

From Mobility to Exploration: A Qualitative Study of Tourism Spillover Mechanisms Mediated by the Transjakarta Application

Nasywa Aliyya Omar^{1,a)}, Adzrani Haura Badzlinaya Novianto^{2,b)}, Balqis Zulaika^{3,c)}, Gea Sagita Putri⁴⁾, Retno Pratiwi⁵⁾, Pratiwi⁶⁾

^{1,2,3,4,5} Faculty of Information Technology, IKPIA Perbanas Institut
Study Program of Informatics Engineering, Information Systems, and Data Science Analysis, Jakarta
12940

⁶ Lecturer, Faculty of Information Technology, IKPIA Perbanas Institut, Jakarta 12940

^{a)}Corresponding author: nasywa.aliyya07@perbanas.id

^{b)}adzrani.haura07@perbanas.id

^{c)}balqis.zulaika08@perbanas.id

Abstract. *This study qualitatively examines the mechanisms through which the Transjakarta mobile application mediates tourism spillover effects among university students visiting the Blok M district of South Jakarta. Grounded in the third component of the Digital Transport-Tourism Nexus (DTTN) framework Spatial Tourism Spillover and informed by spillover effect theory (Nunkoo et al., 2023; Thompson & Schofield, 2023) and urban heritage revitalization scholarship (Li & Wang, 2023; Ashworth & Page, 2023), the study employs semi-structured in-depth interviews with three purposively selected respondents, analyzed through Braun & Clarke’s (2006) six-phase thematic analysis framework. Six themes were identified: ease of use, technical constraints, schedule reliability, tourism-oriented use, multimodal routing gaps, and exploration spillover. The findings reveal that the application generates tourism spillover through two organic mechanisms: (1) a Behavioral Trigger pathway whereby reduced informational barriers directly increase visit frequency; and (2) a Geographic Diffusion pathway whereby proximity-based destination discovery extends spatial exploration radius around transit nodes. Critically, the absence of integrated multimodal routing (TJ-MRT-KRL) is identified as the primary structural inhibitor of spillover amplification. These qualitative findings complement and deepen the quantitative evidence presented in the companion study, collectively validating the DTTN framework’s explanatory architecture.*

Keywords: tourism spillover; qualitative research; thematic analysis; Transjakarta application; urban heritage revitalization; Blok M

INTRODUCTION

Understanding how digitalized public transport systems generate tourism spillover effects constitutes a critical but empirically underexplored dimension of urban tourism scholarship. While quantitative studies can measure the magnitude of digital accessibility perceptions, they are inherently limited in their capacity to illuminate the experiential mechanisms through which enhanced accessibility translates into actual tourist exploration behavior and its downstream spatial consequences. This study addresses that limitation through an in-depth qualitative investigation of the lived experiences of university students using the Transjakarta application to navigate and explore the Blok M district of South Jakarta.

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

The Blok M district presents a compelling empirical setting for this inquiry. Following decades of structural decline, the area has undergone a discernible revitalization driven by infrastructure integration most notably the construction of Halte CSW, which physically connects Transjakarta corridor services with the MRT network and the concurrent digitalization of transport services (Puspitasari et al., 2025; Rahman & Putri, 2021). The Transjakarta application, in this context, functions not merely as a mobility tool but as a potential catalyst of tourist exploration and economic activity spillover across the district’s surrounding area.

This study constitutes the qualitative component of a two-paper research program examining the Digital Transport-Tourism Nexus (DTTN) in Blok M. The companion quantitative study (see Paper 1) established that the Transjakarta application effectively performs digital accessibility enablement (overall $M = 4.18$), while identifying Seamless Integration ($M = 3.86$) and destination content features ($M = 3.71$) as primary performance bottlenecks. The present study deepens that quantitative foundation by qualitatively examining the experiential mechanisms underlying the application’s tourism spillover effects, as conceptualized in Component 3 of the DTTN framework: Spatial Tourism Spillover.

