allocated around local communities within walkable distance to residents, which could meet their living demands (Schäfer and Just, 2018). Meanwhile, the welfare facilities, such as library, community center and community clinic, also need to provide to local residents because they could create rich leisure lives to local residents (Schäfer and Just, 2018). If government and scenic spots developers cannot provide these daily service infrastructures, this will decrease surrounding residents' life quality and increase the likelihood that residents and tourists compete for resources.

2.2.6 Indicator 6: Population structure

The existing framework of evaluating the social conflicts between local people and tourists usually ignore the indicator of population structure change caused by urban tourism. Based on Schäfer and Just's (2018) statement, if aging appears in the community and the proportion of migrants among young people continuously increase, this means that the urban development and urban touristification are deeply rooted in this community and bring great population structure change. The

change of population structure is a nonnegligible issue, which could influence the future social development around the scenic spots.

Section	Indicators	Reference
Design and utilization of public space	Public space has been privatized and occupied by merchants without a clear site boundary	Chen et al, 2016; Brouder and Ioannides, 2014
	Provide high quality ecological environment with trees and vegetation	Paz, 2011; Nouri et al, 2018
	Ensure good street environment and provide some urban furniture (such as CCTV, street lighting and road fences) to prevent potential safety risks	Paz, 2011; Sanchez et al, 2017; Cilliers et al, 2015
	People could have adequate accessibility to reach their destination, and the traffic and parking issues have proper management (such as avoiding roadside parking and having smart public transport board)	Paz, 2011; Mordue, 2007
Gentrification	Sense the density of public space utilization and observe whether the public space is facing overcrowding	Gkoumas and D’Orazio, 2019
	Understand the current situation of local traditional retail market and analyze the competitive relation between traditional retail market and tourist-oriented retail market	Guimarães, 2018 ; Skoll and Korstanje, 2014
	The gap between local residents’ power of consumption and the consuming places surround their living space caused by the development of retail market	Schäfer and Just, 2018
	The employment rate has been influenced by the development of new market, and people’s job opportunity will suffer the impact	Gandhi and Minner, 2017
	Developers’ great investment to the scenic spot will influence surrounding housing market and bring short-term renting economy, which may influence local residents’ ability to buy and rent housing	Pinkster and Boterman, 2017
Social belonging and integration	The change of living environment may push local residents move away from their home	Pinkster and Boterman, 2017
	The familiarity brought by visual and physical living environment	Pinkster and Boterman, 2017
	Provide comfort zones and adequate privacy protection to local residents	Sun, Ling and Huang, 2020
	Have firm social network in their surrounding living environment (such as friends and relatives)	Markoç, 2018
	Ensure the sense of security to people (for instance, people feel safe to walk alone at night)	Schellenberg, 2018
Tourists’ behavior	People trust their neighbors, and they are willing to help each other	Schellenberg, 2018
	Smoking, drinking and drug using	Pinkster and Boterman, 2017
	Noise disturbance and offensive behaviors caused by active night time economy	Pinkster and Boterman, 2017
Basic infrastructures and welfare facilities	Environmental pollution (such as litter and water pollution) and energy wastage	Leonidou et al., 2015
	Basic infrastructures (such as green space, food markets and public transport stations) are accessible to local residents	Schäfer and Just, 2018
Population structure	People have chance to use welfare facilities (such as community center, community hospitals, library and entertainment facilities) to have rich leisure lives	Peteley, 2013
	Aging of community residents	Schäfer and Just, 2018
	The immigrant population in the community has increased	Schäfer and Just, 2018

Table 2. 2. 1: Evaluation framework for assessing social conflicts caused by urban tourism (Source: Author).

2.3 Concept of sustainable urban tourism (SUT)

With the appearance of social conflicts caused by urban tourism, creating an efficient method to balance these conflicts becomes an urgent need, and constructing a SUT model could be a proper choice. According to Maxim (2016), the concept of sustainable tourism was used to emphasize the relationship between economy and ecology in rural tourism at first, and it started to be applied in urban tourism until recent years. SUT mainly covered three perspectives: social, economy, and environment, and these three factors usually affect each other. The main targets of SUT are improving urban architecture, natural environment, social structure, human behavior and overall local capacities, which are also leading objectives on remitting the social conflicts between residents and urban tourism (Paskaleva-Shapira, 2004).

Based on the characteristics and targets of SUT mentioned above, they have significant overlap with the evaluation framework built in previous section. Both of evaluation framework and SUT have similar considerations related to urban tourism and social influence, such as retail economy, green environment, quality of life and tourist management (Grah, Dimovski and Peterlin, 2020). Therefore, the new framework cannot only be used to assess social conflicts caused by urban tourism, but also provide a development structure for SUT model. In addition, SUT also gain support from central government. In 2014, State Council issued '*Some Opinions of the State Council on Promoting the Reform and Development of Tourism*' and clearly mentioned that SUT is the development direction for future urban tourism (The State Council of PRC, 2014). With the application of SUT model, it could help to maintain the social benefits, reduce the social conflicts and reach a positive balance between local communities and tourism industry (Timur and Getz, 2009; Wang, 2019).

3. Methodology

The research objectives of this dissertation are to understand the potential social influence caused by urban tourism, attempt to assess these social influences with a relatively complete framework and form a sustainable urban tourism model to rebalance the clash between local people and tourism. This dissertation encompasses various research methods, such as evaluation framework, case studies, questionnaire and short interview and quantitative and qualitative data analysis. Figure 3.1 shows the research structure of this dissertation, and following sections will give detailed explanation of each research methods.

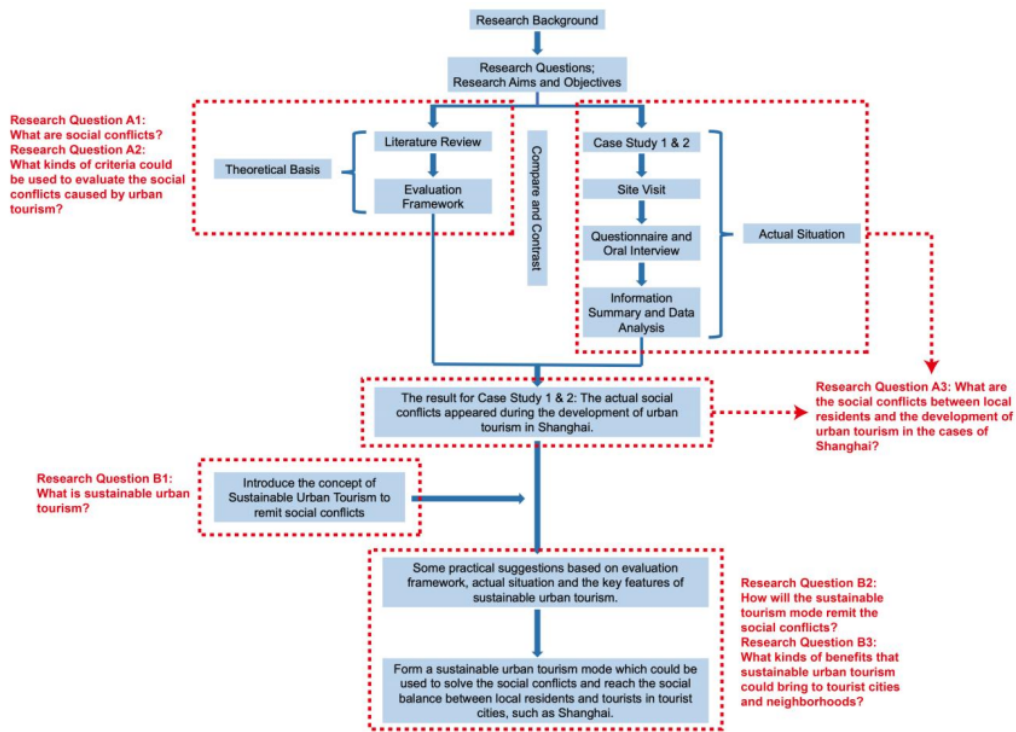


Figure 3. 1: The research structure (Source: Author).

3.1 Case study and field observation

Case study is a linkage to connect theoretical knowledge and reality. According to Morgan et al(2017), case study and site observation could be defined as the effective method among qualitative data collection techniques. The cases selected in this dissertation are two famous scenic spots in Shanghai: Tianzifang and Yuyuan Road. After searching online information of two cases, people could have basic understanding of their development process and current condition. Additionally, the site observation could help to explore the sites, gain first-hand information and form own judgement about realistic situation of the sites (Ramlo, 2018). Photos and videos could be used as fundamental materials for map analysis, and they are direct evidence of proving how tourism development influences surrounding residential areas.

3.2 Questionnaire

After having site observation, it is also necessary to comprehend local residents and some local business' standpoints about urban tourism and social conflicts in two sites. Therefore, author tries to use a questionnaire and some short interview questions to dig more effective information from local people. These interviewees know well about scenic spots, and they have directly experienced the social impact brought by tourists and changes for their daily lives.

The questionnaire contains 19 questions. Generally, before answering this questionnaire, author will introduce this research projects to participants and promise that their participation will be anonymous, and their personal information will not be disclosed. The questionnaire covers many aspects of social influence caused by urban tourism, such as living cost, basic infrastructure and social network. Participants will give their choice based on their own experience. After finishing questionnaire, some participants will be selected to join a short interview related to sustainable urban tourism and ideal relationship between tourists and residents. All the survey will take about 10-15 minutes, and if participants feel discomfort during the survey, they could stop it at any moment.

3.3 Information evaluation and data analysis

Based on literature review, the evaluation framework has been formed to assess the social influence brought by urban tourism. For further research progress, each index of the framework has corresponding detection method (see Appendix III: Table 1). In terms of design and utilization of public space, site observation, photo taking and questionnaires will be used to investigate the index that related to design and utilization of public space. In gentrification aspect, questionnaire and map analysis will be used to discuss current land use condition. In social belonging and population structure aspects, questionnaire and short interview could be used to gain first-hand feedback from participants about their direct feelings. Additionally, site observation and questionnaire will also be used to analyze tourist behavior and existing infrastructures and service facilities. All information and data collected by the survey will be crunched and graphed to analyzed people's attitudes to social influence caused by travel.

4. Case Study

At the beginning of 21st century, Shanghai started to embark on the protection and redevelopment of historical and cultural scenic spots. Local government enacted *the Conservation Regulations Regarding Shanghai's Historic Cultural District of Excellent Historic Buildings* in 2002, and twelve historically and culturally significant zones have been formed in 2003 (Yun, Chan and Xu, 2014). In 2017, these twelve zones had further expansion and formed current historic and cultural development network (Shanghai Municipal People's Government, 2017). Two cases selected in this dissertation belong to different historically and culturally significant zones. Tianzifang is in West Nanjing Road conservation area, while Yuyuan Road is in Yuyuan Road conservation area. Both of them are located in city center with superior development potentials (see Figure 4.0.1). In current stage, the main functions of these two scenic spots are commercial and mixed-used, and their pure residential areas have been continuously reduced. The reason why choosing Tianzifang and Yuyuan Road as research targets is that they are popular urban tourism spots in Shanghai and bring great economic benefits and population flow to local areas, while the overdevelopment and commercialization of them also bring great social influence on local people. Through field observation, basic information of two cases will be introduced in this part.

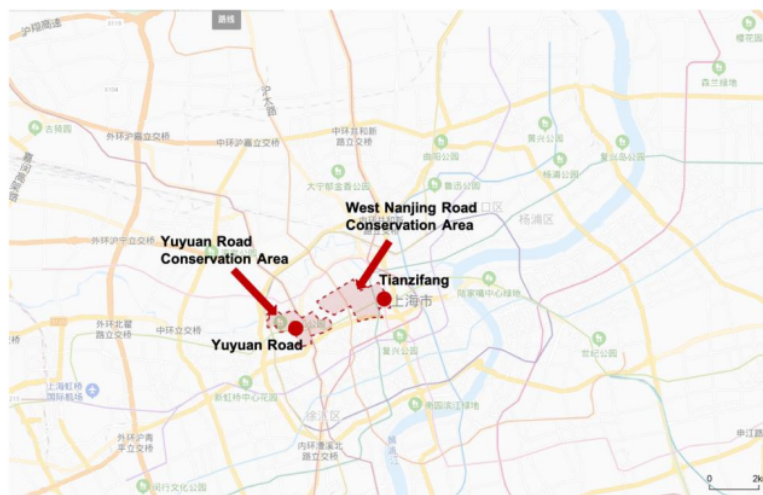


Figure 4. 0. 1: The location map of Tianzifang and Yuyuan Road (Source: Author).

