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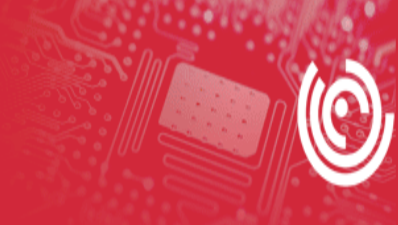
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SWOT Analysis for Sustainable Tourism Development Strategies using Fuzzy Logic

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Abstract

Recently, tourism is a major source of income for many countries, and affects the economy of both the source and host countries, in some cases being of vital importance. Tourism brings in large amounts of income into a local economy in the form of payment for goods and services needed by tourists, accounting for 30% of the world's trade of services, and 6% of overall exports of goods and services. This research is done in Iran, and we get usage of SWOT approach and fuzzy logic for sustainable tourism development strategies. SWOT analysis is a commonly used tool for analyzing external and internal environments simultaneously in order to acquire a systematic approach and support for a decision situation. First, considering on the internal and external environment of the region, a list of strength (S), weaknesses (W), opportunities (O) and threats (T) will be recognized. Then experts will be questioned. After analyzing and calculating, each factor is given a weighted score. Finally, appropriate strategies are presented. Strategies are put in SO, WO, ST, and WT groups.

Keywords: SWOT, Sustainable tourism development, Fuzzy logic.



Introduction

Sustainability and sustainable development (SD) related debates at local and global levels in the public sphere including education, law, policy making and political-social-economic negotiations have been argued from multiple points of view, are value-laden and represent the interests of many groups and communities (Painter-Morland et al, 2016; Curry, 2011; Hutchings, 2010; Gladwin et al, 1995; Cicmil et al, 2017; Feili et al, 2017a). There are wide areas for the sustainable development goals. One of them is focusing on tourism. Tourism can be domestic or international, and international tourism has both incoming and outgoing implications on a country's balance of payments. Today, tourism is a major source of income for many countries, and affects the economy of both the source and host countries, in some cases being of vital importance. Although many developing areas seek tourism as means of economic development, at an early stage, such areas often lack various forms of capital. Early-stage destinations are those at the development stage on Butler's tourist area lifecycle (Butler, 2004) and are often located in developing countries. They possess abundant tourism resources but lack proper capital to create value due to their low brand influence and early-stage development status. In some studies, these destinations have been referred to as emerging destinations located in rural settings, focusing on development and economic benefits and having male-dominant environments. Local governments often have crucial roles in planning, coordinating and regulating tourism development (Tosun, 2006; Zhang et al, 1999), but the role of the private sector is increasingly important and entrepreneurship has become a driving factor (Dana et al, 2014; Jaafar et al, 2011; Lordkipanidze et al, 2005; Zhou et al, 2017). Tourism in Iran is diverse, providing a range of activities from hiking and skiing in the Alborz and Zagros mountains, to beach holidays by the Persian Gulf and the Caspian Sea. The Iranian government has been making concerted efforts to attract tourists to the various destinations in the country and arrivals have increased during the past years. Kish Island alone attracts around 1 million visitors per year, the majority of whom are Iranian but also this its attractive for non-Iranian Muslim who like to have beach holiday with Islamic style that let men and women use separate beaches.

This research has been done in one of provinces of Iran. It is called Alborz. Alborz province is covered 5800 kilometer cube in the northern part of Iran and situated in the slides of central Alborz the range. Its weather is affected by Alborz the range and it has cold winter and moderate summer. Its southern part has common border with desert and it has got dry and hot weather.it has also many natural hills and mountains and deep valleys and wide meadows that attract so many visitors because of proper flora and green gardens. Karaj is considered as the central of province. Its population is nearly 1377450. It is considered as the fifth most populated city in Iran. Alborz counties are Karaj, Nazarabad, Taleqan, Fardis, Savojbolagh, and Eshtehard (Feili et al, 2017c).