The originality and novelty of this study reside in three interrelated contributions. First, it represents the first qualitative application of the DTTN framework in an Indonesian urban transit-tourism context, extending a theoretical architecture hitherto validated predominantly through quantitative methods. Second, it introduces the concept of the “awareness-of-gap” effect the finding that users active consciousness of multimodal routing deficiencies constitutes a distinct and measurable inhibitor of spillover amplification, a dimension not previously theorized in the digital transport-tourism literature. Third, by employing a sequential mixed-methods design in which the qualitative strand explicitly theorizes the mechanisms underlying quantitative patterns, this study advances a methodological model for tourism research that moves beyond parallel triangulation toward genuine explanatory integration. These contributions collectively position the study at the intersection of smart tourism research, urban mobility studies, and qualitative inquiry, addressing an empirical and theoretical gap that existing literature has left unresolved.

Research Questions

This study is guided by the following research questions:

RQ1: Through what experiential mechanisms does the Transjakarta application mediate increases in tourist visit frequency and spatial exploration behavior in Blok M?

RQ2: What structural facilitating and inhibiting factors shape the application’s effectiveness in generating tourism spillover effects within the Blok M precinct?

Research Objectives

The primary objective of this study is to qualitatively examine and theorize the experiential mechanisms through which the Transjakarta application generates tourism spillover effects among university student users, thereby providing a theoretically-grounded and empirically-validated account of the Spatial Tourism Spillover component of the DTTN framework. The practical objective is to identify structural inhibitors of spillover amplification and generate evidence-based recommendations for application developers and urban tourism policymakers.

LITERATURE REVIEW

Tourism Spillover Effects and Digital Mediation

Wu et al. (2024) conceptualized the digital-induced tourism spillover effect as the systemic cascade of economic, social, and spatial consequences generated by digital technology adoption across an interconnected tourism ecosystem. Thompson & Schofield (2023) elaborated the spatial dimensionality of this effect, distinguishing three discrete mechanisms: Geographic Diffusion (the outward radiation of

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

economic activity to areas proximate to the primary destination), Cluster Development (the induced formation and growth of complementary tourism-related enterprises), and Network Effects (the progressive strengthening of multi-destination connectivity). These three mechanisms collectively constitute the empirical territory that this qualitative study is designed to explore through the lived experience of application users.

Główczyński (2022) demonstrated that content richness is a primary determinant of digital platform engagement depth in urban tourism settings, establishing a theoretical basis for understanding why underdeveloped destination features constrain the spillover process. Torabi et al. (2022) further showed that digital touchpoints at transport-tourism convergence nodes are the primary mediators of tourist satisfaction and repeat visitation, directly implicating the Halte CSW TOD node as a critical spillover catalyst in the Blok M context.

Urban Heritage Revitalization and the Digital Turn

Wei et al. (2024) defined digital-induced urban regeneration as a multidimensional revitalization process encompassing Physical Revitalization, Economic Reactivation, Social Reanimation, and Cultural Recontextualization all of which are substantially accelerated by strategic digital technology adoption. Hussain & Haley (2022) argued that the sustainability of urban tourism revitalization is contingent upon a precinct's demonstrated capacity to attract and retain digitally-literate visitor cohorts with higher expenditure propensity and revisit intention. University students, as established early adopters of digital mobility technologies (Chuang, 2023; Venkatesh et al., 2012), constitute precisely such a cohort.

Qualitative Inquiry in Smart Tourism Research

Creswell & Poth (2016) established that qualitative research designs are particularly suited to investigations that seek to understand the “how” and “why” of complex social phenomena, rather than merely quantifying their magnitude. In the smart tourism literature, qualitative approaches have been employed to illuminate the experiential dimensions of technology-mediated tourist behavior that resist numerical reduction. Braun & Clarke (2006) thematic analysis provides the most widely validated analytical framework for this purpose, enabling the systematic identification of patterns of meaning across qualitative data while maintaining transparency and methodological rigor. Guest et al. (2011) further established data triangulation as an essential validation strategy in mixed-methods research contexts, directly informing the cross-method verification approach employed in this two-paper program.

METHODS

This study employs a qualitative exploratory design, framed as a single-case investigation Yin (2018) of tourism spillover mechanisms mediated by the Transjakarta application in the Blok M district. The qualitative design was selected on the grounds that it enables the systematic examination of experiential mechanisms, motivational structures, and contextual factors that are not accessible through quantitative measurement alone (Flick, 2022). The study is situated within an interpretivist epistemological framework, treating respondents' accounts as meaningful, contextually embedded constructions of their lived mobility and tourism experiences.