4.1 Case 1: Tianzifang

Most residential buildings in Tianzifang were built in 1920s, and there were many factories around Tianzifang in 1980s. However, since increasingly artists entered this area at the end of 20th century, Tianzifang reached its turning point and became a famous creative industry park in 2004. In current stage, Tianzifang is a well-developed tourist attraction, and both tourists and local residents share the same space. Its surrounding functional buildings contains shopping center, office buildings, schools, museum, cultural heritage and public facilities, which could reflect that the overall development of Tianzifang is mature and commercialized (see Figure 4.1.1).

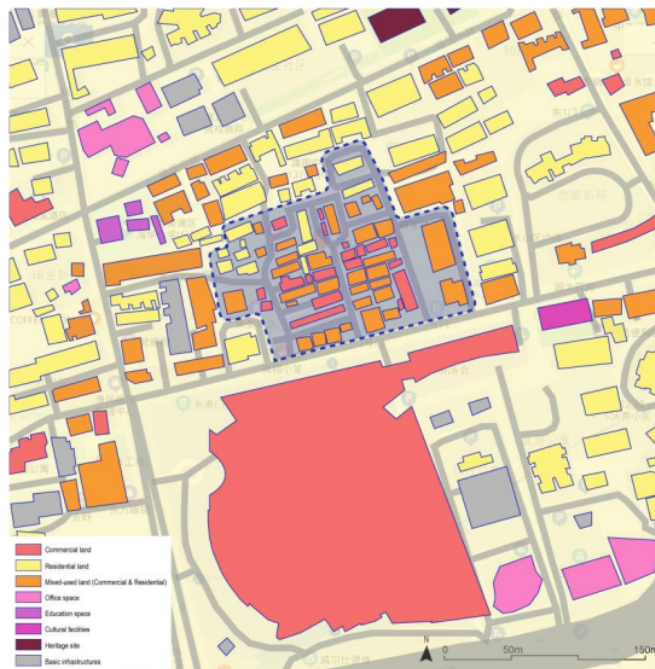


Figure 4. 1. 1: The Land use map around Tianzifang (Source: Author).

During the site observation, the public space, urban furniture and infrastructures in Tianzifang have considerable issues. As a typical lilong community, existing public space is quite limited. Most people, especially those shop owners, attempt to use all the space to gain more profit. Therefore, the

privatization of public space is a common issue in Tianzifang. People put tables, chairs, stalls and sundries along the road, which makes narrow alleys even more crowded (see Figure 4.1.2). The high utility ratio of public space leads to overcrowding in Tianzifang, especially in peak travel period. The green environment is also quite poor. There is no garden or pocket park around Tianzifang, and the green plants in this scenic spot is also very limited. All the green elements are some pot plants in front of some shops, which are used to decorate the shops and attract tourists (see Figure 4.1.3). Therefore, Tianzifang could not provide a high-quality ecological environment to both local residents and tourists. Additionally, the street environment around Tianzifang is also an interesting point. Although its street environment is overcrowded, there is adequate urban furniture and basic street facilities in Tianzifang, such as benches, CCTV and fire plugs. However, if the disabled people visit or live in Tianzifang, their movement will be greatly restricted because special facilities for them are usually occupied by other debris (see Figure 4.1.4).

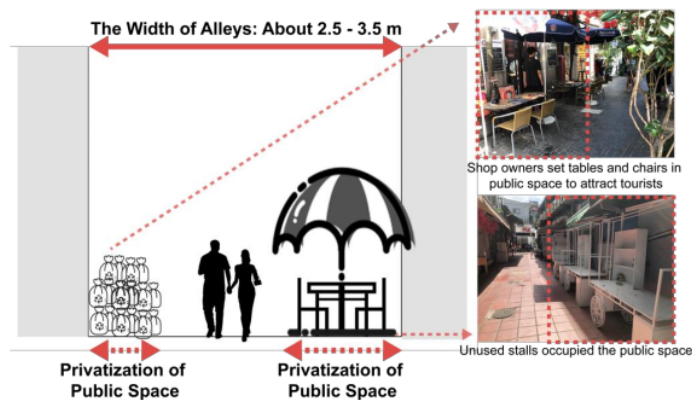


Figure 4. 1. 2: The privatization of public space (Source: Author).



Figure 4. 1. 3: The green elements in Tianzifang (Source: Author).



Figure 4. 1. 4: Parking space for handicapped cars is occupied by debris and motor bikes (Source: Author).

Gentrification around Tianzifang is another nonnegligible issue. Since Tianzifang is a tourist economy oriented commercial attractions, its surrounding market structure is different from other traditional residential blocks. During the site observation, it could be found that there is only one food market and some small shops providing daily necessities for local residents (see Figure 4.1.5). With commercial gentrification, department stores, cafes, pubs and various souvenir shops are opened around Tianzifang to provide tourist service (see Figure 4.1.5). In this process, tourists' demands dominate the local economy, while local residents' daily demands have been sacrificed. Additionally, the housing price in Tianzifang experienced slight fluctuations in recent years, and its latest housing price is about 114350 yuan/sqm (see Figure 4.1.6). The high housing price may lead to residential gentrification in Tianzifang. According to Yun, Chan and Xu (2014), as of 2011, only 100 original households choose to stay in Tianzifang, and about 571 households rent or sell their house to enterprises or shop workers. The reasons why they leave their community and move to other areas could be various, but the housing gentrification is an undeniable fact.



Figure 4. 1. 5: Functional elements for both local residents and tourists (Source: Author).

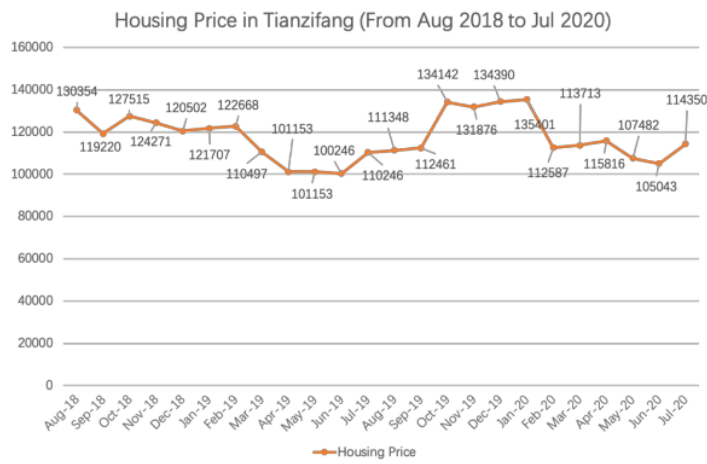


Figure 4. 1. 6: Housing price in Tianzifang from Aug 2018 to Jul 2020 (Source: Fangtianxia, 2020a).

Tourist behavior is also a factor that influence local residents' daily life. There are many tourists visit Tianzifang every day, especially in peak tourist seasons, so narrow alleys become overcrowded (see Figure 4.1.7). Since most shops usually open until 10 p.m. and some pubs even open until 2 a.m., the active nighttime economy causes the noise disruption to local residents (see Figure 4.1.7). Even if people live in a back alley, tourists' footsteps, sound of conversation and music in the shops can be heard clearly. In addition, the environmental pollution caused by tourists and shops is also an

important issue. When people pass by souvenir shops and some food shops, they can smell the pungent odour from different shops. Some tourists also throw rubbish on the ground, which influence street sanitation (Shi et al, 2013).



Figure 4. 1. 7: Overcrowded tourists in Tianzifang (Source: Author).

4.2 Case 2: Yuyuan Road

The urban fabric in Yuyuan Road is very complicated, and it could be divided into three types: traditional dense blocks, transitional public housing and new development areas (Chen, 2008). Since there are many historic buildings and available space resources along Yuyuan Road, local government started to redevelop Yuyuan Road in recent years. As a cultural tourist spots, its development direction is fashionable and pluralistic, and its target consumers are young tourists and elites. Therefore, the functional buildings along Yuyuan Road are diverse, such as shopping center, office buildings, cultural heritage, museum, educational elements and some public facilities (see Figure 4.2.1).



Figure 4. 2. 1: The Land use map along Yuyuan Road (Source: Author).

The public space around Yuyuan Road has various advantages and disadvantages. The overall street environment along Yuyuan Road is very humanized. There are some benches and small plazas along the road, so people could have a rest in these areas (see Figure 4.2.2). Luxuriant trees on both sides of main road could help to shade people from summer sunshine and provide a comfortable walking experience. Lawn in front of some buildings could provide people a place to do some activities (see Figure 4.2.3). However, the green elements in surrounding neighborhoods are quite limited, and people can only see some potted plants in front of residential buildings (see Figure 4.2.3). In addition, the privatization of public space is also a general phenomenon around Yuyuan Road. Some café and restaurants occupied the public space to place tables, chairs or decorations, and some of them even use fences to enclose the public space to avoid people to use (see Figure 4.2.4). Roadside parking is another issue. Since there is not enough parking space, some people choose to park their cars along small residential alleys, which invades local residents' public activity space (see Figure 4.2.5).

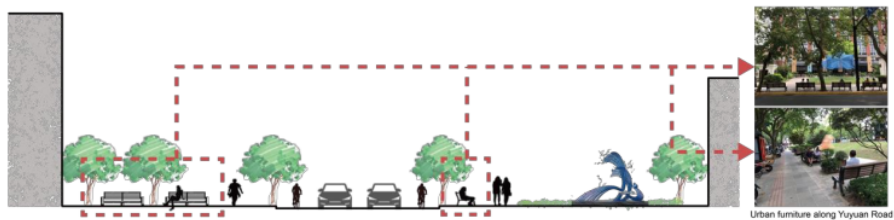


Figure 4. 2. 2: Urban furniture along Yuyuan Road (Source: Author).



Green plants along Yuyuan Road

VS



Natural environment in residential alleys

Figure 4. 2. 3: Green environment along Yuyuan Road and residential alleys (Source: Author).



Figure 4. 2. 4: Privatization of public space along Yuyuan Road (Source: Author).

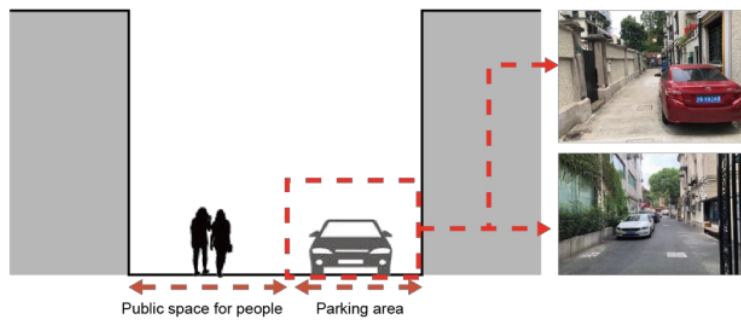


Figure 4. 2. 5: Roadside parking in residential alleys (Source: Author).

Gentrification around Yuyuan Road leads to various consequences. With the recent development of tourism, many local businesses are replaced by cafes, fashion stores, office buildings and shopping centers (see Figure 4.2.6). Young people and tourists could gain high-quality travel experience here. Meanwhile, consumer sites which are suitable for local residents are continuously disappearing, which negatively affects local people's daily lives. In addition, the housing price in Yuyuan Road has a significant increase in recent years. Based on recent data, the average housing price around Yuyuan Road is up to 158620 yuan/sqm (see Figure 4.2.7). Old residents said that some young local residents chose to move away from Yuyuan Road, and old people with poor economic foundation are forced to stay in poor-conditioned lilong housing. Due to the high-quality overall living environment in this area, many high-income groups also choose to move to villas in Yuyuan Road. Therefore, the mix of different income group and the high aging degree lead the residential gentrification to become an inevitable trend in Yuyuan Road (Wang and Shen, 2019).



Figure 4. 2. 6: Different functional elements along Yuyuan Road (Source: Author).

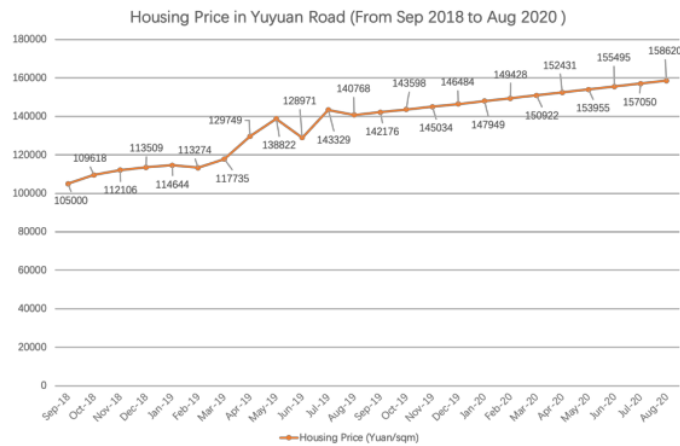


Figure 4. 2. 7: Housing price in Tianzifang from Aug 2018 to Jul 2020 (Source: Fangtianxia, 2020b).

