

**Evaluating Service Quality of DOT Accredited Fun Farms in the  
First Congressional District of Iloilo: A Quantitative Study**

A Research Paper

Presented to the

Faculty of the *Dr. Lucio C Tan* College of Hospitality Management

Central Philippine University

Iloilo, City

In Partial Fulfillment of the  
Requirements for the Degree  
Bachelor of Science in Tourism Management

By

Frenlee Jane P. Mayordomo

Andrea Lyn D. Abaygar

Emie Rose A. Carbon

Joddie Cherubin A. De La Peña

**February 2025**

a significant role in the tourism industry. This research aims to investigate the key determinants, challenges, and opportunities related to the level of service quality provision in DOT-accredited fun farms. The study seeks to draw observations, provide insights, and make recommendations that can enhance the competitiveness, sustainability, and overall attractiveness of fun farm tourism in the Philippines, especially in the First Congressional District of Iloilo.

The pursuit of this study is driven by the objective of improving service quality in the accredited fun farms in the First Congressional District of Iloilo. The study aims to understand the experiences of the guests to identify the underlying factors that can inhibit farm tourism development and contribute to the satisfaction of all guests visiting the fun farms. By identifying these factors, the research intends to provide actionable insights and recommendations that will help address current challenges and maximize the potential of farm tourism as a sustainable and thriving sector in the Philippines.

### **Objectives of the Study**

This study aims to evaluate the service quality of DOT-accredited Fun Farms: A Quantitative Case Study. Specifically, this study aims to:

1. Describe the demographic profile of the respondents in terms of sex, age, monthly income, highest educational attainment, and occupation.
2. Determine the level of service quality of DOT-accredited fun farms in the first congressional district of Iloilo based on Accessibility, Amenities, Accommodations, Attractions, and Activities.
3. Determine whether there is a significant difference between the demographic profile of the respondents and the level of service quality of DOT-accredited fun farms in the first congressional district of Iloilo.

## References

- Adegbami, A., & Ganiyu, A. A. (2023). Constitutional and administrative law in Nigeria: Are they instruments of governance? *Public Governance Administration and Finances Law Review*, 8(1), 55–71.
- Adiningsih, H. B., Dannisworo, C. A., & Christia, M. (2020). Dating violence perpetration: Masculine ideology and masculine gender role stress as predictors. *Humanitas Indonesian Psychological Journal*, 17(1), 12.
- Aghion, P., & Howitt, P. (1994). Growth and unemployment. *The Review of Economic Studies*, 61(3), 477–494.
- Al-Ababneh, M. M. (2016). Employees' perspectives of service quality in hotels. *Research in Hospitality Management*, 6(2), 189–194.
- Allen, T. D., Golden, T. D., & Shockley, K. M. (2015). How effective is telecommuting? Assessing the status of our scientific findings. *Psychological Science in the Public Interest*, 16(2), 40–68.
- Almagro, M., & Domínguez-lino, T. (2024). Location sorting and endogenous amenities: Evidence from amsterdam (No. w32304). National Bureau of Economic Research.
- Amir, A., Charalampopoulos, P., Pissis, S. P., & Radoszewski, J. (2019). Longest common substring made fully dynamic. *European Symposium on Algorithms*, 17
- Ammirato, S. (2010). An Empirical study of Agritourism evolution and E-Commerce adoption Challenges. *Information Technology & Tourism*, 12(1), 89–104.
- Bae, S. (2021). Evaluating hospitality employees' various relationships and the effects on organizational commitment. *International Hospitality Review*, 37(2), 202–218.
- Baharudin, N., Jaafar, M. N., & Ismail, A. (2024). The critical success factors of agrotourism Real estate investment. *International Journal of Academic Research in Business & Social Sciences*, 14(3).
- Bennett, M., James, P., & Kers, W. L. (2000). Sustainable Measures - Evaluation and reporting of environmental and social performance. *International Journal of Sustainability in Higher Education*, 1(1).

