

Revisiting tourism psychology and tourist experience: evidence from pentagonal review matrix and causal analysis

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Abstract

Tourist psychology is fundamental to fostering rational contributions, scholarly engagement, and stakeholder efforts toward the sustainable development of the tourism industry. This review paper serves two primary objectives: first, to evaluate tourism psychology and the tourist experience through the application of a Pentagonal Review Matrix; and second, to analyze the impact of this matrix using causal analysis methodology. The methodology involves identifying Boolean keywords related to tourist experience and psychology—mapped against the Maslowian Triangle and the five dimensions of the Pentagonal Review Matrix indices—within the Scopus database. By incorporating causal effects, this study provides a robust integrative conceptual framework for understanding the relationships and operational mechanisms of psychological factors. The analysis focuses on core objectives such as infrastructure and revenue generation, alongside findings related to community involvement, income generation, and destination attractiveness. Furthermore, it explores similarities in stakeholder competency, investment, and tourist arrivals, while highlighting unique contributions in resource management and tourism psychology across qualitative, quantitative, and mixed-method approaches. A significant takeaway is the call for future research to prioritize esteem and self-actualization needs, urging a shift beyond purely theoretical and empirical studies to provide more enriched perspectives on the tourism experience.

Keywords: Tourism Psychology, Tourist Experience, Maslowian Triangle, Pentagonal Review Matrix, Causal Effect.

Introduction

The tourism industry is often regarded as one of the oldest and most vital sectors, maintaining profound economic significance while serving as a cornerstone for regional sustainable development. Consequently, a vast body of literature has explored its economic impact through the contributions of various industry stakeholders. However, to enhance the current academic discourse, it is essential to address the underlying psychology of this historical industry by analyzing the evolution of past research. This study proposes a systematic investigation grounded in tourism psychology to bridge critical gaps in the existing literature. A general consensus in previous scholarship suggests that tourism studies have frequently been limited to specific areas such as perception determination, tourist satisfaction, behavioral patterns, and the industry's role in economic growth and job creation from the visitor's perspective. Simultaneously, contemporary industry demands have shifted toward the implementation of sustainable practices and green energy initiatives driven by tourist engagement. Furthermore, significant attention has been directed toward stakeholder investments

and policy frameworks to ensure long-term viability. Despite these extensive research efforts, there remains a need to delve deeper into the grounded philosophies that govern the tourism experience. This study represents a research breakthrough by positioning tourism psychology and the lived experience of the tourist at the center of the discourse, thereby shifting the scope of assessment within Systematic Literature Review (SLR) methodologies. While substantial work has addressed industry improvements, a notable void exists regarding a "smart approach" that considers every hierarchical degree of the psychological triangle. By utilizing a causal effect methodology, this research provides a broader perspective on the working mechanisms between tourist psychology and triangular attributes, specifically as documented within the Scopus database. The absence of comprehensive research addressing these specific intersections justifies this exploration into meaningful and transformative findings.

Problem statement of the Study

Although tourism has established itself as one of the most resilient and sustained global enterprises, a critical disconnect persists between industry growth and the depth of academic investigation. Despite an abundance of existing literature, there is a notable absence of clear research specifically investigating literature trends through the lens of tourist psychology. While conventional studies often focus on demographic trends and stakeholder competency, the grounded psychological mechanisms that drive these phenomena remain under-explored. Recent scholarship suggests that tourism studies can be effectively calibrated and assessed based on psychological frameworks; however, the scholarly understanding of how these issues intersect remains fragmented. Specifically, there is no comprehensive evidence of research that systematically evaluates the evolution of tourism psychology and tourist experience by integrating the Maslowian hierarchy—as illustrated in the proposed framework—within a systematic review of the Scopus database. This lack of integrated psychological analysis represents a significant research lacuna. Consequently, there is an urgent need for a detailed investigation to determine how psychological attributes, such as those within the Maslowian triangle, function as core managerial concepts to improve the industry. The present study intends to address this gap by providing an exploratory and evaluative assessment of the psychological factors and working mechanisms within the tourist experience.

