

Netherlands

Survey on the perception of residents towards city tourism: impact and measures

Global Report



01

Introduction & Methodology

Introduction

Resident's perception about tourism is a key aspect to manage tourism and guarantee it's sustainability.

At the beginning of 2019, World Tourism Organization and Ipsos carried out the research "Global survey on the perception of residents towards city tourism: impact and measures" in 15 countries, whose aim was understanding the perception of residents towards city tourism, its impacts, and the most adequate strategies to manage the growing tourism flows in cities.

Tourism Holland has conducted a research using many similar questions, in order to compare Netherland's results with those obtained in the WTO-Ipsos survey. But a great improvement has been made, as the sampling has been designed to focus on small sizes of the territory: provinces and main cities.

The results of the research that we present in this report show that the impact of tourism in the territory shows very interesting results when we focus in some territories.

Methodology

4.321 online surveys in 12 Provinces and 4 cities



Methodology

Online survey.
Fieldwork from 26st August 2019
to 17th September 2019.



Sample

Representative sample of the
Netherlands, 300 in each province:
(3,600 interviews)
In each of the following 4 cities:
Amsterdam, Rotterdam, The Hague,
Utrecht , and **additional sample**
was completed, to reach a minimum of 250
interviews..



Participants

Adults aged 18+



12 Provinces and 4 Cities

Province	Sample	Province	Sample	Cities	Sample
Groningen	300	Utrecht	416	Amsterdam	250
Friesland	300	Noord-Holland	482	Utrecht	226
Drenthe	300	Zuid-Holland	723	The Hague	250
Overijssel	300	Zeeland	300	Rotterdam	250
Gelderland	300	Noord-Brabant	300		
Flevoland	300	Limburg	300		

International comparison made with the results from the report with the same name carried out
by Ipsos and World Tourism Organization (UNWTO): [Report](#)

02

Key Findings



Main findings

Approximately half of Netherlands's residents (49%) think they live in a **city with high number of tourists**.

- ✓ In the global survey carried by UNWTO and Ipsos 47% of the total population (15 countries) thought they lived in a city with high number of tourists. A data very similar to Netherlands one.
- ✓ Provinces in which the perception is higher are Zeeland, Noord-Holland, Gelderland and Friesland (all are over the average in the perception of receiving high number of tourists)
- ✓ Focus on the cities show a completely different point of view, as more than 85% of residents in main touristic cities in Netherlands think they live in a city with a high number of tourists

The **SEASON** with highest perception of high number of tourists visiting in summer (62%) although 28% thinks it's during the whole year.

- ✓ Provinces with highest rates in summer are Friesland, Drenthe and Gelderland. Noord-Holland, Limburg and Flevoland show highest rates "during the whole year"
- ✓ 68% Amsterdam's residents feel that there is a high number of tourists during the whole year

Main findings

Citizens were asked about **how tourism impact in their cities**. Some possible impacts, positive and negative were shown. The conclusion is that the main impact perceived by citizens is positive: 47% think tourism generates wealth and income. But 45% think tourism creates overcrowding on the streets/shops/transport.

- ✓ The results in the cities show that people there are more conscious of both positive and negative impacts of tourism
- ✓ Compared to the other countries, the perception is very similar to other central European countries like Germany or Belgium
- ✓ By provinces, residents in Gelderland, Noord Holland and Zeeland are most conscious about tourism impacts in their cities
- ✓ And by cities, residents in Amsterdam are most conscious about tourism impacts in their cities, both positives and negatives

Measures: 26% of residents in Netherlands think that there should be **measures to manage tourism better**.

- ✓ The province with a higher rate is Noord-Holland, where 41% think there should be measures to manage tourism better.
- ✓ In Amsterdam, the number increases to 77%

Main findings

Asked about **measures to manage tourism better**, 4 main measures are: Ensure local communities benefit from tourism, improve infrastructures and facilities, create experiences and attractions and promote dispersal visitors all year long. Restriction policies least popular.

- ✓ Main 3 proposed measures in Netherlands are very similar to those proposed in the other countries, with slight differences in the ranking order
- ✓ The 3 main measures proposed are very similar in the different provinces
- ✓ Residents in Amsterdam and Utrecht bet on promoting the dispersal of visitors within the city and beyond, and only residents of Amsterdam Limit the number of tourist establishments
- ✓ Youngers more defenders of restriction policies, like limiting the number of tourists.

48% affirm that they **support tourism and want it to stay important in their city.**

- ✓ Even those who think they live in a city with high number of tourists and those who think that there should be measures to manage tourism better, agree with this support (57% in both cases).
- ✓ Provinces with high figures in that support are Groningen, Drenthe, Overijssel and Gelderland.

Main findings

51% think that, overall, tourism has more advantages than disadvantages

- ✓ Like in the previous question, we can see that those who think they live in a city with high number of tourists and those who think that there should be measures to manage tourism better, register a even higher support rate to this question: 58% and 54% respectively.
- ✓ Provinces with high proportion of people thinking that tourism has more advantages than disadvantages are: Zeeland, Friesland and Drenthe.

15% population think that the increasing number of tourists diminishes the quality of life in their city.

- ✓ This figures increases to 30% in those who think they live in a city with high number of tourists and to a 31% in those who think that there should be measures to manage tourism better.

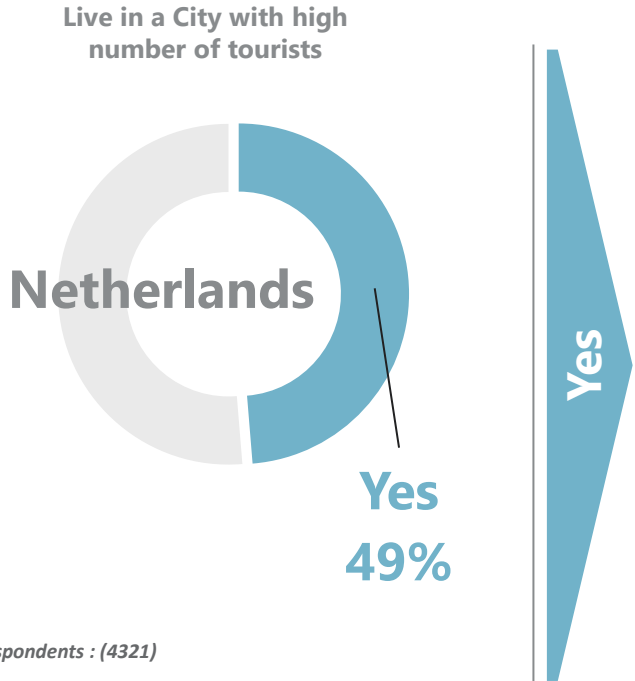
Just an 8% think they have a say in the decisions regarding tourism development in their cities

Just 26% Netherlands population experience some disturbance from tourism.

- ✓ **These disturbances are mainly crowded streets, crowded traffic and crowded public services**
- ✓ **43% of people who think they live in a city with high number of tourists and 51% of those who think that should be measures to manage tourism experience some disturbance from tourism.**
- ✓ **Noord-Holland and Zeeland, the regions with higher % of population who experience disturbance from tourism**
- ✓ **Amsterdam stands out, 78% experience disturbance from tourism The other cities are also more than the average of the Netherlands on this point**
- ✓ **Crowded streets, crowded traffic and crowded public services main disturbances in most of the cities.**
- ✓ **Noise is another important disturbance (being important in Amsterdam).**

- Do you think you live in a city with a high number of tourists?

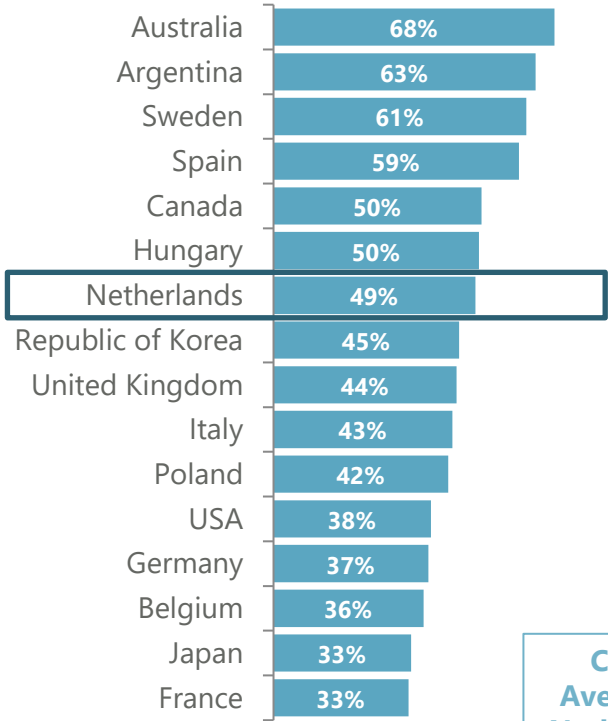
Approximately half of Netherland's residents think they live in a city with high number of tourists



Total respondents : (4321)

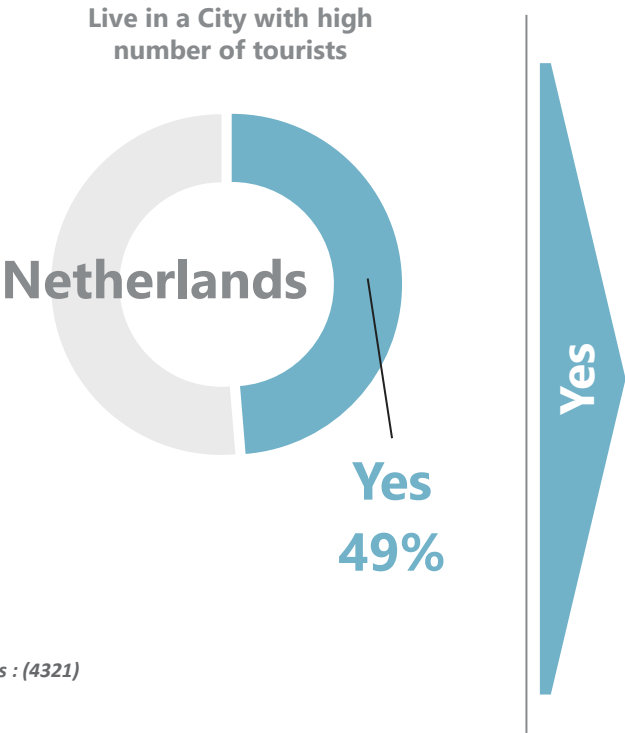
Q1. Do you think you live in a city with a high number of tourists?
International comparison.

