

Smart Tourism For Community-Based Tourism Resilience: The Moderating Role of Cohesive Social Structure

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Abstract

Tourism destinations increasingly face climate-related disruptions, extreme weather, economic uncertainty, rapid digital transformation, and changing tourist behavior, making community resilience essential for sustainable destination management. This study examines community-based tourism resilience by integrating Smart Tourism Destination (STD), Cohesive Social Structure (CSS), Community Trust, and Cultural Identity, while testing CSS as a moderator. Data were collected from 100 managers involved in community-based tourism in the Special Region of Yogyakarta, Indonesia, and analyzed using Partial Least Squares–Structural Equation Modeling (PLS-SEM). The results show that Smart Tourism Destination ($\beta = 0.329$, $t = 5.713$, $p < 0.001$), Cohesive Social Structure ($\beta = 0.258$, $t = 5.057$, $p < 0.001$), Community Trust ($\beta = 0.290$, $t = 5.387$, $p < 0.001$), and Cultural Identity ($\beta = 0.276$, $t = 5.162$, $p < 0.001$) positively and significantly affect Tourism Resilience. Cohesive Social Structure significantly strengthens the effect of Smart Tourism Destination on Tourism Resilience ($\beta = 0.305$, $t = 5.515$, $p < 0.001$), whereas its moderating effects on Community Trust ($\beta = 0.065$, $p = 0.227$) and Cultural Identity ($\beta = 0.011$, $p = 0.837$) are not significant. These findings indicate that resilient community-based tourism depends on technological capability, social relationships, institutional trust, and cultural resources. The study contributes by identifying CSS as a selective contextual condition that helps smart-destination capabilities translate into stronger community-based tourism resilience.

Keywords: *Smart Tourism Destination, Tourism Resilience, Cohesive Social Structure, Community Trust, Cultural Identity*

INTRODUCTION

The COVID-19 pandemic demonstrated tourism's vulnerability in the Special Region of Yogyakarta (DIY). Previous studies showed that tourism disruptions affected not only tourist destinations but also downstream sectors such as micro, small, and medium enterprises and creative industries (Sugandini et al., 2020). Community-based tourism is especially vulnerable because its resilience depends greatly on local capacity, social relationships, and the ability to adapt collectively.

One approach that may strengthen destination resilience is the Smart Tourism Destination (STD) approach. STD initially developed from the use of information technology in tourism destinations and later evolved into a broader destination-management approach involving governance, sustainability, accessibility, innovation, connectivity, intelligence, information systems, and digital marketing (Bulchand-Gidumal, 2022; Ivars-Baidal et al., 2021). Smart destinations allow managers to access information rapidly, communicate with tourists, coordinate stakeholders, identify resources, and adapt services to changing conditions (Baggio et al., 2020; Ivars-Baidal et al., 2021).

Technology alone does not determine tourism resilience. Community resilience also depends on the social, institutional, and cultural resources available within destinations. Research on

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community resilience emphasizes the importance of adaptive capacity, social capital, networks, collective action, and community relationships in responding to shocks (Cinner & Barnes, 2019; Gabriel-Campos et al., 2021; Musavengane & Kloppers, 2020).

Strong social capital enables communities to respond proactively to internal and external disruptions affecting tourist visits, income, and community welfare (Pappas, 2021). Three community resources are particularly relevant in the CBT context. Cohesive Social Structure represents solidarity, social relationships, shared norms, and cooperation among community members. Community Trust reflects confidence in the integrity of authorities and the quality of community–government relationships.

Cultural Identity reflects attachment to local traditions, customs, rituals, values, and historical characteristics. Previous research suggests that social relationships, institutional networks, shared values, and community identity can strengthen adaptive capacity and community resilience (Cinner & Barnes, 2019; Gabriel-Campos et al., 2021; Wang et al., 2020).

Previous studies have established that tourism resilience is shaped by social capital, adaptive capacity, institutional relationships, and community networks (Cinner & Barnes, 2019; Musavengane & Kloppers, 2020; Gabriel-Campos et al., 2021), while smart-tourism studies have primarily emphasized technology, connectivity, information exchange, innovation, and destination governance (Baggio et al., 2020; Ivars-Baidal et al., 2021; Bulchand-Gidumal, 2022).

