

Jeong Hyun Kim, Brian E. M. King & Seongseop (Sam) Kim (2022) Developing a slow city tourism evaluation index: a Delphi-AHP review of Cittaslow requirements, *Journal of Sustainable Tourism*, 30:4, 846-874.

This is an Accepted Manuscript of an article published by Taylor & Francis in *Journal of Sustainable Tourism* on 29 Apr 2021 (published online), available at: <http://www.tandfonline.com/10.1080/09669582.2021.1897130>

Developing a Slow City Tourism Evaluation Index: a Delphi-AHP Review of Cittaslow Requirements

ABSTRACT

This study proposes and verifies the slow city tourism evaluation index (SCTEI). SCTEI offers scholars and practitioners the capacity to assess the attractiveness and/or performance of slow cities in the context of sustainable tourism. The study participants consisted of a panel of slow city and sustainable development experts. These professionals were engaged in a Delphi-analytic hierarchy process for the purposes of scale development and verification. Four rounds of surveying were conducted and generated a multi-dimensional structure, consisting of seven domains, 18 subdomains, and 60 items. Locality, conviviality, and education were outstanding amongst the seven domains. The newly developed SCTEI provides practical guidelines for ascertaining a slow city's sustainable tourism performance and offers a standardized instrument for comparison and benchmarking purposes.

Keywords: slow city, sustainable, Delphi, Analytic Hierarchy Process, quality of life, heritage, conviviality

Introduction

The world is confronting climate and health crises that threaten cohesion within and between countries, prompting a need for coordination both globally and locally. Nevertheless, progress has been slow in addressing the United Nations Sustainable Development Goals (UNSDGs) and the Paris Agreement on Climate Change (UN, 2020). Recently a UN report on Covid-19 impacts has encouraged accelerated social cohesion through grassroots and community-based organizations, based on coordinated regional mobilization and global partnerships. Meanwhile, the tourism sector is being challenged to reconsider and transform its traditional growth model (Gössling, Scott, & Hall, 2020). While tourism relates to many UNSDGs including numbers 8, 12, 14, and 17, it is timely to consider UNSDG 12, target 12.B which aims to “develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products.” This study addresses these recommendations by proposing 60 slow city attributes, including items that promote social cohesion through tourism at local and regional levels, whilst also embracing global connections and collaborations.

Cittaslow (in Italian) or slow city is an international network of small-scale towns and cities. Slow city seeks to improve quality of life for residents and visitors by conserving a unique sense of place, thereby differentiating member towns from “lookalikes” that have lost their local traditions and identities through homogenization and globalization. Founded in 1999 by the mayors of three Italian towns, the slow city concept has evolved into an international network of 272 cities in over 30 countries (Cittaslow International, 2021). A key attribute of slow city provides members with practical sustainable development guidelines (Park & Kim, 2016; Pink, 2007). A slow city epitomizes a potential pathway to achieving high quality of life, with its focus on introducing place-based identities through implementing

policies that promote economic and cultural strength. A key issue for slow cities is to preserve local identities by supporting local production (Heitmann, Robinson, & Dieke, 2011). A slow city also encourages the applicable municipality to adapt the guiding principles to local needs and conditions, consistent with a locality ethos. The combination of such flexibility alongside the application of strict certification criteria has contributed to the popularity of slow city (Miele, 2008).

Within the existing literature, there have been relatively few investigations of slow city tourism. Since the slow city phenomenon is relatively new, studies have been overwhelmingly exploratory and/or descriptive. Contributors commonly introduce slow city history, principles, and/or certification and draw on their interest area through a case study (Carp, 2012; Coşar, Timur, & Kozak, 2015; Grzelak-Kostulska et al., 2011; Knox, 2005). Second, most studies have focused on Europe (Baycan, Fusco Girard, Young, & Stevenson, 2013; Grzelak-Kostulska, Hołowiecka, & Kwiatkowski, 2011; Junng, Ineson, & Miller, 2014; Mayer & Knox, 2006; Miele, 2008) along with Turkey (Coşar et al., 2015; Ekinci, 2014; Erdogan, 2016; Hatipoglu, 2015; Korkmaz, Mercan, & Atay, 2014). Since slow city is growing fast in Asia, it is timely to adopt a more global and less geographically confined approach.

The second research gap is methodological. As the Slow City movement is a relatively new phenomenon, many of the applicable studies have been exploratory and descriptive. Those detailing the certification process have predominantly adopted a case study approach (Carp, 2012; Grzelak-Kostulska et al., 2011; Knox, 2005; Pink, 2008). Furthermore, most researchers have relied on in-depth interviews conducted in case study settings (Jung et al., 2014; Hatipoglu, 2015; Lowry & Lee, 2011; Mayer & Knox, 2006). Few of the existing findings have been empirically based. Given these methodological limitations, the current study adopts a systemic

and rigorous method - Delphi-Analytic Hierarchy Process (AHP) - to develop Slow City evaluation criteria that determine their relative importance, drawing upon international expert opinion.

The preceding discussion indicates that the existing slow city requirements are deficient in several ways, namely definitional clarity (items and dimensionality), consistent methods assessment, and validation. Three major study objectives address these limitations.

First, the authors deploy the Delphi and analytic hierarchy process (AHP) techniques to propose a standardized and composite SCTEI measurement index that may prospectively function as an accreditation scheme. Based on an extensive review of the literature on slow city and sustainable tourism indicators, and an examination of existing slow city criteria (the Requirements of Excellence), the authors propose a refined set of core items deemed appropriate by relevant experts. The Delphi method capitalizes on participation by heterogeneous panelists across multiple geographies to gather fresh, meaningful, and cogent ideas, thereby minimizing group interventions and reinforcing validity. As a mathematical approach to compare multiple criteria pairwise, AHP allows relative weightings which are determined by creating a standardized and composite measurement index based on the importance of each measurement item. Second, the study will determine the importance of the various indicators. Third, the findings can benefit implementation of the SDGs, by defining slow city tourism and identifying the essential indicators, domains and subdomains to assess slow city tourism development using a slow city tourism evaluation index (SCTEI). Since implementation in a holistic manner across the globe is most achievable at local level, the relative smallness of slow cities (less than 50,000 residents) provides a suitable unit of analysis.

The goals of slow city

Five goals of slow city are based on the authors' own elaboration, drawing upon the relevant literature.

Quality of life

Whilst slow city can be variously described, it has two clear objectives: improving quality of life and achieving sustainable development in local places. Sustainability seeks to answer the perennial question; “What constitutes a good quality of life?”, and enhancing quality of life is integral to sustainable development (Hatipoglu, 2015). Unsurprisingly, achievement depends on the applicable levels and systems (Le Blanc, 2015). The holistic approach encapsulated by slow city focuses on the conservation of local city identities and prompts the co-creation of such experiences by residents and visitors.

Implementing slow city principles should align with the movement's founding goal — guiding towns towards their own identity and soul (Hatipoglu, 2015). Many contemporary cities and towns have sought creative and meaningful ways to provide quality of life for citizens, while retaining visitor appeal (Marques & Borba, 2017). Slow city epitomizes progress towards this goal by focusing on place-based identities through implementation of economic and cultural development policies. One focus of slow city supports local production to preserve local identities (Heitmann et al., 2011). Slow city members are encouraged to adapt the guiding principles to local needs and conditions. The popularity of the movement owes much to the combination of flexibility and strict certification criteria (Miele, 2008). The slow city qualification process provides an agenda to advance livability and quality of life issues (Mayer & Knox, 2006). Slow city both recognizes the multiple interpretations associated with enhanced quality of life for citizens, and provides guidelines which address cultural identities.

Sustainable development

Sustainable development meets the “needs of the present without compromising the ability of future generations to meet their own needs” (WCED, 1987). It complements the guiding quality of life principle of slow city (Nilsson et al., 2011). Adopting a sustainable development approach in the face of global challenges will be important for the survival of cities and towns which residents have created and occupied (Semmens & Freeman, 2012).

Slow city is distinct within the sometimes vague prescriptions of sustainable development. It is consistent with the UN Sustainable Development Goals by combining the holistic and detailed requirements of sustainable tourism development (Park & Kim, 2016; Heitmann et al., 2011). Slow city certification demands sustainable practices, such as education, community participation, and environmental friendliness. Scholars have viewed slow city as a solid framework for sustainable tourism development (Heitmann et al., 2011; Nilsson et al., 2011). The specificity of slow city certification criteria, strong emphasis on regulations-for-action, support for local development, and environmentally-friendly infrastructure convert sustainable development theories into a powerful and practical action plan (Mayer & Knox, 2006). Slow city criteria can address local economic decline and sustainability concerns (Hoeschele, 2010). The associations between place-making, locality and conviviality propel the movement to achieving its goals of improving quality of life and realizing sustainable development.

Place-making

Slow city supports member place-making activities through the goals of quality of life and sustainable development. “Place-making” is a multifaceted approach towards planning, designing, and managing public spaces that improve urban environment and quality of life (Sofield, Guia, & Specht, 2017). Similarly, Nowak (2007) defined place-making as

creative community development involving multiple stakeholder groups and which enhances quality of life. First popularized in the 1970s, the term conveys the process of creating monumental places that attract gatherings, ranging from parks, streets, and plazas (Sofield et al., 2017). Attention has increasingly focused on how place-making contributes to community development and quality of life, including public art displays in open areas (Fleming, 2007). Nowak (2007) described how place-making generates an attractive location by restoring and recreating the connections between local, city, and regional markets, thereby nurturing people, capital, and ideas. Similarly, Markusen and Gadwa (2010) proposed creative place-making to rejuvenate communities through livability, diversity, and economic development. Slow city prospectively enhances place meanings through visitor and resident co-creations of unique experiences by conserving, promoting, and reinventing traditions, arts, and lifestyles and by engagement with local practices. Though it can be understood intuitively that place-making can be enhanced through the cocreation experiences between local residents and visitors, no such notion has largely been neglected in academic discussions. Locality and place-making are best achieved through a “bottom-up” convivial approach involving participation by residents and visitors.

Locality

The founders of slow city challenged the negative consequences of homogenization and the threats to sustainable ways of life. Combatting the loss of unique and endemic local cultures remains a slow city mantra. Conserving traditions encourages slow urban lifestyles, thereby protecting local culture and the environment (Shi, Zhai, Zhou, Chen, & He, 2019). Locality contributes to place-making and is central to the slow city philosophy. Knox and Mayer (2010) associate the development of slow city with four sensibilities - organic and slow food, environmentalism, entrepreneurship, and creativity. They draw upon sustainability

to propose localities as contributors to slow city place-making. The slow city movement cares about unique local cultural distinctions. Locality encourages engaged place-making and is evidently a guiding principle.

Food is essential to life, because of the close relationship between what one eats, with whom, and how with everyday lifestyles (Mayer & Knox, 2010). Slow city member towns advocate local food and healthy products (Ekinici, 2014). Local food and eating habits are manifestations of heritage, thereby enhancing the visitor experience. Conversely, slow cities with charming natural settings may be undermined by environmental degradation. Noting that the physicality of natural and built environments fosters a sense of community, small towns should implement environmentally sensitive planning and development.

Economic stagnation and depopulation are longstanding challenges for many small towns. Supporting local entrepreneurs is a sustainable alternative to luring outside businesses for the promotion of economic development. Establishing “alternative economic spaces” allows local businesses to create jobs, restore communities and enhance self-reliance (Korsching & Allen, 2004). Furthermore, in articulating the relationship between place, community, and entrepreneurship, McKeever, Jack, and Anderson (2015) argued that developments best satisfy needs and fulfill potential when entrepreneurs are involved in and understand the community. Local entrepreneurs are generally more committed to their communities than external businesses (McNamara, Kriesel, & Rainey, 1995). Hence, local entrepreneurship creates a virtuous cycle: locals value a sense of community, which, in turn encourages community action to reinforce local culture and entrepreneurship, with creativity as a facilitator.

Conviviality

Conviviality describes friendly, sociable, and festive traits and is another slow city

principle (Bradley, 2016; Nowicka & Vertovec, 2014). The original Latin *convivialitas* combines the meanings of “with” and “living” (Guercini & Ranfagni, 2016). Scholarly views about “living together” diverge, though conviviality arguably focuses more on the “with” than on the “living” (Guercini & Ranfagni, 2016; Lloyd, 2002). Illich’s (1973) pioneering social scientific explanation of conviviality can inform an explanatory framework. His convivial society allows the exercise of individual autonomy and engagement in creative activities without expert control of life necessities (Bradley, 2016; Guercini & Ranfagni, 2016).

