

REFERÊNCIAS BIBLIOGRÁFICAS

- Academia das Ciências de Lisboa e Editorial Verbo (2001) *Dicionário da Língua Portuguesa Contemporânea da Academia das Ciências de Lisboa*, Lisboa, Verbo.
- Akama, J.S. e D.M. Kieti (2003) Measuring tourist satisfaction with Kenya's wildlife safari: A case study of Tsavo West National Park, *Tourism Management*, 24, 1, 73-81.
- Almeida, J.F., J.L. Garcia, A.V. Lima, J.G. Nave e L. Schmidt (2000) *Os Portugueses e o Ambiente: I Inquérito Nacional às Representações e Práticas dos Portugueses sobre o Ambiente*, Oeiras, Celta Editora.
- Andriotis, K. (2002) Scale of hospitality firms and local economic development – Evidence from Crete, *Tourism Management*, 23, 4, 333-341.
- Ap, J. (1992) Residents' perceptions on tourism impacts, *Annals of Tourism Research*, 19, 4, 665-690.
- Apostolopoulos, Y. e D.J. Gayle (eds.) (2002) *Island Tourism and Sustainable Development: Caribbean, Pacific and Mediterranean Experiences*, Westport, Praeger.
- Beller, W., P.G. D'Ayala e P. Hein (eds.) (1990) *Sustainable Development and Environmental Management of Small Islands*, Paris, Parthenon Press/UNESCO.
- Bottrill, C.G. e D.G. Pearce (1995) Ecotourism: Towards a key elements approach to operationalising the concept, *Journal of Sustainable Tourism*, 3, 1, 45-54.
- Bramwell, B. e L. Alletorp (2001) Attitudes in the Danish tourism industry to the roles of business and government in sustainable tourism, *International Journal of Tourism Research*, 3, 2, 91-103.
- Bramwell, B. e B. Lane (1993) Sustainable tourism: An evolving global approach, *Journal of Sustainable Tourism*, 1, 1, 1-5.
- Briassoulis, H. e J. Van der Straaten (1992) Tourism and the environment: An overview, in H. Briassoulis e J. Van der Straaten (eds.), *Tourism and the Environment: Regional, Economic and Policy Issues*, Dordrecht, Kluwer Academic Publishers, 1-9.
- Briassoulis, H. e J. Van der Straaten (eds.) (1992) *Tourism and the Environment: Regional, Economic and Policy Issues*, Dordrecht, Kluwer Academic Publishers.

- Briguglio, L., B. Archer, J. Jafari e G. Wall (eds.) (1996a) *Sustainable Tourism in Islands and Small States: Issues and Policies*, London, Pinter.
- Briguglio, L., R. Butler, D. Harrison e W. L. Filho (eds.) (1996b) *Sustainable Tourism in Islands and Small States: Case Studies*, London, Pinter.
- Brown, G.A. (1996) *Environmental Awareness and Obligations: An Australian Management Perspective*, Kew, Victoria: Centre for Professional Development.
- Brown, M. (1994) Environmental auditing and the hotel industry: An accountant's perspective, in A.V. Seaton, C.L. Jenkins, R.C. Wood, P.U.C. Dieke, M.M. Bennett, L.R. MacLellan e R. Smith (eds.), *Tourism: The State of the Art*, Chichester, Wiley, 675-681.
- Buhalis, D. e J. Fletcher (1995) Environmental impacts on tourist destinations: An economic analysis, in H. Coccossis e P. Nijkamp (eds.), *Sustainable Tourism Development*, Aldershot, Ashgate, 3-24.
- Burhin, F. (2000) Piloting tourism strategy plans, Comunicação apresentada no *Workshop on Quality in Tourism: From Patterns to Indicators*, Faro, Universidade do Algarve, 20 de Outubro.
- Butcher, J. (1997) Sustainable development or development? in M.J. Stabler (ed.), *Tourism and Sustainability: From Principles to Practice*, Oxon, CAB International, 27-38.
- Butler, R.W. (1999) Sustainable tourism: A state-of-the-art review, *Tourism Geographies*, 1, 1, 7-25.
- Butler, R.W. (1993) Tourism – An evolutionary perspective, in J.G. Nelson, R.W. Butler e G. Wall (eds.), *Tourism and Sustainable Development: Monitoring, Planning and Managing*, Department of Geography Publications Series N° 37, Waterloo, University of Waterloo, 27-44.
- Butler, R.W. (1991) Tourism, environment and sustainable development, *Environmental Conservation*, 18, 3, 201-209.
- Butler, R. (1989) Alternative tourism: Pious hope or Trojan Horse? *World Leisure and Recreation*, 31, 4, 9-17.
- Butler, R.W. (1980) The concept of a tourist area cycle of evolution: Implications for management of resources, *Canadian Geographer*, 24, 1, 5-12.
- Callan, R.J. e L. Bowman (2000) Selecting a hotel and determining salient quality attributes: A preliminary study of mature British travellers, *International Journal of Tourism Research*, 2, 2, 97-118.