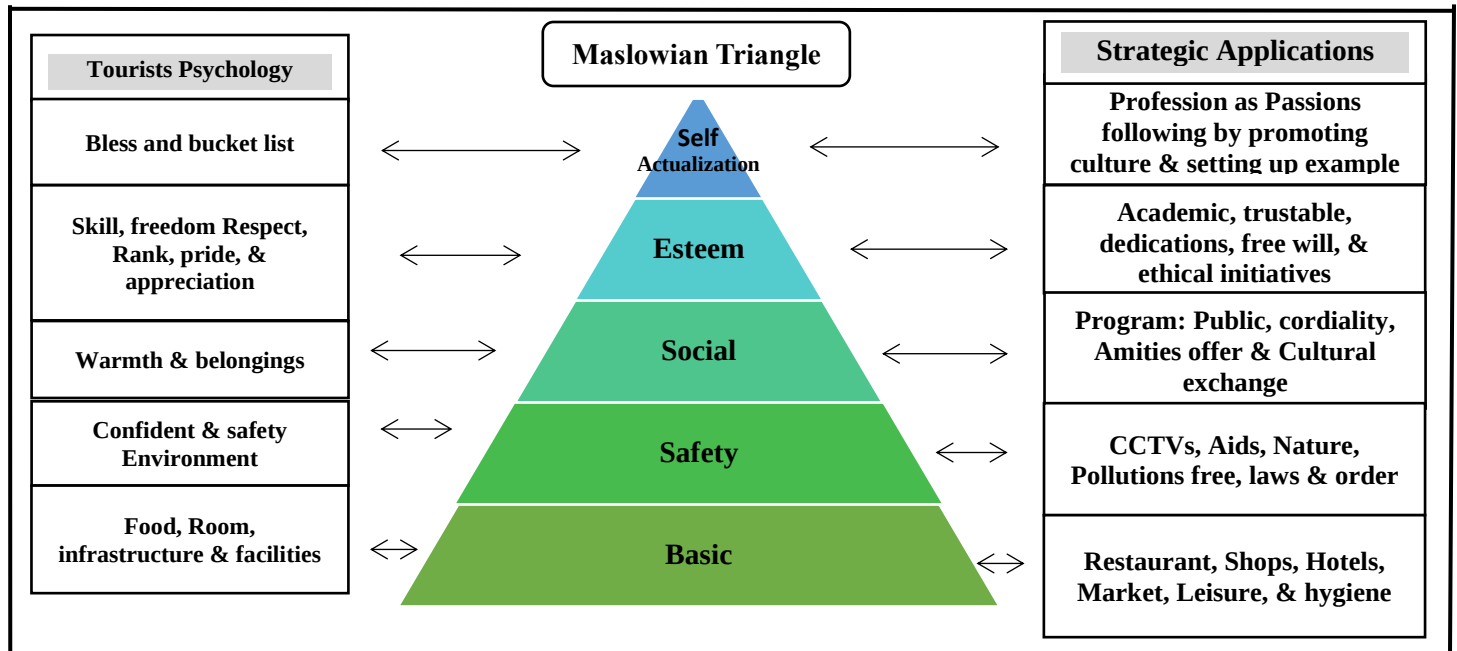
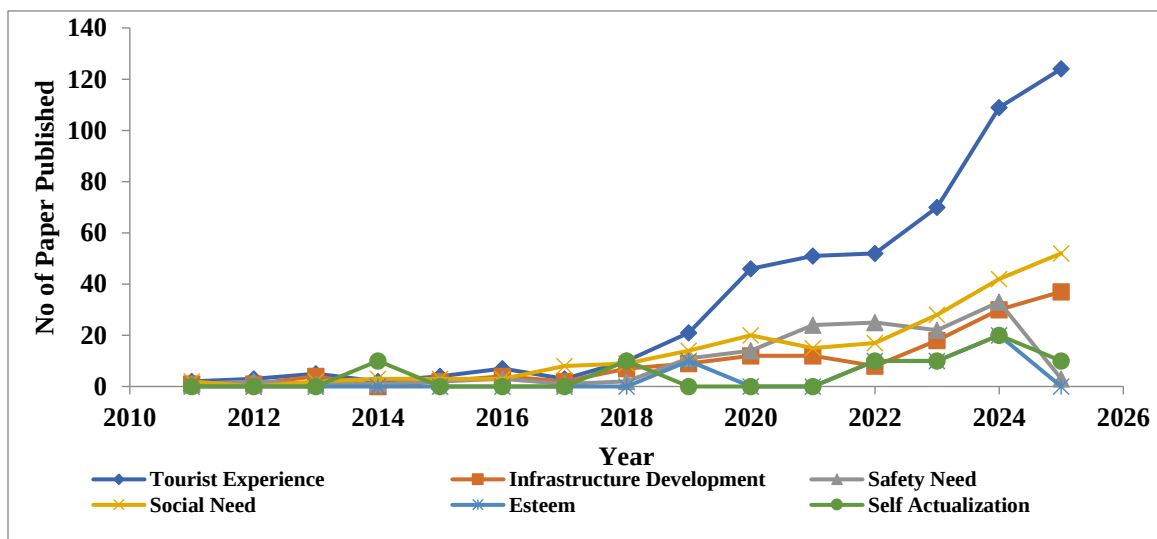


Figure 1 Tourist Psychology Assessment in Tourism through Maslowian Theory

Source: Zimik & Barman (2023)

Graph 1 Yearly Research Paper Contributed in Tourist Experience on Maslow Theory



Source: Scopus Database

Graph 1 illustrates the overall research trend in tourism psychology from 2011 to 2026, highlighting scholarly contributions that have shaped the conceptual understanding of tourism psychology and tourist experience within the context of the present review study. The findings indicate that the year 2025 recorded the highest number of research publications, suggesting growing academic interest and providing significant scope for future investigations in this field. Using the selected keywords, the study systematically identified and analysed tourist experience-related literature indexed in the Scopus database between 2011 and 2026 under open-access sources, thereby fulfilling the conceptual dimensions presented in Figure 1 across the different levels of the Maslowian triangle. To ensure a systematic and rigorous review process, the study adopted a protocol-based literature selection approach grounded in the principles of a Systematic Literature Review (SLR). The Boolean keywords applied during the search process included: tourist experience AND tourism infrastructure, social need, safety, esteem, and self-actualization. The data screening procedure followed the SLR checklist criteria, covering publications from 1 January 2011 to the early spring of 2026. The findings reveal that the concept of tourist experience represents a holistic research domain encompassing all dimensions of the proposed Maslowian framework. A total of 589 articles were initially identified during the screening stage, of which 36 articles were found to be duplicates. Consequently, 553 articles were retained for the final review analysis. Among the selected studies, 147 articles focused on tourism and infrastructure, 176 on safety needs, 218 on social needs, 5 on esteem needs, and 7 on self-actualization needs.