In tourist’s behavior aspect, tourists usually gather in main street, and only small number of tourists choose to in-depth visit residential areas. When people walk through Yuyuan Road, they can find that there are many tourists lining up outside stores and taking photos, which will cause the road to become crowded and affect other pedestrians’ walking routes (see Figure 4.2.8). Although there are some plazas and lawns on both sides of Yuyuan Road, few tourists choose to use these public open spaces. Since the residential area is clearly separated from tourist area, the improper tourists’ behavior may bring limited influence on local residents.



Figure 4. 2. 8: The crowded Yuyuan Road (Source: Author).

5. Data Analysis and Result

After having the site observation of two sites, questionnaire and interview have been used to collect local residents' feedback of tourism development. Qualitative and quantitative information will be collected and used to analyze and assess social impacts of tourism on the lives of local residents according to previous evaluation framework.

The total sample size of this survey is 60 people, and each site has 30 participants. First of all, the questionnaire collected the basic information of participants, including age and identity of interviewees. Statistically speaking, the middle-aged and elderly people account for the majority, while young participants only account for 8% among the total sample (see Figure 5.0.1). Compared with two sites, Tianzifang experience more severe aging because there are 70% of participants over 60. Additionally, interviewees' identity is different. 85% of them are local residents; 10% of them are surrounding workers; and 5% of them are tourists who live in Airbnb (see Figure 5.0.2). Then, based on evaluation framework mentioned before, the questionnaire has been mainly divided into three sections. Section one focuses on the influence of living economy and gentrification caused by urban tourism to local residents, including living cost, consumer sites, job opportunities, and housing price. Section two focuses on public space and basic infrastructures and figures out their changes brought by tourism development. This part also aims to collect people's attitudes and requirements for the future development of public space and infrastructure. Section three aims to investigate the changes of local people's emotional belonging after tourism development and their attitudes towards improper tourists' behavior. These three parts will be analyzed in detail below.

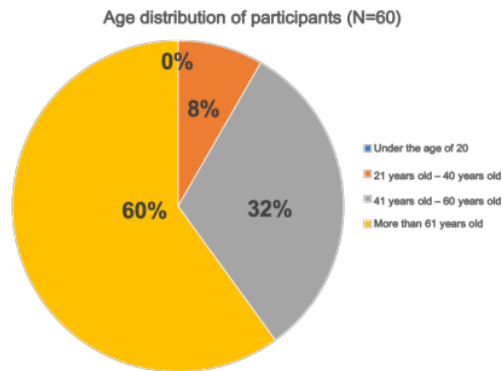


Figure 5. 0. 1: Age distribution of overall participants (Source: Author).

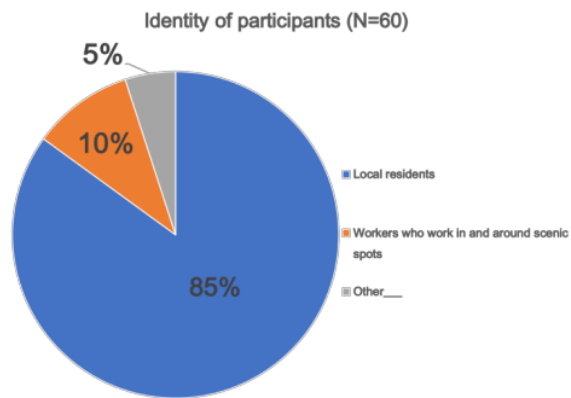


Figure 5. 0. 2: Identity of overall participants (Source: Author).

5.1 Analysis and result 1: Living economy and gentrification

The change of living economy and gentrification in Tianzifang is distinct. According to data, over half of participants agree that tourism development does not influence their employment, while the rest participants hold different views. About 50% of young and middle-aged people think that tourism development in Tianzifang brings more job opportunities to them (see Table 5.1.1). During the survey, some respondents mentioned the reason why they choose to live here is that they have found new jobs around Tianzifang. From Table 5.1.1, people who choose tourism development brings negative

impact to employment are elder people. They complained that the decline of traditional market increased local people’s unemployment rate, and new companies prefer to hire migrant workers instead of local people. The reason why these elder people have this view is that they have experienced similar unfair treatment at the early stage of Tianzifang's tourism development. With the change of retail market, the most immediate effect reflects on locals’ living cost. Over 90% of respondents agree that their living cost is rising (see Figure 5.1.1). Approximately half of respondents believe that tourism development in Tianzifang negatively influences their daily consumption habits and accelerates the disappearance of daily consumer sites. Based on Table 5.1.2, people use food market, supermarkets and small restaurants most frequently, and nobody choose to consume in pubs and souvenir shops. When discussing the change of housing price, 60% of participants focus on this issue, and nearly 67% of them said that current housing price are unaffordable, especially to young people (see Figure 5.1.2). This could illustrate why some people are forced to move away from Tianzifang and choose to live in other places with lower housing prices and living cost.

Question	Choice	Your age (%)			Total
		21 years old – 40 years old	41 years old – 60 years old	More than 61 years old	
How does the development of urban tourism affect your employment?	A. Positive impact, bring better job opportunity and higher salary	1(50.00)	3(42.86)	2(9.52)	6(20.00)
	B. No impact, keep the same job and salary	1(50.00)	4(57.14)	12(57.14)	17(56.67)
	C. Negative impact, lose original job, reduce the salary or have greater employment competition and pressure	0(0.00)	0(0.00)	7(33.33)	7(23.33)
Total		2	7	21	30

Table 5. 1. 1: The employment affects in different age groups in Tianzifang (Source: Author).

Do you think your living cost has increased significantly after the tourism development in Tianzifang?

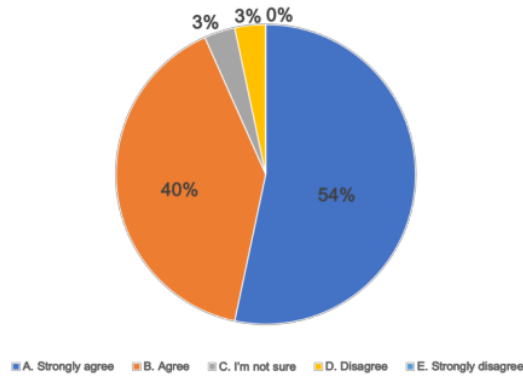


Figure 5. 1. 1: Local residents' attitude about the living cost in Tianzifang (Source: Author).

Daily consumption places	Your age (%)			Total number (n=30)
	21 years old – 40 years old (n=2)	41 years old – 60 years old (n=7)	More than 61 years old (n=21)	
A. Newly opened canteens and cafes	0 (0.00)	1 (14.29)	1 (4.76)	2 (6.67)
B. Local small restaurants	2 (100.00)	6 (85.71)	6 (28.57)	14 (46.67)
C. Souvenir shops	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)
D. Department stores	1 (50.00)	2 (28.57)	0 (0.00)	3 (10.00)
E. Supermarkets/Convenient stores	2 (100.00)	4 (57.14)	10 (47.62)	16 (53.33)
F. Food market	1 (50.00)	6 (85.71)	20 (95.24)	27 (90.00)
G. Pubs or other places for entertainment	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)
H. Other : _____	0 (0.00)	0 (0.00)	1 (4.76)	1 (3.33)

Table 5. 1. 2: The preference of daily consumption places in different age groups in Tianzifang (Source: Author).

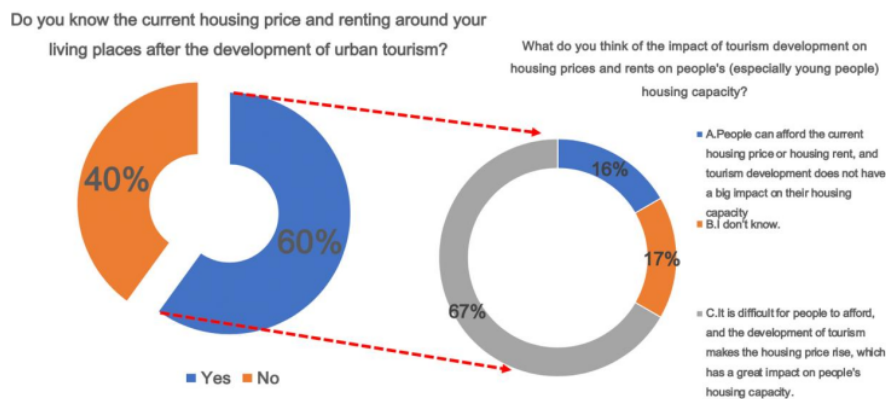


Figure 5. 1. 2: Housing affordability for local residents in Tianzifang (Source: Author).

Living economy pressure and gentrification in Yuyuan Road are slightly different from Tianzifang. While nearly half of participants consider that tourism development will not influence locals' employment, over 36% of people still believe that tourism development positively influences their career lives (see Table 5.1.3). Some participants claimed that Yuyuan Road is a rising scenic spot, and many developers choose to invest office buildings and shops here, which provides diverse employment prospects to them. When discussing the development of retail market, 90% of participants agree that with the rise of commodity price, their living cost is much higher than before (see Figure 5.1.3). Although a quarter of participants mentioned that tourism development in Yuyuan Road widened their choice of daily consumption, there are still over 50% of respondents arguing that the gentrification of retail market in Yuyuan Road has led to the disappearance of cheap consumer sites, which restricts residents' freedom of consumption. According to Table 5.1.4, the main consumer sites for residents are food market, small local restaurants and supermarkets. Some young and middle-aged people also prefer to go to newly opened restaurants, cafes, department stores and pubs to enrich their leisure lives. In housing aspect, over 75% of respondents said that they pay close attention to the change of housing prices. A quarter of them think that current housing rents is affordable because their salary is rising; while over 65% of participants still think that high housing price in Yuyuan Road bring great living pressure to young people (see Figure 5.1.4).

Question	Choice	Your age (%)			Total
		21 years old – 40 years old	41 years old – 60 years old	More than 61 years old	
How does the development of urban tourism affect your employment?	A. Positive impact, bring better job opportunity and higher salary	1(33.33)	5(41.67)	5(33.33)	11(36.67)
	B. No impact, keep the same job and salary	2(66.67)	7(58.33)	5(33.33)	14(46.67)
	C. Negative impact, lose original job, reduce the salary or have greater employment competition and pressure	0(0.00)	0(0.00)	5(33.33)	5(16.67)
Total		3	12	15	30

Table 5. 1. 3: The employment affects in different age groups in Yuyuan Road (Source: Author).

Do you think your living cost has increased significantly after the tourism development in Yuyuan Road?

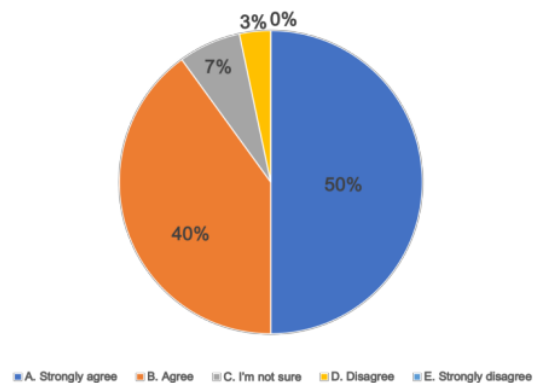


Figure 5. 1. 3: Local residents' attitude about the living cost in Yuyuan Road (Source: Author).

Daily consumption places	Your age (%)			Total number (n=30)
	21 years old – 40 years old (n=3)	41 years old – 60 years old (n=12)	More than 61 years old (n=15)	
A. Newly opened canteens and cafes	1 (33.33)	6 (50.00)	1 (6.67)	8 (26.67)
B. Local small restaurants	3 (100.00)	7 (58.33)	12 (80.00)	22 (73.33)
C. Souvenir shops	0 (0.00)	0 (0.00)	1 (6.67)	1 (3.33)
D. Department stores	3 (100.00)	3 (25.00)	2 (13.33)	8 (26.67)
E. Supermarkets/Convenient stores	3 (100.00)	9 (75.00)	9 (60.00)	21 (70.00)
F. Food market	3 (100.00)	9 (75.00)	15 (100.00)	27 (90.00)
G. Pubs or other places for entertainment	2 (66.67)	0 (0.00)	0 (0.00)	2 (6.67)
H. Other : _____	0 (0.00)	0 (0.00)	0 (0.00)	0 (0.00)

Table 5. 1. 4: The preference of daily consumption places in different age groups in Yuyuan Road
(Source: Author).