- Carroll, A.B. e A.K. Buchholtz (2003) *Business & Society: Ethics and Stakeholder Management*, 5^a Edição, Mason, Ohio, Thomson South-Western.
- Cater, E. (1995) Environmental contradictions in sustainable tourism, *The Geographical Journal*, 161, 1, 21-28.
- Ceballos-Lascurain, H. (1996) *Tourism, Ecotourism and Protected Areas*, Gland, Switzerland, IUCN, World Conservation Union.
- Center on Ecotourism and Sustainable Development (CESD) (2003) <http://www.ecotourismcesd.org>.
- Clarke, J. (1997) A framework of approaches to sustainable tourism, *Journal of Sustainable Tourism*, 5, 3, 224-233.
- Coccosis, H. (1996) Tourism and sustainability: Perspectives and implications, in G.K. Priestley, J.A. Edwards e H. Coccosis (eds.), *Sustainable Tourism? European Experiences*, Oxon, CAB International, 1-21.
- Comissão Europeia (1997) *Em Direcção a um Desenvolvimento Sustentável*, Relatório intercalar da Comissão Europeia e plano de acção relativo ao quinto programa de política e acção em matéria de ambiente e desenvolvimento sustentável, Luxemburgo, Comunidades Europeias.
- Comissão das Comunidades Europeias (1995) *O Papel da União em Matéria de Turismo – Livro Verde da Comissão*, Bruxelas, 04.04.1995, COM (95) 97 final.
- Conlin, M.V. e T. Baum (eds.) (1995) *Island Tourism: Management Principles and Practice*, Chichester, John Wiley & Sons.
- Cooper, C., J. Fletcher, S. Wanhill, D. Gilbert e R. Shepherd (eds.) (1998) *Tourism: Principles and Practice*, 2^a Edição, Harlow, Pearson Education.
- Cooper, C. (1995) Strategic planning for sustainable tourism: The case of the offshore islands of the UK, *Journal of Sustainable Tourism*, 3, 4, 191-209.
- Cooper, C., J. Fletcher, D. Gilbert e S. Wanhill (1993) *Tourism: Principles and Practice*, London, Pitman.
- Croall, J. (1995) *Preserve or Destroy: Tourism and the Environment*, London, Calouste Gulbenkian Foundation.
- Curtin, S. e G. Busby (1999) Sustainable destination development: The tour operator perspective, *International Journal of Tourism Research*, 1, 2, 135-147.
- De Kadt, E. (ed.) (1979) *Tourism – Passport to development? Perspectives on the social and cultural effects of tourism in developing countries*, New York, Oxford University Press for the World Bank and UNESCO.

- Diamantis, D. e J. Westlake (1997) Environmental auditing: An approach towards monitoring the environmental impacts in tourism destinations, with reference to the case of Molyvos, *Progress in Tourism and Hospitality Research*, 3, 1, 3-15.
- Dresner, S. (2002) *The Principles of Sustainability*, London, Earthscan.
- Dymond, S. (1997) Indicators of sustainable tourism in New Zealand: A local government perspective, *Journal of Sustainable Tourism*, 5, 4, 279-293.
- Eber, S. (1992) *Beyond the Green Horizon: Principles for Sustainable Tourism*, Godalming, Surrey, Tourism Concern e WWF UK (World Wide Fund for Nature).
- Echtner, C.M. e J.R.B. Ritchie (1991) The meaning and measurement of destination image, *Journal of Travel Studies*, 2, 2, 2-12.
- ECOLABEL (2003) http://www.europa.eu.int/comm/environment/ecolabel/index_en.htm.
- EMAS (2003) http://www.europa.eu.int/comm/environment/emas/documents/legislative_en.htm.
- Employment Department Group (EDG) (1990) *Tourism and the Environment in the 90's*, London, EDG.
- English Tourist Board (ETB), Rural Development Commission (RDC) e Countryside Commission (CC) (1993) *Principles for Tourism in the Countryside*, Cheltenham, ETB.
- English Tourist Board (ETB), Countryside Commission (CC) e Rural Development Commission (RDC) (1991) *The Green Light: A Guide to Sustainable Tourism*, London, ETB.
- English Tourist Board (ETB), Employment Department Group (EDG) (1991) *Tourism and the Environment - Maintaining the Balance*, London, ETB/EDG.
- Farrell, B.H. (1999) Conventional or sustainable tourism? No room for choice, *Tourism Management*, 20, 2, 189-191.
- Farrell, B.H. e D. Runyan (1991) Ecology and tourism, *Annals of Tourism Research*, 18, 1, 26-40.
- Faulkner, B. e C. Ryan (1999) Innovations in tourism management research and conceptualisation, *Tourism Management*, 20, 1, 3-6.
- Forsyth, T. (1997) Environmental responsibility and business regulation: The case of sustainable tourism, *The Geographical Journal*, 163, 3, 270-280.