Although these streams provide important explanations of destination adaptation, they tend to examine technological and community resources separately. Consequently, less is known about how technological, social, institutional, and cultural resources operate simultaneously in explaining community-based tourism resilience.

More importantly, prior studies offer limited explanation of whether social cohesion changes the extent to which smart-destination capability, institutional trust, and cultural identity translate into resilience. Addressing this gap matters because technology and community resources may not produce equivalent resilience outcomes across communities with different levels of social cohesion.

Accordingly, this study examines how Smart Tourism Destination, Cohesive Social Structure, Community Trust, and Cultural Identity affect community-based tourism resilience and whether Cohesive Social Structure moderates these relationships. Theoretically, it integrates technological, social, institutional, and cultural resources within a single model and positions social cohesion as a contextual condition for resilience. Practically, the findings guide the development of tourism resilience strategies.

LITERATURE REVIEW

The Effect of Smart Tourism Destination on Tourism Resilience

Smart Tourism Destination is a destination-management approach that integrates information technology, innovation, connectivity, governance, accessibility, and sustainability. Implementing STD enables destination managers to obtain information quickly, identify changes in tourist needs, coordinate stakeholders, and determine appropriate actions during crises.

Baggio et al. (2020) explain that smart tourism destinations involve not only technology but also networks, knowledge exchange, and stakeholder coordination. Ivars-Baidal et al. (2021) show that governance, sustainability, accessibility, innovation, connectivity, information systems, and digital marketing are key components in developing smart tourism destinations.

In the context of post-crisis recovery, Bulchand-Gidumal (2022) states that the STD framework can help destinations improve recovery capacity through technology, information management, and more adaptive decision-making. Thus, the better the implementation of STD, the greater the destination's ability to withstand, adapt to, and recover from disruptions.

H1: Smart Tourism Destination positively affects community-based tourism resilience.

The Effect of Cohesive Social Structure on Tourism Resilience

A cohesive social structure reflects strong social relationships, solidarity, a sense of togetherness, and cooperation among community members. In community-based tourism, social cohesion becomes an important resource because communities must coordinate, share information, manage resources, and take collective action when facing crises.

[Musavengane and Kloppers \(2020\)](#) found that social capital reflected in community networks, trust, and cooperation can improve community resilience in the management of community-based tourism. [Gabriel-Campos et al. \(2021\)](#) also showed that social networks and community adaptive capacity help sustain ecotourism activities amid pandemics and climate change.

[Rendon et al. \(2021\)](#) emphasized that stakeholder coordination across social, environmental, and infrastructure systems supports community resilience. Therefore, the more cohesive a community's social structure, the better it can respond to and restore tourism activities.

H2: Cohesive social structure has a positive effect on community-based tourism resilience.

The Effect of Community Trust in the Integrity of Authorities on Tourism Resilience

Community trust in the integrity of authorities describes the community's belief that the government or local leaders act honestly, transparently, fairly, and in the common interest. Such trust can increase policy acceptance, reduce conflict, and encourage community participation in crisis-response programs.

[Wang et al. \(2020\)](#) explain that good relationships and interactions between communities and government are important factors in building social resilience. Synergy between communities and government can accelerate information delivery, resource mobilization, and the implementation of recovery policies.

[Cinner and Barnes \(2019\)](#) emphasize that resilience is influenced by social dimensions such as institutional networks, trust, social relationships, and the capacity for collective action. Thus, the higher the level of community trust in the government or local authorities, the stronger the community's support for destination-recovery policies.

H3: Community trust in the integrity of authorities positively affects community-based tourism resilience.

The Effect of Cultural Identity on Tourism Resilience

Cultural identity is the community's sense of belonging to local values, traditions, customs, rituals, history, and cultural characteristics. In community-based tourism, cultural identity is not only a tourist attraction but also a source of solidarity and a guide for communities in maintaining community continuity.

[Gabriel-Campos et al. \(2021\)](#) show that social and cultural relationships among community members can strengthen tourism communities' adaptive capacity. Shared cultural values help communities develop collective strategies, maintain resources, and adjust tourism activities to environmental changes. [Musavengane and Kloppers \(2020\)](#) explain that shared values and social capital strengthen community cooperation in managing natural resources and tourism.