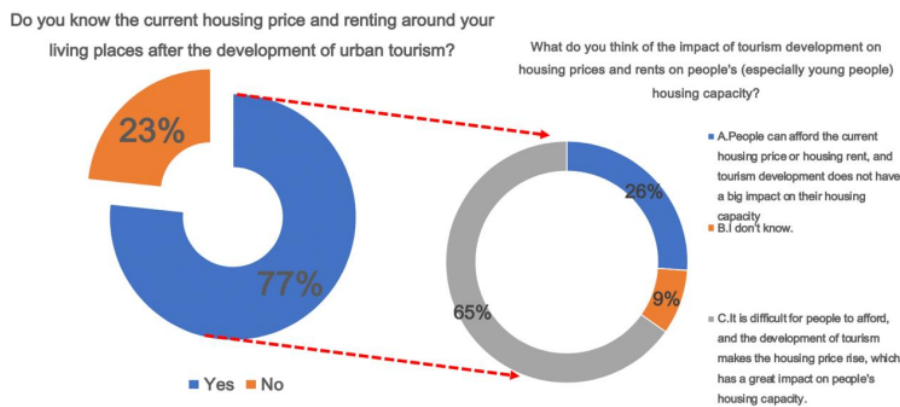


Figure 5. 1. 4: Housing affordability for local residents in Yuyuan Road (Source: Author).

By comparing and contrasting the condition between Tianzifang and Yuyuan Road, the change of living economy and gentrification brought by tourism development in these two sites have some differences. First of all, the tourism development does not bring great influence on job market. However, since these two sites are in different development stage and have different development priorities, their potential job opportunities also have differences. Yuyuan Road could provide diversified employment prospects, while the employment direction around Tianzifang is relatively unitary and mainly focuses on commercial aspect. Additionally, the increasing living cost and the disappearance of daily consumer sites caused by urban tourism bring negative impacts on local residents. However, residents in Yuyuan Road seem to be more receptive to new consumption functions. Another nonnegligible social influence caused by urban tourism is housing pressure. From the interview, it can be seen that young people in both places are forced to move out due to high housing prices. The residential gentrification in Tianzifang has led to poorer living conditions for local people. However, the residential gentrification in Yuyuan Road has led to the polarization of housing, so poor local residents still live in shabby alleys, while rich new arrivals live in villas and newly built apartments.

5.2 Analysis and result 2: Public space design and basic infrastructure

In Tianzifang, tourism development will straightly influence the public space design and basic infrastructures. During the survey, all participants complained that overcrowding in public space influences their daily life and trip, especially in holiday season. To avoid direct contact with crowded tourists, local residents choose to take long detours when they need to go to other places. Similarly, tourism development also brings inevitable influence on transportation around Tianzifang. Although there are many bus stops and a metro station to ensure the accessibility and connectivity between Tianzifang and other places, two thirds of participants still mentioned that the increase of tourists has indirectly aggravated the surrounding traffic congestion, and 40% of respondents complained that road parking not only occupied their public space but also bring potential safety risks (see Figure 5.2.1). In basic infrastructure aspect, over 70% participants are not satisfied with current

infrastructures and welfare facilities. Figure 5.2.2 shows that the demand for infrastructure and welfare facilities for middle-aged and elderly is urgent, especially for green space, community centers, community hospitals and fitness equipment, which all exceed 40%.

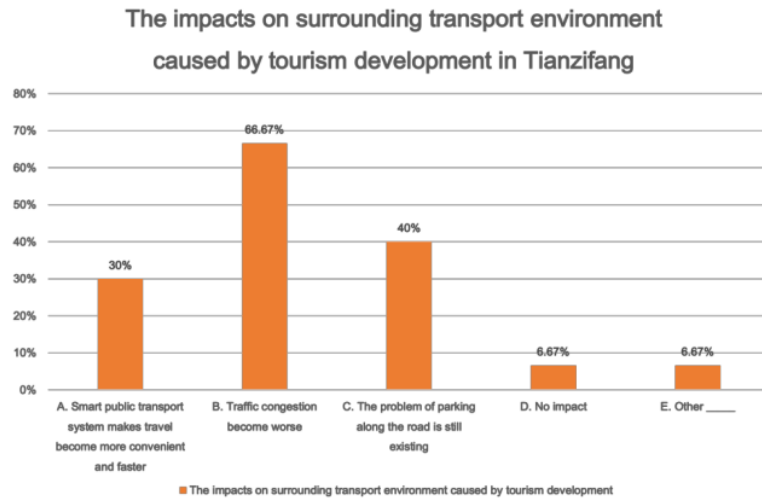


Figure 5. 2. 1: Different kinds of impacts on transport environment caused by tourism development in Tianzifang (Source: Author).

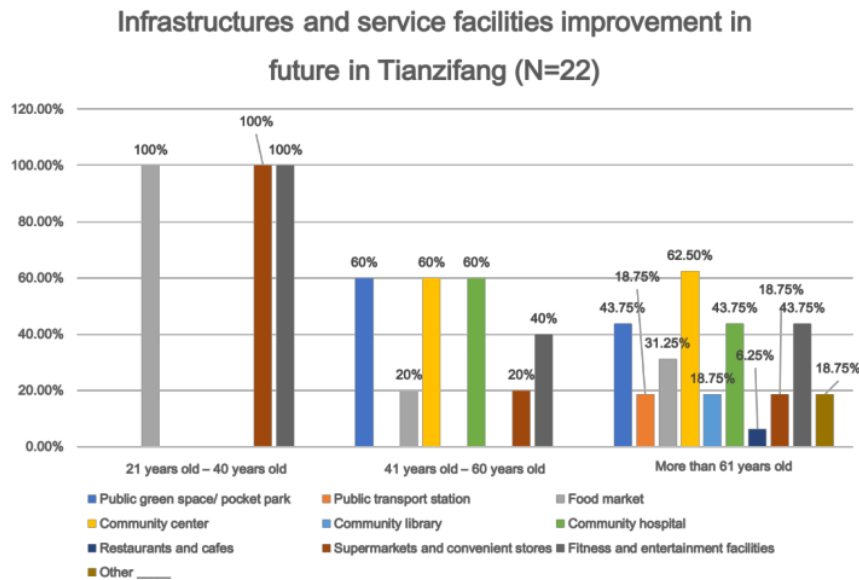


Figure 5. 2. 2: Future improvement requirement for infrastructure and service facilities in Tianzifang
(Source: Author).

With tourism development in Yuyuan Road, over half of respondents agree that public space in this area gradually become crowded, especially in peak hours and weekends. However, one third participants still disagree with this view because they mentioned that tourists only gathers in the main street, and the public space in residential areas does not become crowded. When discussing the traffic environment around Yuyuan Road, approximately 45% of respondents said that current public transport system has high-efficiency, and various travel modes are available to them, such as bus, metro, sharing bike and cars, which are very convenient to their daily trip (see Figure 5.2.3). However, over 50% of interviewees still mentioned that the traffic congestion and roadside parking are inevitable issues brought by tourism development, which needs further controls in the future (see Figure 5.2.3). Based on collected data, 60% of participants are unsatisfied with existing infrastructures and service facilities. According to Figure 5.2.4, majority of middle-aged and elder people desire to have more green space, community centers, community hospitals, fitness and entertainment facilities and affordable supermarkets around their residential areas.

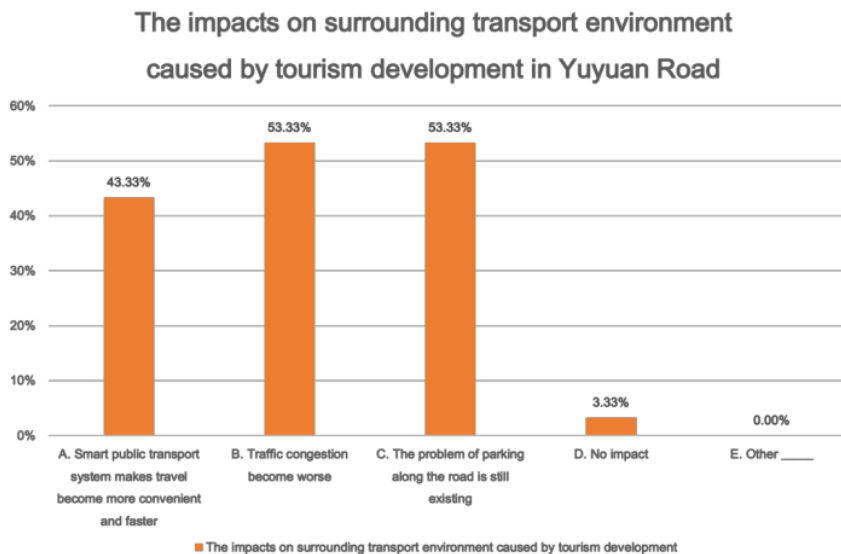


Figure 5. 2. 3: Different kinds of impacts on transport environment caused by tourism development in Yuyuan Road (Source: Author).

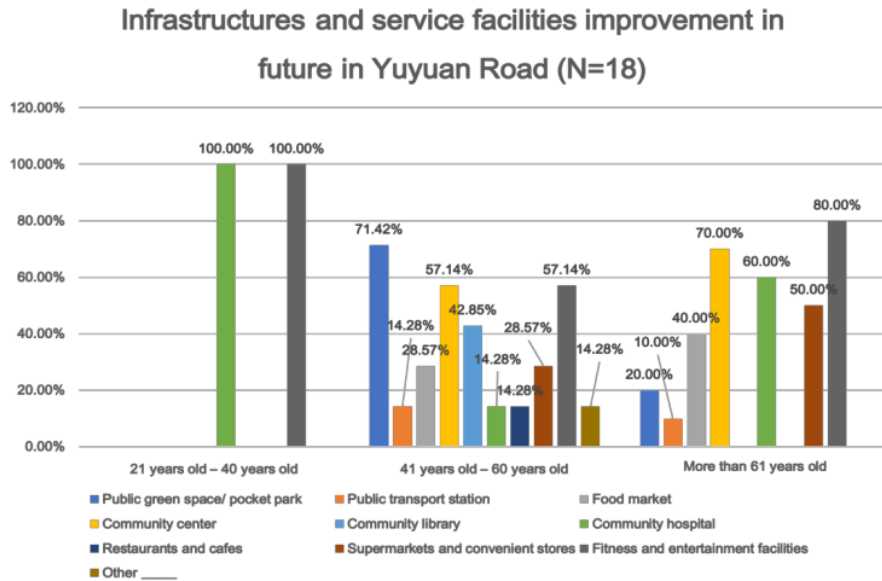


Figure 5. 2. 4: Future improvement requirement for infrastructure and service facilities in Yuyuan Road (Source: Author).

By comparing and contrasting, Tianzifang and Yuyuan Road have certain differences in public space design and basic infrastructures aspect. The most distinct difference is the respondents' perception of overcrowding in public space. In Tianzifang, since tourists and residents share the same public space, local residents can directly feel the increase of tourists and the sense of crowding after tourism development; while in Yuyuan Road, since residential areas are separate from tourist areas, public space of residential area is less likely to be affected by tourism development. Additionally, in transport environment aspect, the roadside parking issue is more serious in Yuyuan Road compared with Tianzifang. Inadequate parking space and the increasing vehicle amount leads to illegal parking in residential areas. This may lead to safety risks and occupation of public activity space in residential area. Finally, most residents in these two sites feel unsatisfied with existing infrastructures and

service facilities. From data results, young people are well attuned to existing service facilities, while middle-aged and elderly people hope to have service facilities which are close to daily lives in the future, such as pocket parks, community centers and community hospitals. In this part, people can find that tourism development will leads to various social impacts on public space and infrastructures, and urban planners needs to stand in different angles to meet different age groups diverse demands.