- Forsyth, T. (1995) Business attitudes to sustainable tourism: Self regulation in the UK outgoing tourism industry, *Journal of Sustainable Tourism*, 3, 4, 210-231.
- Fullana, P. e S. Ayuso (2002) *Turismo Sostenible*, Barcelona, Rubes Editorial.
- Gallarza, M.G., I.G. Saura e H.C. García (2002) Destination image: Towards a conceptual framework, *Annals of Tourism Research*, 29, 1, 56-78.
- Garrod, B. e A. Fyall (1998) Beyond the rhetoric of sustainable tourism? *Tourism Management*, 19, 3, 199-212.
- Gartner, W.C. (1996) *Tourism Development: Principles, Processes, and Policies*, New York, Van Nostrand Reinhold.
- Gayle, D.J. e J.N. Goodrich (eds.) (1993) *Tourism Marketing and Management in the Caribbean*, London and New York, Routledge.
- Gee, C.Y. e E. Fayos-Solà (1999) *International Tourism: A Global Perspective*, 2ª Edição, Madrid, WTO.
- Glass, J. (1979) Citizen participation in planning: The relationship between objectives and techniques, *Journal of the American Planning Association*, 45, April, 180-189.
- Global Reporting Initiative (GRI) (2003) <http://www.globalreporting.org>.
- Godfrey, K.B. (1998) Attitudes towards 'sustainable tourism' in the UK: A view from local government, *Tourism Management*, 19, 3, 213-224.
- Goodall, B. (1995) Environmental awareness and management response in the hospitality industry: Overview and case study, Discussion Paper N° 35, Geographical Papers, Series B, J. Silk (series ed.), Reading, The University of Reading.
- Goodall, B. (1994) Environmental auditing: Current best practice (with special reference to British tourism firms), in A.V. Seaton, C.L. Jenkins, R.C. Wood, P.U.C. Dieke, M.M. Bennett, L.R. MacLellan e R. Smith (eds.), *Tourism: The State of the Art*, Chichester, Wiley, 655-664.
- Goodall, B. (1992) Environmental auditing for tourism, in C.P. Cooper e A. Lockwood (eds.), *Progress in Tourism, Recreation and Hospitality Management*, Vol. 4, London, Belhaven Press, 60-74.
- Goodall, B. e M. Stabler (1996) Principles influencing the determination of environmental standards for sustainable tourism, Discussion Paper N° 48, Reading, Department of Geography, The University of Reading.

- Goodall, B. e M. Stabler (1994) Tourism-environment issues and approaches to their solution, in H. Voogd (ed.), *Issues in Environmental Planning*, European Research in Regional Science, Vol. 4, London, Piton, 78-99.
- Goodman, A. (2000) Implementing sustainability in service operations at Scandic Hotels, *Interfaces*, May-June, 30, 3, 202-214.
- Green Globe 21 (2003) <http://www.greenglobe21.com>.
- Grimble, R. e K. Wellard (1997) Stakeholder methodologies in natural resource management: A review of principles, contexts, experiences and opportunities, *Agricultural Systems*, 55, 2, 173-193.
- Hall, C.M. (2000) *Tourism Planning: Policies, Processes and Relationships*, Harlow, Prentice Hall.
- Handszuh, H. (2000) Models and methodologies of quality assessment in tourism, Comunicação apresentada no *Workshop on Quality in Tourism: from Patterns to Indicators*, Faro, Universidade do Algarve, 20 de Outubro.
- Hardy, A., R.J.S. Beeton e L. Pearson (2002) Sustainable tourism: An overview of the concept and its position in relation to conceptualisations of tourism, *Journal of Sustainable Tourism*, 10, 6, 475-496.
- Hardy, A.L. e R.J.S. Beeton (2001) Sustainable tourism or maintainable tourism: Managing resources for more than average outcomes, *Journal of Sustainable Tourism*, 9, 3, 168-192.
- Harris, R. e N. Leiper (eds.) (1995) *Sustainable Tourism: An Australian Perspective*, Oxford, Butterworth-Heinemann.
- Hassan, S.S. (2000) Determinants of market competitiveness in an environmentally sustainable tourism industry, *Journal of Travel Research*, 38, 3, 239-245.
- Hill, M.M. e A. Hill (2002) *Investigação por Questionário*, 2ª Edição, Lisboa, Edições Sílabo.
- Hjalager, A.M. (1998) Environmental regulation of tourism: Impact on business innovation, *Progress in Tourism and Hospitality Research*, 4, 1, 17-30.
- Hjalager, A.M. (1996) Tourism and the environment: The innovation connection, *Journal of Sustainable Tourism*, 4, 4, 201-218.
- Holden, A. e H. Kealy (1996) A profile of UK outbound 'environmentally friendly' tour operators, *Tourism Management*, 17, 1, 60-64.
- Horobin, H., e J. Long (1996) Sustainable tourism: The role of the small firm, *International Journal of Contemporary Hospitality Management*, 8, 5, 15-19.