Participants and Sampling

Three participants were purposively selected from among active Perbanas Institute students satisfying the same inclusion criteria as the companion quantitative study Palinkas et al. (2015) active enrollment, regular Transjakarta application use, prior visit to Blok M via the application, and voluntary informed consent. Flick (2022) affirms that three to five participants are methodologically appropriate for single-case qualitative explorations where analytical depth is prioritized over breadth, and where findings are intended to complement rather than replicate a larger quantitative dataset. This sample size is further warranted by the study's design as the qualitative strand of a sequential mixed-methods program Creswell & Poth (2016)

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

its purpose is to explain and theorize the mechanisms underlying quantitative patterns already established in the companion study, a task for which richness and depth of evidence take precedence over sample breadth. Participants are anonymized as R1, R2, and R3 throughout.

Data Collection

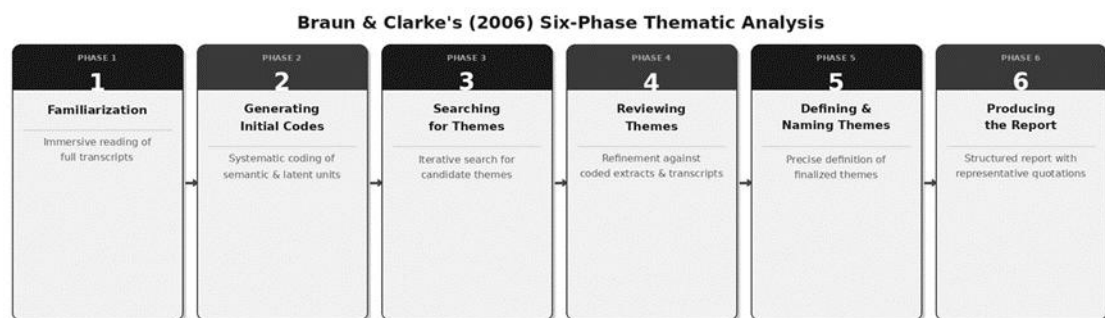
Semi-structured in-depth interviews were conducted with each participant individually, guided by a theoretically derived interview protocol organized around the three thematic components of the DTTN framework, with particular emphasis on Component 3 (Spatial Tourism Spillover). The semi-structured format was selected to ensure theoretical coverage while preserving the flexibility to pursue emergent themes of analytical significance (Bryman, 2016). Interviews were conducted in Bahasa Indonesia to maximize expressive authenticity, and relevant excerpts were subsequently translated into English for presentation in this paper. All data were collected in adherence to research ethics standards including voluntary informed consent, data confidentiality, and the principle of non-maleficence (Israel & Hay, 2006).

Data Analysis

Interview data were analyzed through Braun & Clarke (2006) six-phase thematic analysis procedure:

- 1) Immersive familiarization with the data corpus through repeated reading of full transcripts
- 2) Systematic generation of initial codes from semantically and latently significant units of meaning
- 3) Iterative searching for candidate themes across the coded dataset
- 4) Rigorous review and refinement of themes against both the coded extracts and the full transcripts
- 5) Precise definition and naming of finalized themes
- 6) Structured report production integrating representative quotations.

Data triangulation was performed by cross-examining the qualitative themes against the quantitative Likert scores from the companion study to assess convergence and identify complementary insights (Guest et al., 2011).



Source: Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3(2), 77-101.

FIGURE 1. Six-Phase Thematic Analysis – Braun & Clarke's (2006)

RESULTS AND DISCUSSION

Thematic Analysis Results

Six themes were identified through the thematic analysis process, each mapped onto its corresponding DTTN component to assess the framework’s qualitative explanatory fidelity. Table 1 presents the themes, core findings, representative quotations, and DTTN component mappings.

TABLE 1. Thematic Analysis Results and Correspondence to DTTN Components

Theme	Core Finding	Representative Quotation	DTTN Component
Ease of Use	Application perceived as intuitive and operationally undemanding	“The app is really easy the interface is clear and not complicated at all.” (R1)	Digital Accessibility
Technical Constraints	Intermittent signal degradation affects real-time accuracy	“It sometimes loads slowly at major stops, probably because of the signal.” (R2)	Real-time Information
Schedule Reliability	Scheduling generally reliable, though imperfect	“It is usually on time, but the bus occasionally arrives a little late.” (R3)	Real-time Information
Tourism-Oriented Use	Application actively used for culinary and destination discovery	“I often search for food places near the Transjakarta stop.” (R2)	Behavioral Trigger
Multimodal Routing Gap	Integrated TJ-MRT-KRL routing conspicuously absent	“It would be very helpful if there were combined routes to make changing transport easier.” (R3)	Seamless Integration
Exploration Spillover	Application demonstrably increases visit frequency and spatial range	“I go out more often now because I already know the routes and the costs.” (R1)	Spatial Tourism Spillover