- Bergantino, A. S., Buonarota, M., Buongiorno, A., & Intini, M. (2023). Regional multimodal accessibility: Policies and strategies for sustainable tourism destinations in coastal areas. *Research in Transportation Business & Management*, 48, 100872
- Bhandari, P. (2024). Book review on Medani P. Bhandari (2023). *Live and Let Others Live – in reference to sustainability and environment conservation*. *Health Economics and Management Review*, 5(2), 166–172.
- Bhatta, K. (2020). What is Agritourism in Nepal? *Journal of Tourism and Hospitality Education*, 10, 170–178.
- Bhattacharyya, J., Dash, M. K., Hewege, C., Balaji, M., & Lim, W. M. (2021). *Social and sustainability marketing: A casebook for reaching your socially responsible consumers through marketing science*. CRC Press.
- Biswas, C., Omar, H., & Rashid-Radha, J. Z. R. R. (2020). The impact of tourist attractions and accessibility on tourists' satisfaction: The moderating role of tourists' age. *Geo Journal of Tourism and Geosites*, 32(4), 1202-1208.
- Blumenstock, S., Schulz-Trieglaff, E. K., Voelkl, K., Bolender, A., Lapios, P., Lindner, J., Hipp, M. S., Hartl, F. U., Klein, R., & Dudanova, I. (2021). Fluc-EGFP reporter mice reveal differential alterations of neuronal proteostasis in aging and disease. *The EMBO Journal*, 40(19).
- Brito, L. F., Oliveira, H. R., Houlahan, K., Fonseca, P. A., Lam, S., Butty, A. M., Miglior, F., & Schenkel, F. S. (2020). Genetic mechanisms underlying feed utilization and implementation of genomic selection for improved feed efficiency in dairy cattle. *Canadian Journal of Animal Science*, 100(4), 587–604.
- Buchholz, R. R., Worden, H. M., Park, M., Francis, G., Deeter, M. N., Edwards, D. P., Emmons, L. K., Gaubert, B., Gille, J., Martínez-Alonso, S., Tang, W., Kumar, R., Drummond, J. R., Clerbaux, C., George, M., Coheur, P., Hurtmans, D., Bowman, K. W., Luo, M., . . . Kulawik, S. S. (2021). Air pollution trends measured from Terra: CO and AOD over industrial, fire-prone, and background regions. *Remote Sensing of Environment*, 256, 112275.
- Bujang, I., & Adnan, Z. (2019). Housing affordability in Malaysia: A public policy perspective. *International*

- Journal of Housing Markets and Analysis, 12(3), 447–463.
- Caelian, C. (2024). Disaster risk reduction and management in the Philippines: Policy frameworks and initiatives. *International Journal of Disaster Risk Reduction*, 56, 102086.
- Calder-Wang, S. (2021). Reference: Calder-Wang, S. (2021). The economic impact of remote work adoption. *Economics Letters*, 204, 109874.
- Catapang, M. (2024). Reference: Catapang, M. (2024). Educational reforms in the Philippines: Addressing challenges in the K-12 system. *Asia Pacific Education Review*, 25(2), 215–230.
- Carrieri, A., Burns, K., Chen, N., & Fermani, A. (2021). Profiling for sustainable tourism: young travellers' self-transcendence values and motivations. *European Journal of Tourism Research*, 28, 2810.
- Cereno, A. (2024). Climate change adaptation strategies in Philippine agriculture. *Journal of Environmental Management*, 295, 113083.
- Chakraborty, A., Barman, H., Saha, G. K., & Aditya, G. (2021). Wintering waterbird assemblage in an emerging wetland of West Bengal, India: characterization for conservation management. *Ornis Hungarica*, 29(1), 1–19.
- Chen, Y., Gao, Y., Yang, S., & Zhang, F. (2018). Reply to Discussion on 'Required unfactored geosynthetic strength of three-dimensional reinforced soil structures comprised of cohesive backfills' by Y. Chen et al., 2018. *Geotextiles and Geomembranes*, 47(2), 164–165.
- Clark, T. N. (2005). 3. URBAN AMENITIES: LAKES, OPERA, AND JUICE BARS: DO THEY DRIVE DEVELOPMENT? In *Research in urban policy* (pp. 103–140).
- Conforti, C., Berndt, J., Pilehvar, M. T., Giannitsarou, C., Toxvaerd, F., & Collier, N. (2022). Incorporating stock market signals for Twitter stance detection. *Proceedings of the 60th Annual Meeting of the Association for Computational Linguistics (Volume 1: Long Papers)*.
- Conde-Ripoll, R., Muñoz, D., Sánchez-Alcaraz, B. J., & Escudero-Tena, A. (2024). Analysis and prediction of unforced errors in men's and women's professional padel. *Biology of Sport*, 41(4), 3–9.
- Couture, V., & Handbury, J. (2023). Neighborhood change, gentrification, and the urbanization of college