- Hu, Y. e J.R.B. Ritchie (1993) Measuring destination attractiveness: A contextual approach, *Journal of Travel Research*, 32, 2, 25-34.
- Hudson, S. e G.W.H. Shephard (1998) Measuring service quality at tourist destinations: An application of importance-performance analysis to an alpine ski resort, *Journal of Travel & Tourism Marketing*, 7, 3, 61-77.
- Hughes, P. (1996) *Planning for Sustainable Tourism: The ECOMOST Project*, London, International Federation of Tour Operators (IFTO).
- Hunter, C. (1997) Sustainable tourism as an adaptive paradigm, *Annals of Tourism Research*, 24, 4, 850-867.
- Hunter, C. e H. Green (1995) *Tourism and the Environment: A Sustainable Relationship?* London, Routledge.
- Hunter, C.J. (1995) On the need to re-conceptualise sustainable tourism development, *Journal of Sustainable Tourism*, 3, 3, 155-165.
- Inskeep, E. (1991) *Tourism Planning: An Integrated and Sustainable Development Approach*, New York, Van Nostrand Reinhold.
- Instituto Nacional de Estatística (INE) (2004) <http://www.ine.pt/prodserv>.
- Instituto Português da Qualidade (IPQ) (1999) *Versão Portuguesa da EN ISO 14001: 1996 - Sistemas de Gestão Ambiental: Especificações e linhas de orientação para a sua utilização*, Caparica, IPQ.
- International Chamber of Commerce (ICC) (1991) *Business Charter for Sustainable Development*, Paris, ICC.
- International Hotels Environment Initiative (IHEI) (1996) *Environmental Management for Hotels: The Industry Guide to Best Practice*, 2ª Edição, Oxford, Butterworth-Heinemann.
- International Hotels Environment Initiative (IHEI) (1993) *Environmental Management for Hotels: The Industry Guide to Best Practice*, Oxford, Butterworth-Heinemann.
- International Standard Organization (ISO) (2003) <http://www.iso.org>.
- IUCN, UNEP e WWF (1991) *Caring for the Earth: A Strategy for Sustainable Living*, Gland, Switzerland, IUCN.
- IUCN, WWF e UNEP (1990) *Caring for the World: A Strategy for Sustainability*, Gland, Switzerland.
- IUCN, UNEP e WWF (1980) *World Conservation Strategy*, Gland, Switzerland.
- Jacobs, M. (1991) *The Green Economy*, London, Pluto Press.

- Jafari, J. (1990) Research and scholarship: The basis of tourism education, *Journal of Tourism Studies*, 1, 1, 33-41.
- Janssen, H., M. Kiers e P. Nijkamp (1995) Private and public development strategies for sustainable tourism development of island economies, in H. Coccossis e P. Nijkamp (eds.), *Sustainable Tourism Development*, Aldershot, Ashgate.
- Jenkins, O.H. (1999) Understanding and measuring tourist destination images, *International Journal of Tourism Research*, 1, 1, 1-15.
- Jennings, G. (2001) *Tourism Research*, London, Wiley.
- Johnston, M.E. e G.D. Twynam (2001) Evaluating achievement of sustainable tourism principles: The WWF Arctic tourism guidelines initiative, in S.F. McCool e R.N. Moisey (eds.), *Tourism, Recreation and Sustainability: Linking Culture and the Environment*, Wallingford, CAB International, 257-270.
- Kaae, B.C. (2001) The perceptions of tourists and residents of sustainable tourism principles and environmental initiatives, in S.F. McCool e R.N. Moisey (eds.), *Tourism, Recreation and Sustainability: Linking Culture and the Environment*, Wallingford, CAB International, 289-313.
- Kakazu, H. (1994) *Sustainable Development of Small Island Economies*, Boulder, Westview.
- Keating, M. (1993) *Agenda for Change*, Geneva, Switzerland, Centre for Our Common Future.
- King, B. e S. Weaver (1993) The impact of environment on the Fiji tourism industry: A study of industry attitudes, *Journal of Sustainable Tourism*, 1, 2, 97-111.
- Kirk, D. (1998) Attitudes to environmental management held by a group of hotel managers in Edinburgh, *Hospitality Management*, 17, 1, 33-47.
- Kozac, M. (2002) Comparative analysis of tourist motivations by nationality and destinations, *Tourism Management*, 23, 3, 221-232.
- Kozac, M., e M. Rimmington (1999) Measuring tourist destination competitiveness: Conceptual considerations and empirical findings, *International Journal of Hospitality Management*, 18, 3, 273-283.
- Lanquar, R. (1993) Le future du marché européen du troisième age, *Espaces*, 123, September/October, 20-28.
- Lima, S. e M.R. Partidário (2002) *Novos Turistas e a Procura da Sustentabilidade: Um Novo Segmento de Mercado Turístico*, Lisboa, GEPE – Gabinete de Estudos e Prospectiva Económica do Ministério da Economia.