[Sugandini et al. \(2018\)](#) also emphasize the importance of community involvement and local characteristics in community-based tourism development. Therefore, strong cultural identity can enhance the community's ability to sustain and restore tourism activities.

H4: Cultural identity positively affects community-based tourism resilience.

The Moderating Role of Cohesive Social Structure in the Effect of Smart Tourism Destination, Community Trust, and Cultural Identity on Tourism Resilience

Smart Tourism Destination can strengthen resilience by improving information access, connectivity, innovation, stakeholder coordination, and adaptive destination management. However, the benefits of these technological and managerial capabilities depend on the community's capacity to convert information and digital resources into collective action.

Musavengane and Kloppers (2020) show that social capital supports community resilience through networks and cooperation, while Baggio et al. (2020) and Ivars-Baidal et al. (2021) emphasize knowledge exchange, connectivity, and stakeholder coordination as central elements of smart destinations. Therefore, STD is expected to contribute more to tourism resilience when community relationships are more cohesive.

Cohesive social networks can accelerate information diffusion, reinforce shared interpretations of government decisions, and mobilize participation in recovery programs. Wang et al. (2020) emphasize the importance of community-government interaction in building social resilience, while Cinner and Barnes (2019) identify institutional networks, social relationships, and collective action as important dimensions of resilience.

Musavengane and Kloppers (2020) further show that social capital supports cooperation in community-based tourism. Thus, community trust is expected to contribute more strongly to tourism resilience when it operates within a highly cohesive social structure.

A cohesive social structure can facilitate the transmission of cultural values, coordinate cultural preservation, and support collaborative development of culture-based tourism products. Gabriel-Campos et al. (2021) show that social and cultural interconnectedness strengthens community adaptive capacity, while Musavengane and Kloppers (2020) emphasize the role of shared values, networks, and cooperation in community resilience. Therefore, the positive effect of cultural identity on tourism resilience is expected to be stronger in communities with a more cohesive social structure.

H5: Cohesive social structure strengthens the positive effect of Smart Tourism Destination on community-based tourism resilience.

H6: Cohesive social structure strengthens the positive effect of community trust in the integrity of authorities on community-based tourism resilience.

H7: Cohesive social structure strengthens the positive effect of cultural identity on community-based tourism resilience.

RESEARCH METHOD

This study used survey analysis; it included 100 participants and was conducted in the Special Region of Yogyakarta. Quantitative analysis tested tourism resilience through structural equation modeling (Hair et al., 2014). The structural model estimated the direct effects of Smart Tourism Destination, cohesive social structure, community trust, and cultural identity on tourism resilience, together with three interaction terms (CSS × STD, CSS × Community Trust, and CSS × Cultural Identity) to test cohesive social structure as the moderator.

FINDINGS AND DISCUSSION

Respondent Characteristics and Research Variables

The respondent profile shows that the majority were male (89%), with most respondents aged 40–50 years (46%). In terms of education, most had completed senior high school (45%), followed by those holding a bachelor's degree (36%). Geographically, respondents were distributed across all regencies and the city in the Special Region of Yogyakarta, with the largest proportion residing in Gunungkidul (32%), followed by Sleman (27%), Bantul (18%), Kulon Progo (12%), and

Yogyakarta City (11%).

Table 1. Respondent Profile

Characteristic	Category	Amount	Percentage
Gender	Male	89	89.0%
	Female	11	11.0%
Age	20–30 years	14	14.0%
	30–40 years	28	28.0%
	40–50 years	46	46.0%
	> 50 years	12	12.0%
Education Level	Junior High School (SMP)	10	10.0%
	Senior High School (SMA)	45	45.0%
	Bachelor's Degree (S1)	36	36.0%
	Master's Degree (S2)	9	9.0%
Residence	Gunungkidul	32	32.0%
	Sleman	27	27.0%
	Bantul	18	18.0%
	Kulon Progo	12	12.0%
	Yogyakarta City	11	11.0%

Source: data processed by researchers (2026)

Evaluating the Structural Model and Hypothesis Testing

The measurement model demonstrated satisfactory convergent validity and internal consistency. All indicator loadings exceeded 0.70, AVE values were above 0.50, and Cronbach's Alpha and Composite Reliability values exceeded 0.70. Therefore, all constructs met the recommended measurement criteria and were retained for structural model assessment.