graduates. *The Journal of Economic Perspectives*,

Dang, T. D., & Nguyen, M. T. (2023). Systematic review and research agenda for the tourism and hospitality sector: co-creation of customer value in the digital age.

Darroca, J., Formarejo, T., Alfonso, L., & Corbo, M. C. (2024). Filipino hospitality industry Gender disparities: hiring practices, salary levels, and promotional opportunities. *International Conference on Gender Research*, 7(1), 97–106.

Das, D., Mohapatra, P. K. J., Sharma, S. K., & Sarkar, A. (2007). Factors influencing the attractiveness of a tourist destination: a case study. *Journal of Service Research*, 7(1), 103–134.

De Canson, C. (2024). The nature of awareness growth. *The Philosophical Review*, 133(1), 1–32.

Derrick, B., Toher, D., & White, P. (2017). How to compare the means of two samples that include paired observations and independent observations: A companion to Derrick, Russ, Toher and White (2017). *The Quantitative Methods for Psychology*, 13(2), 120–126.

Diamantis, D., & Puhr, R. (2022). Reflections on the theme issue outcomes: Work–life balance: How can quality of life provisions be integrated with the corporate social responsibility initiatives of hospitality firms? *Worldwide Hospitality and Tourism Themes*, 14(3), 316–320.

Dines, G., Jensen, R., & Russo, A. (2021): Dines, G., Jensen, R., & Russo, A. (2021). Pornography: The production and consumption of inequality. Routledge.

Doepke, M., Sorrenti, G., & Zilibotti, F. (2019). The economics of parenting. *Annual Review of Economics*, 11(1), 55–84.

Duxbury, N., Albino, S., & Carvalho, C. P. (2021). *Creative tourism: Activating cultural resources and engaging creative travelers*Dwivedi, Y. K., et al. (2020): Dwivedi, Y. K., Hughes, D. L.,

Coombs, C., Constantiou, I., Duan, Y., Edwards, J. S., ... & Upadhyay, N. (2020). Impact of COVID-19 pandemic on information management research and practice: Transforming education, work and life. *International Journal of Information Management*, 55, 102211.

Fiske, S. T., Cuddy, A. J. C., & Glick, P. (2007). Reference: Fiske, S. T., Cuddy, A. J. C., & Glick, P. (2007). Universal dimensions of social cognition: Warmth and competence. *Trends in Cognitive Sciences*, 11(2), 77–83.