- Lin, Y.H. e N. Hemmington (1997) The impact of environmental policy on the tourism industry in Taiwan, *Progress in Tourism and Hospitality Research*, 3, 1, 35-45.
- Lindon, D., J. Lendrevie, J.V. Rodrigues e P. Dionísio (2000) *Mercator 2000: Teoria e Prática do Marketing*, 9ª Edição, Lisboa, Publicações Dom Quixote.
- Lockhart, D. e D. Drakakis-Smith (eds.) (1997) *Island Tourism: Trends and Prospects*, London, Pinter.
- Lockhart, D.G., D. Drakakis-Smith e J. Schembri (eds.) (1993) *The Development Process in Small Island States*, London, Routledge.
- Manning, E.W. e T.D. Dougherty (1995) Sustainable tourism: Preserving the Golden Goose, *Cornell Hotel and Restaurant Administration Quarterly*, 36, 2, 29-42.
- Manning, T. (1999) Indicators of tourism sustainability, *Tourism Management*, 20, 2, 179-181.
- Maroco, J. (2003) *Análise Estatística com Utilização do SPSS*, Lisboa, Edições Sílabo.
- Mason, P. e M. Mowforth (1996) Codes of conduct in tourism, *Progress in Tourism and Hospitality Research*, 2, 2, 12-13.
- Mathieson, A. e G. Wall (1982) *Tourism: Economic, Physical and Social Impacts*, Harlow, Pearson Education.
- McKercher, B. (1993) Some fundamental truths about tourism: Understanding tourism's social and environmental impacts, *Journal of Sustainable Tourism*, 1, 1, 6-16.
- Medeiros de Araújo, L. e B. Bramwell (1999) Stakeholder assessment and collaborative tourism planning: The case of Brazil's Costa Dourada project, *Journal of Sustainable Tourism*, 7, 3-4, 356-378.
- Middleton, V.T.C. e R. Hawkins (1998) *Sustainable Tourism: A Marketing Perspective*, Oxford, Butterworth-Heinemann.
- Mihalic, T. (2000) Environmental management of a tourist destination: A factor of tourism competitiveness, *Tourism Management*, 21, 1, 65-78.
- Moniz, A.I. (1996) *O Turismo nos Açores: Estudo sobre a Oferta de Alojamento Turístico*, Ponta Delgada, Editora Jornal de Cultura.
- Moutinho, L. (ed.) (2000) *Strategic Management in Tourism*, Oxon, CAB International.
- Mowforth, M. e I. Munt (1998) *Tourism and Sustainability: New Tourism in the Third World*, London, Routledge.
- Müller, H. (1994) The thorny path to sustainable tourism development, *Journal of Sustainable Tourism*, 2, 3, 131-136.

- Murphy, P.E. (1994) Tourism and sustainable development, in W.F. Theobald (ed.), *Global Tourism: The Next Decade*, Oxford, Butterworth-Heinemann, 274-290.
- Nelson, J.G. (1993) Tourism and sustainable development: An introduction, in J.G. Nelson, R. Butler e G. Wall (eds.), *Tourism and Sustainable Development: Monitoring, Planning, Managing*, Waterloo, Ontario, University of Waterloo, Heritage Resources Centre Joint Publication N° 1, 3-23.
- Nitsch, B. e J. Van der Straaten (1995) Rural tourism development: Using a sustainable tourism development approach, in H. Coccossis e P. Nijkamp (eds.), *Sustainable Tourism Development*, Aldershot, Ashgate, 169-185.
- Oppermann, M. (1993) Tourism space in developing countries, *Annals of Tourism Research*, 20, 3, 535-556.
- Organisation for Economic Co-operation and Development (OECD) (2002) *Sustainable Development Strategies: A Resource Book*, New York, Paris and United Nations Development Programme.
- Organización Mundial del Turismo (OMT) (2003a) <http://www.world-tourism.org/sustainable/activities.htm>.
- Organización Mundial del Turismo (OMT) (2003b) <http://www.world-tourism.org/sustainable/IYE-Main-Menu.htm>.
- Organización Mundial del Turismo (OMT) (2003c) <http://www.world-tourism.org/sustainable/IYE/quebec/index.htm>.
- Organización Mundial del Turismo (OMT) (2003d) <http://www.world-tourism.org/sustainable/coastalnetwork>.
- Organización Mundial del Turismo (OMT) (1998a) *Agenda para Planificadores Locales: Turismo Sostenible y Gestión Municipal – Edición para América Latina y El Caribe*, Madrid, OMT.
- Organización Mundial del Turismo (OMT) (1998b) *Introducción al Turismo*, Madrid, OMT.
- Page, S.J. e K. Thorn (2002) Towards sustainable tourism development and planning in New Zealand: The public sector response revisited, *Journal of Sustainable Tourism*, 10, 3, 222-238.
- Page, S.J. e K.J. Thorn (1997) Towards sustainable tourism planning in New Zealand: Public sector planning responses, *Journal of Sustainable Tourism*, 5, 1, 59-77.