Scholars have examined settings where everyday practices generate conviviality (Germov, Nowicka & Vertovec, 2014; Germov, Williams, and Freji, 2011). Germov et al. (2011) explored Australian print media discourses on the slow food movement. Defining the term “conviviality” as “social pleasures of sharing good food” (p. 89), they characterized the slow food movement as promoting the pleasures of gastronomy and conviviality. Their analysis demonstrated how public discourses on slow food are framed positively by highlighting the joy of connecting with a community, where “the local, individual, and traditional come together” through sustainable festivities in everyday practices (p. 100). Similarly, Neal and Walters (2008) examined how a sense of community belonging is produced, maintained, and recreated in the everyday practices of a local rural environment.

Maitland (2008) affirmed that tourists appreciate mundane routines and associate the presence of locals as indicating authenticity. Furthermore, the rise of popular culture, the Internet, and social media, has shifted perceptions of tourism as “special time”, towards active involvement in the everyday life of destinations (Richards, 2011). As contemporary tourism becomes an extension of everyday life (Stylianou-Lambert, 2011), visitors seek relationships with the everyday routines of the destination by engaging creatively with locals

(Richards, 2011). Conviviality has been increasingly recognized as a medium for positive and interactive relationships and facilitator of cohesion through everyday practices that respect differences (Nowicka & Vertovec, 2014). Hence, conviviality is a core principle for slow city and tourism development, encouraging place-making through active resident and visitor engagement.

Methods

An applicant city or town must score above 50% on the “requirements for excellence” at the initial application stage, to acquire slow city member affiliation (Semmens & Freeman, 2012). The total percentage is calculated by multiplying the value of the sum of the received scores by 100. It is computed by multiplying the item weighting by the evaluation score, divided by the maximum score. This is obtained by multiplying the weight by the ideal score (Park, Cho, Choi, & Chang, 2008). While the evaluation score for each policy (domain) was previously composed of four levels based on the degree of implementation, Cittaslow International changed this to five levels in 2018. The importance attached to each policy criterion varies across towns, because each has its unique conditions and needs (Mayer & Knox, 2009). This leads to a lack of transparency in the system of weightings and scoring. The existing “requirements of excellence” have certainly provided an initial framework to achieving slow city’s goals and can guide local governments and residents (Hatipoglu, 2015; Park & Kim, 2016; Pink, 2007). However, there is a need for a more systematic and transparent process of listing the “requirements of excellence” policies.

This study formulates an instrument that will aid slow city tourism evaluations at both local and international levels. The authors reviewed the literature on slow city and sustainable tourism indicators (e.g., Choi & Sirakaya, 2006) to identify items and domains used for purposes of evaluation. While many slow city ideas coincide with sustainable tourism, a

focus on the uniqueness of slow city was deemed appropriate since the study aims to develop an evaluation criterion for slow city tourism development. The authors began with the existing slow city criteria, and added items for the initial survey round that were deemed appropriate drawing on the literature. Hence this study has been mainly prepared in line with the existing slow city certification, also known as the “Requirements for Excellence” measurement scale, which consists of 7 macro areas and 72 requirements (Cittaslow International, 2021). The categories cover diverse aspects ranging from “agriculture, tourism, and artisan production” to “energy and environment,” and “partnership”. Though the quantitative and qualitative measures may be assessed subjectively, a systematic standard is needed to make inter-city comparisons at item level. Furthermore, the prevailing approach assumes an equal importance of items and domains. In practice, there are inevitable differences in importance between and across domains and items, thereby hampering consistent applications. A verified assessment tool is needed to ensure transparent, systematic and scientific decision-making by slow city experts. This prompted the authors to adopt Delphi-AHP to allow systematic multi-criteria decision-making, based on pairwise comparisons designed to obtain the importance of relative judgments (Wong, Kim, Lee, & Elliot, in press).

Sampling

Since the Slow City phenomenon is relatively new, the accumulated body of knowledge is modest and unsystematic. This characteristic prompted the researchers to assemble the opinions and suggestions of experts who might bring together different perspectives about the emergent topic of Slow City and to develop an evaluation system. The following criteria were adopted to determine the sustainability of prospective panelists:

- (1) Academic researchers and/or scholars who have contributed to Slow City and/or comparable concepts
- (2) Experts who are members of the Scientific Committee of Slow City
- (3) National representatives from the Slow City Association
- (4) Project managers of Slow City and/or comparable concepts

The residence of the various panelists was also considered to ensure international coverage.

The researchers undertook four survey rounds, surveying with AHP. They used the first round of surveys to determine the SCTEI domains. The survey comprised a combination of closed-ended question that asked respondents to indicate the importance of each domain, and some open-ended questions.

Delphi-AHP method

The Delphi-AHP approach was developed in the 1950s (Dalkey & Helmer, 1963) and allows experts to attach relative importance to items and domains. It involves collecting informed judgments about issues that are “largely unexplored, difficult to define, highly context and expertise specific, or future-oriented” (Fletcher & Marchildon, 2014, p. 3; Ziglio, 1996). The method suits policy information, measuring, forecasting, and decision-making (Wong et al., 2020; Rowe & Wright, 1999; Rowe, Wright, & Bolger, 1991). Scholars have noted its value for gathering information, model building, and forming group judgments (Lee & King, 2010). Key implementation issues include the number of panelists, the subjects and their responses, and the number of survey rounds (Oh, Kim, & Lee, 2013). Each Delphi round consists of data generation and analysis, followed by the development of a new questionnaire and response format that is shared with expert panelists in the following survey round (De Urioste-Stone, McLaughlin, & Sanyal, 2006).

The analytic hierarchy process (AHP) method was introduced by Saaty (1980) and suits priority setting and multi-criteria decision-making (Hsu, Tsai, & Wu, 2009). Ratio scales are measured through pairwise comparisons and priority scales are derived through expert judgments (Saaty, 2008). The AHP process consists of three steps: (1) construction of the hierarchy; (2) obtaining pairwise matrices of the criteria from the hierarchical structure and the alternatives that constitute relative importance; and (3) synthesis of priorities or construction of an overall rating of priority (Harker & Vargas, 1987).

Methodological framework

The current researchers adopted an integrated Delphi-AHP method and administered four survey rounds with expert panelists. The Delphi technique was used to refine and identify additional indicators for slow city tourism evaluation. After evaluation items were regenerated, AHP was deployed to determine a weighting or relative importance for slow city requirements of each item and domain. *Qualtrics* survey software was applied in each survey round to contact the expert panelists and disseminate questionnaires via e-mail. The methodological framework is presented in Figure 1.

[Figure 1]

The limited extent of systematic knowledge about slow city as a fairly recent phenomenon prompted the researchers to collect expert opinions and suggestions based on the four criteria mentioned in the sampling section. Four rounds of surveying were undertaken, with an AHP survey in the final round. The first round determined the SCTEI domains. The survey consisted of closed-ended questions where respondents indicated the importance of each domain, and some open-ended questions. Statistics were identified, including means, medians, and standard deviations. The SCTEI domains were determined

after the first survey round, with items allocated to each domain into the second round.

During the second and third rounds the responses to items belonging to each domain were examined and the SCTEI items were refined. The second and third round questionnaires contained a mixture of open- and closed-ended questions to elicit panelists knowledge and suggestions and to identify which items should be omitted, added, or revised. The experts used a seven-point Likert scale to identify the importance of each item. The results were analyzed using the mean, standard deviation, median, and content validity ratio (CVR) to indicate panelists' level of agreement and stability (Jones, 1995; Heiko, 2012). The researchers considered respondent comments for prospective revisions and additions. While panelists' personal opinions were not distributed to others, the overall results of the previous survey were summarized and presented, using the aggregate numbering of items in the second round, the number of deleted items, the number of revised items, the number of added items, and the number of items in the next round.

The first step of the final AHP round involved rearranging the decision elements into a hierarchy based on the findings of previous Delphi surveys. This consisted of the main goal, domains, subdomains, and items. The expert participants were asked to compare the key domains, subdomains, and items at each level so that the relative importance values could be determined based on Saaty's scale (2008). The researchers tested for consistency after the questionnaires were collected. The researchers proceeded to delete answers that had CR values of below 0.1. As a result, 13 responses were used to analyze the data from 19 participating expert panelists. Pairwise comparison matrices were developed using *RStudio* among each domain, subdomains, and items. The third AHP step involved obtaining the eigenvector for each pairwise comparison, which allows the identification of the relative importance (raw weights) of key domains, subdomains, and items within each level. In the

last step, final weights were obtained for each evaluation criterion by multiplying the raw weight of each by the priority of its corresponding criteria. The final importance (weight) was determined by adding the obtained scores after the calculation had been conducted for every indicator.

Findings

Table 1 describes respondent demographic profiles, including genders, roles/titles, and country of residence. Thirty-four panelists participated in the first Delphi round. The results in Table 2 show that “quality of life” (4.50) exhibits the highest mean value, followed by “environment and energy” (4.35), “local production” (4.27), “tourism and hospitality” (4.00), “education” (4.00), “infrastructure” (3.97), “social cohesion” (3.91), and “collaboration” (3.85). The table presents the domains from highest scores (greater importance), to lowest scores (lesser importance).

The panelist suggestions and initial survey results prompted revisions to the domain names. The “quality of life” domain became “quality of urban landscape,” and “local production” changed to “heritage and local identity.” The domains “social cohesion” and “collaboration” generated the lowest mean values. However, the researchers agreed that the ideas of social cohesion and collaboration are important slow city philosophies. To stay faithful to the data and ensure elegance and simplicity, the two domains were combined to form “conviviality”.

Ninety-seven items were deemed appropriate following revisions to the various SCTEI domains. This determination drew on the literature about sustainable tourism indices and the existing slow city requirements. Once an item was allocated to a domain, it was sent to the participants for their review.

Table 2 summarizes the number of items from the first, second, and third Delphi

rounds. Twenty-five experts participated in the second round. The researchers eliminated 22 of the initial Ninety-seven items for failing to meet the following three criteria: a CVR value in excess of 0.465, mean value higher than 5.0, or median value higher than 6.0. The determination of the CVR value followed Wilson et al. (2012), who identified the cut-off value of content validity for 25 participants as 0.465 at a significance level of 0.01. Once the current researchers had revised and/or added items, the deletion of 22 of the 97 items in the first survey round was based on the expert panelist opinions. Ten items were revised and 18 were added. The following survey round deployed 93 items.

Twenty experts participated in the third round. Of the 93 items in the second round, 33 were eliminated for failing to meet the following three criteria: a CVR value of less than 0.52, mean value less than 5.0, or median value less than 6.0. The adopted cut-off point of the CVR value for a sample size of 20 followed Wilson et al (2012) who adopted 0.52 at a significance level of 0.01. No item was revised or added since the expert commentary referred exclusively to deletions. Sixty items remained for use in the final survey round.

[Tables 1 and 2]

The researchers developed a hierarchical structure for the fourth round of the Delphi-AHP survey, based on the results of the first, second, and third Delphi rounds. This consisted of four hierarchical levels, namely, purpose, domain, sub-domain, and item. The results provided the relative importance of each domain and its ranking. As is shown in Table 3, the results indicate that “heritage and local identity” (weight = 0.2333) was ranked as most important across the seven key domains for evaluating a slow city as a tourism destination. “Conviviality” (weight = 0.1621) was the second most important domain, followed by “education” (0.1450), “quality of urban landscape” (0.1383), “tourism and hospitality” (0.1307), “environment and energy” (0.1153), and “infrastructure” (0.0753).