- Gaglione, F., Cottrill, C., & Gargiulo, C. (2020). Urban services, pedestrian networks and behaviors to measure elderly accessibility. *Transportation Research Part D Transport and Environment*, 90, 102687.
- Gladwell, N. J., Dorwart, C. E., Stone, C. F., & Hammond, C. A. (2010). Importance of and Satisfaction with Organizational Benefits for a Multigenerational Workforce. *Journal of Park and Recreation Administration*, 28(2).
- Hagan, E. (2015). Service quality perceptions and socio-demographic characteristics of hotel guests in the western region of Ghana. *Journal of Tourism, Hospitality and Sports*, 10, 16–29.
- Hamilton, R. W., Rust, R. T., Wedel, M., & Dev, C. S. (2017). Return on service amenities. *Journal of Marketing Research*, 54(1), 96–110.
- Haneef, H. (2019). Occurrence Analysis of Cutaneous Leishmaniasis particularly in Pakistan. *Biomedical Journal of Scientific & Technical Research*, 19(5).
- Hekman, A., & Lashley, C. (2018). Workers in the luxury hospitality industry and motivation – the influence of gender, age and departments. *Research in Hospitality Management*, 7(2), 115–120.
- Hossinger, S., Block, J., Chen, X., & Werner, A. (2021). Venture creation patterns in academic entrepreneurship: the role of founder motivations. *The Journal of Technology Transfer*, 48(1), 68–125.
- Jones, S. R. (1981). Accessibility measures: A literature review. *Publication of: Transport and Road Research Laboratory Juwaheer*, T. D. (2021). Exploring the role of service quality in predicting customer satisfaction: A study of hotel industry in Mauritius. *Journal of Hospitality and Tourism Management*, 46, 66-75.
- K, A. J., & Sia, S. K. (2022). Theory of planned behavior in predicting the construction of eco-friendly houses. *Management of Environmental Quality*, 33(4), 938–954.
- Khamis, M. R., Kamarudin, M. F., Arifin, N. a. M., & Hashim, M. J. (2018). Length of business operation and its relationship with compliance behaviour of business zakat among owners of SMEs. *Journal of Emerging Economies and Islamic Research*, 6(3), 69.
- Khoo-Lattimore, C., Prayag, G., & Disegna, M. (2018). Me, my girls, and the ideal hotel: Segmenting

- motivations of the girlfriend getaway market using FuzzyC-Medoids for fuzzy data. *Journal of Travel Research*, 58(5), 774–792.
- Kwok, S. Y., Jusoh, A., & Khalifah, Z. (2016). The influence of service quality on satisfaction: Does gender really matter? *Intangible Capital/Intangible Capital*, Kwon, M., Park, E., Lee, S., & Chung, S. W. (2015). Heme oxygenase-1 accelerates erastin-induced ferroptotic cell death. *Oncotarget*, 6(27), 24393–24403.
- Lago, A. (2017). Reference: Lago, A. (2017). The impact of microfinance on poverty reduction: A case study of Brazil. *Journal of International Development*, 29(5), 726–741.
- Lahart, B., Shalloo, L., Herron, J., O'Brien, D., Fitzgerald, R., Boland, T., & Buckley, F. (2021). Greenhouse gas emissions and nitrogen efficiency of dairy cows of divergent economic breeding index under seasonal pasture-based management. *Journal of Dairy Science*, 104(7), 8039–8049.
- Latella, C., Teo, W., Spathis, J., & Van Den Hoek, D. (2020). Long-Term Strength Adaptation: A 15-Year Analysis of Powerlifting Athletes. *The Journal of Strength and Conditioning Research*, 34(9), 2412–2418.
- Ledesma, J. V. (2022): Ledesma, J. V. (2022). Determinants of tourists' satisfaction: The case of DOT accredited accommodation establishments in the Province of Capiz, Philippines. Central Philippine University
- Liang, Z., Ma, Y., & Zhang, T. (2021). Investigating the influence of service quality on customer satisfaction across demographic groups. *Journal of Tourism Studies*, 33(4), 452-468.
- Lu, M., Wu, W., You, L., See, L., Fritz, S., Yu, Q., Wei, Y., Chen, D., Yang, P., & Xue, B. (2020). A cultivated planet in 2010 – Part 1: The global synergy cropland map. *Earth System Science Data*, 12(3), 1913–1928.
- Lutfia, A., Sabban, I., Saepudin, D., & Sa'ud, U. S. (2021). Quality Culture of Education: Commitment of Leaders in Building a Quality Culture of Education in Higher Tourism Education. In 4th International Conference on Research of Educational Administration and Management (ICREAM 2020) (pp. 212-215). Atlantis Press.