- Partidário, M.R. (Coord.) (1999) *Crítérios para um Turismo Ambientalmente Responsável: Relatório Síntese*, Caparica, CEPGA – Centro de Estudos de Planeamento e Gestão do Ambiente.
- Partidário, M.R. (1998) Ambiente e turismo, *Economia e Prospectiva*, 1, 4, 79-88.
- Payne, R.J., M.E. Johnston e G.D. Twynam (2001) Tourism, sustainability and the social milieu in Lake Superior's north shore and islands, in S.F. McCool e R.N. Moisey (eds.), *Tourism, Recreation and Sustainability: Linking Culture and the Environment*, Wallingford, CAB International, 315-342.
- Pearce, D. (1995) *Tourism Today: A Geographical Analysis*, 2ª Edição, Harlow, Longman.
- Pearce, D.W. e R.K. Turner (1990) *Economics of Natural Resources and the Environment*, London, Harvester-Wheatsheaf.
- Pearce, D. (1989) *Tourist Development*, 2ª Edição, Harlow, Longman.
- Pearce, D.W., A. Markandya e E. Barbier (1989) *Blueprint for a Green Economy*, London, Earthscan.
- Pearce, D. (1987) *Tourism Today*, Harlow, Longman.
- Pearce, P.L., G. Moscardo e G.F. Ross (1996) *Tourism Community Relationships*, Oxford, Pergamon Press.
- Pearce, P.L. (1994) Tourist-resident impacts: Examples, explanations and emerging solutions, in W.F. Theobald (ed.), *Global Tourism: The Next Decade*, Oxford, Butterworth-Heinemann, 103-123.
- Pearce, P.L. (1993) Fundamentals of tourist motivation, in D.G. Pearce e R.W. Butler (eds.), *Tourism Research: Critiques and Challenges*, London, Routledge, 113-134.
- Perret, J. e J.P. Teyssandier (Coord.) (2000) *Piloter le Tourisme Durable dans les Territoires et les Entreprises*, Paris, Agence Française de l'Ingénierie Touristique (AFIT).
- Pestana, M.H. e Gageiro, J.N. (2000) *Análise de Dados para Ciências Sociais: A Complementaridade do SPSS*, 2ª Edição, Lisboa, Edições Sílabo.
- Poon, A. (1997) Global transformation: New consumers, in L. France (ed.), *The Earthscan Reader in Sustainable Tourism*, London, Earthscan, 47-53.
- Ritchie, J.R.B. e G.I. Crouch (2003) *The Competitive Destination: A Sustainable Tourism Perspective*, Wallingford, CAB International.

- Ritchie, J.R.B. e G.I. Crouch (2000) The competitive destination: A sustainability perspective, *Tourism Management*, 21, 1, 1-7.
- Ritchie, J.R.B. (1993) Issues in price-value competitiveness of island tourism destinations, in J.R.B. Ritchie e D. Hawkins (eds.), *World Travel and Tourism Review*, Oxford, CAB, 299-305.
- Rittichainuwat, B.N., H. Qu e C. Mongkonvanit (2002) A study of the impact of travel satisfaction on the likelihood of travellers to revisit Thailand, *Journal of Travel & Tourism Marketing*, 12, 2-3, 19-43.
- Rostow, W.W. (1960) *The Stages of Economic Growth: A Non Communist Manifesto*, London, Cambridge University Press.
- Ryan, C. e J. Huyton (2002) Tourists and aboriginal people, *Annals of Tourism Research*, 29, 3, 631-647.
- Sautter, E.T. e B. Leisen (1999) Managing stakeholders: A tourism planning model, *Annals of Tourism Research*, 26, 2, 312-328.
- Serviço Regional de Estatística dos Açores (SREA) (2005) *Estatísticas do Turismo 2004*, Angra do Heroísmo, SREA.
- Serviço Regional de Estatística dos Açores (SREA) (2003) *Estatísticas do Turismo 2002*, Angra do Heroísmo, SREA.
- Serviço Regional de Estatística dos Açores (SREA) (2002a) *Censos 2001*, Angra do Heroísmo, SREA.
- Serviço Regional de Estatística dos Açores (SREA) (2002b) *Séries Estatísticas 1991-2001*, Angra do Heroísmo, SREA.
- Serviço Regional de Estatística dos Açores (SREA) (2002c) *Estudo sobre os Turistas que Visitam os Açores – 2001*, Angra do Heroísmo, SREA.
- Sharpley, R. (2002) Tourism: A vehicle for development? in R. Sharpley e D.J. Telfer (eds.), *Tourism and Development: Concepts and Issues*, Clevedon, Channel View Publications, 11-34.
- Sharpley, R. (2000) Tourism and sustainable development: Exploring the theoretical divide, *Journal of Sustainable Tourism*, 8, 1, 1-19.
- Silva, J.A., J.C. Mendes e M.M. Guerreiro (2001a) *Construção de Indicadores de Avaliação da Qualidade no Turismo*, Universidade do Algarve, Lisboa, Direcção Geral do Turismo.