Table 3 provides the relative importance or local weight of each domain and its ranking. The local weights of the subdomains for the “heritage and local identity” domain, were; “conservation of local tradition” (0.506) and “embracing local identity” (0.494). The local weights of the subdomains within the “conviviality” domain were “facilitation of slow city philosophy” (0.567) and “cultivation of community events” (0.433). The “education” domain had three subdomains (with relative importance stated): “historical sites” (0.360); “local traditions” (0.309); and “sustainability” (0.334). In other words, participants attached highest importance to education on historical sites, followed by education on sustainability and on local tradition. For the “tourism and hospitality” domain, the local weights of the three subdomains were 0.356 for “tourism product development,” 0.184 for “tourism assessment,” and 0.461 for “community involvement.” Greatest importance was attached to involving the community in tourism and hospitality, followed by tourism product development and tourism assessment. In the “quality of urban landscape” domain, the local weights of the two subdomains were 0.486 for “green space creation” and 0.514 for “urban landscape management”.

The “environment and energy” domain contained four following subdomains with their importance noted: “protection of environment” (0.359); “waste management” (0.210); “saving energy” (0.206); and “reducing pollution” (0.225). Among the subdomains, “protection of environment” was the most important, followed by “reducing pollution,” “waste management,” and “saving energy.” In the two “infrastructure” subdomains, local weights were 0.635 “promotion of green mobility” and 0.366 “accessible infrastructure management”. The CR values of the subdomains ranged from 0.06 to 0.10, indicating an acceptable level of consistency.

[Table 3]

The importance (global weightings) of the following subdomains are as follows. The most significant of the 18 subdomains for evaluating a slow city as a tourism destination was “Conservation of local tradition” with a grand weight of 0.1327. “Embracing local identity” was ranked second most important (0.1010), followed by “facilitation of slow city philosophy” (0.0841), “cultivation of community events” (0.0780), “urban landscape management” (0.0739), “green space creation” (0.0644), “tourism product development” (0.0564), “sustainability” (0.0548), “community involvement” (0.0518), “local tradition” (0.0480), “promotion of green mobility” (0.0458), “historical sites” (0.0422), “protection of environment” (0.0405), “accessible infrastructure management” (0.0295), “reducing pollution” (0.0265), “saving energy” (0.0252), “waste management” (0.0231), and “tourism assessment” (0.0224).

[Table 4]

Table 5 displays the importance (grand weight) of all items. “Support promotional campaigns and activities of slow city” was viewed as the most significant of the 60 items to evaluate a slow city as a tourism destination (grand weight of 0.0525). The item “encourage community involvement in local decision-making” was ranked as the second most important with a grand weight of 0.0452, followed by “create and/or reconstruct community green areas” with a grand weight of 0.0399.

[Table 5]

Discussion and implications

Heritage and local identity

“Heritage and local identity” was identified as the most significant of the seven SCTEI domains, with a weight of 0.2333. Of the subdomains, “Conservation of local tradition” was most salient (0.1323), followed by “embracing local identity,” (0.101). The top

ranked of the 18 subdomains was “heritage and local identity”. Among the 60 SCTEI items, three of the ten most important were from the “heritage and local identity” domain. When viewed in aggregate, the study findings highlight the importance of “heritage and local identity” as integral to slow city and sustainable tourism.

Though “heritage and local identity” resonates with slow city principles, there is no specific heritage or locality domain within the existing slow city certification requirements (Requirements for Excellence). The existing “agriculture, tourism, and artisan production” and “hospitality, awareness, and training” domains best convey the idea of heritage and local identity. However, the domain names confine locality and heritage is to a single element, meaning that the importance of heritage and locality has been neglected in the existing slow city criteria. The current study has identified a previously neglected feature for slow city as the most salient for sustainable tourism - local heritage and identity.

Local tradition and food have been fundamental principles of slow city. Many slow city studies have featured local food, slow food and local produce, and developing local restaurants has been acknowledged as a way of revitalizing small communities (Hatipoglu,2015). The authors anticipated that local food would rank as important in the study. Considerable importance was attached to the food-related item, though it was not ranked as the most significant amongst the 60. “Implement measures for the preservation of unique local foodstuffs” was ranked number ten in terms of importance (0.282), followed by “maintain traditional methods for preserving local food and beverages” (0.0255) as number 12, and “increase awareness about good food and nutrition” (0.0109) as number 34. These findings demonstrate that local food is indeed a key of slow city ingredient. Meanwhile, it is acknowledged that the study was not confined to highlighting the significance of local food in slow city, but to demonstrating a range of elements (differentially important) that contribute

collaboratively to slow city.

The current authors starting premise was that slow city promotes small city place-making by pursuing sustainable development and quality of life. This follows previous scholarly observations that place-making contributes to community development and quality of life (Fleming, 2007; Wu, Kim, & Wong, 2020) and enhances appeal through stronger connections between residents and their lived environment (Lee, Kim, & Wong, 2020; Nowak, 2007). The observation of Markusen and Gadwa (2010) is noteworthy - that successful place-making derives from commitment to a place and its uniqueness. This is achievable by conserving and promoting local traditions, arts, and lifestyles, which will, in turn, strengthen the branding power of a small town at an organic level. The current findings provide a case to give full acknowledgement to heritage and local identity when the next review of slow city certification is undertaken.

Tourism and hospitality

Some researchers (Coşar et al., 2015; Hatipoglu et al., 2016; Nilsson et al., 2011) have noted that slow city scholars have neglected aspects of tourism and hospitality, despite the self-evidently close relationship between the two phenomena and slow city. The focus of slow city on locality, conviviality and place-making is conducive to enhancing the livability of member cities for residents and transforming them into places that visitors enjoy. Creating welcoming cities where visitors receive local hospitality aligns with slow city principles - prospective tourists will be unlikely to consider cities where visitors are unwelcome. The study identified nine tourism and hospitality-related items that are important for slow city evaluation. These are respectively: (1) encourage community participation in tourism activities for visitors to meet local people; (2) encourage local associations to participate actively in promoting slow city themes; (3) facilitate opportunities for walking and cycling

(“slow” transport modes); (4) assess visitor and resident satisfaction; (5) provide “slow” itineraries (e.g., on brochures, websites); (6) provide information about the local way of life; (7) develop local tourism products and services; (8) Assess the quality of tourism services; (9) include tourism in the community planning unit (e.g., department). The preceding list demonstrates the wide-ranging scope of this domain.

Of the 60 SCTEI items, one of the 10 most important items (see the ranking in Table 5) was found under “tourism and hospitality”, namely “encourage community participation in tourism activities for visitors to meet local people.” This item values the formation of connections between visitors and residents through tourism. The high ranking for this item suggests that slow cities should plan tourism activities which allow residents and visitors to engage in the co-creation of experiences. Examples include a city bicycle tour with guidance from local residents and a tour combining gastronomy and heritage exploration. As a potential research implication for practitioners, policymakers may consider motivating tourists to visit towns where they can create and participate in experiences with citizens.

Sharing amongst and between residents and visitors can lead to an exchange of ideas and beliefs thereby creating a sense of community. The prevalence of such belonging, trust, and conviviality has potential benefits for business development (Guercini & Ranfagni, 2016). The centrality of conviviality highlights the potential for entrepreneurship and it is suggested that planning for tourism activities should facilitate and maximize the associated benefits. Interactive experiences might be transformed into user-generated content. Activities can reflect local authenticity, meanwhile exposing participants to the slow city brand logo. Additionally, activities should involve creative and active participation by visitors and residents (Richards, 2011). Critically, the proposed tourism activities should be inherently fun and interesting, so that visitor participation in such co-creations is sufficiently meaningful to

prompt a sharing of slow city related content.

Quality of the urban landscape

“Quality of urban landscape” ranked fourth most important of the seven domains, with a weight of 0.1383. The relevant items are mainly about the creation of green spaces and urban landscape management. “Quality of urban landscape” comprises relatively fewer items than other SCTEI domains – five in total. However, the significance of the urban landscape is evident because all items in the applicable domain ranked within the top 20. “Create and/or reconstruct community green areas” was the third most important of the 60 items (0.0399). This finding highlights the prospective importance of community green spaces when evaluating slow city. While most slow cities are in rural areas with nature nearby, there is a need for more vegetated spaces for enjoyment by the community, including parks, playgrounds, plazas, and open spaces. Hence green spaces should be developed for enjoyment and sharing by the local community whether a slow city is rural or not. This finding again points to the centrality of conviviality for slow city, in which community members share and co-create experiences in public green areas.

The “urban landscape management” subdomain comprises items that relate to managing slow city in a visually appealing and sustainable way. Effective delivery is likely to involve reducing and monitoring pollutants and providing tourists with signals that enhance the value of the city. Furthermore, there could be enhanced alignment between buildings and street scape with a slow city ambiance that reflects local heritage. On a similar note, construction efforts that reflect the longstanding heritage of a slow city have also been identified as a prospective longer-term strategy (Brown & Jeong, 2018). Slow city evaluations should also consider sustainable management of the urban landscape. There is an impetus to promote sustainable urban planning and to construct energy-saving buildings.

Environment and energy

Many of the attributes and charms of slow city originate from the adjoining natural environment. Unsurprisingly, slow city encourages environmental conservation and promotes sustainable energy. The significance of the “environment and energy” domain is evident because it accounts for the largest number of items in the SCTEI (15 in total). Relatively few items were eliminated during the various survey rounds and a degree of importance was attached to all 15 items for slow city evaluation. The study results display some contradictory evidence. The “environment and energy” domain ranked relatively lowly - sixth out of seven SCTEI domains. When the next level of “environment and energy” is considered, the four subdomains were ranked respectively 13th, 15th, 16th, and 17th.

None of the 15 items in the domain were ranked within the top 10 in terms of importance. In fact, all “environment and energy” domain items were in the bottom half of the 60 SCTEI items. This finding does not mean that environment and energy items are unimportant. Instead, it is suggested that environment- and energy-related items should be weighted lower (importance) than other items. An applicant city might satisfy many of the “environment and energy” domain items during an evaluation. However, this circumstance would not necessarily allow a sufficient score as a slow city, because items in this domain are weighted less than others. This said, the environment and energy domain should not be neglected in slow city evaluations because there are many related items. It is a significant study finding that experts view “environment and energy” as relatively less important for slow city evaluation purposes.

Infrastructure

The “infrastructure” domain ranked lowest in the SCTEI (weight = 0.0753). Of the 18 SCTEI subdomains, “promotion of green mobility” and “accessible infrastructure

management” (under the “infrastructure” domain) were ranked respectively 11 and 14.

Furthermore, all nine items under the “infrastructure” domain were in the bottom half of the 60 SCTEI items, based on importance. Infrastructure and its associations were comparatively less important in aggregate than other SCTEI items. Ultimately, a list of nine items should be considered when evaluating infrastructure, based on the multiple rounds of expert input.

These relate primarily to promoting green mobility, such as developing urban cycle paths and parking areas and adopting low-environmental impact technologies to minimize traffic congestion. This result demonstrates how slow city development should be open to adopting latest technologies and coincides with the slow city concept of encouraging sustainable ways to take a break, rather than simply going slow and being anti-growth. The concept of accessible infrastructure emerges prominently in the SCTEI “infrastructure” domain. Public places should be accessible to disabled residents and visitors, and recreational facilities should welcome all community members. To enhance the accessibility of community infrastructure, it is important to engage in clean management of the urban landscape. The significance of this initiative is likely to grow in the post Covid-19 environment with intensified interest in cleanliness and hygiene.

Education

“Education” was identified as the third most important SCTEI domain (weight = 0.145).

Though covering a wide spectrum, the authors propose three education subdomains for slow city: sustainability, local traditions, and historical sites, which were ranked respectively 8th, 10th, and 12th amongst the 18 SCTEI subdomains. Education on sustainability was the most important of the three. The three subdomains could be allocated to similar domains such as “energy and environment” and “heritage and local identity.” However, education which promotes locality and conviviality can supplement slow city efforts to engage in place-

making. Thus, the researchers have opted for an entire domain entitled “education” to promote and encourage slow city locality and conviviality principles. Furthermore, it is noteworthy that “education” domain items address residents, visitors, and even future generations. This approach emphasizes the convivial aspect of slow city principles and reflects an opportunity for collective growth. The importance of the item “provide sustainability education for future generations” was ranked in the top 10 of 60 items. Others under the “education” domain ranked between 14 and 36, indicative of their considerable importance. Previous studies on sustainable tourism have also noted the significance of sustainability education (Hatipoglu et al., 2016). In particular, it has been observed that sustainability education is required to provide meaningful participation by and empowerment of local stakeholders (Tosun, 2000).