Overall, the results demonstrate that all constructs and indicators in the measurement model meet the criteria for factor loading, convergent validity, and reliability. Therefore, the measurement model is considered adequate and can be used for further structural model and hypothesis testing.

Table 2. Measurement Model and Hypothesis Testing

Variable	Indicator	Factor Loading > 0.7	AVE > 0.5	Cronbach's Alpha > 0.7	CR > 0.7
Cohesive Social Structure	CSS1	0.920	0.850	0.912	0.944
	CSS2	0.914			
	CSS3	0.931			
Community Trust	CT1	0.916	0.840	0.905	0.940
	CT2	0.914			
	CT3	0.919			
Cultural Identity	CI1	0.910	0.853	0.914	0.946
	CI2	0.930			
	CI3	0.931			
Smart Tourism Destination	STD1	0.913	0.844	0.908	0.942
	STD2	0.922			
	STD3	0.921			
Tourism Resilience	TR1	0.911	0.817	0.888	0.931
	TR2	0.899			

TR3 0.902

Hypothesis Testing

Table 3. Hypothesis Testing

Hypothesis/Relationship	β	t-statistic	p-value	Decision
H1: STD $\rightarrow$ Tourism Resilience	0.329	5.713	<0.001	Supported
H2: CSS $\rightarrow$ Tourism Resilience	0.258	5.057	<0.001	Supported
H3: Community Trust $\rightarrow$ Tourism Resilience	0.290	5.387	<0.001	Supported
H4: Cultural Identity $\rightarrow$ Tourism Resilience	0.276	5.162	<0.001	Supported
H5: CSS $\times$ STD $\rightarrow$ Tourism Resilience	0.305	5.515	<0.001	Supported
H6: CSS $\times$ Community Trust $\rightarrow$ Tourism Resilience	0.065	1.209	0.227	Not Supported
H7: CSS $\times$ Cultural Identity $\rightarrow$ Tourism Resilience	0.011	0.206	0.837	Not Supported