Live in a City with high number of tourists by country of residence



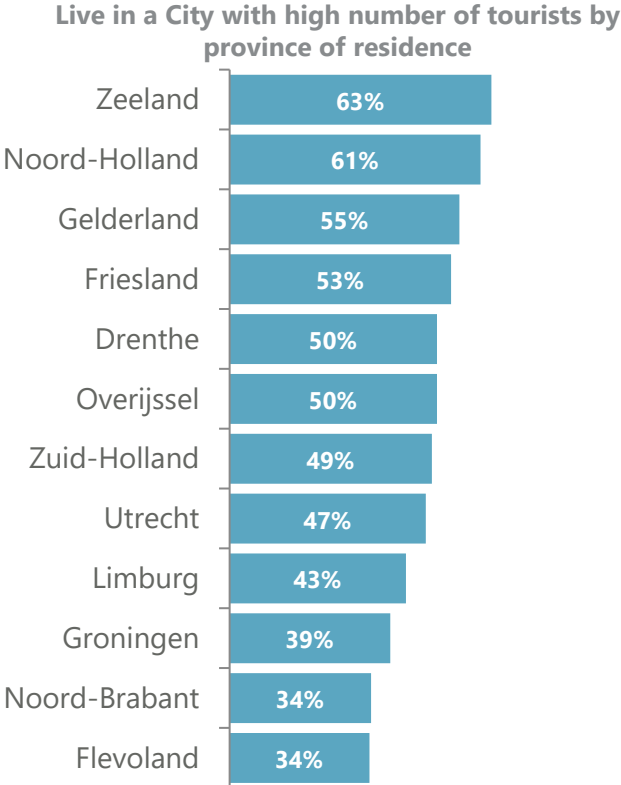
**Country data
Average (without
Netherlands) : 47%**

Residents in Zeeland, Noord-Holland, Gelderland are over the average in the perception of receiving high number of tourists



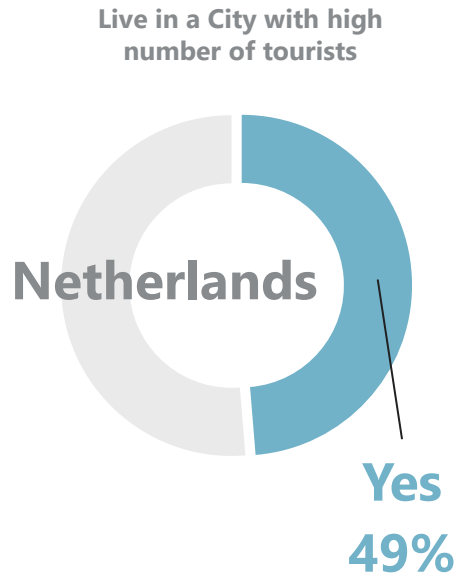
Total respondents : (4321)

Q1. Do you think you live in a city with a high number of tourists?



Total respondents :
Each Province (300)

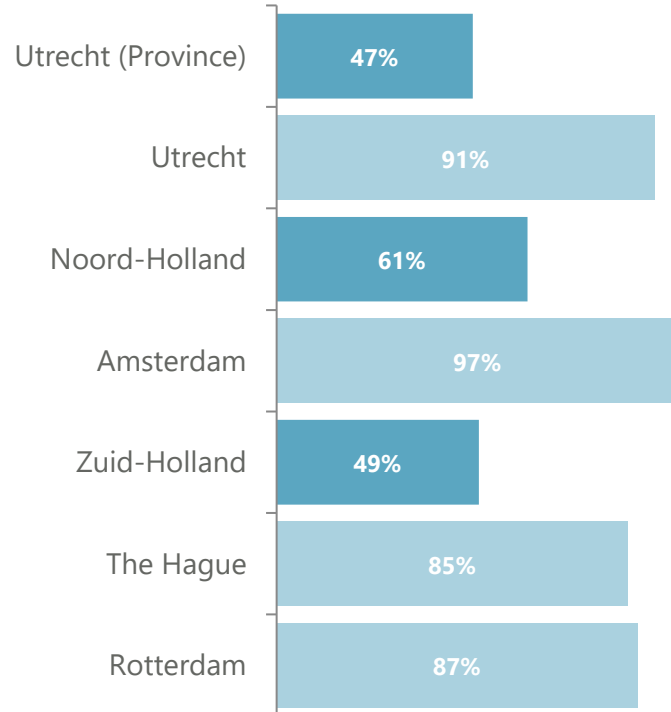
Focus on the cities show a completely different point of view, as more than 85% of residents in main touristic cities in Netherlands think they live in a city with a high number of tourists



Total respondents : (4321)

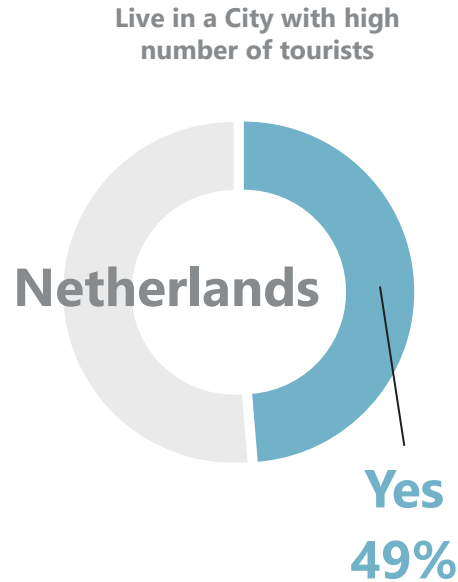
Q1. Do you think you live in a city with a high number of tourists?

Live in a City with high number of tourists by city of residence

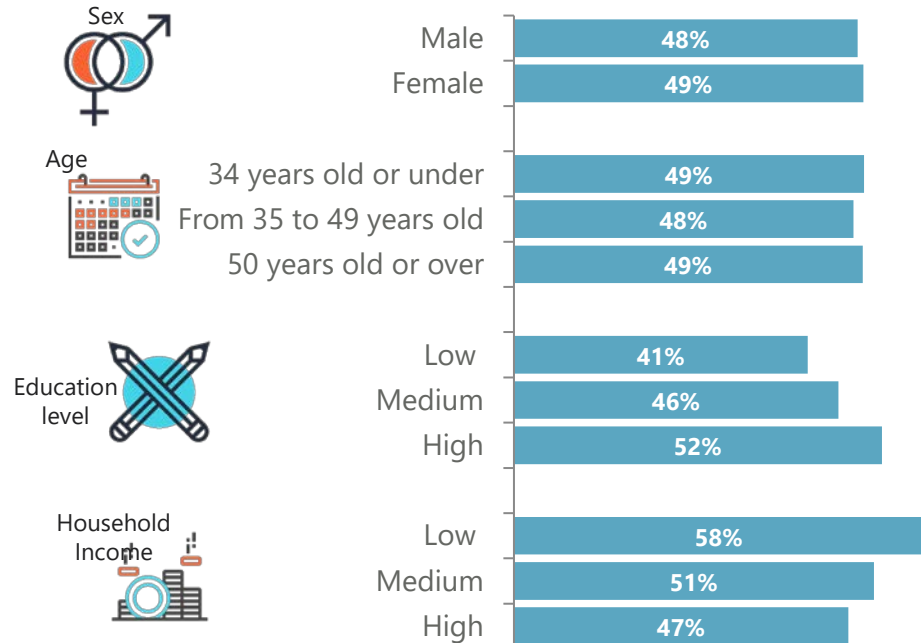


Total respondents :
Each Province (300) and
Town (250)

People living in households with low income register the higher perception on high number of tourists