Conviviality

Conviviality emerged as a central principle for slow city and as the second most important SCTEI domain (weight = 0.1621). Similarly, the two “conviviality” subdomains, namely, “facilitation of a slow city philosophy” and “cultivation of community events,” were ranked third and fourth most important of the 18 SCTEI subdomains respectively. The four “conviviality” items were listed within the top items of the SCTEI in terms of importance. The fact that all four conviviality-related items were perceived as highly important shows the centrality of the conviviality idea for a slow city evaluation. “Support promotional campaigns and activities of a slow city” was the most important of the 60 items. Similarly, the item “keep the community informed about slow city development projects” ranked eighth in terms of significance. These two items were grouped under the subdomain “facilitation of slow city philosophy”. Conviviality is consistent with slow city principles, because it involves building interactive relationships through everyday practices, contributing ultimately to social

cohesion. Since social cohesion is a complex and ambiguous concept, especially when implementing policy, developing a list of suggested policies based in empirical evidence offers potential for a clearer relationship with everyday local realities.

The “encourage community involvement in local decision making” item ranked second in the “cultivation of community events” subdomain. The “foster community-wide events that promote slow city philosophy” item ranked fifth. These findings highlight the significance of involving local residents in slow city-related activities and events. Local voices should be heard in the decision-making process, and the community should also be involved in promoting the slow city philosophy, which mainly encourages relationship building amongst and between residents and visitors. Such resident empowerment is associated with effective slow city development and sustainable tourism development (Park & Kim, 2016). Marques and Borba (2017) also suggested increasing the participation and engagement of residents and tourists by practicing creative tourism, thereby building deeper emotional links with the destination. Moreover, such convivial practices will enhance the co-creation experience because they can motivate contemporary sustainability-conscious tourists to visit (Maitland, 2008; Richards, 2011).

The importance of conviviality was noted after Delphi Round 1 when two of the least important domains were combined - social cohesion and collaboration. When changing the domain name the authors drew upon the slow city literature and on commentary from the participating experts. The finding demonstrates that a name change may influence how respondents understand and perceive meaning.

Conclusions, limitations and suggestions for future study

This study has progressed the slow city concept by developing an evaluation index. The SCTEI is the key accomplishment and comprises 7 domains, 18 subdomains, and 60

items, as presented in Figure 2. The seven domains are as follows: heritage and local identity, tourism and hospitality, quality of urban landscape, environment and energy, infrastructure, education, and conviviality. Collectively, the various domains, subdomains, and items constitute a prospective slow city evaluation system. The relative importance of the various components at each level and the major findings in each domain were further investigated.

[Figure 2]

The imperative for a comprehensive framework based on slow city goals and which facilitates stakeholder engagement reflects the complexity and inter-connectedness of slow city principles. The framework proposed in this study based on slow city goals enriches core concepts and ideas in the context of sustainable tourism. The holistic quality of the index around slow city principles aligns well with the multiple UNSDGs which require active collaboration to ensure a better future. Previous scholars have examined the slow city phenomenon and its components, supported by case studies (Grzelak-Kostulska et al., 2011; Radstrom, 2011; Carp, 2012; Semmens & Freeman, 2012; Baycan & Girard, 2013; Jung et al., 2014; Korkmaz et al., 2014; Erdogan, 2016) and interviews (Nilsson et al., 2011; Cosar & Kozak, 2014; Cosar et al., 2015; Park & Kim, 2015; Presenza et al., 2015; Servon & Pink, 2015). However, few have adopted an empirical approach to develop constructs. The current deployment of the Delphi-AHP approach to address the methodological gap has allowed a systematic gathering of expert opinions and identification of importance (weight) for each SCTEI component.

The current study can assist the decision-making of current and future slow city practitioners. Equipped with a comprehensive evaluation index of items deemed important by international experts, the practitioners of national and local slow cities in different world regions can implement sustainable tourism development more effectively. The SCTEI can

also be used by city planners and tourism developers. While these groups have different priorities, the final index presents multiple issues that merit consideration when developing city tourism and pursuing sustainable development. The proposed index offers a practical guide for local government officials to implement slow city principles and policies. Slow city members now have a prospective self-assessment tool for reflection. For example, a city may score high on one domain and lower on another. As the SCTEI is a holistic list of guidelines consisting of multiple principles, items will vary in their significance. Therefore, it is suggested that prospective applicant cities or existing members can self-assess their overall scores, while ascertaining domain/s that need additional work for policymaking. Lastly, they may contribute to the UNSDGs, even if the absolute scale is modest, thereby bridging local initiatives and global impact.

This study has several limitations. Since a key slow city principle is preserving and respecting the uniqueness of local communities, one may argue that rankings according to the proposed SCTEI are incompatible with slow city uniqueness. However, including items associated with locality as significant components of slow city within SCTEI can facilitate the development of applicable policies to achieve such purposes. While the environment and culture of each slow city is distinct, the study has proposed guidance that experts have evaluated as universally important and acceptable. Cittaslow and its associated philosophies will only achieve the true and intended impact if members follow a clear set of standards. In addition, the modest sample size reflects an initial attempt to develop a verified scale to measure the performance of a slow city tourism destination using the Delphi-AHP approach. Securing panelists for all four rounds of the Delphi-AHP surveying was challenging because lower participation is commonplace in longitudinal surveys. Future researchers may adopt semi-structured interviewing. Generalizability can be achieved for this scale that has been

developed using responses from a group of experts, when it is validated with samples including other stakeholders, such as tourists, civil servants, and residents. This newly developed instrument also merits further validation through testing in different geographical contexts. A standardized scale will be confirmed through a further justification process and improvements.

References

- Baykan, T., & Fusco Girard, L. (2013). Case study window—Culture in international sustainability practices and perspectives: The experience of the ‘slow city movement, Cittaslow’. In Young, G., & Stevenson, D. (Eds.). *The Ashgate Research Companion to Planning and Culture (Part 4)*. Aldershot, UK: Ashgate.
- Bradley, K. (2016). Bike kitchens—Spaces for convivial tools. *Journal of Cleaner Production*, 197. https://www.researchgate.net/publication/309343585_Bike_Kitchens_-_Spaces_for_convivial_tools
- Brown, A., & Jeong, B. (2018). International comparison and implementation of slow city success determinants: The case of Damyang slow city, South Korea, and Seferihisar slow city, Turkey. *Development and Society*, 47(4), 613-632.
- Carp, J. (2012). Environmental reviews and case studies: The town's Abuzz: collaborative opportunities for environmental professionals in the slow city movement. *Environmental Practice*, 14(2), 130-142.
- Choi, H. C., & Sirakaya, E. (2006). Sustainability indicators for managing community tourism. *Tourism Management*, 27(6), 1274-1289.
- Cittaslow International. (2021). Internaitonal network of cities where living is good. Retrieved on 22 February 2021. <http://www.cittaslow.org>
- Coşar, Y., Timur, A., & Kozak, M. (2015). The Influence of slow city in the context of sustainable destination marketing. In A. Correia, J. Gnoth, M. Kozak, & A. Fyall (Eds.), *Marketing Places and Spaces* (pp. 209-220). Bingley, UK: Emerald Group Publishing.
- Dalkey, N., & Helmer, O. (1963). An experimental application of the Delphi method to the use of experts. *Management science*, 9(3), 458-467.
- De Urioste-Stone, S., McLaughlin, W., & Sanyal, N. (2006). Using the Delphi technique to identify topics for a protected area co-management capacity building programme. *International Journal of Rural Management*, 2(2), 191-211.
- Ekinci, M. B. (2014). The Cittaslow philosophy in the context of sustainable tourism development; the case of Turkey. *Tourism Management*, 41, 178-189.
- Erdogan, M. (2016). Local community perception towards slow city: Gokceada sample. *Asian Social Science*, 12(5), 241.
- Fleming, R. L. (2007). *The art of placemaking: Interpreting community through public art and urban design*. London: Merrell.
- Fletcher, A., & Marchildon, G. (2014). Using the delphi method for qualitative. *Participatory Action Research in Health Leadership*, 1-18. <https://journals.sagepub.com/doi/pdf/10.1177/160940691401300101>
doi.org/10.1177/160940691401300101

- Germov, J., Williams, L., & Freij, M. (2011). Portrayal of the slow food movement in the Australian print media: Conviviality, localism and romanticism. *Journal of Sociology*, 47(1), 89-106.
- Gössling, S., Scott, D., & Hall, C. M. (2020). Pandemics, tourism and global change: a rapid assessment of COVID-19. *Journal of Sustainable Tourism*, 1-20.
- Grzelak-Kostulska, E., Hołowiecka, B., & Kwiatkowski, G. (2011). Cittaslow international network: An example of a globalization idea? [https://www.researchgate.net/publication/262635650 Cittaslow International Network An Example of a Globalization Idea](https://www.researchgate.net/publication/262635650_Cittaslow_International_Network_An_Example_of_a_Globalization_Idea)
- Guercini, S., & Ranfagni, S. (2016). Conviviality behavior in entrepreneurial communities and business networks. *Journal of Business Research*, 69(2), 770-776.
- Harker, P. T., & Vargas, L. G. (1987). The theory of ratio scale estimation: Saaty's analytic hierarchy process. *Management Science*, 33(11), 1383-1403.
- Hatipoglu, B. (2015). "Cittaslow": Quality of life and visitor experiences. *Tourism Planning & Development*, 12(1), 20-36.
- Hatipoglu, B., Alvarez, M. D., & Ertuna, B. (2016). Barriers to stakeholder involvement in the planning of sustainable tourism: the case of the Thrace region in Turkey. *Journal of Cleaner Production*, 111, 306-317.
- Heiko, A. v. d. G. (2012). Consensus measurement in Delphi studies: review and implications for future quality assurance. *Technological Forecasting and Social Change*, 79(8), 1525-1536.
- Heitmann, S., Robinson, P., & Dieke, P. (2011). *Slow food, slow cities and slow tourism*. CABI: Cambridge, MASS.
- Hoeschele, W. (2010). Measuring abundance: the case of Cittaslow's attempts to support better quality of life. *International Journal of Green Economics*, 4(1), 63-81.
- Hsu, T.-K., Tsai, Y.-F., & Wu, H.-H. (2009). The preference analysis for tourist choice of destination: A case study of Taiwan. *Tourism Management*, 30(2), 288-297.
- Illich, I. (1973). *Tools for Conviviality*. Calder & Boyars: London.
- Jones, T. M. (1995). Instrumental stakeholder theory: A synthesis of ethics and economics. *Academy of Management Review*, 20(2), 404-437.
- Jung, T. H., Ineson, E. M., & Miller, A. (2014). The slow food movement and sustainable tourism development: a case study of Mold, Wales. *International Journal of Culture, Tourism and Hospitality Research*, 8(4), 432-445.
- Knox, P. L. (2005). Creating ordinary places: Slow cities in a fast world. *Journal of Urban Design*, 10(1), 1-11.
- Korkmaz, H., Mercan, O., & Atay, L. (2014). The Role of Cittaslow in Destination Branding: the Case of Seferihisar. *Current Issues of Tourism Research*, 4(1), 5-10.
- Korsching, P. F., & Allen, J. C. (2004). Locality based entrepreneurship: A strategy for community economic vitality. *Community Development Journal*, 39(4), 385-400.
- Le Blanc, D. (2015). Towards integration at last? The sustainable development goals as a network of targets. *Sustainable Development*, 23(3), 176-187.
- Lee, C.-F., & King, B. (2010). International competitiveness in hot springs tourism: An application of the analytical hierarchy process approach. *Tourism Analysis*, 15(5), 531-544.
- Lee, D., Kim, S., & Wong, A. (2020). Casino tourism development is blessing or curse? Assessment of casino tourism impacts and suggestions for sustainable casino tourism development. *Asia Pacific Journal of Tourism Research*, 21(11), 1168-1184.
- Lloyd, S. (2002). Pleasing spectacles and elegant dinners: conviviality, benevolence, and