One of the most important tools in editing strategy is SWOT technique. SWOT (also known as TOWS analysis, Dawes matrix) can be divided into two parts: the first part is SW, mainly used to analyze the internal conditions; the second part is OT, mainly used to analyze the external conditions (Feili et al, 2016b, 2017b). With this method, we can find out those factors to our advantage and worth promoting from the development status of tourism in Alborz, and avoid those unfavorable.

Research methodology

SWOT analysis

SWOT analysis is a commonly used tool for analyzing external and internal environments simultaneously in order to acquire a systematic approach and support for a decision situation (Kurttila et al, 2000; Kangas et al, 2003; Yüksel and Dağdeviren, 2007; Görener et al, 2012). SWOT analysis has its origins in the 1960s (Learned et al, 1965). In addition to this, the key tool used presently in planning the national sustainable development is Strengths, Weaknesses, Opportunities and Threat (SWOT) analysis, which originates from the business management literature and was adopted in the 1980s by public administration across such areas as regional development and municipal planning (Markovska et al, 2009). SWOT analysis is an important decision-making support tool, and is commonly used to systematically analyze the strategic situations and identify the level of organizations from their internal and external environments (Gao and Peng, 2011). Having identified



these factors strategies are developed which may build on the strengths, eliminate the weaknesses, exploit the opportunities or counter the threats (Dyson, 2004; Salar and Salar, 2014). SWOT analysis is valuable for the evaluation of management procedures in companies, projects and plans (Samolada and Zabaniotou, 2014). Though SWOT analysis emerged in the field of economic analysis, it has been extended to various research directions and increasingly applied in the context of environmental research. Nikolaou and Evangelinos (2010) use SWOT analysis to develop policy recommendations to industry for adopting environmental management practices. In the waste-to-energy sector, Samolada and Zabaniotou (2014) applied SWOT analysis for the comparison of two different applications of refuse derived fuel (RDF). Antonopoulos et al (2011) use SWOT analysis to evaluate application of new waste-to-energy technology. SWOT analysis has been applied for strategic evaluation of the whole industries as well. Lu and Lu (2013) used SWOT analysis to evaluate the potential of green energy industry development in Taipei. Regarding the application to entire networks of companies, Zhao et al (2009) performed a qualitative SWOT analysis of an industrial cluster of the Dalian Software Park in China. They determined the strategic position of the industrial cluster and indicated approaches for strengthening its competitiveness. The widespread use and applications of SWOT analysis indicate its usefulness and clarity for identification of system improvements (Beloborodko et al, 2015). Importantly, SWOT analysis allows for predicting future opportunities and threats, as well as quantifying effects of alternative management strategies (White et al, 2015). Although use of SWOT analysis in the fields of ecology and conservation has barely begun (see, e.g., Martínez and Casas Ripoll, 2002; Trujillo, 2005; Paliwal, 2006; Geneleti et al, 2007; Ganjali et al, 2014), the method has been widely used for strategic planning in business and industrial settings (Houben et al, 1999), hotel industry reform (Yu and Huimin, 2005), evaluating sustainability of commercial fisheries (Slaski et al, 2013), human resources management (Chermack and Kasshanna, 2007), and even for improving transportation safety (Arslan and Er, 2008).

Fuzzy set theory

In his seminal work, Zadeh (1965) designed the fuzzy set theory (FST) as a mathematical way to quantify inherent fuzziness to deal with the uncertainty and vagueness of human thinking, which is constantly present in real-life problems. Since knowledge can be applied in a more natural way by using FST, complex decision-making problems can be simplified. Fuzziness can be defined as a type of imprecision that may be affiliated with sets in which there is no distinct transition from membership to non-membership (Bellman and Zadeh, 1970; Zadeh, 1965). Fuzzy sets are then characterized by a membership function, which assigns a grade of membership to each object, ranging between zero and one. In mathematical terms, a fuzzy set X of universe Y is defined by function $\mu_x(y)$, and can be expressed as follows (Zadeh, 1965):

$$\mu_x(y) : Y \rightarrow [0,1] \quad (1)$$

When applying FST, authors commonly use triangular fuzzy numbers (TFNs), due to their ability to effectively capture the vagueness in human's verbal assessments (Bevilacqua et al, 2006). A fuzzy number M on R is defined to be a TFN, if its membership function $\mu_M(x) : R \rightarrow [0,1]$ is equal to (Van Laarhoven and Pedrycz, 1983):

$$\mu_M(x) = \begin{cases} \frac{x-l}{m-l}, & l \leq x \leq m \\ \frac{u-x}{u-m}, & m \leq x \leq u \\ 0, & \text{otherwise} \end{cases} \quad (2)$$