Live in a City with high number of tourists by province of residence

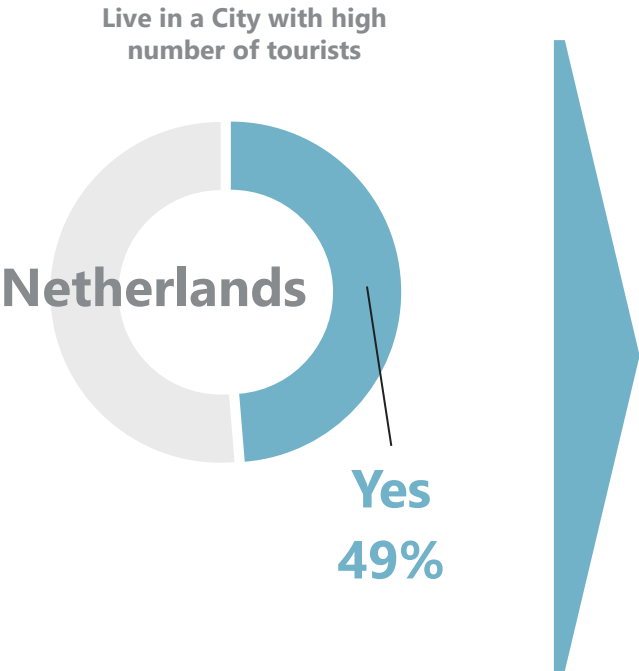


Total respondents : (4321)

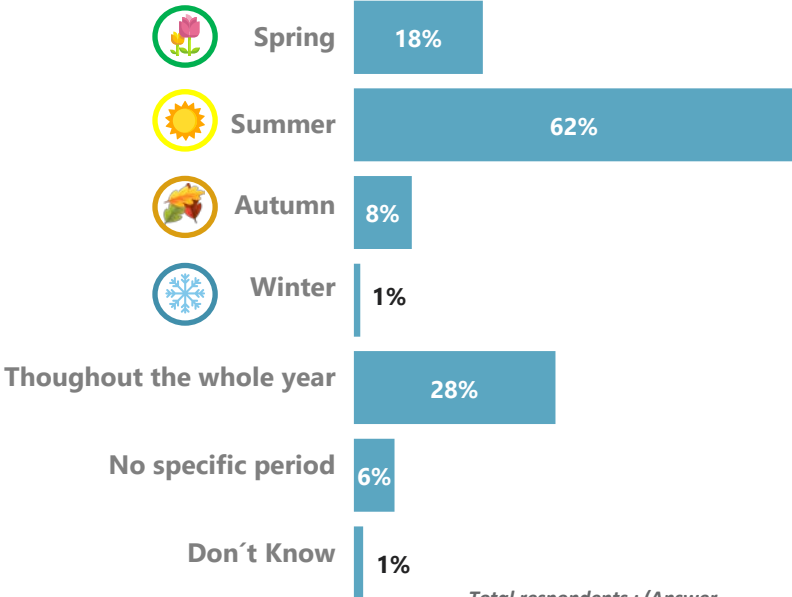
Q1. Do you think you live in a city with a high number of tourists?

● During what period of the year do you experience this the most?

Summer is the period of the year with highest perception of high number of tourists visiting (62%), although 28% thinks it's during the whole year.



Period of the year in which they think there is a high number of tourists

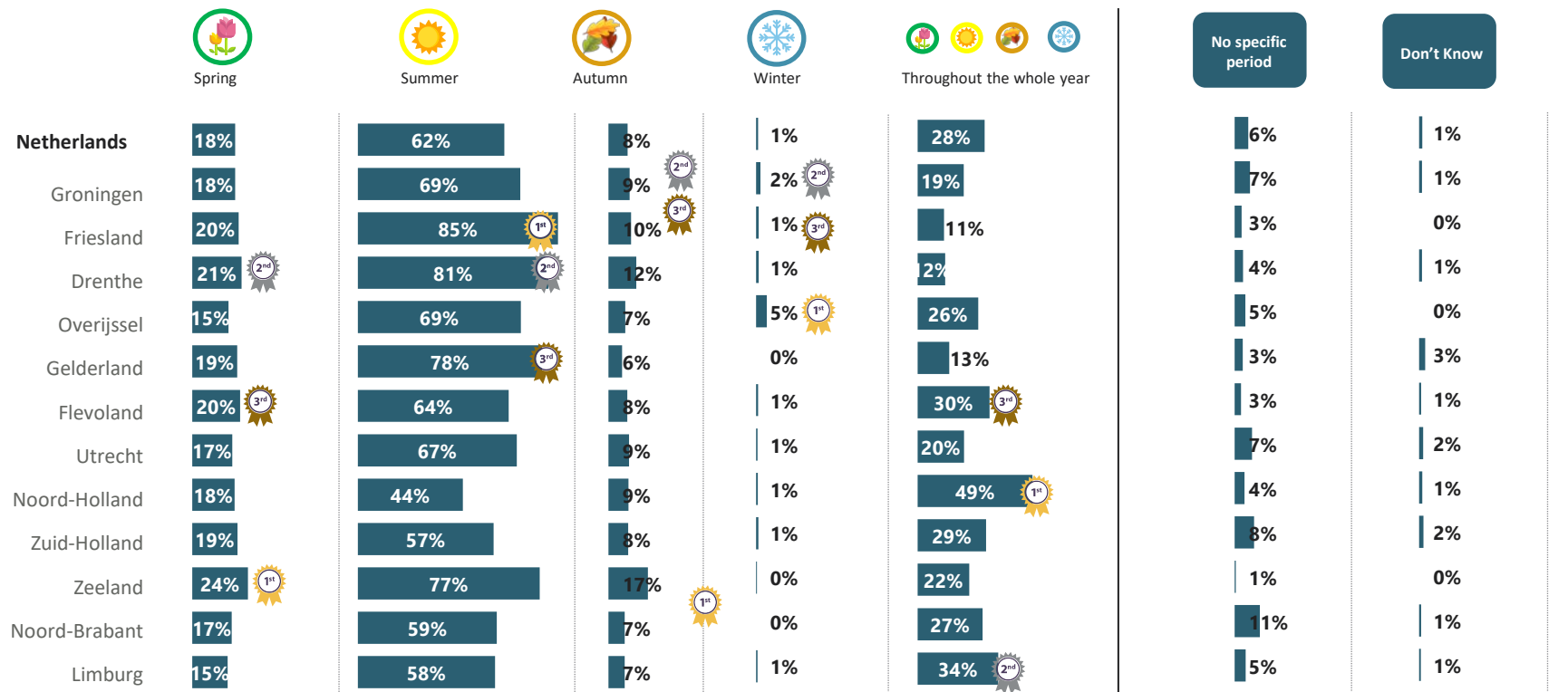


Total respondents : (Answer "yes" to Q1 2401)

Q1A. During what period of the year do you experience this the most?

Friesland, Drenthe and Gelderland show highest rates in summer. Noord-Holland, Limburg and Flevoland show highest rates “during the whole year”

Period of the year in which they think there is a high number of tourists by province of residence

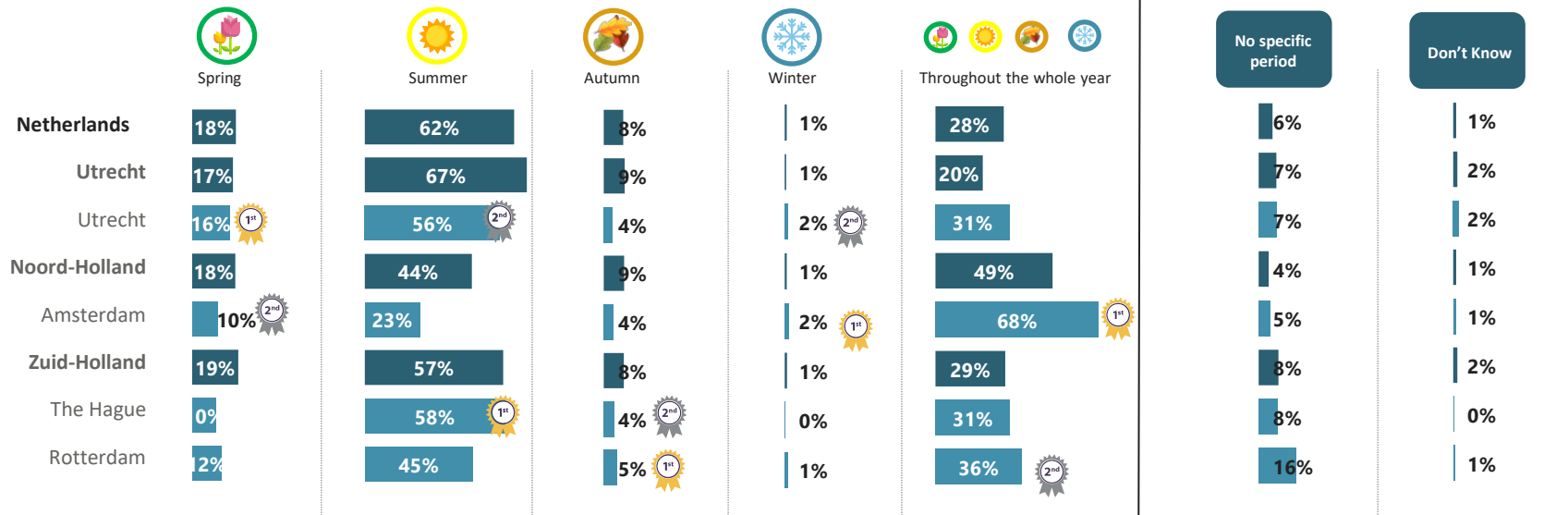


Total respondents : (Answer “yes” to Q1 2401)

Q1A. During what period of the year do you experience this the most?