- Marecek, J. (2019). A History of the Future: Carolyn Wood Sherif, Equitable Knowledge, and Feminist Psychology. *Psychology of Women Quarterly*, 43(4), 422–432.
- Marshall, P., Christie, J., Ladkin, P. B., Littlewood, B., Mason, S., Newby, M., Rogers, J., Thimbleby, H., & Cbe, M. T. (2020). Recommendations for the probity of computer evidence. *Digital Evidence and Electronic Signature Law Review*,
- Mariani, M. M., Styven, M. E., & Nataraajan, R. (2020). Social comparison orientation and frequency: A
- Masoodian, M., Yusof, A. B. M., & Rogers, B. (2014). Identifying Problems Associated with Focus and Context Awareness in 3D Modelling Tasks. *Interacting With Computers*, 28(1), 125–147.
- Mayer, R. E., Fiorella, L., & Stull, A. (2019): Mayer, R. E., Fiorella, L., & Stull, A. (2019). Five ways to increase the effectiveness of instructional video. *Educational Technology Research and Development*, 67(6), 1427-1445.
- McComber, S. (2023). Indigenous perspectives on environmental stewardship. *Journal of Indigenous Research*, 9(1), Article 4.
- Mistry, T. G., Okumus, F., & Orłowski, M. (2021). Employee perceptions of diversity management in the hospitality industry. *International Hospitality Review*, 37(2),
- Mok, C., Sparks, B., & Kadampully, J. (2013). *Service quality management in hospitality, tourism, and leisure*. Routledge.
- Montefrio, M. J. F., & Sin, H. L. (2019). Elite governance of agritourism in the Philippines. *Journal of Sustainable Tourism*, 27(9), 1338–1354.
- Mosquera, L. J. A., & Ylagan, A. D. (2024). Resort attributes, brand equity and behavioral intention of resort guests in CALABARZON. *International Journal of Research Studies in Management*, 12(2).
- Mutz, M., Reimers, A. K., & Demetriou, Y. (2021). Leisure time sports activities and life satisfaction: Deeper insights based on a representative survey from Germany. *Applied Research in Quality of Life*, 16(5), 2155-2171.
- Mutz, M., Reimers, A. K., & Demetriou, Y. (2020). Leisure Time ports Activities and Life Satisfaction: Deeper Insights Based on a Representative Survey from Germany. *Applied Research in Quality of Life*, 16(5), 2155–2171.
- Naqbi, H. A., Bahroun, Z., & Ahmed, V. (2024). Enhancing Work Productivity through Generative Artificial