Source: Primary interview data, processed by the authors (2025)

Thematic Discussion: Tourism Spillover Mechanisms

The six themes collectively articulate a coherent and sequentially interconnected qualitative account of the DTTN causal chain in situated practice. Rather than operating as isolated findings, the themes form an integrated explanatory architecture in which each theme either enables, constrains, or amplifies the next: Theme 1 (Ease of Use) establishes the foundational condition of digital accessibility, without which no further engagement is possible, Theme 2 (Technical Constraints) qualifies that accessibility by introducing

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

intermittent friction that limits the reliability of real-time information, Theme 3 (Schedule Reliability) builds on Theme 2 by revealing that, despite these technical limitations, users retain sufficient trust in scheduling accuracy to sustain regular application use, Theme 4 (Tourism-Oriented Use) represents the critical pivot point at which sustained use converts into active destination discovery behavior, constituting the Behavioral Trigger mechanism, Theme 5 (Multimodal Routing Gap) functions as the structural ceiling that caps the spillover potential generated by Theme 4, by revealing the absence of integrated TJ-MRT-KRL routing as a concrete barrier to wider exploration; and Theme 6 (Exploration Spillover) constitutes the terminal outcome of the causal chain, evidencing that even under the constraints identified in Themes 2 and 5, the application generates measurable Spatial Tourism Spillover. Together, these six themes map directly and sequentially onto the DTTN framework’s three components: Themes 1–3 operationalize Digital Accessibility Enablement, Theme 4 operationalizes the Behavioral Trigger, and Themes 5–6 jointly operationalize Spatial Tourism Spillover, with Theme 5 revealing its structural inhibitor and Theme 6 confirming its active operation.

Themes 1 and 2 (Ease of Use and Technical Constraints) correspond to the Digital Accessibility Enablement component, confirming the quantitative finding that the application performs strongly on interface usability while facing intermittent real-time accuracy limitations. The convergence between R2’s account of signal-related loading delays and the quantitative score for information reliability ($M = 4.14$) is particularly noteworthy, as it suggests that while the overall reliability score is adequate, specific high-traffic contexts such as major interchange stops represent localized performance vulnerabilities that aggregate mean scores do not fully reveal. Theme 3 (Schedule Reliability) further substantiates this component: users’ sustained trust in scheduling accuracy, despite occasional delays, indicates that the application achieves a sufficient reliability threshold to maintain habitual use a precondition for the tourism-oriented behavior that emerges in subsequent themes.

Theme 4 (Tourism-Oriented Use) represents the critical pivot in the six-theme causal chain the point at which the reliable accessibility established by Themes 1-3 converts into active destination discovery behavior. R2’s habitual practice of searching for culinary establishments near Transjakarta stops demonstrates that the application has been consciously repurposed by users from a pure mobility tool into a destination discovery platform, generating precisely the kind of spontaneous exploration behavior that the DTTN framework predicts as the precondition for tourism spillover. This theme is thus causally downstream of Themes 1-3: without the ease of use confirmed in Theme 1, the trust built through Theme 3, and the real-time information capacity described in Theme 2, the tourism-oriented use behavior evidenced in Theme 4 would not materialize. This finding also deepens the quantitative evidence: while the destination features indicator scored relatively low ($M = 3.71$), the qualitative data reveal that even the existing, imperfect feature set is generating meaningful tourism-oriented behavior suggesting that enhanced features could produce substantially greater spillover effects.