68% Amsterdam's residents feel that there is a high number of tourists during the whole year

Period of the year in which they think there is a high number of tourists by city of residence

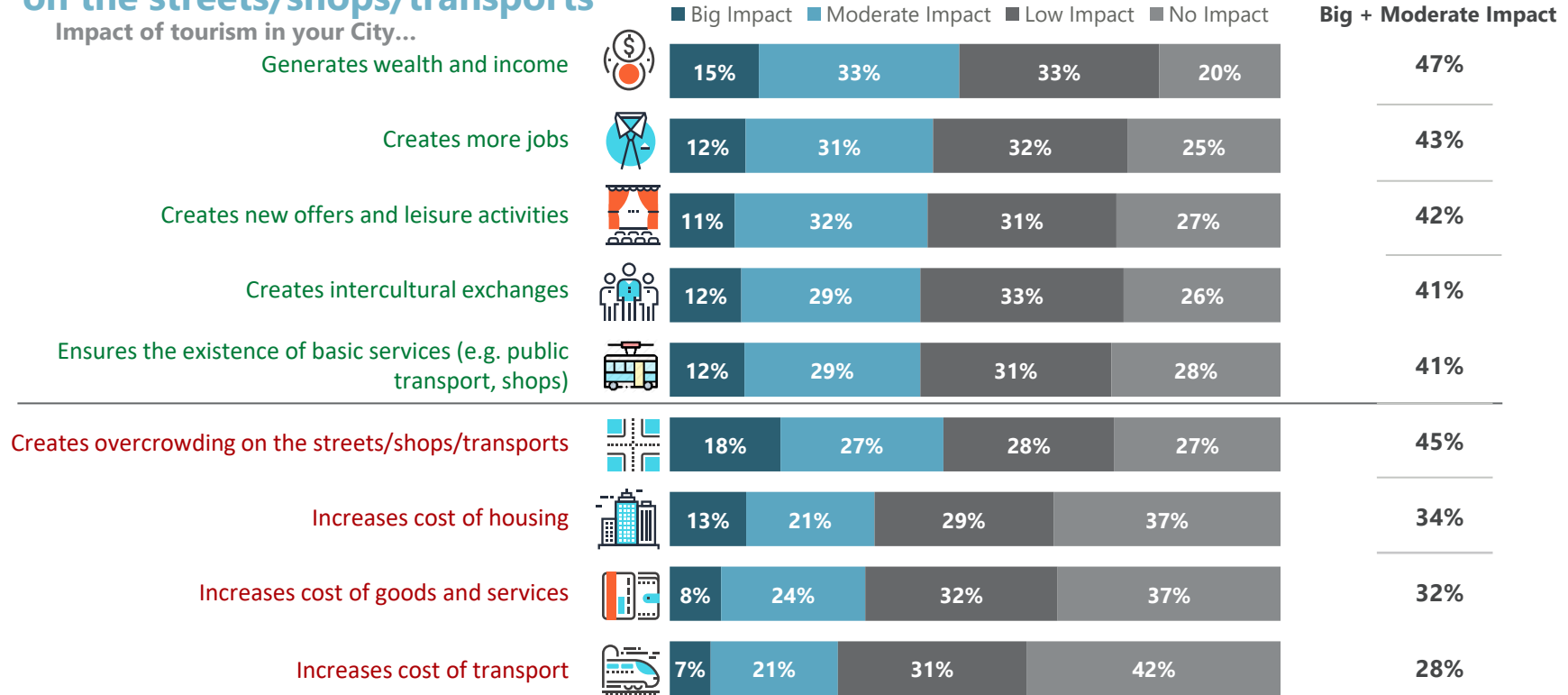


Q1A. During what period of the year do you experience this the most?

Total respondents : (Answer "yes" to Q1 2401)

● **How does tourism impact your city?**

Highest impact is positive: 47% think tourism generates wealth and income. But it has a similar value negative impact: 45% think tourism creates overcrowding on the streets/shops/transport



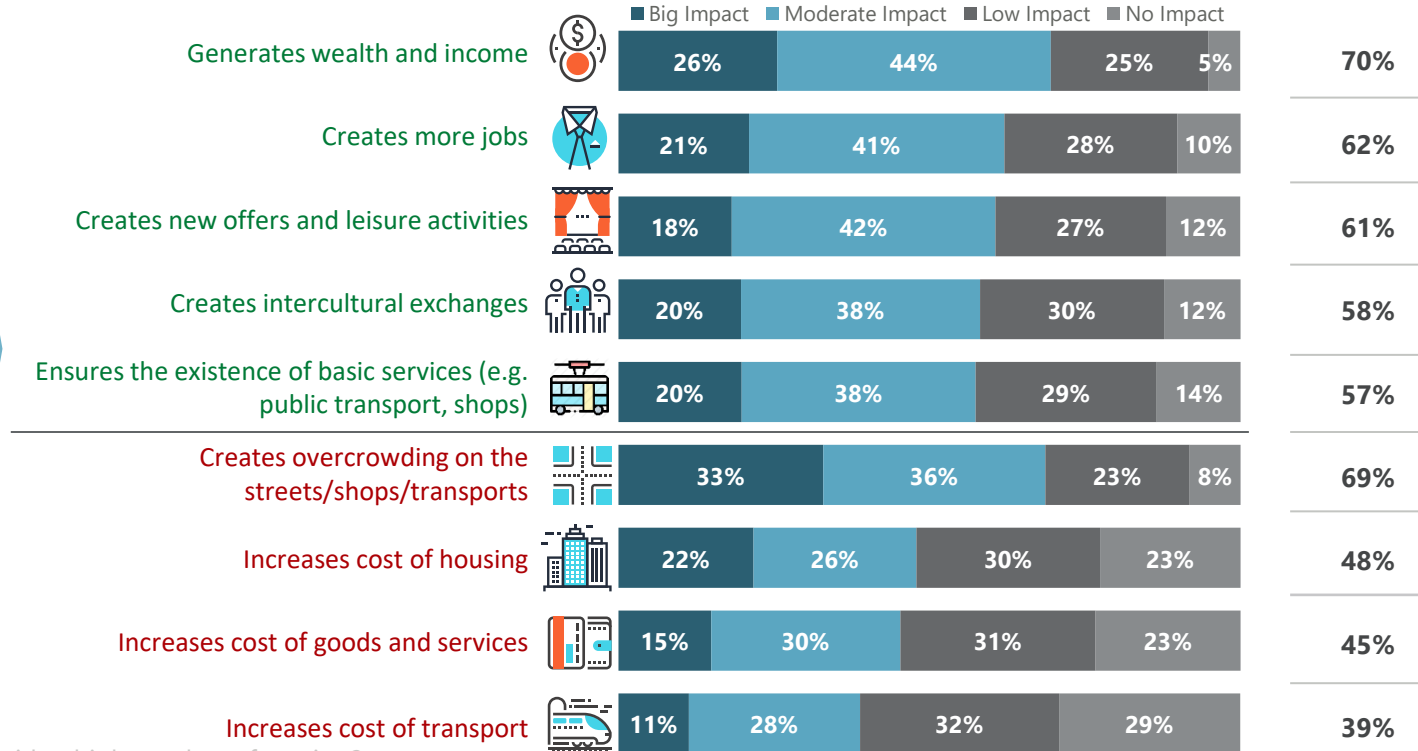
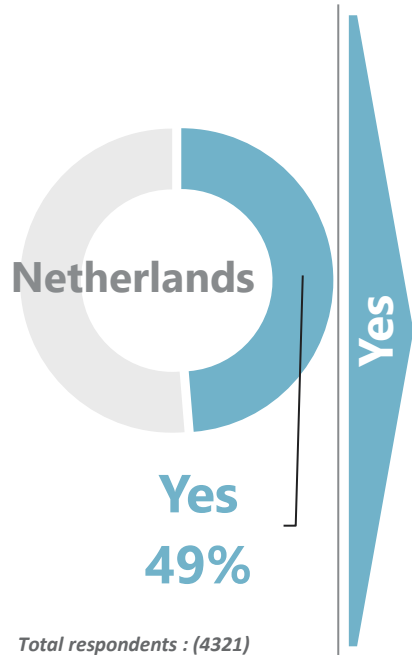
Q2. How does tourism impact your city?

Total respondents : (4321)

People who think they live in cities with high number of tourists are more conscious of both positive and negative impacts of tourism

Impact of tourism in your City. Opinion of those who think that live in a City with a high number of tourists.