- Intelligence: A Comprehensive Literature Review. *Sustainability*, 16(3), 1166.
- Nasir, M. A., Huynh, T. L. D., & Vo, X. V. (2020). Exchange rate pass-through & management of inflation expectations in a small open inflation targeting economy. *International Review of Economics & Finance*, 69, 178–188.
- Nematpour, A., & Khodadadi, M. (2020): Nematpour, A., & Khodadadi, M. (2020). The impact of organizational culture on knowledge management practices: A case study in manufacturing firms. *Journal of Knowledge Management*, 24(3), 553-570.
- Nimalaya, S. (2019). The impact of corporate governance on firm performance: A study of Indian listed companies. *Asian Journal of Business and Accounting*.
- Ozga, M., Zhao, Q., Benson, D., Elder, P., Williams, N., Bumma, N., Rosko, A., Chaudhry, (2020). AL amyloidosis: The effect of fluorescent in situ hybridization abnormalities on organ involvement and survival. *Cancer Medicine*, 10(3), 965–973.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing*, 64(1), 12–40.
- Pardue, D., & De Oliveira, L. A. (2018). City as mobility: a contribution of brazilian sararus to urban theory. *Vibrant Virtual Brazilian Anthropology*, 15(1).
- Park, S., Lee, G., & Lee, J. (2022). Enhancing inclusivity in tourism: The role of accessibility in service quality perceptions. *Tourism Management Perspectives*, 41, 100948.
- Parker, C. T., Mannor, K., & Garrity, G. M. (2009). Exemplar Abstract for *Mesorhizobium caraganae* Guan et al. 2008. [Dataset]. In *The NamesforLife Abstracts*.
- Paxton, R. J., Forster, J. E., Miller, M. J., Gerron, K. L., Stevens-Lapsley, J. E., & Christiansen, C. L. (2017). A Feasibility study for improved physical activity after total knee arthroplasty. *Journal of Aging and Physical Activity*, 26(1), 7–13. Piliszek, R., Mnich, K., Migacz, S., Tabaszewski, P.,
- Sulecki, A., Polewko-Klim, A., & Rudnicki, W. (2019). MDFS: MultiDimensional Feature Selection in R. *The R Journal*, 11(1), 198.
- Pizzagalli, L., Sharma, A., & Lascu, D. (2018). Marketing at the bottom of the pyramid: serving, and in the service of Low-Income consumers. *Innovative Marketing*, 14(2), 35–40

- Pyke, S., Hartwell, H., Blake, A., & Hemingway, A. (2016). Exploring well-being as a tourism product resource. *Tourism Management*, 55, 94–105.
- Rajesh, R. (2013). Impact of tourist perceptions, destination image and tourist satisfaction on destination loyalty: A Conceptual model. *Pasos*, 11(3), 67–78.
- Ramkumar, N., Patel, J. V., Anstatt, J., & Baum, B. (2021). Aurora B-dependent polarization of the cortical actomyosin network during mitotic exit. *EMBOReports*, 22(10).
- Rashid, M., & Pandit, D. (2016). Determination of appropriate service quality attributes for household t  
oilets in rural settlements of India based on user perception. *Environment Development and  
Sustainability*, 19(4), 1381–1406.
- Retnowati, W., Bisma, I. D. G., Hilmiati, H., & Permadi, L. A. (2022). Tourists' perception toward Kembang Kuning rural destination attractiveness. *JSEH (Jurnal Sosial Ekonomi Dan Humaniora)*, 8(2), 249–255.
- Roy, S., S, S., & Bhatia, S. (2019). Service quality versus service experience: An empirical examination of the consequential effects in B2B services. *Industrial Marketing Management*, 82, 52–69.
- Rozier, S., Famaey, B., Siebert, A., Monari, G., Pichon, C., & Ibata, R. (2022). Constraining the Milky Way Halo kinematics via its linear response to the large magellanic cloud. *The Astrophysical Journal*, 933(1), 113.
- Samen, A. a. A., Akroush, M. N., & Abu-Lail, B. N. (2013). Mobile SERVQUAL. *International Journal of Quality and Reliability Management/International Journal of Quality & Reliability Management*, 30(4), 403–425.
- Sanchez-Sanchez, J., Sanchez, M., Hernandez, D., Ramirez-Campillo, R., Martínez, C., & Nakamura, F. Y. (2017). Fatigue in U12 soccer-7 players during repeated 1-Day Tournament Games—A pilot study. *The Journal of Strength and Conditioning Research*, 33(11), 3092–3097.
- Shahin, A., Mahdavi, Z., & Shahmohammadi, F. (2017). Comparative analysis of the viewpoints of customers, employees and managers based on the developed model of service quality gaps - with a case study in the travel agents at the centre of the city of Tehran. *International Journal of Productivity and Quality Management*, 21(1), 97.