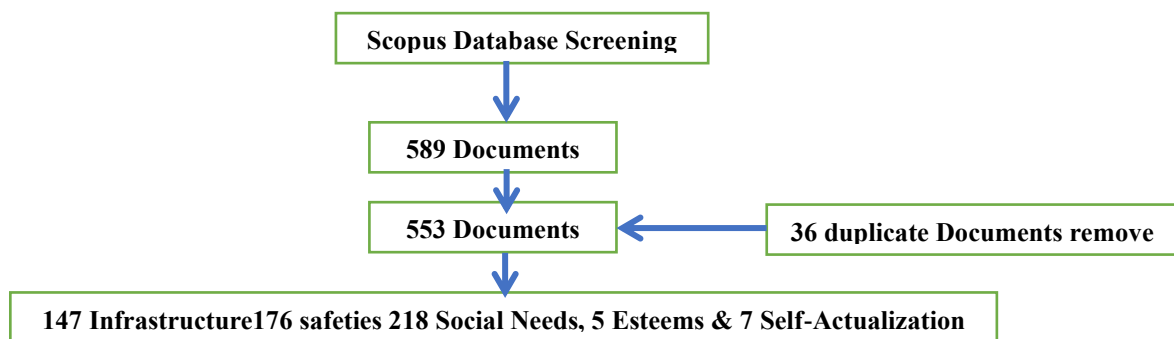


Figure 2 Documents screening steps

Source: Author construct

The findings indicate that minimal research has been conducted on the higher levels of the hierarchy. Social needs represent the major turning point in tourism research, while infrastructure development, constituting the basic need, shows steady growth over the years. Safety needs demonstrate remarkable scholarly contributions, particularly in relation to the pandemic, dark tourism experiences, security, and hygiene concerns. In contrast, esteem and self-actualization highlight critical research gaps that require greater scholarly attention and deeper exploration within tourism management studies.



Further investigation was conducted to examine the thematic domains represented in Figure 4. By utilizing the relevant keywords and limiting the cluster frequency threshold to 10 per thousand documents, six major clusters were identified on the thematic map. The size of each node represents the proportional frequency of the phrases, while the strength of the linkage indicates the degree of relatedness among the clusters. Themes related to destination strategy and regional development emphasize economic growth and tourism development significance, whereas pandemic and destination image highlight issues of trust, risk perception, and local resident participation. The interconnected structure demonstrates strong relationships among tourist experience, satisfaction, destination strategy, attraction development, image promotion, and associated risks within the scope of the study.

To delve the serious of the research study, we propose the following research questions (**RQ_n**) as follows.

RQ₁: How the study on tourism psychology and tourist experience using pentagonal review matrix from the Scopus database are existed?

RQ₂: What is the impact of pentagonal review matrix with causal analysis in comprehending tourist psychology in Scopus database?

Objectives

- To conduct a review to tourism psychology and tourist experience using pentagonal review matrix from the Scopus database
- To investigate the impact of pentagonal review matrix with causal analysis

Table 1 The Top 15 Publisher and Contributor in Tourist Experience & Tourism Psychology

Rank	Publisher	Articles	Rank	Authors (Year)	Times Cited
1	Sustainability	80 (15%)	1	Kellens <i>et al.</i> , (2011)	310
2	Geojournal of Tourism & Geosites	31 (6%)	2	Nieuwland & Melik (2020)	292
3	International Journal of Environmental Research and Public Health	8 (1.4%)	3	Foroudi <i>et al.</i> , (2016)	105
4	International Journal of Sustainable Development and Planning	7(1.3%)	4	Nguyen <i>et al.</i> , (2020)	103
5	Journal of Tourism Futures	7 (1.3%)	5	Dayour <i>et al.</i> , (2019)	103
6	Academica Turistica	6(1.1%)	6	Szromek <i>et al.</i> , (2019)	102
7	Buildings	5 (0.9%)	7	Johnston <i>et al.</i> , (2012)	93
8	Cogent Social Sciences	5 (0.9%)	8	Fernández <i>et al.</i> , (2022)	89
9	Heritage	5 (0.9%)	9	Farkic <i>et al.</i> , (2021)	87
10	Land	5 (0.9%)	10	Kim <i>et al.</i> , (2018)	87
11	Revista de Gestao Social e Ambiental	5 (0.9%)	11	Campa <i>et al.</i> , (2016)	86
12	Tourism and Hospitality	5(0.9%)	12	Fennell (2021)	82
13	Tourism and Hospitality	5 (0.9%)	13	Xie <i>et al.</i> , (2021)	79
14	Applied Sciences (Switzerland)	4 (0.7%)	14	Richards (2020)	74

Rank	Publisher	Articles	Rank	Authors (Year)	Times Cited
15	Journal of Outdoor Recreation and Tourism	4(0.7%)	15	Schirpke <i>et al.</i> , (2019)	71
<i>Source: Scopus Database</i>					

Table 1 clearly presents the publication contributions and corresponding scholarly outputs across the selected domains. The journal Sustainability emerged as the leading contributor, accounting for 15% of the total publications with 80 articles, followed by GeoJournal of Tourism and Geosites with 6%, while other publishers contributed 1.4% and above, as presented in Table 1. These leading journals play a significant role in advancing research on tourist experience and tourism psychology. Further citation analysis revealed that Kellens *et al.* (2011) received the highest number of citations, totaling 310, followed closely by Nieuwland and Melik (2020) with 292 citations.