- charity anniversaries in Eighteenth-Century London. *Journal of British Studies*, 41(1), 23-57.
- Lowry, L. L., & Lee, M. (2011). Cittaslow, slow cities, slow food: Searching for a model for the development of slow tourism. *42nd TTRA Annual Conference Proceedings: Seeing the Forest and the Trees—Big Picture Research in a Detail-Driven World*
- Maitland, R. (2008). Conviviality and everyday life: The appeal of new areas of London for visitors. *International Journal of Tourism Research*, 10(1), 15-25.
- Markusen, A., & Gadwa, A. (2010). *Creative placemaking*. National Endowment for the Arts. Washington, DC. <https://www.arts.gov/sites/default/files/CreativePlacemaking-Paper.pdf>
- Marques, L., & Borba, C. (2017). Co-creating the city: Digital technology and creative tourism. *Tourism Management Perspectives*, 24, 86-93.
- Mayer, H., & Knox, P. (2006). Slow cities: Sustainable places in a fast world. *Journal of Urban Affairs*, 28(4), 321-334.
- Mayer, H., & Knox, P. L. (2009). Pace of life and quality of life: The slow city charter. In M. J. Sirgy, R. Phillips, & D.R. Rahtz (Eds.), *Community quality-of-life indicators: Best cases III* (pp. 21-40), Springer.
- McKeever, E., Jack, S., & Anderson, A. (2015). Embedded entrepreneurship in the creative re-construction of place. *Journal of Business Venturing*, 30(1), 50-65.
- McNamara, K., Kriesel, W., & Rainey, D. (1995). Manufacturing recruitment as a rural development strategy. *Rural Development Strategies*, 117-134.
- Miele, M. (2008). Cittaslow: Producing slowness against the fast life. *Space and Polity*, 12(1), 135-156.
- Neal, S., & Walters, S. (2008). Rural belonging and rural social organizations: Conviviality and community-making in the English countryside. *Sociology*, 42(2), 279-297.
- Nilsson, J. H., Svärd, A.-C., Widarsson, Å., & Wirell, T. (2011). 'Cittaslow' eco-gastronomic heritage as a tool for destination development. *Current Issues in Tourism*, 14(4), 373-386.
- Nowak, J. (2007). Creativity and neighborhood development: Strategies for community investment. SCHOLARLYCOMMONS. https://repository.upenn.edu/siap_revitalization/2/
- Nowicka, M., & Vertovec, S. (2014). *Comparing convivialities: Dreams and realities of living-with-difference*. Sage: London.
- Oh, M., Kim, S., & Lee, A. (2013). Development of an evaluation scale for inter-country tourism industry competitiveness using the Delphi technique and analytic hierarchy process. *International Journal of Tourism Sciences*, 13(2), 1-32.
- Park, K. M., Cho, Y. T., Choi, S. H., & Chang, I. S. (2008). A study on the development of Slow-City in Korea. *The Korean Association of Professional Geographers*, 42(2), 237-253.
- Park, E., & Kim, S. (2016). The potential of Cittaslow for sustainable tourism development: enhancing local community's empowerment. *Tourism Planning & Development*, 13(3), 351-369.
- Pink, S. (2007). Sensing Cittaslow: slow living and the constitution of the sensory city. *The Senses and Society*, 2(1), 59-77.
- Radstrom, S. (2011). A PlaceSustaining framework for local urban identity: An introduction and history of Cittaslow. *Italian Journal of Planning Practice*, 1(1), 90-113.
- Richards, G. (2011). Creativity and tourism: The state of the art. *Annals of Tourism Research*, 38(4), 1225-1253.
- Rowe, G., & Wright, G. (1999). The Delphi technique as a forecasting tool: issues and analysis. *International Journal of Forecasting*, 15(4), 353-375.

- Rowe, G., Wright, G., & Bolger, F. (1991). Delphi: a reevaluation of research and theory. *Technological Forecasting and Social Change*, 39(3), 235-251.
- Saaty, T. L. (1980). The analytical hierarchy process: planning, priority setting, resource allocation. RWS publication: Pittsburg.
- Saaty, T. L. (2008). Decision making with the analytic hierarchy process. *International Journal of Services Sciences*, 1(1), 83-98.
- Semmens, J., & Freeman, C. (2012). The value of Cittaslow as an approach to local sustainable development: A New Zealand perspective. *International Planning Studies*, 17(4), 353-375.
- Servon, L. J., & Pink, S. (2015). Cittaslow: going glocal in Spain. *Journal of Urban Affairs*, 37(3), 327-340.
- Shi, Y., Zhai, G., Zhou, S., Chen, W., & He, Z. (2019). Slow city development in China: process, approaches and acceptability. *Third World Quarterly*, 1-17.
- Sofield, T., Guia, J., & Specht, J. (2017). Organic 'folkloric' community driven place-making and tourism. *Tourism Management*, 61, 1-22.
- Stylianou-Lambert, T. (2011). Gazing from home: Cultural tourism and art museums. *Annals of Tourism Research*, 38(2), 403-421.
- Tosun, C. (2000). Limits to community participation in the tourism development process in developing countries. *Tourism Management*, 21(6), 613-633.
- UNSDG. (2020). Shared responsibility, global solidarity: Responding to the socio-economic impacts of COVID-19. 1-26.
- WCED, S. W. S. (1987). World commission on environment and development. *Our Common Future*, 17, 1-91.
- Williams, Q. E., & Stroud, C. (2013). Multilingualism in transformative spaces: contact and conviviality. *Language Policy*, 12(4), 289-311.
- Wilson, F. R., Pan, W., & Schumsky, D. A. (2012). Recalculation of the critical values for Lawshe's content validity ratio. *Measurement and Evaluation in Counseling and Development*, 45(3), 197-210.
- Wong, A. K. F., Kim, S., Lee, S., & Elliot, S. (in press). An application of Delphi method and analytic hierarchy process in understanding hotel corporate social responsibility performance scale. *Journal of Sustainable Tourism*, <https://www.tandfonline.com/doi/full/10.1080/09669582.2020.1773835>
- Wu, H., Kim, S., & Wong, A. (2020). Residents' perceptions of sustainable tourism development in Hainan Island. *Asia Pacific Journal of Tourism Research*, 25(6), 573-591.
- Yurtseven, H. R., & Kaya, O. (2011). Slow tourists: A comparative research based on Cittaslow principles. *American International Journal of Contemporary Research*, 1(2), 91-98.
- Ziglio, E. (1996). *The Delphi method and its contribution to decision-making*. Jessica Kingsley: Bristol, PA.

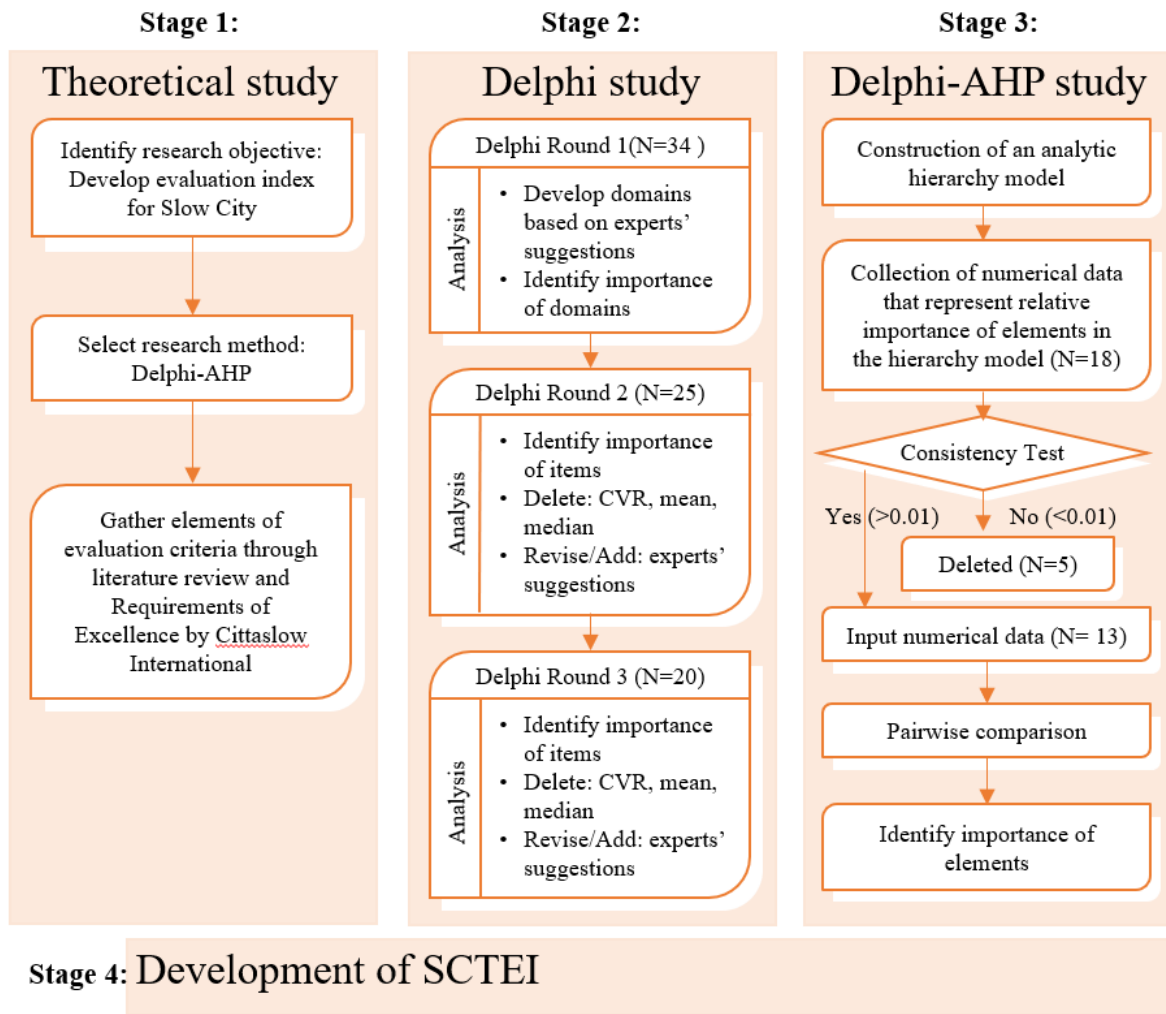


Figure 1. Methodological framework

Heritage and local identity

Conservation of local tradition

- Protect hand-made and labeled artisan production (e.g., certification policy, museums of culture)
- Conserve and increase the value of local cultural events
- Maintain local rituals and festivals
- Protect and increase the value of local workshops and markets
- Protect historical buildings and open for reuse of the community
- Maintain traditional methods for preserving local food and beverages (e.g., growing methods, recipes)

Embracing local identity

- Enhance the value of working techniques and traditional crafts
- Encourage schools, hospitals, councils, community centers and tourism operators to use local agricultural products
- Implement measures for the preservation of unique local food-stuffs
- Foster local independent businesses

Education

Historical sites

- Educate visitors to protect historical sites from degradation
- Provide public awareness education regarding maintenance of historical sites

Local tradition

- Educate locals about the need and reasons for heritage preservation
- Promote events and training to help people appreciate and preserve local cultural and artistic traditions
- Provide education about local flavors and local products in the catering industry and in private consumption for both residents and visitors
- Increase awareness about good food and nutrition

Sustainability

- Provide sustainability education for future generations
- Provide residents with systematic and up-to-date (preemptive) information about Slow City

Tourism and hospitality

Tourism product development

- Provide "slow" itineraries (e.g., on brochures, websites)
- Provide information about the local way of life
- Include tourism in the community planning unit (e.g., department)
- Develop local tourism products and services
- Facilitate opportunities for walking and cycling ('slow' transport modes)

Tourism assessment

- Assess the quality of tourism services
- Assess visitor and resident satisfaction

Community involvement

- Encourage local associations to participate actively in promoting Slow City themes
- Encourage community participation in tourism activities for visitors to meet local people

Conviviality

Facilitation of Slow City philosophy

- Support promotional campaigns and activities of Slow City
- Keep the community informed about Slow City development projects

Cultivation of community events

- Encourage community involvement in local decision making
- Foster community-wide events that promote Slow City philosophy

Quality of urban landscape

Green space creation

- Create and/or reconstruct community green areas
- Create and/or reconstruct productive green areas within the urban perimeter

Urban landscape management

- Monitor and reduce pollutants (e.g., noise, dust, electrical systems)
- Promote sustainable urban planning (e.g., energy-saving construction)
- Increase the value of city landscapes by providing street furniture, tourist signs, aeriels, and mitigating the negative effects of urban development