- Silva, J.A., J. Mendes e M.M. Guerreiro (2001b) A qualidade dos destinos turísticos: Dos modelos aos indicadores, *Revista Portuguesa de Gestão*, Jan/Fev/Mar, 65-81.
- Silva, J.A. (1999) Building sustainability indicators: Tourism and environment, in Associação Portuguesa para o Desenvolvimento Regional (ed.), *Tourism Sustainability and Territorial Organization – XII Summer Institute of the European Regional Science Association*, Coimbra, APDR, 113-142.
- Silva, J.A. e F. Perna (1999) *Turismo e Ambiente: Indicadores de Integração*, Lisboa, Ministério do Ambiente.
- Silva, J.A. e J.V. Silva (1995) Intensidade e capacidade de carga turística: Reflexão conceptual e metodologias de operacionalização, Comunicação ao 3º Congresso Internacional da Associação Mediterrânea de Sociologia do Turismo, Estoril, Março.
- Silva, J.A. (1992) *O Turismo Português: Problemas e Desafios em Tempo de Mudança*, Funchal.
- Slee, W., H. Farr e P. Snowdon (1997) Sustainable tourism and the local economy, in M.J. Stabler (ed.), *Tourism and Sustainability: Principles to Practice*, Wallingford, CAB International, 69-87.
- Stabler, M.J., e B. Goodall (1997) Environmental awareness, action and performance in the Guernsey hospitality sector, *Tourism Management*, 18, 1, 19-33.
- Stabler, M.J. e B. Goodall (1996) Environmental auditing in planning for sustainable island tourism, in L. Briguglio, B. Archer, J. Jafari e G. Wall (eds.), *Sustainable Tourism in Islands and Small States*, London, Pinter, 170-196.
- Swarbrooke, J. (1999) *Sustainable Tourism Management*, Wallingford, CAB International.
- Swarbrooke, J. e S. Horner (1999) *Consumer Behaviour in Tourism*, Oxford, Butterworth-Heinemann.
- Tinsley, R. e P. Lynch (2001) Small tourism business networks and destination development, *International Journal of Hospitality Management*, 20, 4, 367-378.
- Turner, R., D. Pearce e I. Bateman (1994) *Environmental Economics*, Hertfordshire, Harvester Wheatsheaf.
- Twining-Ward, L. (1999) Towards sustainable tourism development: Observations from a distance, *Tourism Management*, 20, 2, 187-188.

- UNEP/IE (1995) *Environmental Codes of Conduct for Tourism*, Technical Report N° 29, Paris, United Nations Environment Programme: Industry and Environment.
- United Nations (2004) <http://www.un.org/esa/sustdev/sdissues/tourism>.
- United Nations Conference on Environment and Development (UNCED) (1992) *Agenda 21: A Guide to the United Nations Conference on Environment and Development*, Geneva, UN Publications Service.
- Veal, A.J. (1992) *Research Methods for Leisure and Tourism – A Practical Guide*, Essex, Longman.
- Wall, G. (1997) Is ecotourism sustainable? *Environmental Management*, 21, 4, 483-491.
- Wall, G. (1993) Towards a tourism typology, in J.G. Nelson, R.W. Butler e G. Wall (eds.), *Tourism and Sustainable Development: Monitoring, Planning and Managing*, Department of Geography Publications Series N° 37, Waterloo, University of Waterloo, 45-58.
- Webster, K. (2000) *Environmental Management in the Hospitality Industry: A Guide for Students and Managers*, London, Cassell.
- Weiermair, K. (2000) Quality assessment and measurement in tourism: Issues and problems, Comunicação apresentada no *Workshop on Quality in Tourism: From Patterns to Indicators*, Faro, Universidade do Algarve, 20 de Outubro.
- Wheeler, B. (1997) Here we go, here we go, here we go eco, in M.J. Stabler (ed.), *Tourism and Sustainability: From Principles to Practice*, Oxon, CAB International, 39-49.
- Wheeler, B. (1994) Egotourism, sustainable tourism and the environment: A symbiotic, symbolic or shambolic relationship, in A.V. Seaton, C.L. Jenkins, R.C. Wood, P.U.C. Dieke, M.M. Bennett, L.R. MacLellan e R. Smith (eds.), *Tourism: The State of the Art*, Chichester, Wiley, 647-654.
- Wheeler, B. (1993) Sustaining the ego, *Journal of Sustainable Tourism*, 1, 2, 121-129.
- Wheeler, B. (1992) Alternative tourism: A deceptive ploy, in C.P. Cooper e A. Lockwood (eds.), *Progress in Tourism, Recreation and Hospitality Management*, Vol. 4, London, Belhaven Press, 140-145.
- Wheeler, B. (1992) Is progressive tourism appropriate? *Tourism Management*, 13, 1, 104-105.
- Wheeler, B. (1991) Tourism's troubled times: Responsible tourism is not the answer, *Tourism Management*, 12, 2, 91-96.