Materials and Methods

In a nutshell, the study explores tourist experience from the perspective of tourism psychology. Unlike conventional review approaches focusing mainly on citations, themes, theoretical frameworks, and publishers, this study adopts the Pentagonal Review Matrix (PRM) under the dimensions of objectives, methodology, findings, similarities, and unique contributions using the Scopus database (Zimik *et al.*, 2026; Zimik & Barman, 2024). The study provides a unique dimension for investigating tourism psychology through these five perspectives, which remain relatively unexplored in existing SLR studies. This approach offers a clearer understanding of tourist behaviour and consumption patterns. The Boolean keywords used include tourist experience, infrastructure as basic needs, safety, social needs, esteem, and self-actualization, with the selection limited to open-access studies. By adopting a systematic literature review approach, the study identified detailed and relevant contributions related to infrastructure, social, and safety needs, accounting for nearly 90% of the reviewed literature. To ensure quality contributions, the 19 most-cited research papers from these three dimensions were selected. The methodology adopted in the study, as presented in Table 2, was calibrated using the 19 most-cited papers addressing tourist experience and tourism psychology under infrastructure, safety, and social needs. Due to the limited availability of studies on esteem and self-actualization, all 12 available articles were included, resulting in a total of 69 articles considered under the PRM framework, as highlighted in Appendix A. Although these issues were addressed in the earlier stages of the study, the research further emphasizes the need for more innovative and effective analytical approaches. To strengthen the outcomes of the study, causal effect analysis was adopted, as Maslow's hierarchy alone cannot adequately explain tourist perceptions, stakeholder responsibilities, and tourism development. The reinforcing loops provide intuitive and diagrammatic representations of the relationships identified through the SLR. This approach enables readers to understand complex and multifaceted tourism issues more clearly. The causal effect diagrams further highlight the amplification nature of the analysis, where changes in one variable visibly influence both micro- and macro-level outcomes. One of the major contributions of causal effect analysis is its ability to explain cyclical change

mechanisms responsible for either exponential growth or regulatory effects shaped by stakeholder involvement. The positive and negative interactions among variables also provide a clearer diagrammatic understanding of the underlying tourism mechanisms.

Result and Discussion: PRM Application

This section theoretically highlights the evolution of the literature and its grounded concepts through the PRM dimensions by incorporating studies from the Scopus database published between 2011 and 2026. To provide a deeper understanding of the literature, the study adopts a causal effect approach to examine the five dimensions of the tourism psychology model based on tourist experiences. The section is further supported by recommendations for future research and the limitations of the study. To enhance clarity and understanding of the applied effects, various figures and illustrations are incorporated. Despite the existence of numerous psychological theories, Maslow's approach was adopted due to its visibility, pragmatic relevance, and comprehensive applicability from the perspectives of tourists, stakeholders, developers, local communities, and the natural environment.

Objectives Contribution from PRM

The study adopts a causal loop approach to understand the objectives addressed within the selected data. The objective framework is broadly classified into two clusters within the scope of the study: positive effects, represented in green, and negative effects, represented in red. The blue clusters primarily highlight community engagement and nature-related dimensions. Sustainable planning emerges as an ideal perspective from the viewpoint of stakeholder awareness, tourism industry well-being, and strategies for enhancing tourist satisfaction (Najdeska & Rakicevik, 2012; Kyriakaki & Kleinaki, 2021; Lavaredas et al., 2025). Interestingly, Manthiou (2025) argued that a slower pace of development supports more sustainable forms of tourism growth. Sustainable planning therefore serves as a critical approach for effective research outcomes, stakeholder competence, and efficient investor resource utilization (Hermundsdottir & Aspelund, 2022; Filho et al., 2025; Ferreira et al., 2024). Conversely, Kanwal et al. (2020) emphasized that improvements in infrastructure and service quality are essential for attracting tourists and ensuring sustainable tourism development.

Maccioni et al. (2025) further highlighted the economic significance of tourism while addressing challenges such as overtourism, price disparities, employment issues, and environmental impacts. The present study emphasizes community engagement as a positive research direction, particularly in resource management, crisis response, and dark tourism management (Jiang et al., 2025; Petrova et al., 2025; Mbinza, 2025; Vukovic et al., 2023). This strongly supports the need for sustainable tourism development through community involvement and sustainable principles beyond environmental concerns alone. However, Wiegant et al. (2024) argued that destination renovation and reinvestment strategies are sometimes negatively perceived despite their intended positive contributions. Overall, the study investigates tourism objectives from the perspective of Maslow's principles and tourist experience.

Findings Contribution from PRM

An interesting aspect of the research findings is their cyclical relationship, as illustrated in Figure 6. Tourism income, tourist footfall, destination attractiveness, and managerial efforts collectively contribute to tourism development and represent the core outcomes of the study. The causal effect approach provides a more analytical and interpretative perspective for deriving meaningful scholarly findings and understanding the interrelationships among these variables. The findings are broadly categorized into four major dimensions: tourist arrivals, income generation, destination attractiveness, and the expansion of tourist attractions. Figure 6 further demonstrates both the positive and negative effects associated with these dimensions, particularly regarding the increasing number of attractions, landscape image enhancement, and the exploration of untapped destinations. Bhuiyan et al. (2024) noted that although tourism increases revenue generation, it may also threaten ecosystem balance and cultural harmony. Similarly, Wasudawan and Weissmann (2025) raised concerns regarding the introduction of smart city concepts in rural destinations due to their potential ecological impacts. To further strengthen the discussion, Pilbeam (2024) argued that safety and security measures, although essential, require stronger involvement from local host communities to effectively manage tourism-related challenges and crises.