Big + Moderate Impact



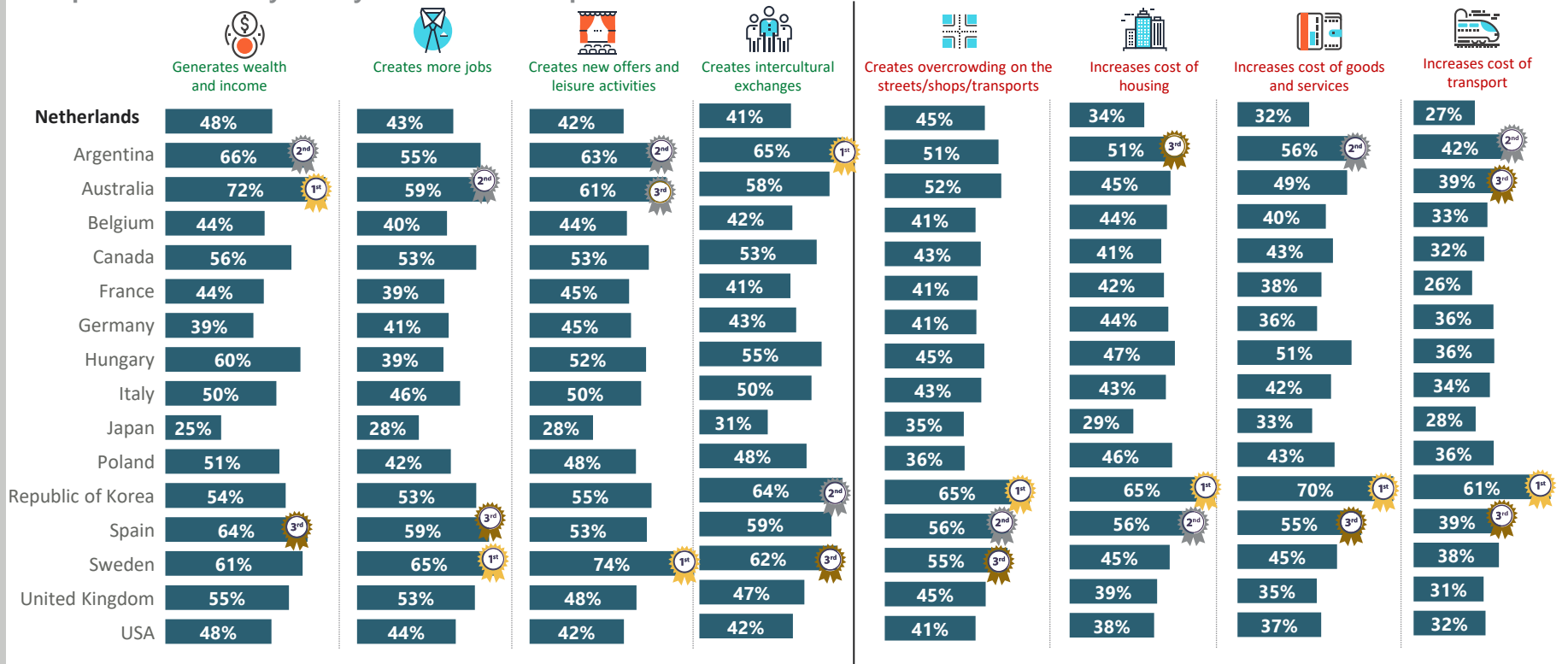
Q1. Do you think you live in a city with a high number of tourists?

Q2. How does tourism impact your city?

Total respondents : (2106)

In Netherlands the perception is very similar to other central European countries like Germany or Belgium

Impact of tourism in your City. International comparison



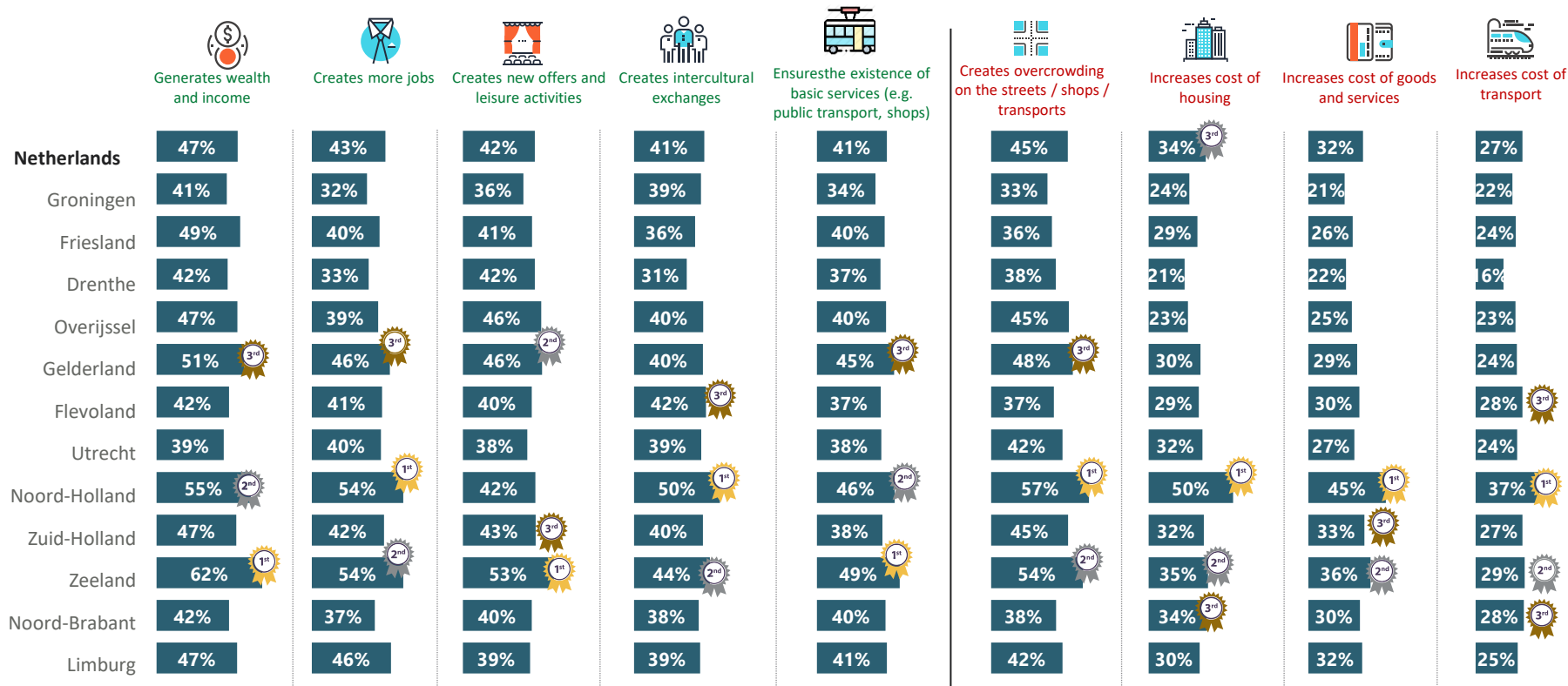
Total respondents : (Netherlands 4321. Rest of the countries from 500 to 1000 depending on the country)

Q2. How does tourism impact your city?

Residents in Gelderland, Noord Holland and Zeeland are most conscious about tourism impacts in their cities

Big + Moderate Impact

Impact of tourism in your City. Province comparison

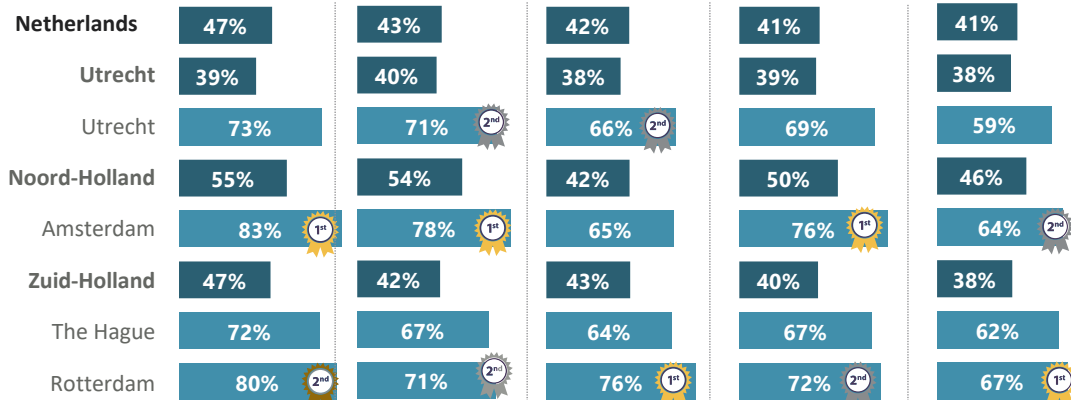


Q2. How does tourism impact your city?

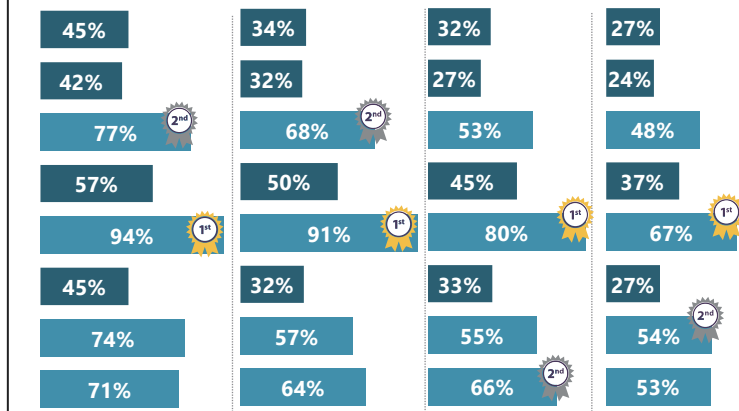
Total respondents : (4321)

Residents in Amsterdam are most conscious about tourism impacts in their cities, both positives and negatives

Impact of tourism in your City. Comparison by city



Big + Moderate Impact



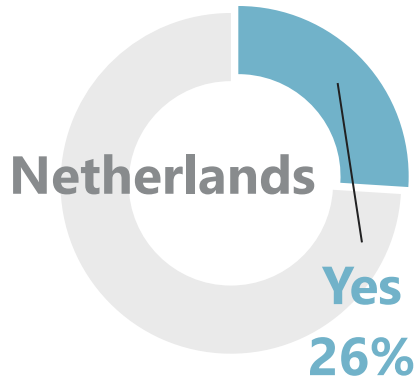
Total respondents : (4321)

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Do you think there should be measures to manage tourism better in your city?