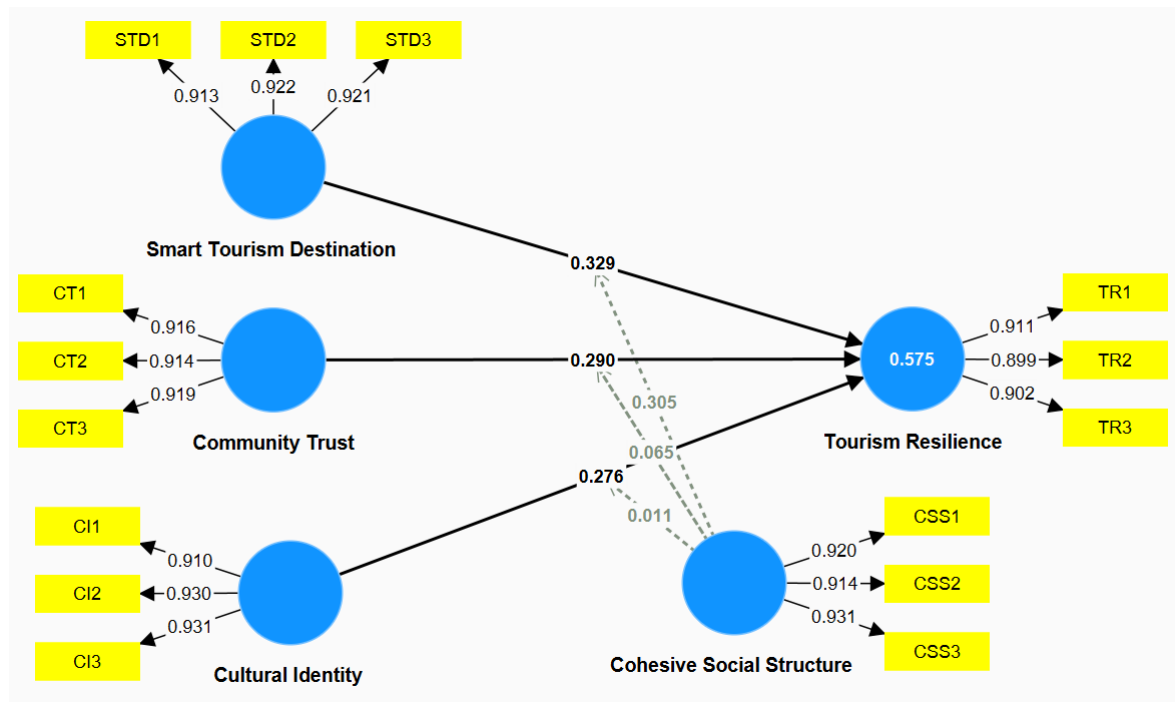


Figure 1. Tourism Resilience Model

Hypothesis testing was conducted using bootstrapping. The results support H1–H5, while H6 and H7 are not supported. Among the direct effects, STD has the strongest effect on Tourism Resilience. CSS significantly strengthens the relationship between STD and Tourism Resilience but does not significantly moderate the effects of Community Trust or Cultural Identity. Overall, the model explains 57.5% of the variance in Tourism Resilience ($R^2 = 0.575$).

Discussion

The Effect of Smart Tourism Destination on Tourism Resilience

STD has a positive and significant effect on Tourism Resilience ($\beta = 0.329$, $t = 5.713$, $p <$

0.001), supporting H1. STD is also the strongest direct predictor in the model. This result suggests that technology, connectivity, information systems, innovation, and smart governance can strengthen destinations' ability to anticipate

The Effect of Cohesive Social Structure on Tourism Resilience

Cohesive Social Structure positively and significantly affects Tourism Resilience ($\beta = 0.258$, $t = 5.057$, $p < 0.001$), supporting H2. Strong relationships, solidarity, and cooperation enable communities to share information, resources, and responsibilities more effectively during disruptions. This finding aligns with [Musavengane and Kloppers \(2020\)](#), who identify social capital, community networks, shared norms, and cooperation as key resilience resources.

[Gabriel-Campos et al. \(2021\)](#) also demonstrate that social networks and adaptive capacity help tourism communities remain resilient when facing disruption. [Rendon et al. \(2021\)](#) similarly emphasize coordination across social, environmental, and infrastructure systems. Therefore, social cohesion provides an internal mechanism through which CBT communities can reorganize tourism activities, protect resources, share responsibilities, and develop collective recovery strategies.

The Effect of Community Trust on Tourism Resilience

Community Trust has a positive and significant effect on Tourism Resilience ($\beta = 0.290$, $t = 5.387$, $p < 0.001$), supporting H3. It is the second strongest direct predictor in the model. This result demonstrates that institutional relationships are important in community-based tourism resilience. Communities that trust authorities are more likely to accept policies, participate in recovery programs, and cooperate when rapid decisions and resource mobilization are necessary.

[Wang et al. \(2020\)](#) emphasize the importance of community-government interaction in building social resilience, while [Cinner and Barnes \(2019\)](#) highlight institutional connections and collective action as important social dimensions of resilience. The result also suggests that technology and infrastructure are insufficient without institutional legitimacy. Tourism authorities should therefore maintain trust through transparent decision-making, accountable governance, equitable benefit distribution, and meaningful community participation.

The Effect of Cultural Identity on Tourism Resilience

Cultural Identity has a positive and significant effect on Tourism Resilience ($\beta = 0.276$, $t = 5.162$, $p < 0.001$), supporting H4. Cultural identity provides both social continuity and tourism resources by strengthening attachment to local traditions, history, values, and cultural characteristics. The result is consistent with [Gabriel-Campos et al. \(2021\)](#), who argue that social and cultural interconnectedness contributes to adaptive capacity.

[Musavengane and Kloppers \(2020\)](#) also emphasize how shared values contribute to collective tourism and natural-resource management. Cultural identity can serve as an adaptive resource because communities can transform local traditions, arts, culinary heritage, rituals, crafts, and traditional knowledge into tourism experiences. However, such adaptation should maintain authenticity and community ownership rather than separate cultural resources from their social meaning.

The Moderating Role of Cohesive Social Structure in the Relationship between Smart Tourism Destination and Tourism Resilience

The interaction between Cohesive Social Structure and STD has a positive and significant effect on Tourism Resilience ($\beta = 0.305$, $t = 5.515$, $p < 0.001$), supporting H5. This finding indicates that smart-destination capability generates stronger resilience when embedded in cohesive communities. Although STD provides information systems, connectivity, innovation, and

communication mechanisms, these resources must still be transformed into collective action. Strong social relationships facilitate information sharing, coordination, and resource mobilization. This result integrates the perspectives of [Musavengane and Kloppers \(2020\)](#), who emphasize social capital and community cooperation, with [Baggio et al. \(2020\)](#) and [Ivars-Baidal et al. \(2021\)](#), who emphasize networks, connectivity, information exchange, and innovation in smart destinations. Thus, Cohesive Social Structure functions not only as a direct resilience resource but also as a contextual condition that strengthens STD effectiveness.