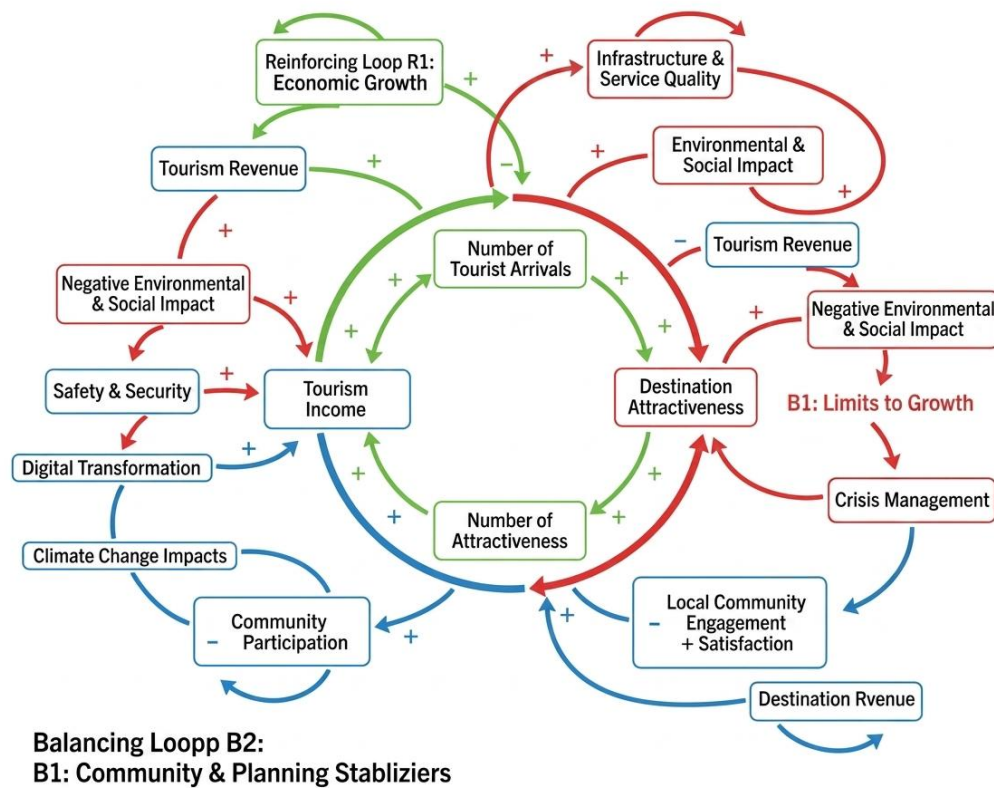


Figure 6 Causal Effect based on Findings Contribution from PRM

Source: Author Construction

This is further reinforced by calls for additional security personnel as part of tourism infrastructure development (Jore et al., 2025; Mawby et al., 2016). Safety and security concerns are increasingly linked with infrastructure investment, social well-being, and tourist protection (Bueger & Liebetrau, 2023; Sadaf et al., 2023). A significant finding of the study is the growing emphasis on digital transformation, particularly in balancing ecosystem preservation with community engagement (Polukhina et al., 2025; Gutiérrez et al., 2025; Schönherr et al., 2023). Although Figure 5 highlights strong support for destination attractiveness through increased tourist footfall, it also reveals the growing importance of crisis management, environmental sustainability, and improvements in infrastructure and social quality beyond conventional expectations (Zimik & Barman, 2023; Page & Duignan, 2023; Tyagi et al., 2025; Salee et al., 2022). Overall, the majority of research contributions advocate the implementation of sustainable principles, thereby emphasizing the need for more innovative research approaches in tourism development, investment, and smart destination planning.

Methodology Contribution from PRM

As the methodological approaches and outcomes are clearly illustrated in Figures 5, 6, 7, and 8, growing scholarly attention has been directed toward understanding tourism psychology and its associated challenges. Nørfelt and Kock (2025) first identified six major challenging attributes of tourism psychology and strongly emphasized the need for future research in this domain. From a metacognitive perspective, Hadinejad et al. (2025) investigated sustainable tourism practices using a self-report survey approach, highlighting the importance of deeper research on sustainable behavioural principles. Similarly, Li et al. (2024) adopted the Big Five personality theory through an observational approach to examine tourist personality traits. In another significant contribution, Skavronskaya et al. (2017) explored tourist pleasure experiences based on personal intuition and emotional responses, concluding that personal experiential approaches were more effective than purely cognitive perspectives.

Table 2 Methodology Contribution from PRM

SI	Tourism Psychology	Qualitative	Quantitative	Mixed	Total
1	Infrastructure	7	10	3	20
2	Safety	5	12	3	20
3	Social	10	8	2	20
4	Esteem	2	2	0	4
5	Self-Actualization	2	2	1	5
	Total	26	34	9	69

Source: Appendix A

Tourism psychology, due to its dynamic and evolving nature, remains challenging to examine through conventional laboratory-based psychological methods. Phenomena such as intuition, decision-making, and satisfaction levels are complex and often difficult to measure objectively. Alongside qualitative approaches, several quantitative studies have also contributed significantly to the field, including perception analysis by Lin et al. (2022), model testing by Xu et al. (2024), synthesis approaches by Liu et al. (2025), typology approaches by Dolnicar et al. (2024), index-based analysis by Islam and Chaudhary (2020), and behavioural regulation studies by Chen (2012). It is noteworthy that the reviewed studies demonstrate a near-balanced application of qualitative and quantitative methodologies. Interview methods remain the most common approach for collecting primary qualitative data, while content analysis is widely used for secondary data assessment. In contrast, questionnaire surveys and statistical analyses dominate quantitative investigations. Overall, the studies primarily focus on interactions among tourists and stakeholders, particularly regarding perceptions, competencies, and tourism development. Furthermore, quantitative methods were found to be more frequently adopted than mixed-method approaches. Evidence from Table 2 indicates that mixed-method research remains relatively limited, while greater scholarly attention is still needed on higher-level psychological dimensions within tourism studies.

Similarity Contribution from PRM

The similarities identified from the research analysis can be categorized into four major clusters, represented through loops R1, R2, B1, and B2. Among these, loops R1, R2, and B2 may be considered positive reinforcing loops, whereas loop B1 represents a negative reinforcement loop. Specifically, loops R2 and B2 primarily contribute to the dimensions of basic and safety needs, while loops B1 and R1 mainly address social needs through their respective negative and positive influences.