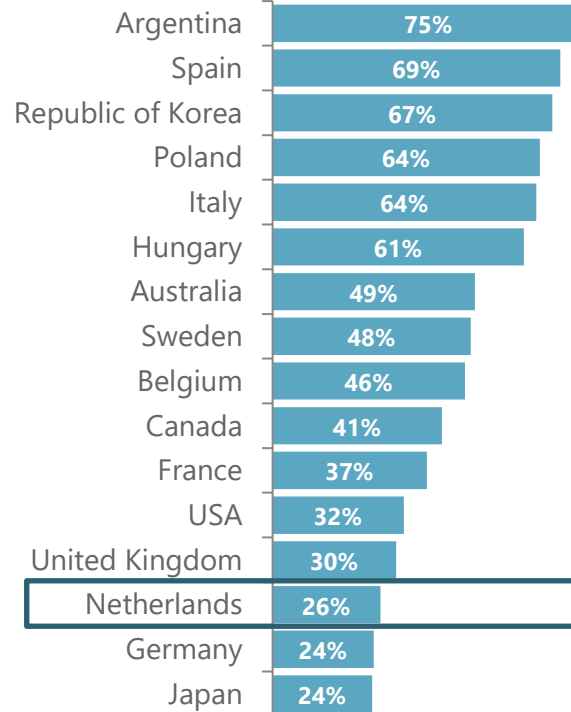
26% of residents in Netherlands think that there should be measures to manage tourism better in their cities. Third lowest rate of the analysed countries.

There should be measures to manage tourism better in my city



Total respondents : (4321)

There should be measures to manage tourism better in my city, by country of residence

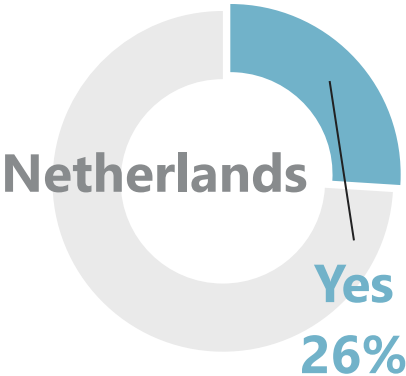


**Country data
Average (without
Netherlands) : 49%**

Q3. Do you think there should be measures to manage tourism better in your city?

41% Residents in Noord-Holland think there should be measures to manage tourism better.

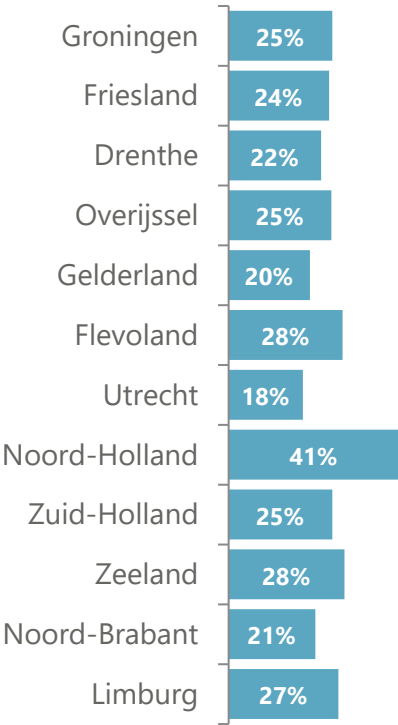
There should be measures to manage tourism better in my city



Total respondents : (4321)



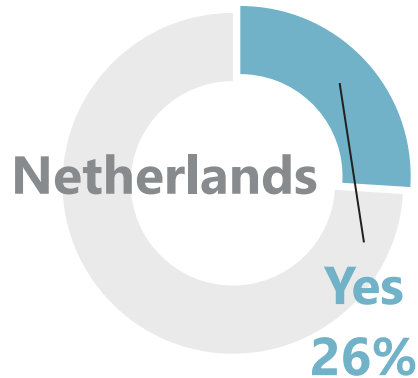
There should be measures to manage tourism better in my city, by province of residence



Q3. Do you think there should be measures to manage tourism better in your city?

77% Residents in Amsterdam think there should be measures to manage tourism better.

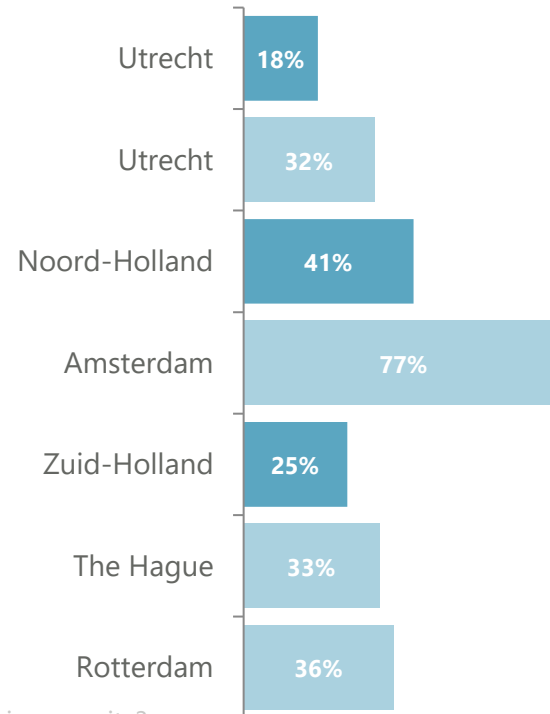
There should be measures to manage tourism better in my city



Yes

Total respondents : (4321)

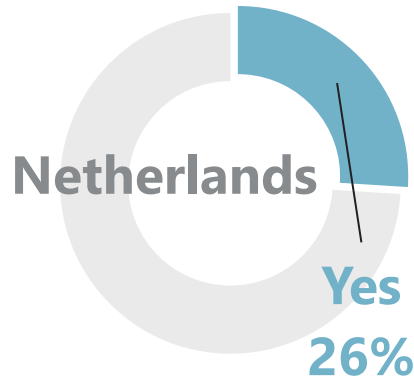
There should be measures to manage tourism better in my city, by city of residence



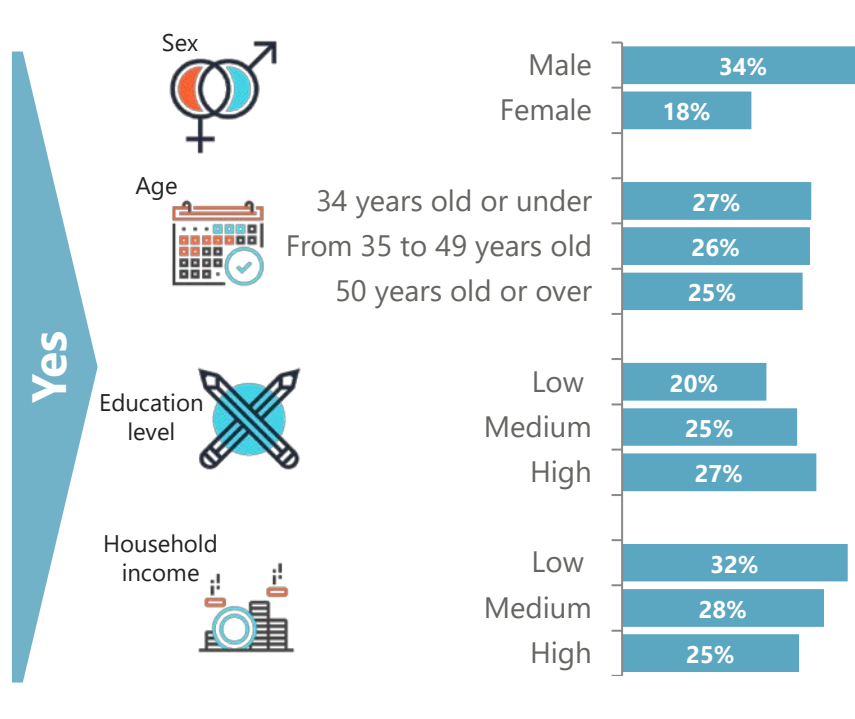
Q3. Do you think there should be measures to manage tourism better in your city?

Profile of person who think there should be measures to manage tourism better: Males and people living in low income households

There should be measures to manage tourism better in my city



Total respondents : (4321)



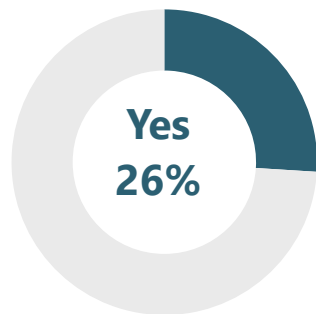
Q3. Do you think there should be measures to manage tourism better in your city?