Theme 6 (Exploration Spillover) constitutes the terminal outcome of the six-theme causal chain and provides the most theoretically consequential finding of this study. It is directly enabled by Theme 4 (Tourism-Oriented Use) and partially constrained by Theme 5 (Multimodal Routing Gap), making it the theme in which the cumulative effects of the entire DTTN causal architecture become empirically observable. R1’s direct articulation that increased route knowledge and cost transparency has produced a measurable increase in visit frequency constitutes an empirical instantiation of the complete Behavioral Trigger Spatial Tourism Spillover causal pathway. This account is directly interpretable through Thompson & Schofield’s (2023) Geographic Diffusion mechanism: the application’s reduction of informational barriers extends the user’s effective spatial exploration radius, converting previously unfamiliar or seemingly inaccessible areas of the city into reachable and regularly-visited destinations. Combined with R2’s culinary discovery behavior from Theme 4, this constitutes an organic, application-mediated form of the Cluster Development effect theorized by Wu et al. (2024). The fact that spillover is occurring even in the presence of the structural constraint identified in Theme 5 further underscores the strength of the Behavioral Trigger mechanism and implies that removing the multimodal routing barrier would produce a disproportionate amplification of spillover outcomes.

Theme 5 (Multimodal Routing Gap) identifies the primary structural inhibitor of spillover amplification. R3’s explicit articulation of the need for integrated TJ-MRT-KRL routing reveals that the

Perbanas International Conference on Economics, Business, Management, Accounting and IT
(PROFICIENT) 2026

“Integrity-Driven Innovation: Reimagining Business, Finance, and Digital Transformation for Sustainable Impact”

Proceedings of the Perbanas International Seminar on Economics, Business, Management, Accounting and IT
[June 2026] [ISSN 3047-0951]

current absence of Seamless Integration quantitatively confirmed by the lowest composite score across related indicators ($M = 3.86$) constitutes a structural ceiling on the application's spillover potential. The qualitative evidence adds an important dimension to this finding: it is not merely that integrated routing is absent, but that users are actively aware of this absence and regard it as a concrete barrier to more frequent and spatially extensive urban exploration. This awareness-of-gap finding suggests that the latent demand for Seamless Integration is high, and that its provision would likely produce a non-linear amplification of spillover effects consistent with Główczyński (2022) demonstration that content richness is a primary determinant of digital platform engagement depth.

Cross-Method Triangulation

Cross-examination of the qualitative themes against the quantitative Likert scores from the companion study (Guest et al., 2012) reveals strong convergence at both ends of the performance spectrum. The qualitative endorsement of application usability (Theme 1) aligns precisely with the quantitative ease of use score ($M = 4.57$). The qualitative identification of Seamless Integration as the primary structural gap (Theme 5) converges with the lowest composite quantitative score for modal integration ($M = 3.86$). This cross-method convergence constitutes robust validation of both the individual findings and the DTTN framework's explanatory architecture, confirming that the framework captures the essential structure of the transport-tourism-revitalization relationship in the Blok M context with fidelity across both quantitative and qualitative evidence.

CONCLUSIONS

This qualitative study yields three principal contributions to understanding the tourism spillover mechanisms mediated by the Transjakarta application. First, it identifies two distinct organic spillover pathways operating in practice a Behavioral Trigger pathway, wherein reduced informational and economic barriers directly increase visit frequency (R1) and a Geographic Diffusion pathway, wherein proximitybased destination discovery extends spatial exploration behavior around transit nodes (R2). Together, these pathways constitute empirical evidence of Spatial Tourism Spillover the third component of the DTTN framework operating in a nascent but demonstrably active form.

Second, the study identifies the absence of integrated multimodal routing (TJ-MRT-KRL) as the primary structural inhibitor of spillover amplification. The qualitative evidence reveals not merely that this gap exists, but that users are actively conscious of it as a concrete barrier to more extensive urban exploration, suggesting that latent demand for Seamless Integration is substantial and that its provision would likely produce disproportionate spillover amplification.

Third, the cross method triangulation with the companion quantitative study demonstrates strong convergence across both evidence streams, collectively validating the DTTN framework's causal architecture and confirming its explanatory utility across multiple methodological registers. Practical recommendations are directed at application developers to prioritize integrated multimodal routing and enriched destination content features as the highest leverage interventions for amplifying tourism spillover effects. Policy recommendations are directed at the Jakarta Provincial Government to formally incorporate the DTTN model into Transit-Oriented Development planning as an instrument of evidence based urban tourism revitalization strategy.

Acknowledgments

The authors gratefully acknowledge God Almighty for His guidance throughout this research. Profound appreciation is extended to Ibu Dr Pratiwi, S.Si., M.Si., for her expert supervision and intellectual support throughout the preparation of this manuscript. Sincere thanks are also extended to the three interview participants for their candid and reflective contributions to this study.