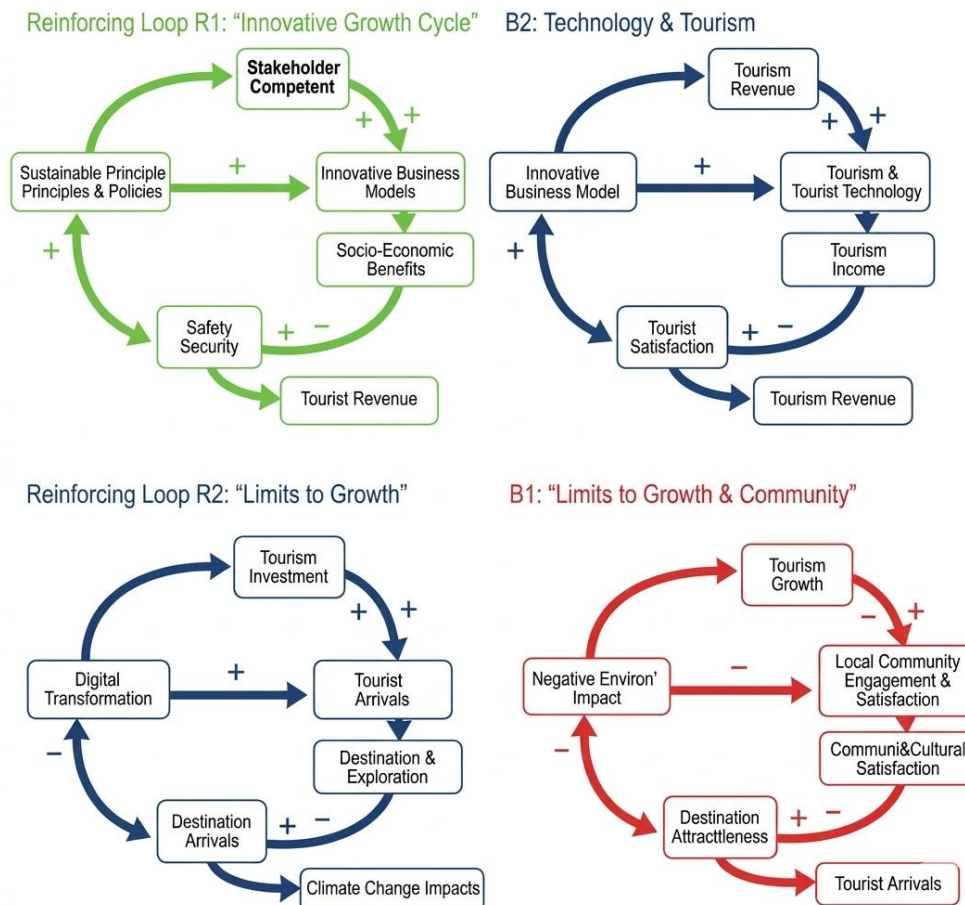


Figure 7 Causal Effect base on Similarity Contribution from PRM

Source: Author Construction

The cause-and-effect relationships identified from the 69 reviewed articles can be broadly categorized into positive and negative dimensions, resulting in three positive reinforcing loops and one negative reinforcing loop. Sustainable principles emerged as the dominant benchmark and educational dimension within tourism studies, highlighting the importance of informal learning through guides, social media, and local communities (Getz & Page, 2016; UNESCO, 2021; Lalaguna et al., 2016). Sustainable policies and practices are increasingly aligned with economic relevance, environmental protection, technological application, and investment

strategies (Ruggerio, 2021; Mensah, 2019; Ioannou et al., 2025; Au, 2025; Chiu et al., 2020; Read, 2023). Stakeholder competence and collaboration were identified as essential factors for successful tourism development (Nguyen et al., 2020; Spadaro et al., 2023; Gray & Cedeno, 2023; Roxas et al., 2020). Similarly, innovation and research-driven strategies supported by stakeholder initiatives contribute significantly to tourist satisfaction and destination development (Roy et al., 2025; Yao et al., 2025; Suherlan & Hidayah, 2025). Resource investment also plays a crucial role in creating smart and innovative tourism experiences (Marques et al., 2022). Socio-economic benefits and safety concerns from the perspectives of investors, tourists, and local communities remain central research priorities within the tourism industry (Farooq & Haq, 2025; Elgin & Elveren, 2024; Li et al., 2025). Policy formulation and local community participation further strengthen sustainable tourism development (Zheng et al., 2021; Salvador & Sancho, 2021). Revenue generation and employment opportunities created through tourism provide important economic support for local communities (Dinis, 2021). In addition, innovative business models integrated with technology contribute to revenue growth, job creation, and tourist satisfaction (Rocha et al., 2025; Vărzaru & Bocean, 2024; Ammirato et al., 2022; Sharma et al., 2024; Classen & Friedli, 2021). International organizations also continue to promote sustainable tourism models through policy support, investment, and resource allocation. Digital transformation has become a major investment area, improving destination image, tourist attraction, and climate-conscious tourism development (Ku, 2025; UN, 2025; OECD, 2021; Bekele & Raj, 2025; Zeqiri et al., 2025; İştin et al., 2022). Likewise, investments in infrastructure, promotion, and tourism facilities significantly increase tourist footfall (Li et al., 2025; Almeida & Machado, 2021). However, several studies also highlighted the negative impacts of tourism, including cultural exploitation, price disparities, environmental degradation, and uncontrolled tourism growth (Alamineh et al., 2023; Hamdy et al., 2024; Raza et al., 2024; Zhuang et al., 2019). Overall, the reviewed studies consistently identify sustainability as the central theme, followed by economic significance and the negative impacts associated with tourism development.

Unique Contribution from PRM

The unique contributions of this research are organized into four major clusters, highlighting the need for clear and distinct advancements in the field. The study focuses on addressing critical issues within tourism research while enriching scholarly discourse through insights into the core dimensions of tourism needs. Notably, substantial research contributions are identified across four key clusters, as illustrated in Figure 8.