What measures do you think are more adequate to deal with the increase in the number of tourists to your city?

Main 4 proposed measures: Ensure local communities benefit from tourism, improve infrastructures and facilities, create experiences and attractions and promote dispersal visitors all year long. Restriction policies least popular.

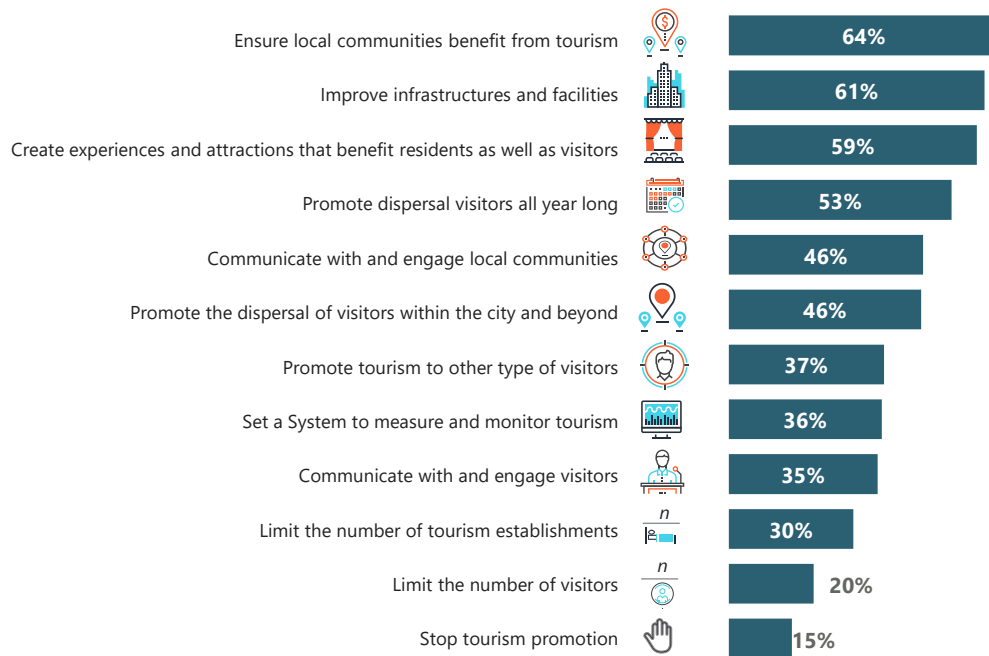
There should be measures to manage tourism better in my city



Total respondents : (4321)

Yes

More adequate measures to deal with the increase in the number of tourists in your city



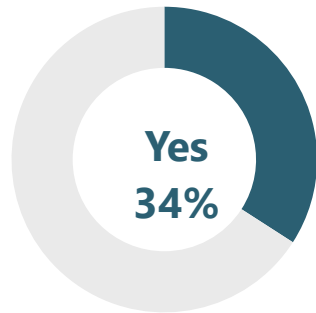
Total respondents : (1230)

Q4. What measures do you think are more adequate to deal with the increase in the number of tourists to your city?

Main 4 proposed measures: Improve infrastructures and facilities, ensure local communities benefit from tourism, promote dispersal visitors within the city and create experiences and attractions. Restriction policies least popular.

Focus on those who think that they live in a city with high number of tourists

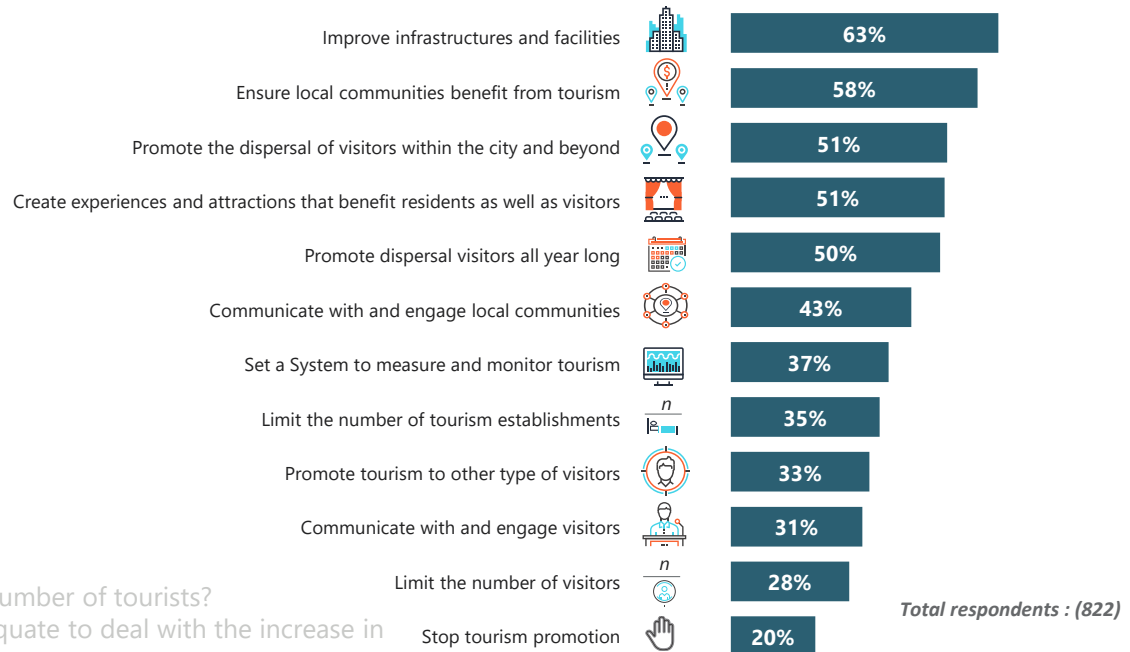
There should be measures to manage tourism better in my city



Total respondents : (2401)

Yes

More adequate measures to deal with the increase in the number of tourists in your city



Total respondents : (822)

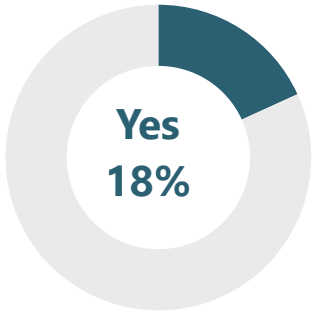
Q1. Do you think you live in a city with a high number of tourists?

Q4. What measures do you think are more adequate to deal with the increase in the number of tourists to your city?

Main 4 proposed measures: Ensure local communities benefit from tourism, create experiences and attractions, promote dispersal visitors within the city and Improve infrastructures and facilities. Restriction policies least popular

Focus on those who don't think that they live in a city with high number of tourists

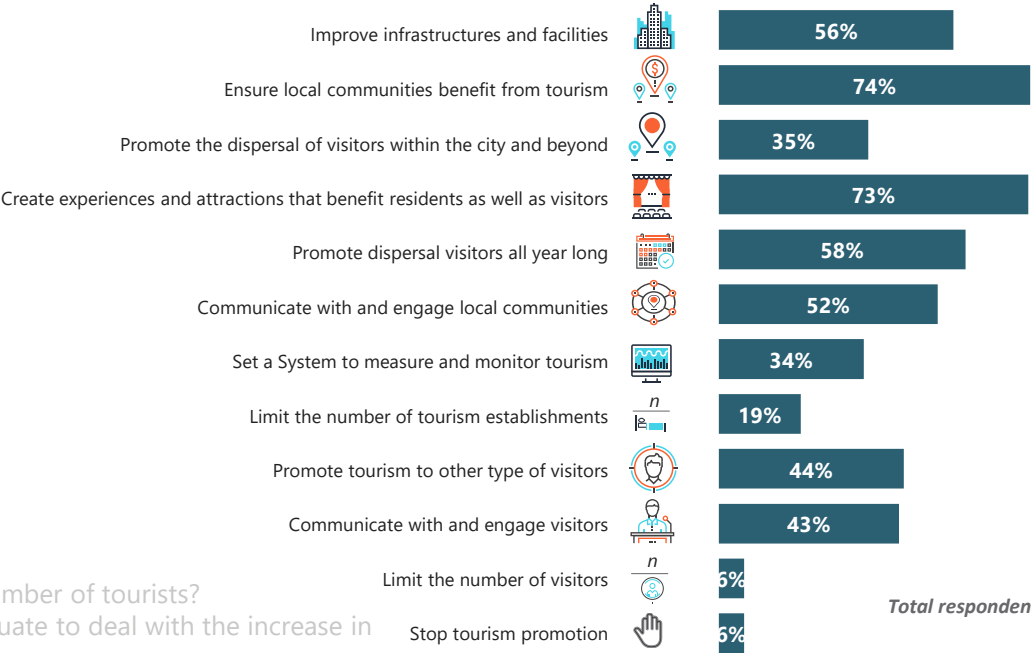
There should be measures to manage tourism better in my city



Total respondents : (1920)



More adequate measures to deal with the increase in the number of tourists in your city

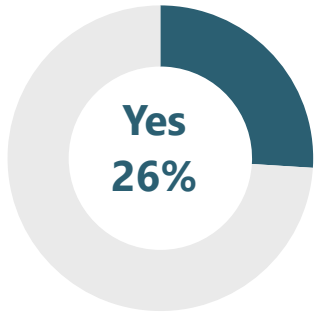


Total respondents : (408)

Q1. Do you think you live in a city with a high number of tourists?
 Q4. What measures do you think are more adequate to deal with the increase in the number of tourists to your city?