Environment and energy

Protection of environment

- Conserve air quality
- Conserve water quality
- Conserve soil quality
- Conserve biodiversity
- Manage drinking water quality

Waste management

- Separation and disposal of urban solid from waste collection
- Manage industrial and domestic composts (e.g., decayed plants and vegetable waste)
- Purify sewage disposal
- Recycle waste

Saving energy

- Save energy in buildings and public systems
- Produce public energy from renewable sources
- Reduce consumption of electrical energy

Reducing pollution

- Reduce visual pollution (e.g., billboards, trash)
- Reduce traffic noise
- Reduce public light pollution

Infrastructure

Promotion of green mobility

- Develop urban cycle paths (connected to public buildings)
- Increase the percentage of urban cycle paths over total urban roads (in km)
- Develop bicycle parking area in interchange zones
- Promote eco-mobility as an alternative to private cars
- Reduce car traffic in a central part of the city (e.g., designating a pedestrian area)
- Adopt new and low-environmental impact technologies

Accessible infrastructure management

- Provide disability-friendly access to public places and offices
- Enhance the accessibility of recreational facilities
- Manage urban landscapes (e.g., building renovation, cleanliness)

Figure 2. Domains and items of SCTEI (derived from Requirements of Excellence of Cittaslow International)

Table 1. Panelists profile

| Variable | Category | Round 1 | | Round 2 | | Round 3 | | Round 4 | | |
|------------------|--------------|------------------|----------------|--------------|----------------|-----------|----------------|-----------|----------------|--------------|
| | | No. | Percentage (%) | No. | Percentage (%) | No. | Percentage (%) | No. | Percentage (%) | |
| Gender | Male | 19 | 55.88 | 16 | 64 | 13 | 65 | 12 | 66.67 | |
| | Female | 15 | 44.12 | 9 | 36 | 7 | 35 | 6 | 33.33 | |
| Position | Academic | 21 | 61.76 | 18 | 72 | 14 | 70 | 13 | 72.22 | |
| | Practitioner | 13 | 38.24 | 7 | 28 | 6 | 30 | 5 | 27.78 | |
| Area | East Asia | South Korea | 9 | 26.47 | 7 | 28 | 5 | 25 | 4 | 22.22 |
| | | China | 4 | 11.76 | 3 | 12 | 2 | 10 | 2 | 11.11 |
| | | Japan | 1 | 2.94 | 1 | 4 | 1 | 5 | 1 | 5.56 |
| | | Sub-total | 14 | 41.18 | 11 | 44 | 8 | 40 | 7 | 38.89 |
| | Asia | Turkey | 3 | 8.82 | 3 | 12 | 2 | 10 | 2 | 11.11 |
| | | Sub-total | 3 | 8.82 | 3 | 12 | 2 | 10 | 2 | 11.11 |
| | Oceania | New Zealand | 1 | 2.94 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Sub-total | 1 | 2.94 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Europe | Sweden | 3 | 8.82 | 1 | 4 | 1 | 5 | 1 | 5.56 |
| | | UK | 2 | 5.88 | 2 | 8 | 1 | 5 | 1 | 5.56 |
| | | The Netherlands | 2 | 5.88 | 2 | 8 | 2 | 10 | 2 | 11.11 |
| | | Croatia | 1 | 2.94 | 1 | 4 | 1 | 5 | 1 | 5.56 |
| | | Germany | 1 | 2.94 | 1 | 4 | 1 | 5 | 1 | 5.56 |
| | | France | 1 | 2.94 | 1 | 4 | 1 | 5 | 1 | 5.56 |
| | | Italy | 1 | 2.94 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Poland | 1 | 2.94 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Switzerland | 1 | 2.94 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Sub-total | 13 | 38.24 | 8 | 32 | 7 | 35 | 7 | 38.91 |
| | America | US | 3 | 8.82 | 3 | 12 | 3 | 15 | 2 | 11.11 |
| Sub-total | | 3 | 8.82 | 3 | 12 | 3 | 15 | 2 | 11.11 | |
| Total | | 34 | 100 | 25 | 100 | 20 | 100 | 18 | 100 | |

Table 2. Results of Delphi survey rounds 1 (n = 34), 2 (n = 25), and 3 (n = 20)

| Domain | | Round 1 | | | | | Round 2 | | | | Round 3 |
|-------------------------|-----------------------------|---------|-----------------|---------------|---------------|-------------|---|---------------|---------------|-------------|--|
| | | - | | | | | CVR = 0.465 Mean = 5.0 Median = 6.0 | | | | CVR = 0.52 Mean = 5.0 Median = 6.0 |
| | | Mean | Number of items | Deleted items | Revised items | Added items | Number of items | Deleted Items | Revised items | Added items | Number of items |
| Before | After | | | | | | | | | | |
| Local production | Heritage and local identity | 4.27 | 14 | 2 | 2 | 5 | 17 | 7 | 0 | 0 | 10 |
| Tourism and hospitality | Tourism and hospitality | 4 | 14 | 4 | 4 | 6 | 16 | 7 | 0 | 0 | 9 |
| Quality of life | Quality of urban landscape | 4.50 | 15 | 5 | 0 | 1 | 11 | 6 | 0 | 0 | 5 |
| Environment and energy | Environment and energy | 4.35 | 15 | 1 | 0 | 2 | 16 | 1 | 0 | 0 | 15 |
| Infrastructure | Infrastructure | 3.97 | 16 | 6 | 0 | 1 | 11 | 2 | 0 | 0 | 9 |
| Education | Education | 4 | 10 | 1 | 2 | 2 | 11 | 3 | 0 | 0 | 8 |
| Social cohesion | Conviviality | 3.91 | 13 | 3 | 2 | 1 | 11 | 7 | 0 | 0 | 4 |
| Collaboration | | 3.85 | | | | | | | | | |
| Total | | | 97 | 22 | 10 | 18 | 93 | 33 | 0 | 0 | 60 |

Table 3. Relative importance and ranking of subdomains

| Domain | Subdomain | Relative importance | Rank within domain | CR |
|--------------------------------------|--|---------------------|--------------------|------|
| Heritage and local identity (0.2333) | Conservation of local tradition | 0.506 | 1 | - |
| | Embracing local identity | 0.494 | 2 | |
| Conviviality (0.1621) | Facilitation of the slow city philosophy | 0.567 | 1 | - |
| | Cultivation of community events | 0.433 | 2 | |
| Education (0.1450) | Historical sites | 0.360 | 1 | 0.10 |
| | Local tradition | 0.309 | 3 | |
| | Sustainability | 0.334 | 2 | |
| Tourism and hospitality (0.1307) | Tourism product development | 0.356 | 2 | 0.07 |
| | Tourism assessment | 0.184 | 3 | |
| | Community involvement | 0.461 | 1 | |
| Quality of urban landscape (0.1383) | Green space creation | 0.486 | 2 | - |
| | Urban landscape management | 0.514 | 1 | |
| Environment and energy (0.1153) | Protection of environment | 0.359 | 1 | 0.06 |
| | Waste management | 0.210 | 3 | |
| | Saving energy | 0.206 | 4 | |
| | Reducing pollution | 0.225 | 2 | |
| Infrastructure (0.0753) | Promotion of green mobility | 0.635 | 1 | - |
| | Accessible infrastructure management | 0.366 | 2 | |

Table 4. Grand Weight of Sub-domains

| Rank | Sub-domains | Grand weight |
|------|--------------------------------------|--------------|
| 1 | Conservation of local tradition | 0.1323 |
| 2 | Embracing local identity | 0.1010 |
| 3 | Facilitation of Slow City philosophy | 0.0841 |
| 4 | Cultivation of community events | 0.0780 |
| 5 | Urban landscape management | 0.0739 |
| 6 | Green space creation | 0.0644 |
| 7 | Tourism product development | 0.0564 |
| 8 | (Education on) sustainability | 0.0548 |
| 9 | Community involvement | 0.0518 |
| 10 | (Education on) local tradition | 0.0480 |
| 11 | Promotion of green mobility | 0.0458 |
| 12 | (Education on) historical sites | 0.0422 |
| 13 | Protection of environment | 0.0405 |
| 14 | Accessible infrastructure management | 0.0295 |
| 15 | Reducing pollution | 0.0265 |
| 16 | Saving energy | 0.0252 |
| 17 | Waste management | 0.0231 |
| 18 | Tourism assessment | 0.0224 |
| | Total | 1.0000 |

Table 5. Grand weights of items

| Domain | Sub-domain | Item | Grand weight | Rank |
|--------|------------|---|--------------|------|
| D2 | D2-SD1 | Support promotional campaigns and activities of slow city | 0.0525 | 1 |
| D2 | D2-SD2 | Encourage community involvement in local decision-making | 0.0452 | 2 |
| D5 | D5-SD1 | Create and/or reconstruct community green areas | 0.0399 | 3 |
| D1 | D1-SD1 | Protect historical buildings and open for reuse of the community | 0.0393 | 4 |
| D2 | D2-SD2 | Foster community-wide events that promote the slow city philosophy | 0.0328 | 5 |
| D4 | D4-SD3 | Encourage community participation in tourism activities for visitors to meet local people | 0.0326 | 6 |
| D3 | D3-SD3 | Provide sustainability education for future generations | 0.0323 | 7 |
| D2 | D2-SD1 | Keep the community informed about slow city development projects | 0.0317 | 8 |
| D1 | D1-SD2 | Encourage schools, hospitals, councils, community centers, and tourism operators to use local agricultural products | 0.0317 | 9 |
| D1 | D1-SD2 | Implement measures for the preservation of unique local foodstuffs | 0.0282 | 10 |
| D5 | D5-SD2 | Increase the value of city landscapes by providing street furniture, tourist signs, aerials, and mitigating the negative effects of urban development | 0.0255 | 11 |
| D1 | D1-SD1 | Maintain traditional methods for preserving local food and beverages (e.g., growing methods, recipes) | 0.0255 | 12 |
| D5 | D5-SD2 | Promote sustainable urban planning (e.g., energy-saving construction) | 0.0251 | 13 |
| D3 | D3-SD1 | Provide public awareness education regarding maintenance of historical sites | 0.0250 | 14 |
| D5 | D5-SD1 | Create and/or reconstruct productive green areas within the urban perimeter | 0.0245 | 15 |
| D5 | D5-SD2 | Monitor and reduce pollutants (e.g., noise, dust, electrical systems) | 0.0232 | 16 |
| D3 | D3-SD3 | Provide residents with systematic and up-to-date (preemptive) information about slow city | 0.0226 | 17 |
| D1 | D1-SD2 | Foster local independent businesses | 0.0217 | 18 |
| D1 | D1-SD1 | Protect handmade and labeled artisan production (e.g., certification policy, museums of culture) | 0.0207 | 19 |
| D1 | D1-SD2 | Enhance the value of working techniques and traditional crafts | 0.0195 | 20 |
| D4 | D4-SD3 | Encourage local associations to participate actively in promoting slow city themes | 0.0192 | 21 |
| D1 | D1-SD1 | Protect and increase the value of local workshops and markets | 0.0180 | 22 |
| D3 | D3-SD1 | Educate visitors to protect historical sites from degradation | 0.0172 | 23 |