5.3 Analysis and result 3: Locals' social belonging and tourists' behavior

Tourism development will bring certain influence on local residents' sense of social belonging. In Tianzifang, tourism development has caused serious contradiction in residents' emotional cognition of living space. Half of respondents believed that current living condition can give them a sense of social belonging and provide sufficient privacy and security, while another half of respondents argued that tourism development causes them lose voice in their communities, feel excluded and lose sufficient security and privacy (see Figure 5.3.1). Similarly, investigation shows that 30% of respondents feel hard to build new social network after new neighbors moved in, and they have limited opportunity to communicate with each other. Finally, when discussing improper tourists' behavior, aside from overcrowding, 90% of interviewees choose noise pollution and complained that because of the active nighttime economy in Tianzifang, the noise disturbs their normal routine (see Figure 5.3.2). Nearly 40% of them also think that smoking and waste pollution bring negative impacts on their living environment and health.

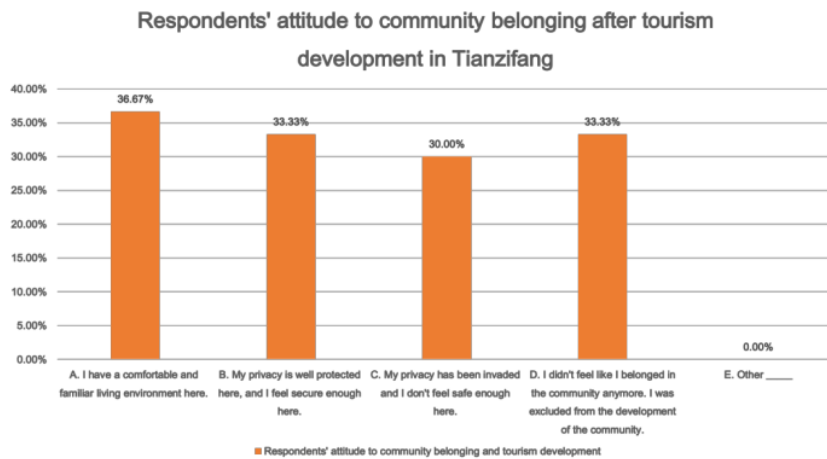


Figure 5. 3. 1: Local residents' attitude to social belonging in Tianzifang (Source: Author).

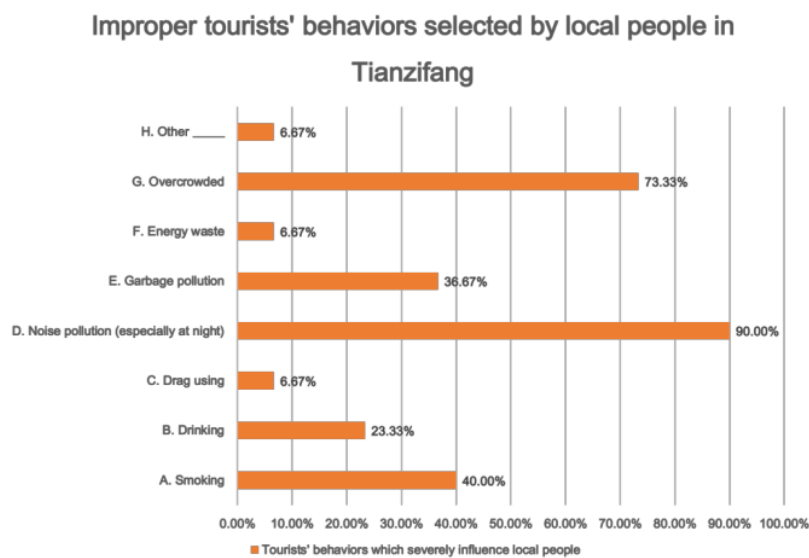


Figure 5. 3. 2: Improper tourists' behavior selected by local residents in Tianzifang (Source: Author).

The status of social belonging impacts caused by tourism development is slightly different in Yuyuan Road. According to collected data, 60% of interviewees think that current tourism development does not negatively influence their living environment, social security and community privacy because their residential areas are separate from tourist areas (see Figure 5.3.3). In addition, survey shows

that nearly 60% of residents stated that there is no distinct change in their social network, and they still keep the close relationship with their neighbors. Finally, participants are asked to select improper tourists' behavior which severely influences their lives. 70% of them choose noise pollution, and 50% of them choose garbage pollution (see Figure 5.3.4). They mentioned that with tourism development, improper tourists' behavior leads serious issues and bring negative impacts on local residents, especially living near the main road.

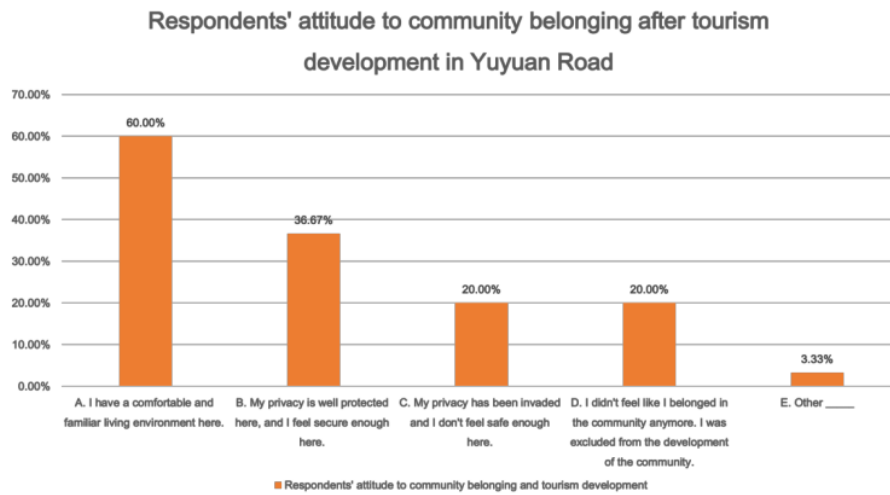


Figure 5. 3. 3: Local residents' attitude to social belonging in Yuyuan Road (Source: Author).

Improper tourists' behaviors selected by local people in Yuyuan Road

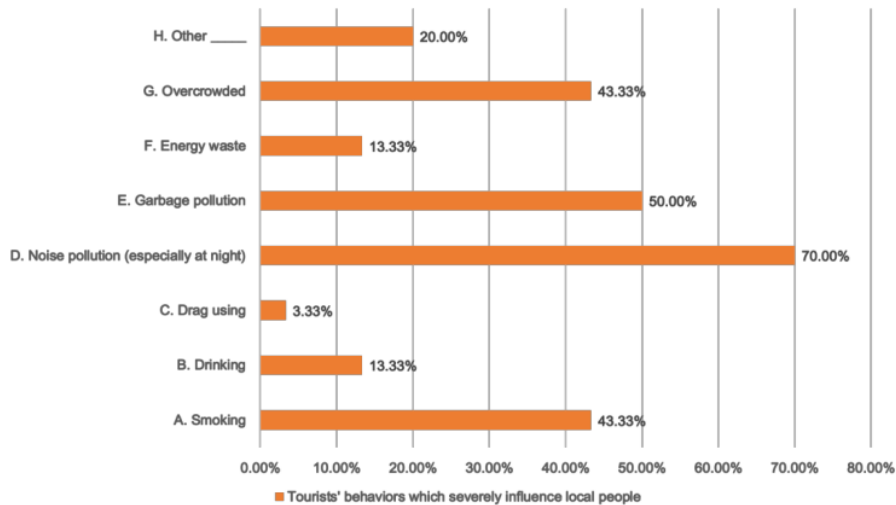


Figure 5. 3. 4: Improper tourists' behavior selected by local residents in Yuyuan Road (Source: Author).

Different stages of tourism development will bring different emotional impacts on local residents. Yuyuan Road, as a developing scenic spot, has clear separation between residential areas and tourist areas. Even though some tourists and short-term tenants enter these residential areas, this does not influence local residents' community belonging. Tianzifang is a mature scenic spot, and residential areas and tourist areas have been combined together, so local residents form two contradictory camps on the question of sense of community belongings. The loss of social belonging will lead to local residents lose the trust to their community and further reject urban tourism. Additionally, improper tourists' behavior will also create social conflicts between local residents and tourists in both sites. Noise pollution, overcrowding, smoking and waste pollution bring seriously negative influence on local residents' living environment. Many participants usually complain about tourists, and some of them may even have fierce quarrel with tourists.

5.4 Summary

After having questionnaire and short interview in Tianzifang and Yuyuan Road, a great number of valuable data and information have been collected. These information and data have been put together and have further analysis to discover issues and social conflicts caused by urban tourism. Finally, these results integrate with evaluation framework to form Table 5.4.1.

Section	Indicators	Site A: Tianzifang	Site B: Yuyuan Road
Design and utilization of public space	Public space has been privatized and occupied by merchants without a clear site boundary	✓	✓
	Provide high quality ecological environment with trees and vegetation	✗	It provide high quality green elements along Yuyuan Road, but the ecological environment in surrounding residential area is poor.
	Ensure good street environment and provide some urban furniture (such as CCTV, street lighting and road fences) to prevent potential safety risks	✓	✓
	People could have adequate accessibility to reach their destination, and the traffic and parking issues have proper management (such as avoiding roadside parking and having smart public transport board)	Local residents have poor accessibility to reach other places during tourist peak hours; Serious traffic congestion and roadside parking issues	Local residents has good accessibility to reach surrounding facilities; Good public transport system; Serious traffic congestion and roadside parking issues
	Sense the density of public space utilization and observe whether the public space is facing overcrowding	✓	Some public space is not well used; The overcrowding condition only appeared in main road instead of residential areas
Gentrification	Understand the current situation of local traditional retail market and analyze the competitive relation between traditional retail market and tourist-oriented retail market	Traditional retail market is disappearing, and tourist-oriented retail market dominate the commercial economy	Traditional retail market is experiencing great threats from tourist-oriented retail market and other kinds of new economic development
	The gap between local residents' power of consumption and the consuming places surround their living space caused by the development of retail market	The living cost increase a lot	The living cost increase a lot
	The employment rate has been influenced by the development of new market, and people's job opportunity will suffer the impact	Migrant workers' job opportunity will increase, while local residents' employment rate does not have positive changes	One third of respondents think they have more job opportunity
	Developers' great investment to the scenic spot will influence surrounding housing market and bring short-term renting economy, which may influence local residents' ability to buy and rent housing	✓	✓
Social belonging and integration	The change of living environment may push local residents move away from their home	✓	✓
	The familiarity brought by visual and physical living environment	✗	✓
	Provide comfort zones and adequate privacy protection to local residents	✗	✗
	Have firm social network in their surrounding living environment (such as friends and relatives)	Only half of respondents think they have firm social network in their community; Others said that with the change of neighbors, their social network has been negatively influenced	✓
	Ensure the sense of security to people (for instance, people feel safe to walk alone at night)	✗	✗
	People trust their neighbors, and they are willing to help each other	For old neighbors who have known each other for a long time, they help each other; For new neighbors, they keep a distance and have fewer opportunities to communicate with each other	✓
Tourists' behavior	Smoking, drinking and drug using	✓	✓
	Noise disturbance and offensive behaviors caused by active night time economy	✓	✓
	Environmental pollution (such as litter and water pollution) and energy wastage	Waste pollution; Air pollution; Energy waste	Waste pollution; Air pollution; Energy waste; Vibration
Basic infrastructures and welfare facilities	Basic infrastructures (such as green space, food markets and public transport stations) are accessible to local residents	Food markets; Bus stations; Metro station; Small local restaurants; Supermarkets	Food markets; Bus stations; Metro station; Small local restaurants; Supermarkets; Department stores; Newly opened cafe
	People have chance to use welfare facilities (such as community center, community hospitals, library and entertainment facilities) to have rich leisure lives	✗	✗
Population structure	Aging of community residents	✓	✓
	The immigrant population in the community has increased	✗	✓

Table 5. 4. 1: The results of compare and contrast between Tianzifang and Yuyuan Road (Source: Author).

Tianzifang is a well-developed scenic spot, and its surrounding facilities are used to serve urban tourism. Tourists and residents coexist in the same block and share the same public space with each other. Yuyuan Road is a developing tourist attraction with diverse development directions and potentials, such as tourism economy, office market and residential investments. Its residential areas are relatively independent, and both residents and visitors have their own public activity space. These characteristics determine that the social conflicts brought by urban tourism in these two scenic spots have both similarities and differences.