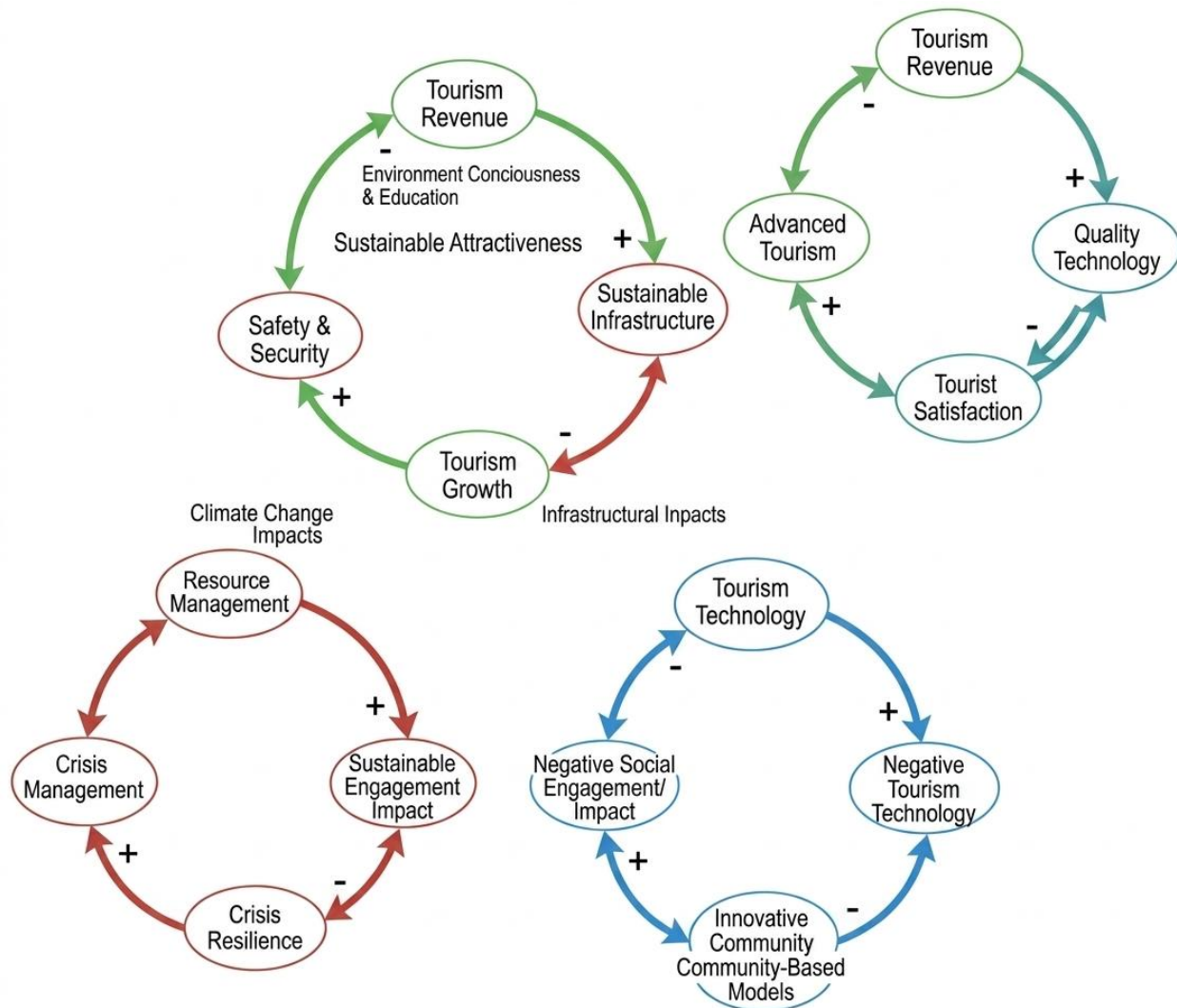


Figure 9 Causal Effect base on Unique Contribution from PRM

Source: Author Construction

To emphasize the unique contributions, the causal clusters illustrate both positive and negative impacts, particularly from the perspective of theoretical applications and infrastructure development. Climate impact has emerged as a central research theme, contributing a distinctive perspective to tourism studies (Wertlieb & Orttung, 2025; Steiger et al., 2024; Sun et al., 2024; Shijin et al., 2022). This reflects growing scholarly interest in sustainable destination attractiveness, although limited research has specifically focused on sustainable attraction development. The natural beauty of destinations remains one of the core themes in tourism research (Clissold et al., 2022; Baggio & Moretti, 2018; Jia et al., 2025; Du et al., 2025; Zhu et al., 2025). Safety and security have also received considerable attention as essential drivers of sustainable tourism revenue generation (Iqbal et al., 2025; Geremew & Kleynhans, 2025;