In the equation above $l \leq m \leq u$, where l and u stand for the lower and upper bound of the support of fuzzy number M, respectively, and m for the modal value ($l \neq m \neq u$). A TFN, as expressed by Eq. (2) will be denoted as (l,m,u) , see Fig. 1 (Rezaei et al, 2014).

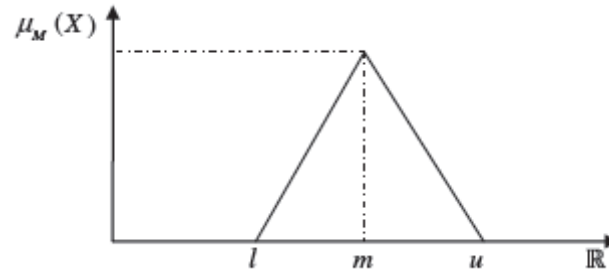


Fig. 1. Membership function of a TFN

In addition, Van Laarhoven and Pedrycz (1983) developed the following basic operations for TFNs $M_1 = (l_1, m_1, u_1)$ and $M_2 = (l_2, m_2, u_2)$, as formulated in Eqs. (3) – (7).

TFN addition:

$$M_1 \oplus M_2 = (l_1, m_1, u_1) \oplus (l_2, m_2, u_2) = (l_1 + l_2, m_1 + m_2, u_1 + u_2) \quad (3)$$

TFN subtraction:

$$M_1 \ominus M_2 = (l_1, m_1, u_1) \ominus (l_2, m_2, u_2) = (l_1 - l_2, m_1 - m_2, u_1 - u_2) \quad (4)$$

TFN multiplication, where l_i, m_i, u_i , are all positive real numbers:

$$M_1 \otimes M_2 = (l_1, m_1, u_1) \otimes (l_2, m_2, u_2) \cong (l_1 \times l_2, m_1 \times m_2, u_1 \times u_2) \quad (5)$$

TFN division, where l_i, m_i, u_i , are all positive real numbers:

$$M_1 \oslash M_2 = (l_1, m_1, u_1) \oslash (l_2, m_2, u_2) \cong (l_1 \div u_2, m_1 \div m_2, u_1 \div l_2) \quad (6)$$

TFN's reciprocal fuzzy number \tilde{a}_{ji} can be obtained by using the following equation:

$$\tilde{a}_{ji} = \tilde{a}_{ij}^{-1} \cong \left(\frac{1}{u_{ij}}, \frac{1}{m_{ij}}, \frac{1}{l_{ij}} \right) \quad (7)$$

Findings

First, internal factors will be reviewed. Its goal is recognizing weaknesses and strengths. In this research, 7 strengths, 7 weaknesses, and in whole 14 internal factors are recognized.

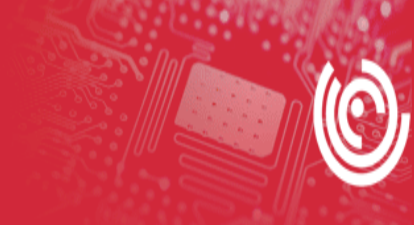
Then external factors will be reviewed. Its goal is recognizing opportunities and threats that are ahead of the subject under study. Here, 7 opportunities and 7 threats and in whole 14 external factors are recognized. Following there are strengths, weaknesses, opportunities and threats of this research.