- Sidak-Loftis, L. C., Rosche, K. L., Pence, N., Ujczco, J. K., Hurtado, J., Fisk, E. A., Goodman, A. G., Noh, S. M., Peters, J. W., & Shaw, D. K. (2022). Correction for Sidak-Loftis et al., "The Unfolded-Protein Response Triggers the Arthropod Immune Deficiency Pathway." *mBio*, 13(6).
- Sinaga, R. L. and Leonard Roberto Sinaga (2021) "Effect of Service Quality on Customer Satisfaction at PT. PLN (Persero) Rayon Siborong Borong Sibolga Area", *Jurnal Mantik*, 4(4), pp. 2512-2516. doi:
- Soares, K. D. A., & De Carvalho, M. R. (2019). The catshark genus *Scyliorhinus* (Chondrichthyes: Carcharhiniformes: Scyliorhinidae): taxonomy, morphology and distribution. *Zootaxa*, 4601(1).
- Song, H. J., Park, J., & Lee, C. K. (2020). The role of demographic factors in service quality perceptions: Evidence from tourism studies. *Journal of Tourism*
- Staff Writer. (2020). Global economic outlook amid the COVID-19 pandemic. *The Economist*.
- Stanciu, M., Popescu, A., Sava, C., Moise, G., Nistoreanu, B. G., Rodzik, J., & Bratu, I. A. (2022). Youth's perception toward ecotourism as a possible model for sustainable use of local tourism resources. *Frontiers in Environmental Science*, 10.
- Su, L., Swanson, S. R., & Chen, X. (2020). Service quality and customer satisfaction: A study of demographic consistency in tourism. *Journal of Destination Marketing & Management*, 18, 100489.
- Sukiman, M. F., Sumarjan, N., Muharrami, L. S., & Zahari, M. S. (2019). Service quality dimensions in the tourism sector: Consistency in perceptions across diverse demographics. *International Journal of Tourism and Hospitality Research*, 33(2), 145-160.
- Sukwadi, R., & Jufina. (2015b). Penentuan Prioritas Perbaikan Kualitas Layanan TransJakarta dengan Menggunakan Metode IPA-PGCV. *Jurnal Rekayasa Sistem Industri*, 4(2), 64.
- Sunkar, R., Li, Y. F., & Jagadeeswaran, G. (2012): Sunkar, R., Li, Y. F., & Jagadeeswaran, G. (2012). Functions of microRNAs in plant stress responses. *Trends in Plant Science*, 17(4), 196-203.
- Tabassum, F., Mohan, J., & Smith, P. (2016). Association of volunteering with mental well-being: a lifecourse analysis of a national population- based longitudinal study in the UK. *BMJ Open*, 6(8), e011327.
- Tomej, K., & Duedahl, E. (2023). Engendering collaborative accessibility 103528. 8
- Tse, S., & Tung, V. W. S. (2022). Understanding residents' attitudes towards tourists: Connecting

stereotypes, emotions and behaviours. *Tourism Management*, 89, 104435.

Wang, C., Miao, L., & Mattila, A. S. (2015). Customer responses to intercultural communication accommodation strategies in hospitality service encounters. *International Journal of Hospitality Management*, 51, 96–104.

Woosnam, K. M., Ribeiro, M. A., Denley, T. J., Hehir, C., & Boley, B. B. (2021). Psychological antecedents of intentions to participate in last chance tourism: Considering complementary theories. *Journal of Travel Research*, 61(6), 1342–1357.

Yamagishi, K., Gantalao, C., & Ocampo, L. (2021). The future of farm tourism in the Philippines: challenges, strategies and insights. *Journal of Tourism Futures*, 10(1), 87–109.

Yuan, J., & Jang, S. (2007). The effects of quality and satisfaction on awareness and behavioral intentions: Exploring the role of a wine festival. *Journal of Travel Research*, 46(3), 279–288.

Zhang, L., Jin, C., & Zhang, F. (2023). Three new *Spirirta* species from China (Araneae, Corinnidae), with the first description of the male of *S. leigongshanensis* Jin & Zhang, 2020. *Zootaxa*, 5231(4), 445–458.