References

- Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3(2), 77–101. <https://doi.org/10.1191/1478088706qp063oa>
- Bryman, A. (2016). Social Research Methods. In *Oxford University Press* (p. 747). <https://books.google.co.id/books?id=N2zQCgAAQBAJ>
- Chuang, C. M. (2023). The conceptualization of smart tourism service platforms on tourist value co-creation behaviours: an integrative perspective of smart tourism services. *Humanities and Social Sciences Communications*, 10(1), 1–16. <https://doi.org/10.1057/s41599-023-01867-9>
- Creswell, J. W., & Poth, C. N. (2016). Qualitative Inquiry and Research Design: Choosing Among Five Approaches. In *SAGE Publications* (p. 488). SAGE Publications. <https://books.google.co.id/books?id=DLbBDQAAQBAJ>
- Flick, U. (2022). An introduction to qualitative research. *Sage Publications*. <https://uk.sagepub.com/en-gb/eur/an-introduction-to-qualitative-research/book261109>
- Głównoczyński, M. (2022). Toward User-Generated Content as a Mechanism of Digital Placemaking—Place Experience Dimensions in Spatial Media. *ISPRS International Journal of Geo-Information*, 11(4). <https://doi.org/10.3390/ijgi11040261>
- Guest, G., MacQueen, K. M., & Namey, E. E. (2011). Applied thematic analysis. In *sage publications*. <https://doi.org/10.4135/9781483384436>
- Hussain, A., & Haley, M. (2022). Regenerative tourism model: challenges of adapting concepts from natural science to tourism industry. *Journal of Sustainability and Resilience*, 2(1). <https://digitalcommons.usf.edu/jsr/vol2/iss1/4/>
- Israel, M., & Hay, I. (2006). Research ethics for social scientists. In *Sage*. <https://doi.org/10.4135/9781849209779>
- Palinkas, L. A., Horwitz, S. M., Green, C. A., Wisdom, J. P., Duan, N., & Hoagwood, K. (2015). Purposeful Sampling for Qualitative Data Collection and Analysis in Mixed Method Implementation Research. *Administration and Policy in Mental Health and Mental Health Services Research*, 42(5), 533–544. <https://doi.org/10.1007/s10488-013-0528-y>
- Puspitasari, D., Yandra, M., Hawari, K., & Syahchari, D. (2025). *Digital Transformation in Indonesia Train Public Transportation: The Role of Passenger Experience, Technological Infrastructure, and Real-Time Information Systems*. <https://doi.org/10.1109/IC2IE67206.2025.11283327>
- Rahman, A., & Putri, D. (2021). Dinamika kawasan perbelanjaan tradisional di Jakarta: Studi kasus Blok M. *Jurnal Perencanaan Wilayah Dan Kota*, 32(2), 115–130.
- Torabi, Z. A., Shalbafian, A. A., Allam, Z., Ghaderi, Z., Murgante, B., & Khavarian-Garmsir, A. R. (2022). Enhancing Memorable Experiences, Tourist Satisfaction, and Revisit Intention through Smart Tourism Technologies. *Sustainability (Switzerland)*, 14(5), 1–18. <https://doi.org/10.3390/su14052721>
- Venkatesh, V., Thong, J. Y. L., & Xu, X. (2012). Consumer acceptance and use of information technology: Extending the Unified Theory of Acceptance and Use of Technology1. *MIS Quarterly*, 36(1), 157–178. <https://misq.umn.edu/misq/article-abstract/36/1/157/1470>
- Wei, Y., Yuan, H., & Li, H. (2024). Exploring the Contribution of Advanced Systems in Smart City Development for the Regeneration of Urban Industrial Heritage. *Buildings*, 14(3). <https://doi.org/10.3390/buildings14030583>
- Wu, H., Zhong, R., Guo, P., Guo, Y., & Hao, Y. (2024). The role of the digital economy in tourism: mechanism, causality and geospatial spillover. *Empirical Economics*, 66(6), 2355–2395. <https://doi.org/10.1007/s00181-023-02526-3>
- Yin, R. K. (2018). Case Study Research and Applications: Design and Methods (6th ed.). *Beyond Words*, 11(1), 319. <https://us.sagepub.com/en-us/nam/case-study-research-and-applications/book255326>