Strengths

1. The region weather and climate (S1)
2. Rich tourism resources (S2)
3. City government at all levels attach importance to the development of tourist attractions (S3)
4. Having good condition for external investment (S4)
5. Tourism economic potential (S5)
6. The region weather and climate (S6)
7. Tourism to bring vitality to the local economy (S7)

Weaknesses

1. Lack of minimal amenities for visitors (W1)
2. Developmental severely damaged (W2)



3. Lack of tourism management (W3)
4. Being unknown even for many native people due to the lack of advertisements (W4)
5. Lack of health facilities (W5)
6. Surrounding cities with intense regional competition (W6)
7. Slow economic growth (W7)

Opportunities

1. High research and educational potential (O1)
2. Development of tourist facilities as one of the strategies of ecotourism development (O2)
3. Utilizing the future income from tourism to enhance the area conservation level (O3)
4. Making effort to keep and emphasize on conserving native culture and prevention of the traditional context alteration (O4)
5. Government panoramic planning (O5)
6. Job creation and direct benefit generation for local community (O6)
7. Cultural exchange (O7)

Threats

1. Lack of consideration to environmental impacts of executing projects such as resorts, hotels, etc. (T1)
2. Changes in the social structure of the area (T2)
3. Little foreign investment in the tourism sector (T3)
4. Tourism consumer fatigue (T4)
5. Inability to compete with the tourism areas in Tehran province (T5)
6. Lack of favorable circumstances for foreign tourists (T6)
7. Seasonal unsuitable distribution of visitors due to the climate conditions (T7)

Calculating final weight of internal and external factors

In this stage, final weight of internal and external factors is determined by using the linguistic measurement scale (Table 1) and Fuzzy AHP method.

Table 1. Linguistic values and mean of fuzzy numbers

Linguistic values	The mean of fuzzy numbers
Very high (VH)	(0.8, 1, 1)
High (H)	(0.6, 0.7, 0.8)
Medium (M)	(0.3, 0.45, 0.6)
Low (L)	(0.1, 0.2, 0.3)
Very low (VL)	(0, 0, 0.1)

Analytic hierarchy process (AHP) (Satty, 1977, 1980, 1990, 1994) has been widely used as a useful multiple criteria decision making (MCDM) tool or a weight estimation technique in many areas such as selection, evaluation, planning and development, decision making, forecasting, and so on (Vaidya and Kumar, 2006).

Fuzzy logic has been proposed (Zadeh, 1965, 1973, 1994, 1996, 1997) as an analytical approach to integrate uncertainty into decision-making models. A number of methods have been developed to handle fuzzy comparison matrices. Chang (1992, 1996) proposed an extent analysis method, which derives crisp weights for fuzzy comparison matrices. We used Chang's method (extent analysis method) in this research. Da-Yong Chang (1992, 1996) introduces a new approach for handling fuzzy AHP, with the use of triangular fuzzy numbers for pairwise comparison scale of fuzzy AHP, and the use of the extent analysis method for the synthetic extent values of the pairwise comparisons (Feili et al, 2016a, 2017a, 2017c).

The comments of experts has been used for this research. Based on experts comments and studying the questionnaire, for each factor, a specific prioritized numeral value in scale of others is achieved. According to these values, pairwise comparisons is done. Next, the weight of each factor is calculated.



Using scale of pairwise comparison (Table 2), we can form the triangular fuzzy numbers of pairwise comparisons. Pairwise comparisons for strengths are represented on Tables 3.

In this paper, “strengths and weaknesses”, also “opportunities and threats”, have the same weight. The sum of all weights should equal 1.0 (including “strengths and weaknesses”, also “opportunities and threats”).

Table 2. Scale of pairwise comparison (Chang's method)

Definition	Triangular fuzzy scale	Triangular fuzzy reciprocal scale
Equally important	(1, 1, 1)	(1, 1, 1)
Weakly important	(2/3, 1, 3/2)	(2/3, 1, 3/2)
Moderately important	(3/2, 2, 5/2)	(2/5, 1/2, 2/3)
Strongly important	(5/2, 3, 7/2)	(2/7, 1/3, 2/5)
Absolutely important	(7/2, 4, 9/2)	(2/9, 1/4, 2/7)