Ramírez et al., 2022). Tourism revenue generated through tourist safety and secure investment environments provides a more sustainable approach than infrastructure development alone (Mamirkulova et al., 2020; Koliopoulos et al., 2022). This is largely due to the higher resource demands, slower investment returns, and increased costs associated with sustainable infrastructure development. Technological advancement and quality innovation further contribute to tourism growth and revenue generation (Sustacha et al., 2023; Gössling, 2021; Solarin et al., 2024). Tourist satisfaction consistently serves as a motivating factor for attracting more visitors, supporting tourism growth, and improving infrastructure quality (Ryu & Kwon, 2021; López et al., 2026; Islam & Sadhukhan, 2025). Interestingly, Fatema et al. (2025) noted that tourism technology increasingly emphasizes both tangible and intangible innovation. Social experiences, pre-visit imagination, and destination image promotion also play significant roles in attracting tourists (Cabanilla et al., 2025; Downey & Sherry, 2023; Zimik et al., 2022). At the same time, social media usage has increasingly contributed to the spread of negative destination images and experiences (McCarthy et al., 2023; Elsayed, 2021; Marzo et al., 2024; Shanmugasundaram & Tamilarasu, 2023; Metzler & Garcia, 2024; Keelson et al., 2024; Wang & Yan, 2022). The study further highlights limitations in the adoption of advanced and innovative technologies within tourism infrastructure development, particularly regarding fund allocation, supply chain management, and timely project completion. Another significant contribution concerns the management of tourism data beyond tourist flow, revenue, and investment trends, with greater emphasis on satisfaction, tourist psychology, and stakeholder competence (Paul et al., 2024; Mikołajczyk, 2022; Khuong et al., 2021). Furthermore, crisis management and resilience emerge as proactive research priorities for addressing future natural disasters and unforeseen crises within the tourism sector (Paraskevas et al., 2013; Henderson, 2007; Kokkranikal et al., 2024). With the support of the causal effect analysis, the PRM dimensions are clearly addressed, demonstrating that each dimension plays a significant motivational role from the perspectives of tourists, stakeholders, the tourism industry, and, most importantly, scholarly contributions.

Conclusion, Limitation and Future Recommendation

Conclusion

In conclusion, the study reveals several critical issues within tourism psychology, while the causal effect diagrams clearly illustrate the relationships and impacts among the identified dimensions. The PRM framework effectively captures scholarly contributions through the dimensions of objectives, methodology, findings, similarities, and unique contributions. The study further examines these five pillars in relation to tourism industry development requirements. Despite the limited research available on the higher levels of psychological hierarchy, the findings strongly emphasize the need for greater awareness among stakeholders and tourists beyond the conventional goal of satisfaction. First, the hierarchy presented in Figure 1 reflects the role of stakeholders and policy formulation grounded in scholarly rationalism. Second, the study highlights the need for corrective and innovative approaches by stakeholders, developers, and local communities to create smarter destinations through balanced tangible and

intangible support, effective policies, and stronger safety and social dimensions. Third, the hierarchy significantly contributes to understanding the methodology and objectives of tourism psychology research, demonstrating that such an integrated approach has rarely been addressed in previous SLR studies. Interestingly, the lower three hierarchical dimensions may be considered relatively controllable due to their finite and measurable nature. In contrast, esteem and self-actualization focus more on destination insight, adventure, personal challenges, outdoor experiences, and exploration beyond individual comfort zones, thereby offering deeper understanding of sustainable development principles. The study not only identifies the five dimensions but also explains how each dimension contributes to tourism psychology through both positive and negative impacts under the PRM framework. The research adopts a more advanced and systematic SLR approach by clearly defining the parameters constituting tourism psychology with strong scholarly evidence and practical relevance. The findings further indicate that tourism activities and industry actions can generally be categorized according to their positive and negative impacts. Although the study covered a broad range of tourism literature, research on esteem and self-actualization remains extremely limited. Out of 553 Scopus-indexed articles, only 5 studies addressed esteem needs and 7 addressed self-actualization, most of which focused on mountain climbing, adventure tourism, and deeper destination exploration. This significant gap highlights the urgent need for greater attention from industry practitioners, managers, tourists, investors, policymakers, tour guides, developers, and host communities regarding visitor perceptions, destination promotion, and higher-level tourism experiences. The findings further emphasize the importance of local community involvement and emotional engagement in enhancing tourist acceptance and delivering knowledge beyond conventional tourism experiences. Although technological advancement and policy innovation continue to play important roles in tourism development, their influence remains largely concentrated at the lower levels of the hierarchy, particularly basic needs. Social and safety needs represent a transitional stage from tangible to intangible dimensions of the Constructed Environment (CE) (Zimik & Barman, 2021; Zimik & Barman, 2023a; Zimik & Barman, 2023b), which emerges as a highly significant aspect of the present study.

Limitations

Although the PRM was developed using data from 2011 to 2026, the study was limited by the availability of significant research prior to 2011. Additional limitations include language restrictions, as only English-language publications were considered, the inclusion of only open-access research articles, and the exclusion of valuable studies not indexed in the Scopus database. Furthermore, online secondary sources and reports from international organizations were not incorporated into the analysis. Despite these limitations, the application of the PRM and causal effect methodology represents a unique and pioneering attempt to understand the working mechanisms of SLR within tourism psychology research. The review offers valuable insights into the tourism industry and tourism psychology from the perspective of tourist experience while providing strong directions for future research.

Future Recommendation

Although substantial SLR-based research has been conducted in tourism studies, significant challenges still remain in understanding the dynamic nature of the industry. The present study attempts to address these research gaps by emphasizing tourism psychology, tourist cognition,

and stakeholder competence within the tourism sector. The findings strongly support the need for a sustainable Constructed Environment (CE), which serves as an important theoretical and practical framework for tourism development. The causal effect diagrams further align with sustainable tourism demands by presenting the concepts in a more pragmatic and applicable manner. This highlights the need for deeper investigation and innovative analytical approaches, as conventional SLR studies are often limited to descriptive reporting. In this regard, causal effect analysis offers a more practical and advanced approach for future tourism research. The discussion of negative impacts and critical issues provides clearer insights into the areas requiring immediate scholarly and managerial attention. The study also offers a realistic understanding of tourism experience and psychology, encouraging future SLR studies to focus more directly on tourist perceptions, stakeholder responses, and cause-and-effect relationships within tourism development. Finally, future research should place greater emphasis on stakeholder competence and awareness in comprehending tourism psychology and evolving tourist interests.

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