With tourism development in these two scenic spots, surrounding convenient and cheap consumer sites have been replaced by high-end consumption patterns. The enhancement of living cost, housing price and rents around these two places causes residents feel the pressure of life and housing, especially to young people. Therefore, most young people choose to leave, and the rest of the elder with poor economic condition still live in old lilong. This is the reason why both sites face severe aging. In addition, both sites share the similar issues, such as crowded public space, traffic congestion, illegal parking along road and the dissatisfaction with infrastructure, and local residents strongly desire to increase public service facilities, such as public green space, community centers, community hospitals and fitness facilities. At the same time, they have a clear aversion to improper tourist behavior, such as smoking, noise and waste pollution.

On the other hand, Yuyuan Road is a new and diverse attraction, so it could provide more job opportunities than Tianzifang. In addition, the traffic efficiency and accessibility in Yuyuan Road is superior to the condition in Tianzifang. Finally, the relatively independent living space in Yuyuan Road could ensure local residents have adequate sense of social belonging, privacy and security, and it is easier to keep firm social network with neighbors than Tianzifang.

6. Discussion and Recommendations

6.1 Concept of sustainable urban tourism (SUT)

To remit the social conflicts caused by urban tourism, developing SUT could be a practical choice because this concept and research objectives are highly matched, and it is suitable to be used to balance the inequity between local residents and urban tourism. At first, the concept of sustainable tourism was applied at urban level in recent years and formed the concept of SUT. SUT is a multi-dimensional concept that includes different influences of ecology, economy, society and culture on the development of urban tourism (Savage, Huang and Chang, 2004). In long term, the core of SUT is not only improving economic benefits and tourist experience, but also developing a set of strategies to minimize potential adverse impacts on ecology, quality of residents' lives and local culture caused by urban tourism (Nasser, 2016).

During the survey, it can be found that people are unfamiliar with the concept of SUT. Only about 30% of participants have heard of SUT, and few of them have insight into this concept. When discussing about how to implement SUT to alleviate the negative social impacts brought by urban tourism, over half of interviewees mentioned that government should put forward a series of policy interventions to restrain those negative social influence, and 46% of them argued that government should design more daily service facilities for them, such as pocket parks and community hospitals. In addition, nearly 40% of respondents said that they hope tourists could improve their quality, which could help to build a positive social relationship between residents and tourists. Finally, one third of them also believed that the implementation of SUT needs community's involvement and support. Based on participants' various views, the following parts will put forward some detailed recommendations on how to remit the social conflicts caused by urban tourism and form a SUT model.

6.2 Recommendation 1: Using policy intervention to control economic conflicts

The regulation for economy and gentrification is a macro concept because sustainable tourism economy usually involves many political departments and private sectors. However, regulations for economy and gentrification are still very important to local residents who suffer from negative economic impacts caused by urban tourism. According to Bramwell (2011), national government could propose policy rules to promote the development of sustainable tourism economy and encourage diversification of tourism economy. Similarly, the state could offer incentives to protect the local retail market, which could ensure to meet local residents' basic material demands (Bramwell, 2011). With government's support and subsidies, living economy around scenic spots could be more stable, and the choices of residents' daily consumption will be expanded, which could improve their quality of material life and decrease their economic pressure. In addition, increasing housing price and housing rents is another inevitable issue. For instance, with the appearance of short-term rental (STR) for tourism in Yuyuan Road, the housing rents have greatly soared, which is hard for long-term tenants to afford their housing rents. To solve this issue, local government could learn from Barcelona and Paris, such as strictly controlling the issue of STR licenses and punishing and fining the house owners who unauthorizedly change the function of houses (Aguilera, Artioli and Colomb, 2019). The national government also needs to release regulations to curb the disorderly rise in housing prices. These actions could help to control the housing price and housing rents efficiently.

Policy intervention is a practical method to remit the negative economic conflicts caused by urban tourism. The support of local retail market, subsidies for affordable businesses, strict control of STR and controlling housing price on macro level could help to reduce local residents' life pressure in economic aspect. It could promote diversification of economy, help to achieve the goal of sustainable tourism economy and reduce the negative impact of gentrification caused by urban tourism.

6.3 Recommendation 2: Using urban design to create ecological and livable residential environment

To reduce the social conflicts caused by urban tourism and create a livable and ecological residential environment, author chooses to start from the perspective of urban design to put forward some suggestions for improving the public space and basic infrastructures around Tianzifang and Yuyuan Road.

First of all, urban green space needs to have further improvement, and more pocket parks, linear parks and street planting could be added (Wolch, Byrne and Newell, 2014). Within the community, urban designers also need to take full use of public space to add more green plantings. These measures could ensure local residents have high-quality green environment around their living space. Similarly, public green space also influences the positivity of people's activities, so adding more fitness and recreational facilities in the open green space could stimulate the utilization of the public space (Wolch, Byrne and Newell, 2014).

Secondly, the privatization of public space also needs to be improved. Some public spaces are occupied by private sectors, such as restaurants and cafes. If people do not consume in these sites, they cannot use these public spaces, which leads to consumerism, increases social gap and brings inequity to local residents (Nasution and Zahrah, 2012). To solve this issue, Nasution and Zahrah (2012) mentioned that urban planners need to provide more fully open public space, such as sitting areas and sport areas, which could ensure people have access to them 24 hours a day. Only in this way, the current inequity caused by privatization of public space could be truly alleviated. Therefore, in future public space design for Tianzifang and Yuyuan Road, more public urban furniture and service facilities, such as chairs and jog tracks, could be added to create a more comfortable and open public environment to local residents.

Finally, the imbalance of public service facilities caused by tourism development is another issue in Tianzifang and Yuyuan Road, which brings great social inequity to local residents. In future urban planning and design, more service facilities need to be added around scenic spots, and they need to meet local residents' preference (Lan et al, 2020). Therefore, based on previous survey, more community activity centers, community libraries and community hospitals need to be equipped in Tianzifang and Yuyuan Road to enrich local people's daily lives.

Proper urban design helps to control negative social influence caused by poor public space quality and inadequate service facilities. Superior green environment will help to create a more ecological living environment to local residents. More fully open public space and high-quality public service facilities will enrich local residents' lives. These actions could stimulate the development of SUT in Tianzifang and Yuyuan Road because they bring sustainable natural environment and social environment to these sites.

6.4 Recommendation 3: Improving the quality of tourists and the participation of residents

Tourists' improper behavior and attitude will bring some social conflicts on local residents. These tourists' behaviors are unconscious. They may think their behavior is wrong in their attitude, but in fact, they usually do what they think is inappropriate unconsciously during the sightseeing (Juvan and Dolnicar, 2014). Solving this issue could start from two angles. The first one is policy intervention. Local government put forward a series of rules to regulate tourists' behavior, such as restricting the flow of people and strictly controlling nighttime economy. Another angle is improving tourists' sense of responsibility, so they could timely self-discipline for their improper behavior, which could also decrease the negative social influence caused by unproper tourists' behavior (Miller, Merrilees and Coghlan, 2014).

Community participation is also an important part in SUT, which could be used to balance the social relationship between residents and tourists. When communities are satisfied with urban tourism, they could choose to have further interaction with tourists, which could express their support to urban tourism (Rasoolimanesh et al, 2017). When communities considered that urban tourism bring increasing negative impacts to local residents, they could put forward the objection to the decision of the further urban tourism development (Rasoolimanesh et al, 2017). Community participation could provide basic social protection for local residents. When local residents suffer from the negative social influence caused by urban tourism, community participation is the key method to put forward a protest and support for residents. Residents' attitude and actions are closely related to community participation, which could help to protect the social sustainability in scenic spots. Community participation is important for the construction of SUT model.

6.5 Summary

To sum up, social conflicts of urban tourism drawn from the analysis of evaluation framework can be solved through some suggestions, such as policy interventions, urban design and community participations, which will lead to sustainable urban tourism. This whole process could construct a SUT model. Furthermore, this model could be applied to other scenic spots in Shanghai or other cities in China to realize sustainable urban tourism.

7. Conclusion and limitation

In recent decades, China started to focus on the regeneration of city's historical and cultural resources. With the advancement of urbanization, urban tourism has rapid development. Shanghai, as a tourist city, has long history and rich cultural resources, which attracts domestic and foreign tourists. Although urban tourism brings substantial economic benefits, it also causes many social conflicts. According to Zmysłony, Kowalczyk-Anioł and Dembińska (2020), the feature of social conflicts caused by urban tourism are unbalanced development of traditional economy and culture, occupancy of physical space of the inhabitants by tourists and the break of psychological dependence of the community. Even though the expressions of these social conflicts are various, the appearance of social conflicts still arise scholars' attention.

Through existing literature review, it can be found that there are many criteria and ways to evaluate the social impacts brought by urban tourism. However, it does not have a complete and systematic evaluation framework to assess these social impacts. It is a new research field to evaluate the social contradictions brought by urban tourism from the perspective of residents' perception in tourist attractions. Based on literature review, a systematic evaluation framework has been formed from six perspectives: design and utilization of public space, gentrification, social belonging and integration, tourist behavior, basic infrastructures and service facilities and population structure, and this framework is used to evaluate the social influence caused by urban tourism in Shanghai.

This dissertation chooses two popular scenic spots in Shanghai as research objects of case studies: Tianzifang and Yuyuan Road. All the data and information are collected through site observation, questionnaire and short interview, and these data and information are analyzed qualitatively and quantitatively from six aspects of the framework. The results show that urban tourism will bring severe social influence on local residents. Although the issues of these two sites have some slight differences, they clearly share many common influences caused by urban tourism, such as increasing living cost, the lack of service facilities and the privatization of public space.

To remit these social influences caused by urban tourism, this dissertation put forward concept of sustainable urban tourism (SUT). SUT is a new concept and mainly focused on environmental, economic, social and cultural aspects (Maxim, 2015). After learning from different theoretical suggestions and successful international cases, author choose to use three measures to promote the SUT in Tianzifang and Yuyuan Road, which are policy interventions, urban design and community participation and quality-attitude improvement. These recommendations will help to control gentrification and stabilize residents' living economy, create ecological and livable environment to residents and promote the positive interaction between local residents and tourists. These recommendations could help to form the SUT model in the future.

However, this research still has some limitations. First of all, due to the pandemic of Covid-19, many local residents and workers around Tianzifang and Yuyuan Road are not willing to participate the survey. Hence, the final total sample size of two scenic spots are 60 people. The total survey sample size is very limited. Respondents cannot cover all the research scope and age groups, which may lead to some research deviation in final result. Additionally, since the research period is short, there are some loopholes in the design of questionnaires. Different people may also have different understanding to the questions and choice, so their answers may have difference from respondents' real thoughts. All these factors will lead to a certain gap between the research results and the actual situation. Therefore, in future research, the sample size needs to have further expansion, and participants needs to cover the whole research scope and different age groups. In questionnaire design perspectives, every question should be meaningful, and each choice should be understood easily by interviewees, which could help to glean respondents' real thoughts.

To sum up, this dissertation tries to solve the social conflicts caused by urban tourism and aim to use SUT model to rebalance the relationship between local residents and tourism. Current SUT model is a theoretical structure. If people want to apply this model into other scenic spots or cities, they need to make adjustments according to local conditions and issues. Government needs to give different

policy interventions and planning regulations; urban designers need to change the proportions and types of green space, public space design and service facilities; local residents need to improve public participate in community in different ways; and tourists need to improve their quality with different standards. Finally, hope more and more people could know SUT and use it to remit the social conflicts caused by urban tourism and rebalance the relationship between local residents and tourists.

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Appendix I

RISK ASSESSMENT FORM



FIELD / LOCATION WORK

The Approved Code of Practice - Management of Fieldwork should be referred to when completing this form

<http://www.ucl.ac.uk/estates/safetynet/guidance/fieldwork/acop.pdf>

DEPARTMENT/SECTION MSC SPATIAL PLANNING

LOCATION(S) SHANGHAI (TIANZIFANG & TAIKANG ROAD, XINTIANDI AND YUYUAN ROAD)

PERSONS COVERED BY THE RISK ASSESSMENT Sample size is about 90-120 persons

BRIEF DESCRIPTION OF FIELDWORK To have field observation and photo taking; to have some offline questionnaire to gain some useful information related to the social conflicts happened in these tourist spot.

Consider, in turn, each hazard (white on black). If **NO** hazard exists select **NO** and move to next hazard section.

If a hazard does exist select **YES** and assess the risks that could arise from that hazard in the risk assessment box.

Where risks are identified that are not adequately controlled they must be brought to the attention of your Departmental Management who should put temporary control measures in place or stop the work. Detail such risks in the final section.

ENVIRONMENT

The environment always represents a safety hazard. Use space below to identify and assess any risks associated with this hazard

e.g. location, climate, terrain, neighbourhood,

Examples of risk: adverse weather, illness, hypothermia, assault, getting lost.