Table 3. Factors pairwise comparison matrix for strengths

S	S1	S2	S3	S4	S5	S6	S7
S1	(1, 1, 1)	(2/3, 1, 3/2)	(2/3, 1, 3/2)	(3/2, 2, 5/2)	(2/5, 1/2, 2/3)	(1, 1, 1)	(3/2, 2, 5/2)
S2	(2/3, 1, 3/2)	(1, 1, 1)	(3/2, 2, 5/2)	(5/2, 3, 7/2)	(2/3, 1, 3/2)	(2/3, 1, 3/2)	(2/3, 1, 3/2)
S3	(2/3, 1, 3/2)	(2/5, 1/2, 2/3)	(1, 1, 1)	(2/3, 1, 3/2)	(3/2, 2, 5/2)	(2/5, 1/2, 2/3)	(2/3, 1, 3/2)
S4	(2/5, 1/2, 2/3)	(2/7, 1/3, 2/5)	(2/3, 1, 3/2)	(1, 1, 1)	(2/5, 1/2, 2/3)	(2/5, 1/2, 2/3)	(3/2, 2, 5/2)
S5	(3/2, 2, 5/2)	(2/3, 1, 3/2)	(2/5, 1/2, 2/3)	(3/2, 2, 5/2)	(1, 1, 1)	(2/7, 1/3, 2/5)	(1, 1, 1)
S6	(1, 1, 1)	(2/3, 1, 3/2)	(3/2, 2, 5/2)	(3/2, 2, 5/2)	(5/2, 3, 7/2)	(1, 1, 1)	(2/3, 1, 3/2)
S7	(2/5, 1/2, 2/3)	(2/3, 1, 3/2)	(2/3, 1, 3/2)	(2/5, 1/2, 2/3)	(1, 1, 1)	(2/3, 1, 3/2)	(1, 1, 1)

$$W'_5 = (0.711, 0.905, 0.546, 0.397, 0.617, 1, 0.365)^T$$

$$W_5 = (0.157, 0.199, 0.120, 0.088, 0.136, 0.220, 0.080)^T$$

$$W_5/2 = (0.079, 0.099, 0.060, 0.044, 0.068, 0.110, 0.040)^T$$

Next, the weight of other factors (W, O, T) is calculated. Effectiveness score by using Table 1 is calculated. The results are shown on Tables 4-7.

Table 4. Reviewing strengths from the viewpoint of experts

S	Weight	Linguistic evaluations	Effectiveness score	Final fuzzy score	Final defuzzy score	Rank
S1	0.079	M	(0.3, 0.45, 0.6)	(0.024, 0.036, 0.047)	0.041	3
S2	0.099	VH	(0.8, 1, 1)	(0.079, 0.099, 0.099)	0.098	1
S3	0.060	L	(0.1, 0.2, 0.3)	(0.006, 0.012, 0.018)	0.015	6
S4	0.044	L	(0.1, 0.2, 0.3)	(0.004, 0.009, 0.013)	0.011	7
S5	0.068	M	(0.3, 0.45, 0.6)	(0.020, 0.031, 0.041)	0.036	4
S6	0.110	H	(0.6, 0.7, 0.8)	(0.066, 0.077, 0.088)	0.081	2
S7	0.040	M	(0.3, 0.45, 0.6)	(0.012, 0.018, 0.024)	0.021	5

Table 5. Reviewing weaknesses from the viewpoint of experts

W	Weight	Linguistic evaluations	Effectiveness score	Final fuzzy score	Final defuzzy score	Rank
W1	0.091	VH	(0.8, 1, 1)	(0.073, 0.091, 0.091)	0.09	3
W2	0.051	L	(0.1, 0.2, 0.3)	(0.005, 0.010, 0.015)	0.012	6
W3	0.100	H	(0.6, 0.7, 0.8)	(0.06, 0.07, 0.08)	0.505	1
W4	0.094	H	(0.6, 0.7, 0.8)	(0.056, 0.066, 0.075)	0.069	4
W5	0	L	(0.1, 0.2, 0.3)	(0, 0, 0)	0	7
W6	0.117	VH	(0.8, 1, 1)	(0.094, 0.117, 0.117)	0.115	2
W7	0.047	M	(0.3, 0.45, 0.6)	(0.014, 0.021, 0.028)	0.024	5