| | | | | |
|----|--------|--|--------|----|
| D4 | D4-SD1 | Facilitate opportunities for walking and cycling (“slow” transport modes) | 0.0151 | 24 |
| D1 | D1-SD1 | Maintain local rituals and festivals | 0.0149 | 25 |
| D1 | D1-SD1 | Conserve and increase the value of local cultural events | 0.0140 | 26 |
| D3 | D3-SD2 | Provide education about local flavors and local products in the catering industry and in private consumption for both residents and visitors | 0.0139 | 27 |
| D4 | D4-SD2 | Assess visitor and resident satisfaction | 0.0139 | 28 |
| D4 | D4-SD1 | Provide “slow” itineraries (e.g., on brochures, websites) | 0.0136 | 29 |
| D3 | D3-SD2 | Educate locals about the need and reasons for heritage preservation | 0.0130 | 30 |
| D6 | D6-SD4 | Reduce traffic noise | 0.0124 | 31 |
| D4 | D4-SD1 | Provide information about the local way of life | 0.0121 | 32 |
| D7 | D7-SD1 | Provide disability-friendly access to public places and offices | 0.0117 | 33 |
| D3 | D3-SD2 | Increase awareness about good food and nutrition | 0.0109 | 34 |
| D7 | D7-SD1 | Reduce car traffic in a central part of the city (e.g., designating a pedestrian area) | 0.0102 | 35 |
| D3 | D3-SD2 | Promote events and training to help people appreciate and preserve local cultural and artistic traditions | 0.0101 | 36 |
| D6 | D6-SD1 | Manage drinking water quality | 0.0099 | 37 |
| D4 | D4-SD1 | Develop local tourism products and services | 0.0098 | 38 |
| D7 | D7-SD1 | Enhance the accessibility of recreational facilities | 0.0098 | 39 |
| D6 | D6-SD3 | Save energy in buildings and public systems | 0.0093 | 40 |
| D6 | D6-SD3 | Produce public energy from renewable sources | 0.0088 | 41 |
| D6 | D6-SD1 | Conserve air quality | 0.0088 | 42 |
| D4 | D4-SD2 | Assess the quality of tourism services | 0.0085 | 43 |
| D6 | D6-SD4 | Reduce visual pollution (e.g., billboards, trash) | 0.0082 | 44 |
| D7 | D7-SD1 | Manage urban landscapes (e.g., building renovation, cleanliness) | 0.0079 | 45 |
| D7 | D7-SD1 | Develop urban cycle paths (connected to public buildings) | 0.0078 | 46 |
| D6 | D6-SD1 | Conserve water quality | 0.0077 | 47 |
| D7 | D7-SD1 | Promote eco-mobility as an alternative to private cars | 0.0077 | 48 |
| D6 | D6-SD1 | Conserve biodiversity | 0.0072 | 49 |
| D6 | D6-SD3 | Reduce consumption of electrical energy | 0.0071 | 50 |

| | | | | |
|----|--------|--|--------|----|
| D7 | D7-SD1 | Develop bicycle parking area in interchange zones | 0.0069 | 51 |
| D6 | D6-SD1 | Conserve soil quality | 0.0068 | 52 |
| D7 | D7-SD1 | Increase the percentage of urban cycle paths over total urban roads (in km) | 0.0068 | 53 |
| D6 | D6-SD2 | Purify sewage disposal | 0.0066 | 54 |
| D6 | D6-SD2 | Recycle waste | 0.0065 | 55 |
| D7 | D7-SD1 | Adopt new and low-environmental impact technologies | 0.0064 | 56 |
| D6 | D6-SD4 | Reduce public light pollution | 0.0059 | 57 |
| D4 | D4-SD1 | Include tourism in the community planning unit (e.g., department) | 0.0058 | 58 |
| D6 | D6-SD2 | Separation and disposal of urban solid from waste collection | 0.0052 | 59 |
| D6 | D6-SD2 | Manage industrial and domestic composts (e.g., decayed plants and vegetable waste) | 0.0048 | 60 |

Note: Domain: Heritage and local identity (D1), Conviviality (D2), Education (D3), Tourism and hospitality (D4), Quality of urban landscape (D5), Environment and energy (D6), Infrastructure (D7).

Subdomain: Conservation of local tradition (D1-SD1), Embracing local identity (D1-SD2), Facilitation of slow city philosophy (D2-SD1), Cultivation of community events (D2-SD2), Historical sites (D3-SD1), Local tradition (D3-SD2), Sustainability (D3-SD3), Tourism product development (D4-SD1), Tourism assessment (D4-SD2), Community involvement (D4-SD3), Green space creation (D5-SD1), Urban landscape management (D5-SD2), Protection of environment (D6-SD1), Waste management (D6-SD2), Saving energy (D6-SD3), Reducing pollution (D6-SD4), Promotion of green mobility (D7-SD1), Accessible infrastructure management (D7-SD2).

Appendix

Table 1.1 Results of Round 2 in the Heritage and Local Identity Domain (N=25)

| Item | Round 2 | | | | Round 3 | | | |
|--|---------|--------|------|--------|-------------|-------------|-------------|--------|
| | Mean | Median | CVR | Result | Mean | Median | CVR | Result |
| Conserve agro-ecology (ecological processes applied to agricultural production systems) | 5.92 | 6.00 | 0.76 | O | 5.45 | 5.5 | 0.6 | X |
| Protect hand-made and labeled artisan production (e.g., certification policy, museums of culture) | 6.28 | 6.00 | 0.84 | O | 5.65 | 6 | 0.6 | O |
| Enhance the value of working techniques and traditional crafts | 5.80 | 6.00 | 0.84 | O | 5.70 | 6 | 0.8 | O |
| Enhance the value of rural areas (greater accessibility to resident services) | 5.56 | 6.00 | 0.36 | X | | | | |
| Encourage schools, hospitals, councils, community centers and tourism operators to use local agricultural products | 5.80 | 6.00 | 0.84 | O | 5.90 | 6 | 0.9 | O |
| Conserve and increase the value of local cultural events | 6.12 | 6.00 | 0.92 | O | 5.90 | 6 | 0.7 | O |
| Prohibit the use of GMOs (Genetically Modified Organisms) in agriculture | 5.80 | 6.00 | 0.60 | O | 5.20 | 5 | 0.3 | X |
| Enforce plans to recover the fertility of soil used previously for agriculture | 5.64 | 6.00 | 0.60 | O | 5.25 | 5 | 0.3 | X |
| Protect historical buildings * | 6.24 | 6.00 | 0.84 | O | | | | |
| Maintain local rituals and festivals | 6.08 | 6.00 | 0.84 | O | 6.30 | 7 | 0.8 | O |
| Develop local tourism products and services (removed to Tourism and Hospitality domain) | 5.80 | 6.00 | 0.76 | X | | | | |
| Implement measures for the preservation of unique local foodstuffs | 6.32 | 6.00 | 0.84 | O | 6.10 | 6 | 0.8 | O |
| Protect and increase the value of local workshops and markets | 6.08 | 6.00 | 0.92 | O | 6.21 | 0.8 | 1.00 | O |
| Maintain traditional methods for preserving local food and wine (e.g., growing methods, recipes) * | 6.16 | 6.00 | 0.84 | O | | | | |
| Round 2 Mean | 5.97 | 6.00 | 0.77 | | | | | |
| Revised or Added Items | | | | | | | | |
| Protect historical buildings and open for reuse of the community | - | - | - | RV | 6.45 | 7 | 0.9 | O |
| Maintain traditional methods for preserving local food and beverages (e.g., growing methods, recipes) | | | | RV | 6.45 | 7 | 0.9 | O |
| Foster local independent businesses | - | - | - | AD | 5.75 | 6 | 0.6 | O |
| Restrict national/international chain stores, supermarkets and fast food outlets | - | - | - | AD | 5.40 | 5 | 0.5 | X |
| Simulation of local historical events and the reproduction in certain activities | - | - | - | AD | 5.11 | 5 | 0.4 | X |
| Develop protection and certificate system for masters of local arts and practices | - | - | - | AD | 5.20 | 5 | 0.4 | X |
| Encourage projects for developing the social network of communities | - | - | - | AD | 5.30 | 5 | 0.4 | X |
| Round 3 Mean | | | | | 5.72 | 5.79 | 0.63 | |

* Indicates revised item

RV: Revised item

AD: Added item

Table 1.2 Results of Round 2 in the Tourism and Hospitality Domain (N=25)

| Item | Round 2 | | | | Round 3 | | | |
|---|-------------|-------------|-------------|--------|-------------|-------------|-------------|--------|
| | Mean | Median | CVR | Result | Mean | Median | CVR | Result |
| Provide a warm welcome | 5.96 | 6.00 | 0.68 | O | 5.75 | 7 | 0.5 | X |
| Use an appropriate Slow City logo on documents and websites | 5.80 | 6.00 | 0.84 | O | 5.25 | 5.5 | 0.6 | X |
| Provide "slow" itineraries (e.g., on brochures, websites) | 5.76 | 6.00 | 0.84 | O | 5.80 | 6 | 0.7 | O |
| Encourage local associations to participate actively in promoting Slow City themes * | 5.56 | 6.00 | 0.68 | O | | | | |
| Provide Slow City guides * | 5.60 | 6.00 | 0.60 | O | | | | |
| Support Slow City promotional campaigns | 5.36 | 5.00 | 0.60 | X | | | | |
| Adopt techniques suitable for launching bottom-up processes in administrative decision-making | 5.32 | 5.00 | 0.60 | X | | | | |
| Provide tourist accommodation and facilities (e.g., hotels, travel information, interpretive services, medicine and emergency services) | 5.60 | 5.00 | 0.76 | X | | | | |
| Assess visitor satisfaction * | 5.36 | 6.00 | 0.60 | O | | | | |
| Encourage community participation in tourism activities for visitors to meet local people * | 5.88 | 6.00 | 0.76 | O | | | | |
| Assess the quality of tourism services | 5.76 | 6.00 | 0.60 | O | 5.70 | 6 | 0.6 | O |
| Provide information about the local way of life | 5.96 | 6.00 | 0.76 | O | 5.85 | 6 | 0.7 | O |
| Include tourism in the community planning unit (e.g., department) | 5.64 | 6.00 | 0.68 | O | 5.90 | 6 | 0.8 | O |
| Provide multilingual signposts, directions and instructions | 5.42 | 5.00 | 0.52 | X | | | | |
| Round 2 Mean | 5.64 | 5.71 | 0.68 | | | | | |
| Revised or Added Items | | | | | | | | |
| Encourage active participation by local associations in promoting Slow City themes in tourism | - | - | - | RV | 5.55 | 6 | 0.7 | O |
| Provide Slow City tour guides | - | - | - | RV | 5.15 | 5.5 | 0.3 | X |
| Assess visitor and resident satisfaction | - | - | - | RV | 5.75 | 6 | 0.7 | O |
| Encourage community participation in tourism activities for visitors to meet local people | - | - | - | RV | 5.55 | 6 | 0.7 | O |
| Develop local tourism products and services (added from Heritage & Local Identity domain) | - | - | - | AD | 5.75 | 6 | 0.6 | O |
| Encourage tourism and welcoming policy supported by local community | - | - | - | AD | 5.45 | 6 | 0.5 | X |
| Provide access to tourism accommodation and facilities (e.g., hotels, travel information centers) | - | - | - | AD | 5.10 | 5 | 0.4 | X |
| Facilitate opportunities for walking and cycling ('slow' transport modes) | - | - | - | AD | 6.16 | 6 | 0.8 | O |
| Facilitate up-to-date digital devices (e.g., Wi-Fi and charging stations for e-bikes) | - | - | - | AD | 5.05 | 5 | 0.2 | X |
| Provide slow travel features of the hotel room and cultural activities | - | - | - | AD | 5.21 | 5 | 0.2 | X |
| Round 3 Mean | | | | | 5.56 | 5.81 | 0.56 | |