- Wight, P. (1994) The greening of the hospitality industry: Economic and environmental good sense, in A.V. Seaton, C.L. Jenkins, R.C. Wood, P.U.C. Dieke, M.M. Bennett, L.R. MacLellan e R. Smith (eds.), *Tourism: The State of the Art*, Chichester, Wiley, 665-674.
- Wight, P.A. (1993) Improved business positioning: Environmentally responsible marketing of tourism. Paper presented at the 24th Annual TTRA International Conference, Whistler, British Columbia, Canada, 14 June.
- Wilkinson, P.F. (1989) Strategies for tourism in island microstates, *Annals of Tourism Research*, 16, 2, 153-77.
- Wing, P. (1995) Development and marketing of international tourism in small island states, in M.V. Conlin e T. Baum (eds.), *Island Tourism: Management Principles and Practice*, Chichester, Wiley, 95-104.
- World Commission on Environment and Development (WCED) (1987) *Our Common Future* (Brundtland Commission), Oxford, Oxford University Press.
- World Tourism Organization (WTO) (2004) *Indicators of Sustainable Development of Tourism Destinations: A Guidebook*, Madrid, WTO.
- World Tourism Organization (WTO) (2003) *Sustainable Development of Ecotourism: A Compilation of Good Practices in SMEs*, Madrid, WTO.
- World Tourism Organization (WTO) (2002a) *The Economic Impact of Tourism in the Islands of Asia and the Pacific*, Madrid, WTO.
- World Tourism Organization (WTO) (2002b) *Voluntary Initiatives for Sustainable Tourism: Worldwide Inventory and Comparative Analysis of 104 Eco-labels, Awards and Self-commitments*, Madrid, WTO.
- World Tourism Organization (WTO) (2002c) *World Ecotourism Summit: Final Report*, Madrid, WTO e United Nations Environment Programme (UNEP).
- World Tourism Organization (WTO) (2001a) *Sustainable Development of Ecotourism: A Compilation of Good Practices*, Madrid, WTO.
- World Tourism Organization (WTO) (2001b) *Workshop on Sustainable Tourism Indicators for the Islands of the Mediterranean – Final Report*, Kukljica, Island of Ugljan, Croatia, 21-23 March.
- World Tourism Organization (WTO) (2000) *Sustainable Development of Tourism: A Compilation of Good Practices*, Madrid, WTO.
- World Tourism Organization (WTO) (1999) *International Tourism: A Global Perspective*, 2^a Edição, Madrid, WTO.

- World Tourism Organization (WTO) (1998) *Guide for Local Authorities on Developing Sustainable Tourism*, Madrid, WTO.
- World Tourism Organization (WTO) (1997a) *Awards for Improving the Coastal Environment: The Example of Blue Flag*, Madrid, WTO.
- World Tourism Organization (WTO) (1997b) *International Tourism: A Global Perspective*, Madrid, WTO.
- World Tourism Organization (WTO) (1996) *What Tourism Managers Need to Know: A Practical Guide to the Development and Use of Indicators of Sustainable Tourism*, Madrid, WTO.
- World Tourism Organization (WTO) (1995) Sustainable tourism development, Background Paper by WTO Secretariat at the *WTO Asian Tourism Conference*, Technical Session, Islamabad, Pakistan, 13 January, Madrid, WTO, 1-11.
- World Tourism Organization (WTO) (1994) *National and Regional Tourism Planning: Methodologies and Case Studies*, Madrid, WTO.
- World Tourism Organization (WTO) (1993) *Sustainable Tourism Development: Guide for Local Planners*, Madrid, WTO.
- World Tourism Organization (WTO) (1992) *An Integrated Approach to Resort Development: Six Case Studies*, E. Inskeep e M. Kallenberger, Madrid, WTO.
- World Tourism Organization (WTO), United Nations Environment Programme (UNEP) (2000a) *International Conference on Sustainable Tourism in the Islands of the Asia-Pacific Region*, Sanya, Island of Hainan, China, 6-8 December.
- World Tourism Organization (WTO), United Nations Environment Programme (UNEP) (2000b) *Sustainable Tourism in the Islands of the Asia-Pacific Region – Final Report*, Sanya, Island of Hainan, China, 6-8 December.
- World Tourism Organization (WTO), United Nations Environment Programme (UNEP), Plan Bleu (2000) *International Seminar Sustainable Tourism and Competitiveness in the Islands of the Mediterranean*, Island of Capri, Italy, 17-20 May.
- World Tourism Organization (WTO), United Nations Environment Programme (UNEP) (1998) *International Conference on Sustainable Tourism in Small Island Developing States (SIDS) and Other Islands – Final Report*, Lanzarote, Spain, 25-28 October.
- World Travel and Tourism Council (WTTC) (1994) *The Green Globe: An Invitation to Join*, London, WTTC.

- World Travel and Tourism Council (WTTC) (1991) *WTTC Policy: Environmental Principles*, Brussels, WTTC.
- World Travel and Tourism Council (WTTC), World Tourism Organization (WTO) e Earth Council (EC) (1995) *Agenda 21 for the Travel and Tourism Industry: Towards Environmentally Sustainable Development*, WTTC, WTO e EC.
- Yuksel, F., B. Bramwell e A. Yuksel (1999) Stakeholder interviews and tourism planning at Pamukkale, Turkey, *Tourism Management*, 20, 3, 351-360.
- Zins, A. H. (2002) Consumption emotions, experience quality and satisfaction: A structural analysis for complainers versus non-complainers, *Journal of Travel & Tourism Marketing*, 12, 2-3, 3-20.