Table 6. Reviewing opportunities from the viewpoint of experts

O	Weight	Linguistic evaluations	Effectiveness score	Final fuzzy score	Final defuzzy score	Rank
O1	0.103	M	(0.3, 0.45, 0.6)	(0.031, 0.046, 0.062)	0.053	3
O2	0.142	H	(0.6, 0.7, 0.8)	(0.085, 0.099, 0.114)	0.105	2
O3	0	VL	(0, 0, 0.1)	(0, 0, 0)	0	7



O4	0.042	L	(0.1, 0.2, 0.3)	(0.004, 0.008, 0.013)	0.010	5
O5	0.014	M	(0.3, 0.45, 0.6)	(0.004, 0.006, 0.008)	0.007	6
O6	0.124	VH	(0.8, 1, 1)	(0.099, 0.124, 0.124)	0.122	1
O7	0.075	M	(0.3, 0.45, 0.6)	(0.022, 0.034, 0.045)	0.039	4

Table 7. Reviewing threats from the viewpoint of experts

T	Weight	Linguistic evaluations	Effectiveness score	Final fuzzy score	Final defuzzy score	Rank
T1	0.049	L	(0.1, 0.2, 0.3)	(0.005, 0.010, 0.015)	0.012	7
T2	0.102	H	(0.6, 0.7, 0.8)	(0.061, 0.071, 0.082)	0.075	1
T3	0.070	M	(0.3, 0.45, 0.6)	(0.021, 0.031, 0.042)	0.036	4
T4	0.048	M	(0.3, 0.45, 0.6)	(0.014, 0.022, 0.029)	0.025	5
T5	0.070	VH	(0.8, 1, 1)	(0.056, 0.070, 0.070)	0.069	2
T6	0.091	H	(0.6, 0.7, 0.8)	(0.055, 0.064, 0.073)	0.067	3
T7	0.070	L	(0.1, 0.2, 0.3)	(0.007, 0.014, 0.021)	0.017	6

Strategies

In this step, strategies will be introduced. They are in four groups. Types of strategies explained below are developed (Aslan et al, 2014).

- SO – “Strategies that use strengths to maximize opportunities”
- WO – “Strategies that minimize weaknesses by taking advantage of opportunities”
- ST – “Strategies that use strengths to minimize threats”
- WT – “Strategies that minimize weaknesses and avoid threats”

SO strategy

1. Planning for the development of transportation in the region
2. Using other potential regions for developing other types of ecotourism
3. Taking advantage of the future income of the tourism industry to enhance the area conservation level

ST strategy

1. Development of informing activities in the media
2. Establishing facilities and conditions required to attract foreign tourists by relevant companies
3. Reducing negative views about the insecurity of the region

WO strategy

1. Providing accommodation for overnight and long stays
2. Allocating budget to establish infrastructures
3. Improving and enhancing tourism products

WT strategy

1. Using professional managers in variety parts of tourism and implementations of short and long term plans related to ecotourism
2. Environmental education with respect to hotel and accommodation constructors, and tourism operators to lessen environmental impacts
3. Infrastructure development harmonized with population increase caused by tourist visits

Conclusion

Recently, tourism is a major source of income for many countries, and affects the economy of both the source and host countries, in some cases being of vital importance. This research is done in Iran (Alborz province), and we get usage of SWOT approach and fuzzy logic for sustainable tourism development strategies. One of the most important tools in editing strategy is SWOT technique. Vulnerability threshold of tourism management in Alborz is high and needs reviewing and presenting suitable policy.



Using calculated priorities of SWOT factors could be developed a management approach or supported for a critical decision. Additionally, this study's results can be used for the constitute of a set of appropriate strategy alternatives for organization.

We believe that quantitative SWOT analysis provides an effective decision-making tool not only for evaluating and selecting reintroduction areas, but also for identifying area specific management strategies for improving and maintaining area and site suitability. Even if only one area/site is available for a given reintroduction, SWOT analysis can nevertheless be invaluable for maximizing efficiency and effectiveness of pre- and post- reintroduction management and thus, increasing probability of success (Ferraro and Pattanayak, 2006; White et al, 2012; White et al, 2015).

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