* Indicates revised item

RV: Revised item

AD: Added item

Table 1.3 Results of Round 2 in the Quality of Urban Landscape Domain (N=25)

| Items | Round 2 | | | | Round 3 | | | |
|---|-------------|-------------|-------------|--------|-------------|-------------|-------------|--------|
| | Mean | Median | CVR | Result | Mean | Median | CVR | Result |
| Provide plans to recover from hazardous threats (e.g., climate change, natural disasters, terrorism) | 5.46 | 6.00 | 0.50 | O | 5.45 | 5.5 | 0.5 | X |
| Increase the value of city landscapes by providing street furniture, tourist signs, aerials, and mitigating the negative effects of urban development | 6.13 | 6.00 | 0.92 | O | 6.10 | 6 | 0.9 | O |
| Create and/or reconstruct community green areas | 6.21 | 6.00 | 0.83 | O | 6.00 | 6 | 1 | O |
| Enhance urban livability (e.g., nursery facilities, company hours, level of housework) | 5.83 | 6.00 | 0.75 | O | 5.45 | 5 | 0.7 | X |
| Provide plans to revitalize and re-use abandoned land | 5.58 | 5.50 | 0.58 | X | | | | |
| Promote the use of ICT (Information and Communications Technology) to develop interactive services for citizens and tourists | 5.38 | 6.00 | 0.33 | X | | | | |
| Provide a service desk for sustainable architecture (e.g., bio-architecture) | 5.29 | 5.50 | 0.33 | X | | | | |
| Provide cable networks | 4.17 | 4.00 | -0.42 | X | | | | |
| Monitor and reduce pollutants (e.g., noise, dust, electrical systems) | 5.96 | 6.00 | 0.75 | O | 5.80 | 6 | 0.6 | O |
| Promote sustainable urban planning (e.g., energy-saving construction) | 6.13 | 6.00 | 0.92 | O | 5.70 | 6 | 0.7 | O |
| Promote social infrastructure (e.g., a working-hour-based wage system, projects for donating usable but unwanted items) | 5.50 | 6.00 | 0.50 | O | 5.35 | 5.5 | 0.4 | X |
| Create and/or reconstruct productive green areas within the urban perimeter | 5.71 | 6.00 | 0.75 | O | 5.85 | 6 | 0.9 | O |
| Increase social infrastructure in green urban areas | 5.67 | 6.00 | 0.67 | O | 5.50 | 6 | 0.4 | X |
| Assess satisfaction levels of residents and visitors (removed to TH) | 5.54 | 6.00 | 0.67 | X | | | | |
| Provide land use planning for tourism development | 5.50 | 6.00 | 0.58 | O | | | | |
| Round 2 Mean | 5.60 | 5.80 | 0.58 | | 5.10 | 5 | 0.4 | X |
| Revised or Added Items | | | | | | | | |
| Develop Slow City characteristic street | - | - | - | AD | 4.60 | 5 | 0.4 | X |
| Round 3 Mean | | | | | 5.54 | 5.64 | 0.63 | |

AD: Added item

Table 1.4 Results of Round 2 in the Environment and Energy Domain (N=25)

| Items | Round 2 | | | | Round 3 | | | |
|---|-------------|-------------|-------------|--------|-------------|-------------|-------------|--------|
| | Mean | Median | CVR | Result | Mean | Median | CVR | Result |
| Conserve air quality | 6.46 | 7.00 | 0.83 | O | 6.30 | 7 | 0.9 | O |
| Conserve water quality | 6.58 | 7.00 | 0.92 | O | 6.40 | 7 | 0.9 | O |
| Conserve soil quality | 6.25 | 6.50 | 0.83 | O | 6.25 | 7 | 0.9 | O |
| Manage drinking water quality | 6.50 | 7.00 | 0.92 | O | 6.30 | 7 | 0.8 | O |
| Separation and disposal of urban solids from waste collection | 6.13 | 6.00 | 0.83 | O | 6.05 | 6 | 0.8 | O |
| Manage industrial and domestic compost (e.g., decayed plants and vegetable waste) | 5.92 | 6.00 | 0.83 | O | 5.80 | 6 | 0.8 | O |
| Purify sewage disposal | 6.17 | 6.00 | 0.92 | O | 6.00 | 6 | 0.8 | O |
| Save energy in buildings and public systems | 6.17 | 6.00 | 0.92 | O | 5.85 | 6 | 0.7 | O |
| Produce public energy from renewable sources | 6.13 | 6.00 | 0.83 | O | 5.90 | 6 | 0.6 | O |
| Reduce visual pollution (e.g., billboards, trash) | 6.17 | 6.00 | 0.92 | O | 6.25 | 6.5 | 0.9 | O |
| Reduce traffic noise | 6.29 | 6.00 | 0.92 | O | 6.10 | 6 | 1 | O |
| Reduce public light pollution | 5.92 | 6.00 | 0.92 | O | 5.80 | 6 | 0.9 | O |
| Reduce consumption of electrical energy | 5.96 | 6.00 | 0.83 | O | 5.70 | 6 | 0.8 | O |
| Conserve biodiversity | 6.43 | 7.00 | 0.83 | O | 6.15 | 6.5 | 0.9 | O |
| Manage an environmental administrative unit (e.g., department, task force team) | 5.29 | 6.00 | 0.42 | X | | | | |
| Round 2 Mean | 6.16 | 6.00 | 0.84 | | | | | |
| Revised or Added Items | | | | | | | | |
| Recycle waste | - | - | - | AD | 6.05 | 6 | 0.9 | O |
| Reduce the use of chemical pesticides | - | - | - | AD | 5.60 | 6 | 0.5 | X |
| Round 3 Mean | | | | | 6.03 | 6.31 | 0.82 | |

AD: Added item

Table 1.5 Results of Round 2 in the Infrastructure Domain (N=25)

| Items | Round 2 | | | | Round 3 | | | |
|---|-------------|-------------|-------------|--------|-------------|-------------|-------------|--------|
| | Mean | Median | CVR | Result | Mean | Median | CVR | Result |
| Develop urban cycle paths (connected to public buildings) | 5.88 | 6.00 | 0.75 | O | 6.00 | 6 | 0.8 | O |
| Increase the percentage of urban cycle paths over total urban roads (in km) | 5.58 | 6.00 | 0.58 | O | 5.85 | 6 | 0.7 | O |
| Develop bicycle parking area in interchange zones | 5.71 | 6.00 | 0.67 | O | 5.84 | 6 | 0.7 | O |
| Promote eco-mobility as an alternative to private cars | 5.96 | 6.00 | 0.83 | O | 6.15 | 6 | 0.9 | O |
| Remove architectural barriers | 5.48 | 5.00 | 0.42 | X | | | | |
| Promote initiatives for family life and pregnant women | 5.48 | 6.00 | 0.50 | O | 5.15 | 5 | 0.2 | X |
| Enhance the accessibility of medical services | 5.50 | 5.50 | 0.42 | X | | | | |
| Encourage the “sustainable” distribution of merchandise in urban centers | 5.58 | 6.00 | 0.58 | O | 5.30 | 5 | 0.7 | X |
| Increase the percentage of residents that commute daily to work in another town | 4.33 | 4.50 | 0.00 | X | | | | |
| Enhance the safety of public transport | 5.38 | 5.50 | 0.50 | X | | | | |
| Enhance the accessibility of transportation services | 5.54 | 5.00 | 0.58 | X | | | | |
| Manage urban landscapes (e.g., building renovation, cleanliness) | 5.92 | 6.00 | 0.75 | O | 5.85 | 6 | 0.9 | O |
| Adopt new and low-environmental impact technologies | 5.96 | 6.00 | 0.67 | O | 5.89 | 6 | 0.7 | O |
| Enhance the accessibility of recreational facilities | 5.63 | 6.00 | 0.58 | O | 5.50 | 6 | 0.7 | O |
| Conduct safety assessments (e.g., number of police stations, crime rate, number of accidents) | 5.42 | 5.50 | 0.50 | X | | | | |
| Provide disability-friendly access to public places and offices | 5.92 | 6.00 | 0.67 | O | 5.90 | 6 | 0.8 | O |
| Round 2 Mean | 5.58 | 5.69 | 0.56 | | | | | |
| Revised or Added Items | | | | | | | | |
| Reduce car traffics in central part of the city (e.g., designating a pedestrian area) | - | - | - | AD | 6.25 | 7 | 1 | O |
| Round 3 Mean | | | | | 5.79 | 5.91 | 0.74 | |

AD: Added item

Table 1.6 Results of Round 2 in the Education Domain (N=25)

| Items | Round 2 | | | | Round 3 | | | |
|---|-------------|-------------|-------------|--------|-------------|-------------|-------------|--------|
| | Mean | Median | CVR | Result | Mean | Median | CVR | Result |
| Provide education about local flavors and promote the use of local products in the catering industry and in private consumption * | 5.88 | 6.00 | 0.75 | O | | | | |
| Educate visitors to protect historical sites from degradation | 5.88 | 6.00 | 0.83 | O | 5.70 | 6 | 0.6 | O |
| Provide public awareness education about the maintenance of historical sites | 5.83 | 6.00 | 0.83 | O | 5.90 | 6 | 0.9 | O |
| Increase public awareness about information accessibility and transparency | 5.46 | 6.00 | 0.67 | O | 5.40 | 5 | 0.7 | X |
| Provide training on Slow City themes to trainers, administrators and employees | 5.83 | 6.00 | 0.75 | O | 5.40 | 6 | 0.3 | X |
| Provide health education (e.g., obesity, diabetes) | 5.29 | 6.00 | 0.42 | X | | | | |
| Provide residents with systematic and up-to-date (preemptive) information about the Slow City | 5.96 | 6.00 | 0.83 | O | 5.70 | 6 | 0.6 | O |
| Increase awareness about good food and nutrition | 5.54 | 6.00 | 0.58 | O | 5.80 | 6 | 0.8 | O |
| Provide education programs about organic food production * | 5.46 | 6.00 | 0.75 | O | | | | |
| Promote events and training to help people appreciate and preserve local cultural and artistic traditions | 5.88 | 6.00 | 0.75 | O | 6.00 | 6 | 0.8 | O |
| Round 2 Mean | 5.70 | 6.00 | 0.72 | | | | | |
| Revised or Added Items | | | | | | | | |
| Provide education about local flavors and local products in the catering industry and private consumption for both residents and visitors | - | - | - | RV | 5.85 | 6 | 0.6 | O |
| Provide education programs about food grown by sustainable method | - | - | - | RV | 5.60 | 5.5 | 0.5 | X |
| Educate locals about the need and reasons for heritage preservation. | - | - | - | AD | 5.80 | 6 | 0.7 | O |
| Provided education for future generations about sustainability | - | - | - | AD | 5.95 | 6 | 0.7 | O |
| Round 3 Mean | | | | | 5.74 | 5.86 | 0.65 | |

* Indicates revised item

RV: Revised item

AD: Added item

Table 1.7 Results of Round 2 in the Conviviality Domain (N=25)

| Items | Round 2 | | | | Round 3 | | | |
|---|-------------|-------------|-------------|--------|-------------|-------------|-------------|--------|
| | Mean | Median | CVR | Result | Mean | Median | CVR | Result |
| Support Slow City promotional campaigns and activities | 5.83 | 6.00 | 0.67 | O | 5.45 | 6 | 0.6 | O |
| Collaborate with other organizations that promote organic and traditional foods | 5.83 | 6.00 | 0.67 | O | 5.55 | 5.5 | 0.6 | X |
| Support projects and cooperate with developing countries to spread Slow City philosophy | 5.08 | 6.00 | 0.25 | X | | | | |
| Keep the community informed about Slow City development projects | 5.79 | 6.00 | 0.75 | O | 5.55 | 6 | 0.6 | O |
| Encourage community involvement in local decision making | 5.83 | 6.00 | 0.75 | O | 5.65 | 6 | 0.6 | O |
| Foster community-wide events * | 5.63 | 6.00 | 0.58 | O | | | | |
| Create and manage resident advisory boards to reflect local opinions | 5.50 | 6.00 | 0.67 | O | 5.40 | 5.5 | 0.6 | X |
| Encourage the community to provide visitors with cultural experiences | 5.48 | 5.00 | 0.50 | X | | | | |
| Encourage residents' participation in resource management and planning | 5.58 | 6.00 | 0.67 | O | 5.50 | 5 | 0.7 | X |
| Encourage interactions between residents and visitors | 5.54 | 6.00 | 0.67 | O | 5.35 | 6 | 0.4 | X |
| Integrate minorities, the disabled, and the youth population through Slow City projects * | 5.54 | 6.00 | 0.50 | O | | | | |
| Fight poverty | 5.30 | 6.00 | 0.25 | X | | | | |
| Promote family life and healthy living for all age groups | 5.71 | 6.00 | 0.50 | O | 5.55 | 5.5 | 0.6 | X |
| Round 2 Mean | 5.59 | 5.92 | 0.57 | | | | | |
| Revised or Added Items | | | | | | | | |
| Foster community-wide events that encourage Slow City philosophy | - | - | - | RV | 5.55 | 6 | 0.7 | O |
| Remove barriers in participation of minorities, disabled, and youth population through Slow City projects | - | - | - | RV | 5.25 | 5 | 0.5 | X |
| Facilitate communication and cooperation among Slow Cities | - | - | - | AD | 5.40 | 6 | 0.5 | X |
| Round 3 Mean | | | | | 5.47 | 5.68 | 0.58 | |

* Indicates revised item

RV: Revised item

AD: Added item