*in outside organizations,
pollution, animals.*

Is the risk high / medium / low?

No

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

work abroad incorporates Foreign Office advice

participants have been trained and given all necessary information

only accredited centres are used for rural field work

participants will wear appropriate clothing and footwear for the specified environment

trained leaders accompany the trip

refuge is available

work in outside organisations is subject to their having satisfactory H&S procedures in place

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

EMERGENCIES

Where emergencies may arise use space below to identify and assess any risks

e.g. fire, accidents

Examples of risk: loss of property, loss of life

The loss of property during the site visit --- low risk

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

participants have registered with LOCATE at <http://www.fco.gov.uk/en/travel-and-living-abroad/>

fire fighting equipment is carried on the trip and participants know how to use it

contact numbers for emergency services are known to all participants

participants have means of contacting emergency services

participants have been trained and given all necessary information

a plan for rescue has been formulated, all parties understand the procedure

the plan for rescue /emergency has a reciprocal element

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

EQUIPMENT

Is equipment used?

NO

If 'No' move to next hazard

If 'Yes' use space below to identify and assess any risks

e.g. clothing, outboard motors.

Examples of risk: inappropriate, failure, insufficient training to use or repair, injury. Is the risk high / medium / low ?

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

the departmental written Arrangement for equipment is followed

participants have been provided with any necessary equipment appropriate for the work

all equipment has been inspected, before issue, by a competent person

all users have been advised of correct use

special equipment is only issued to persons trained in its use by a competent person

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

LONE WORKING

Is lone working a possibility?

YES

If 'No' move to next hazard

If 'Yes' use space below to identify and assess any risks

e.g. alone or in isolation lone interviews.

Examples of risk: difficult to summon help. Is the risk high / medium / low?

The possibility of lone interview --- low risk

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

the departmental written Arrangement for lone/out of hours working for field work is followed

lone or isolated working is not allowed

location, route and expected time of return of lone workers is logged daily before work commences

all workers have the means of raising an alarm in the event of an emergency, e.g. phone, flare, whistle

all workers are fully familiar with emergency procedures

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

FIELDWORK

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May 2010

ILL HEALTH

The possibility of ill health always represents a safety hazard. Use space below to identify and assess any risks associated with this Hazard.

e.g. accident, illness, personal attack, special personal considerations or vulnerabilities.

Examples of risk: injury, asthma, allergies. Is the risk high / medium / low?
Covid-19 --- low risk

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

an appropriate number of trained first-aiders and first aid kits are present on the field trip

all participants have had the necessary inoculations/ carry appropriate prophylactics

participants have been advised of the physical demands of the trip and are deemed to be physically suited

participants have been adequate advice on harmful plants, animals and substances they may encounter

participants who require medication have advised the leader of this and carry sufficient medication for their needs

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:
wear the mask and keep social distance

transport

TRANSPORT

Will transport be required

NO

Move to next hazard

YES

Use space below to identify and assess any risks

e.g. hired vehicles

Examples of risk: accidents arising from lack of maintenance, suitability or training

Is the risk high / medium / low?

Public transport will be used --- low risk

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

only public transport will be used

the vehicle will be hired from a reputable supplier
 transport must be properly maintained in compliance with relevant national regulations
 drivers comply with UCL Policy on Drivers http://www.ucl.ac.uk/hr/docs/college_drivers.php
 drivers have been trained and hold the appropriate licence
 there will be more than one driver to prevent driver/operator fatigue, and there will be adequate rest periods
 sufficient spare parts carried to meet foreseeable emergencies
 OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

DEALING WITH THE PUBLIC	Will people be dealing with public	YES	If 'No' move to next hazard
			If 'Yes' use space below to identify and assess any risks

e.g. interviews, observing

Examples of risk: personal attack, causing offence, being misinterpreted. Is the risk high / medium / low?
 Only have questionnaire and some oral questions --- low risk

CONTROL MEASURES Indicate which procedures are in place to control the identified risk

all participants are trained in interviewing techniques
 interviews are contracted out to a third party
 advice and support from local groups has been sought
 participants do not wear clothes that might cause offence or attract unwanted attention
 interviews are conducted at neutral locations or where neither party could be at risk
 OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

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WORKING ON OR	Will people work on	NO	If 'No' move to next hazard

NEAR WATER

or near water?

If 'Yes' use space below to identify and assess any risks

e.g. rivers, marshland, sea.

Examples of risk: drowning, malaria, hepatitis A, parasites. Is the risk high / medium / low?

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

lone working on or near water will not be allowed

coastguard information is understood; all work takes place outside those times when tides could prove a threat

all participants are competent swimmers

participants always wear adequate protective equipment, e.g. buoyancy aids, wellingtons

boat is operated by a competent person

all boats are equipped with an alternative means of propulsion e.g. oars

participants have received any appropriate inoculations

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

MANUAL HANDLING

Do MH activities

If 'No' move to next hazard

(MH)

take place?

If 'Yes' use space below to identify and assess any risks

e.g. lifting, carrying, moving large or heavy equipment, physical unsuitability for the task.

Examples of risk: strain, cuts, broken bones. Is the risk high / medium / low?

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

the departmental written Arrangement for MH is followed

the supervisor has attended a MH risk assessment course

all tasks are within reasonable limits, persons physically unsuited to the MH task are prohibited from such activities

all persons performing MH tasks are adequately trained

equipment components will be assembled on site

any MH task outside the competence of staff will be done by contractors

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

SUBSTANCES	Will participants	<input type="checkbox"/>	NO	If 'No' move to next hazard If 'Yes' use space below to identify and assess any risks
	work with substances			

e.g. plants, chemical, biohazard, waste Examples of risk: ill health - poisoning, infection, illness, burns, cuts. Is the risk high / medium / low?

CONTROL MEASURES Indicate which procedures are in place to control the identified risk

- the departmental written Arrangements for dealing with hazardous substances and waste are followed
- all participants are given information, training and protective equipment for hazardous substances they may encounter
- participants who have allergies have advised the leader of this and carry sufficient medication for their needs
- waste is disposed of in a responsible manner
- suitable containers are provided for hazardous waste
- OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

OTHER HAZARDS	Have you identified	<input type="checkbox"/>	NO	If 'No' move to next section If 'Yes' use space below to identify and assess any risks
	any other hazards?			

i.e. any other hazards must be noted and assessed here.

Hazard:
Risk: is the risk

CONTROL MEASURES Give details of control measures in place to control the identified risks

Have you identified any risks that are not adequately controlled?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Move to Declaration
	<input type="checkbox"/>	<input type="checkbox"/>	Use space below to identify the risk and what action was taken

Is this project subject to the UCL requirements on the ethics of Non-NHS Human Research?

If yes, please state your Project ID Number

For more information, please refer to: <http://ethics.grad.ucl.ac.uk/>

DECLARATION

The work will be reassessed whenever there is a significant change and at least annually. Those participating in the work have read the assessment.

Select the appropriate statement:

I the undersigned have assessed the activity and associated risks and declare that there is no significant residual risk

I the undersigned have assessed the activity and associated risks and declare that the risk will be controlled by the method(s) listed above

NAME OF SUPERVISOR

FIELDWORK 5

May 2010

**CONSENT FORM FOR Local Shanghai residents who live around Tianzifang and Yuyuan Road IN
RESEARCH STUDIES**

Title of Study: Research on how to remit social conflicts caused by urban tourism and develop sustainable urban tourism mode in historic cities --- Case study of Shanghai urban tourism

Department: Msc Spatial Planning.

Name and Contact Details of the Researcher: Ruoyu Min (ruoyu.min.19@ucl.ac.uk)

Name and Contact Details of the Principal Researcher: Frances Brill (frances.brill@ucl.ac.uk)

Name and Contact Details of the UCL Data Protection Officer: Data Protection Officer, University College London (UCL), data-protection@ucl.ac.uk

Thank you for considering taking part in this research. The person organising the research must explain the project to you before you agree to take part. If you have any questions arising from the Information Sheet or explanation already given to you, please ask the researcher before you decide whether to join in. You will be given a copy of this Consent Form to keep and refer to at any time.

I confirm that I understand that by ticking each box below I am consenting to this element of the study. I understand that it will be assumed that unticked/initialled boxes means that I DO NOT consent to that part of the study. I understand that by not giving consent for any one element that I may be deemed ineligible for the study.

		Tick Box
1.	*I confirm that I have read and understood the Information Sheet for the above study. I have had an opportunity to consider the information and what will be expected of me. I have also had the opportunity to ask questions which have been answered to my satisfaction	
2.	*I consent to participate in the study. I understand that my personal information (<i>such as age</i>) will be used for the purposes explained to me. I understand that according to data protection legislation, 'public task' will be the lawful basis for processing.	

3.	*I understand that my data gathered in this study will be stored anonymously and securely. It will not be possible to identify me in any publications.	
4.	*I understand that my information may be subject to review by responsible individuals from the University for monitoring and audit purposes.	
5.	*I understand that my participation is voluntary and that I am free to withdraw at any time without giving a reason.	
6.	I understand that the data will not be made available to any commercial organizations but is solely the responsibility of the researcher(s) undertaking this study.	
7.	I agree that my anonymized research data may be used by others for future research.	
8.	I consent to my interview being audio/video recorded and understand that the recordings will be: Stored anonymously, using password-protected software and will be used for training, quality control, audit and specific research purposes.	
9.	I hereby confirm that I understand the inclusion criteria as detailed in the Information Sheet and explained to me by the researcher.	
10.	I hereby confirm that: <p style="margin-left: 40px;">(a) I understand the exclusion criteria as detailed in the Information Sheet and explained to me by the researcher; and</p> <p style="margin-left: 40px;">(b) I do not fall under the exclusion criteria.</p>	
11.	I voluntarily agree to take part in this study.	
12.	Overseas Transfer of Data <i>I understand that my personal data will be transferred from Chinese to English, and the following safeguards will be put in UCL</i>	

Name of participant Date Signature

Researcher Date Signature

Participant Information Sheet for *Local Shanghai residents who live around Tianzifang and Yuyuan Road*

YOU WILL BE GIVEN A COPY OF THIS INFORMATION SHEET

Title of Study:

Research on how to remit social conflicts caused by urban tourism and develop sustainable urban tourism mode in historic cities --- Case study of Shanghai urban tourism

Department:

Msc Spatial Planning

Name and Contact Details of the Researcher(s):

Ruoyu Min (ruoyu.min.19@ucl.ac.uk)

Name and Contact Details of the Principal Researcher:

Frances Brill (frances.brill@ucl.ac.uk)

1. Invitation Paragraph

You are being invited to take part in this research project, and the collected information and data will be used in our master's thesis. Before you decide it is important for you to understand why the research is being done and what participation will involve. Please take time to read the following information carefully and discuss it with others if you wish. Ask us if there is anything that is not clear or if you would like more information. Take time to decide whether or not you wish to take part. Thank you for reading this.

2. What is the project's purpose?

With the development of urban tourism, it brings various benefits to developers, local government, tourists and local people. However, at the same time, the potential risks brought by the development of urban tourism are always ignored by people. The environmental pollution, the overcrowded, the increase of living cost and the decline of public activity space

will influence local residents' daily lives, and the social conflicts between tourists and local residents have been born during this process. The purpose of this project is analysing the social conflicts caused by the development of urban tourism and try to figure out a possible way to remit the social conflicts between local residents and tourist. The main aims of this research will be divided into two steps. The first step is to form an evaluation framework to analyse the characteristics and influence of the social conflicts caused by urban tourism in historic cities and neighborhoods. The second step form a sustainable urban tourism mode to remit these social conflicts caused by urban tourism and pursue sustainable development of urban historic tourism in the future.

3. Why have I been chosen?

Since you are the local residents around Tianzifang and Yuyuan Road, you may have the intuitive feelings to the development of urban tourism and tourists' behavior. Therefore, you have been chosen to participate in this project. You could share your opinion about urban tourism and tourists and put forward the perplex and influence brought by tourists. Most participants of this projects are local residents who live around Tianzifang and Yuyuan Road, and a few participants are local shop owners. Your living experience around tourist spot could provide great support to by project.

4. Do I have to take part?

This project is an entirely voluntary project. It is up to you to decide whether or not to take part in this project. If you do decide to participate, you will be given this information sheet to keep and be asked to sign a consent form. In the course of participating in the investigation, you have the right to stop the survey at any time and withdraw the provided data without giving a reason. This will not affect any benefits that you are entitled to.