The Moderating Role of Cohesive Social Structure in the Relationship between Community Trust and Tourism Resilience

The interaction between Cohesive Social Structure and Community Trust does not significantly affect Tourism Resilience ($\beta = 0.065$, $t = 1.209$, $p = 0.227$; $f^2 = 0.007$). Therefore, H6 is not supported. Although both Community Trust and Cohesive Social Structure have significant positive direct effects on resilience, the influence of community trust does not become significantly stronger at higher levels of social cohesion.

One explanation is that institutional trust and social cohesion operate through different mechanisms. Community Trust reflects a vertical relationship between communities and authorities and can directly increase policy acceptance, cooperation, and confidence in recovery decisions. Cohesive Social Structure, in contrast, reflects horizontal relationships among community members. These two resources can therefore contribute independently rather than multiplicatively.

Consistent with [Wang et al. \(2020\)](#), trust in authorities may generate resilience primarily through the quality of community–government interaction, transparency, and institutional responsiveness. Consequently, the non-significant moderation does not weaken the importance of trust; instead, it shows that its positive effect on resilience is relatively stable across different levels of community cohesion.

The Moderating Role of Cohesive Social Structure in the Relationship between Cultural Identity and Tourism Resilience

The CSS $\times$ Cultural Identity interaction is also not significant ($\beta = 0.011$, $t = 0.206$, $p = 0.837$); consequently, H7 is not supported. Although Cultural Identity and Cohesive Social Structure each have significant direct effects, stronger social cohesion does not significantly amplify Cultural Identity's effect.

Cultural resources may operate directly through shared values, local knowledge, cultural ownership, and community commitment. [Gabriel-Campos et al. \(2021\)](#) demonstrate the importance of cultural interconnectedness in adaptive capacity, while [Musavengane and Kloppers \(2020\)](#) emphasize shared values in community resilience. The present finding suggests that cultural identity and social cohesion function as distinct resources rather than automatically reinforcing each other.

CONCLUSIONS

This study examines community-based tourism resilience through Smart Tourism Destination, Cohesive Social Structure, Community Trust, and Cultural Identity. The results show that all four constructs positively and significantly affect Tourism Resilience. STD has the strongest direct effect, indicating that information systems, connectivity, innovation, and smart governance are important resources for destination adaptation and recovery.

This study's main contribution lies in the moderation findings. Cohesive Social Structure significantly strengthens the positive effect of STD on Tourism Resilience. Therefore, smart-

destination capabilities generate greater adaptive benefits when supported by solidarity, cooperation, and coordinated community relationships.

In contrast, Cohesive Social Structure does not significantly moderate the effects of Community Trust or Cultural Identity. These findings demonstrate that CSS acts as a selective moderator rather than a universal moderator. The results suggest developing tourism resilience through an integrated approach. Technology should function as an enabling resource that supports community coordination rather than replacing community relationships. At the same time, institutional trust and cultural identity should be strengthened as independent sources of resilience.

LIMITATIONS & FURTHER RESEARCH

This study has several limitations. First, the cross-sectional design captures respondents' perceptions at a single point in time and therefore cannot explain how resilience mechanisms evolve before, during, and after disruption. Second, the study focuses on community-based tourism stakeholders in the Special Region of Yogyakarta, which may limit the generalisability of the findings to destinations with different institutional, cultural, and technological conditions. Third, the model focuses on Smart Tourism Destination, Cohesive Social Structure, Community Trust, and Cultural Identity; it does not include other factors that may shape tourism resilience. Future research may expand the study beyond the Special Region of Yogyakarta and compare destinations at different stages of development.

Future research may also examine additional variables such as local leadership, government support, technological readiness, crisis-management capability, digital literacy, community participation, economic diversification, and environmental sustainability. Longitudinal research could identify how resilience mechanisms change before, during, and after disruption.

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