5. What will happen to me if I take part?

The main research methods of this project are site visit, questionnaire and short oral interview. If you choose to take part in this research, it will take you about 15 minutes (10 minutes for questionnaire and 3-5 minutes for short oral interview). The questionnaire will include your age, your living experience in Tianzifang and Yuyuan Road, your attitude to tourists and the knowledge of sustainable urban tourism. This research is anonymously involved, and we will not initiatively contact you after you finish this survey. All the collected data will be protected, and they will be only used in this research.

6. Will I be recorded and how will the recorded media be used?

The audio recordings of this project will be used only for data and information analysis part of the dissertation. No other use will be made of them without your written permission, and no one outside the project will be allowed access to the original recordings.

7. What are the possible disadvantages and risks of taking part?

In this survey, you may need to provide some personal data, such as your age and your daily life experience. If you feel uncomfortable to these questions, you could refuse to answer these questions. The survey will also include some professional concepts, such as sustainable urban tourism. If you are not familiar with these words, we could provide explanation to you.

8. What are the possible benefits of taking part?

Whilst there are no immediate benefits for those people participating in the project, it may influence the future development direction of urban tourism, which could help to remit the social conflicts between local residents and tourists in the future and provide better living environment to residents who live around tourists spots.

9. What if something goes wrong?

If there are some issue or complaints you need to reflect, you could contact with the principal researcher of this project: Frances Brill (frances.brill@ucl.ac.uk). If you are still not satisfied with

the result of treatment, you could have further contact with the Chair of the UCL Research Ethics Committee (ethics@ucl.ac.uk) for help.

10. Will my taking part in this project be kept confidential?

All the information that we collect about you during the research will be kept strictly confidential. You will not be able to be identified in any ensuing reports or publications.

11. Limits to confidentiality

- Confidentiality will be respected subject to legal constraints and professional guidelines.
- Confidentiality will be respected unless there are compelling and legitimate reasons for this to be breached. If this was the case, we would inform you of any decisions that might limit your confidentiality.
- Confidentiality may be limited and conditional and the researcher has a duty of care to report to the relevant authority's possible harm/danger to the participant or others.

12. What will happen to the results of the research project?

All the collected information and data of this research will be stored in password-protected software. These information and data will only be presented within the MSc thesis, and all the original copy of the questionnaire, recording and original data will not be shared in the public.

13. Local Data Protection Privacy Notice

Notice:

The controller for this project will be University College London (UCL). The UCL Data Protection Officer provides oversight of UCL activities involving the processing of personal data, and can be contacted at data-protection@ucl.ac.uk

The information that is required to be provided to participants under data protection legislation (GDPR and DPA 2018) is provided across both the 'local' and 'general' privacy notices.

The categories of personal data used will be as follows:

Age

The lawful basis that would be used to process your *personal data* will be performance of a task in the public interest.

Your personal data will be processed so long as it is required for the research project. If we are able to anonymise or pseudonymise the personal data you provide we will undertake this and will endeavour to minimise the processing of personal data wherever possible.

If you are concerned about how your personal data is being processed, or if you would like to contact us about your rights, please contact UCL in the first instance at dataprotection@ucl.ac.uk.

Thank you for reading this information sheet and for considering taking part in this research study.

Questionnaire:

1. Your age is _____
 - A. Under the age of 20
 - B. 21 years old – 40 years old
 - C. 41 years old – 60 years old
 - D. More than 61 years old

2. Are you a local resident who live near the scenic spot?
 - A. Yes
 - B. No, but I work in and around scenic spots.
 - C. Other _____

3. How does the development of urban tourism affect your employment?
 - A. Positive impact, bring better job opportunity and higher salary
 - B. No impact, keep the same job and salary
 - C. Negative impact, lose original job, reduce the salary or have greater employment competition and pressure

4. Since the development of tourism, the living cost for surrounding local residents has increased significantly. What do you think of this view?
 - A. Strongly agree
 - B. Agree
 - C. I'm not sure
 - D. Disagree
 - E. Strongly disagree

5. Whether the development of urban tourism has had an impact on your daily consumption habits?
 - A. Positive impact, consumers' choice become wider
 - B. No impact
 - C. Negative impact, the usual places of consumption have disappeared

6. In current stage, what are the daily consumption places you often patronize around your community? (Multiple choice)
 - A. Newly opened canteens and cafes
 - B. Local small restaurants
 - C. Tourist souvenir shops
 - D. Department stores
 - E. Supermarkets and convenient stores
 - F. Food markets
 - G. Pubs or other places of entertainment
 - H. Other _____

7. Do you know the current housing price and renting around your living places after the development of urban tourism?
 - A. Yes
 - B. No

8. If you choose 'Yes', what do you think of the impact of tourism development on housing prices and rents on people's (especially young people) housing capacity??
 - A. People can afford the current housing price or housing rent, and tourism development does not have a big impact on their housing capacity
 - B. I don't know.

- C. It is difficult for people to afford, and the development of tourism makes the housing price rise, which has a great impact on people's housing capacity.
9. After the development of tourism, do you think the public space (such as street and parks) around your community becomes overcrowded?
- A. Yes, especially in _____ (when you feel overcrowded).
 - B. I don't know.
 - C. No.
10. After the development of urban tourism, are you satisfied with the ecological (green) environment and road sanitation environment of the community and surrounding public space?
- A. Satisfied
 - B. Neutral
 - C. Unsatisfied
11. What is the impact of urban tourism development on your current community and surrounding traffic environment? (Multiple choice)
- A. Smart public transport system makes travel become more convenient and faster
 - B. Traffic congestion become worse
 - C. The problem of parking along the road is still existing
 - D. No impact
 - E. Other _____
12. Are you satisfied with existing basic infrastructures and welfare facilities around your community?
- A. Yes
 - B. No

13. If you choose 'No', within your walking distance (about 15 minutes walk), what kind of infrastructure and welfare facilities do you think should be available in and around your community? (Multiple choice)

- A. Public green space/ pocket park
- B. Public transport station
- C. Food market
- D. Community center
- E. Community library
- F. Community hospital
- G. Restaurants and cafes
- H. Supermarkets and convenient
- I. Fitness and entertainment facilities
- J. Other _____

14. Do you think that after the development of local tourism, the community you live in can meet your following emotional needs? (Multiple choice)

- A. I have a comfortable and familiar living environment here.
- B. My privacy is well protected here, and I feel secure enough here.
- C. My privacy has been invaded and I don't feel safe enough here.
- D. I didn't feel like I belonged in the community anymore. I was excluded from the development of the community.
- E. Other _____

15. How do you think tourism development has changed your current social network?

- A. There was no change. My neighbors and I still trusted each other and helped each other.
- B. There have been some changes. I have fewer opportunities to communicate with my neighbors.

C. There have been some changes. My old neighbors have moved away, and I do not have any communication with my new neighbors.

D. Other _____

16. In your opinion, what kinds of tourists' behaviors have affected your life? (Multiple choice)

A. Smoking

B. Drinking

C. Drug using

D. Noise pollution (especially at night)

E. Garbage pollution

F. Energy waste

G. Overcrowded

H. Other _____

17. Have you heard of the concept of sustainable tourism development?

A. Yes

B. No

18. How do you think sustainable tourism development should be popularized and realized?

(Multiple choice)

A. Improve the quality of tourists

B. The government intervenes in policy

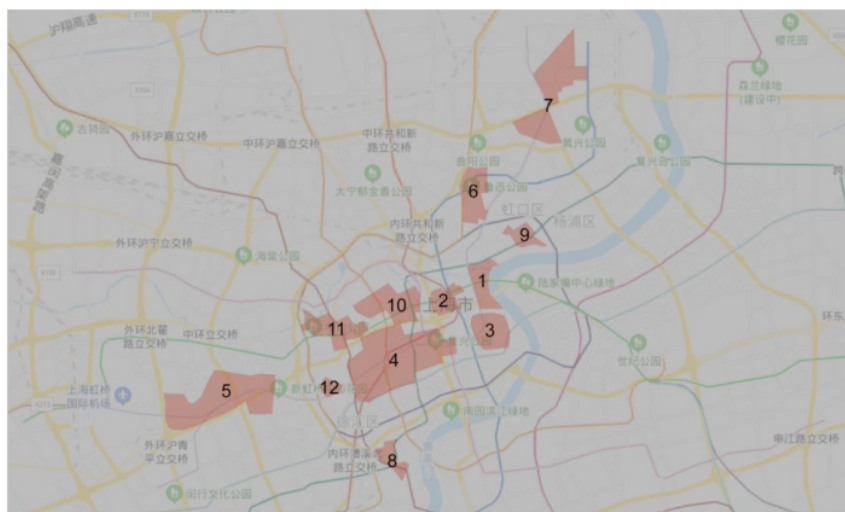
C. Social organizations carry out publicity

D. Provide necessary protection (material and spiritual) to local residents

E. Other _____

19. What state do you think tourists and residents should be in or what measures should be taken to ease the current conflict and maintain balance and stability?

Appendix II



Appendix II: Figure 1: The location of 12 inner-city conservation areas in Shanghai (Source: Baidu Map, 2020).

	Conservation area	Size (hectares)	Main heritage types protected
1	The Bund	101	Commercial buildings
2	People's Square	107	Public square and commercial buildings
3	Historic City Core	199	Traditional buildings, ancient relics and lilong housing
4	Hengshan–Fuxing Road	775	Lilong housing and garden villas
5	Hongqiao	481	Garden villas
6	Shanyin Road	129	Lilong housing and garden villas
7	Jiangwan	458	Public buildings and 1930s urban plan
8	Longhua	45	Historic temple and revolutionary memorial
9	Tilan Bridge	29	Lilong housing
10	West Nanjing Road	115	Commercial buildings and lilong neighbourhoods
11	Yuyuan Road	223	Garden villas
12	Xinhua Road	34	Garden villas

Appendix II: Table 1: The basic information of 12 inner-city conservation areas in Shanghai (Source: Baidu Map, 2020; Wang, 2010).

Appendix III

Section	Indicators	Evaluation methods
Design and utilization of public space	Public space has been privatized and occupied by merchants without a clear site boundary	Site observation; Map Analysis
	Provide high quality ecological environment with trees and vegetation	Site observation; Map Analysis
	Ensure good street environment and provide some urban furniture (such as CCTV, street lighting and road fences) to prevent potential safety risks	Site observation
	People could have adequate accessibility to reach their destination, and the traffic and parking issues have proper management (such as avoiding roadside parking and having smart public transport board)	Site observation; Questionnaire
Gentrification	Sense the density of public space utilization and observe whether the public space is facing overcrowding	Site observation; Questionnaire
	Understand the current situation of local traditional retail market and analyze the competitive relation between traditional retail market and tourist-oriented retail market	Online research; Questionnaire; Interview
	The gap between local residents' power of consumption and the consuming places surround their living space caused by the development of retail market	Questionnaire; Interview
	The employment rate has been influenced by the development of new market, and people's job opportunity will suffer the impact	Questionnaire
	Developers' great investment to the scenic spot will influence surrounding housing market and bring short-term renting economy, which may influence local residents' ability to buy and rent housing	Questionnaire; Online research
Social belonging and integration	The change of living environment may push local residents move away from their home	Questionnaire; Online research
	The familiarity brought by visual and physical living environment	Questionnaire
	Provide comfort zones and adequate privacy protection to local residents	Questionnaire
	Have firm social network in their surrounding living environment (such as friends and relatives)	Questionnaire; Interview
Tourists' behavior	Ensure the sense of security to people (for instance, people feel safe to walk alone at night)	Questionnaire
	People trust their neighbors, and they are willing to help each other	Questionnaire
	Smoking, drinking and drug using	Questionnaire; Site observation
	Noise disturbance and offensive behaviors caused by active night time economy	Questionnaire; Site observation
Basic infrastructures and welfare facilities	Environmental pollution (such as litter and water pollution) and energy wastage	Site observation; Questionnaire; Online research
	Basic infrastructures (such as green space, food markets and public transport stations) are accessible to local residents	Questionnaire; Map analysis; Interview
Population structure	People have chance to use welfare facilities (such as community center, community hospitals, library and entertainment facilities) to have rich leisure lives	Questionnaire; Map analysis; Interview
	Aging of community residents	Questionnaire
	The immigrant population in the community has increased	Questionnaire

Appendix III: Table 1: Evaluation methods for each indicator (Source: Author).

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GRADEMARK REPORT

FINAL GRADE

/100

GENERAL COMMENTS

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