34% of those who think they live in a city with high number of tourists think there should be measures to manage tourism better. This figure reduces to 18% for those who think they don't live in a city with high number of tourists. .

There should be measures to manage tourism better in my city

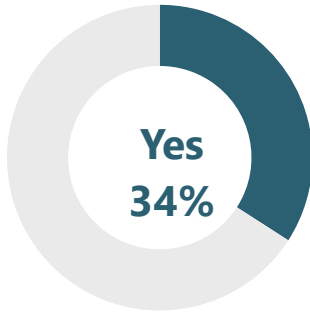


Total respondents : (4321)



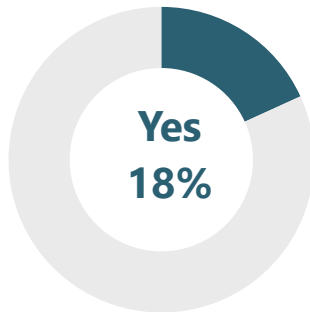
Focus on those who think that they live in a city with high number of tourists

YES



Total respondents : (2401)

NO



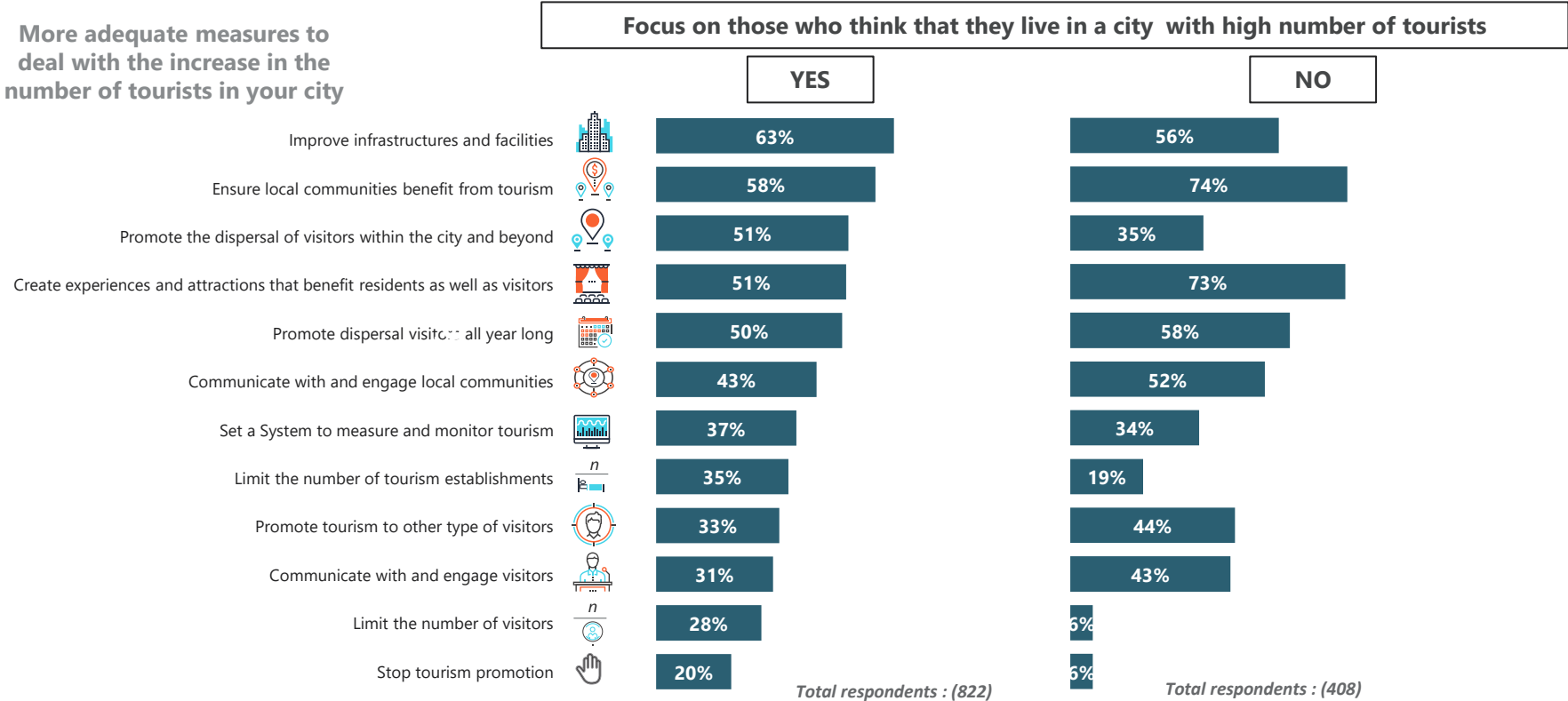
Total respondents : (1920)

Q1. Do you think you live in a city with a high number of tourists?
 Q3. Do you think there should be measures to manage tourism better in your city?

Main 4 proposed measures:















More adequate measures to deal with the increase in the number of tourists in your city



Q1. Do you think you live in a city with a high number of tourists?
Q4. What measures do you think are more adequate to deal with the increase in the number of tourists to your city?

Main 3 proposed measures in Netherlands are very similar to those proposed in the other countries, with slight differences in the ranking order

More adequate measures to deal with the increase in the number of tourists in your city. By country of residence

	Netherlands	Argentina	Australia	Belgium	Canada	France	Germany	Hungary	Italy	Japan	Poland	Rep. of Korea	Spain	Sweden	United Kingdom	USA
Ensure local communities benefit from tourism 	64%	71%	77%	61%	75%	66%	50%	57%	69%	66%	57%	66%	55%	67%	74%	71%
Improve infrastructures and facilities 	61%	79%	75%	64%	68%	66%	66%	89%	80%	74%	68%	69%	73%	61%	67%	67%
Create experiences and attractions that benefit residents as well as visitors 	59%	75%	70%	63%	82%	65%	62%	82%	71%	68%	72%	74%	68%	65%	71%	73%
Promote dispersal visitors all year long 	53%	47%	27%	47%	40%	35%	48%	38%	34%	48%	70%	24%	43%	33%	34%	27%
Communicate with and engage local communities 	46%	33%	52%	48%	50%	55%	36%	67%	60%	45%	42%	61%	48%	48%	49%	53%
Promote the dispersal of visitors within the city and beyond 	46%	41%	31%	36%	32%	32%	40%	28%	30%	48%	46%	20%	42%	42%	31%	33%
Promote tourism to other type of visitors 	37%	54%	33%	46%	42%	49%	41%	50%	48%	38%	43%	46%	47%	53%	42%	41%
Set a System to measure and monitor tourism 	37%	27%	43%	44%	37%	42%	27%	29%	29%	22%	32%	57%	36%	28%	38%	42%
Communicate with and engage visitors 	35%	46%	47%	38%	47%	47%	50%	52%	60%	55%	36%	55%	37%	55%	47%	49%
Limit the number of tourism establishments 	30%	11%	18%	22%	10%	17%	34%	4%	11%	18%	15%	13%	20%	23%	18%	17%
Limit the number of visitors 	20%	9%	18%	19%	13%	14%	29%	3%	4%	11%	10%	5%	18%	13%	17%	16%
Stop tourism promotion 	15%	6%	6%	13%	5%	11%	20%	2%	5%	10%	9%	9%	13%	12%	12%	12%

Total respondents : (1230)

Q4. What measures do you think are more adequate to deal with the increase in the number of tourists to your city?

The 3 main measures proposed are very similar in the different provinces

More adequate measures to deal with the increase in the number of tourists in your city. By province of residence

	Netherlands	Groningen	Friesland	Drenthe	Overijssel	Gelderland	Flevoland	Utrecht	Noord-Holland	Zuid-Holland	Zeeland	Noord-Brabant	Limburg
Ensure local communities benefit from tourism	64%	74%	58%	67%	59%	73%	74%	64%	51%	66%	72%	74%	70%
Improve infrastructures and facilities	61%	65%	51%	62%	56%	56%	64%	45%	59%	70%	68%	58%	63%
Create experiences and attractions that benefit residents as well as visitors	59%	78%	75%	70%	68%	65%	71%	59%	39%	56%	68%	80%	61%
Promote dispersal visitors all year long	53%	51%	65%	60%	58%	60%	58%	56%	50%	51%	62%	44%	56%
Communicate with and engage local communities	46%	54%	51%	42%	41%	44%	37%	52%	31%	59%	41%	57%	46%
Promote the dispersal of visitors within the city and beyond	46%	28%	31%	40%	49%	38%	40%	59%	64%	39%	41%	32%	38%
Promote tourism to other type of visitors	37%	45%	36%	44%	37%	61%	50%	35%	34%	28%	33%	39%	25%
Set a System to measure and monitor tourism	37%	49%	36%	34%	36%	38%	36%	28%	34%	36%	45%	31%	47%
Communicate with and engage visitors	35%	41%	50%	47%	44%	37%	42%	36%	23%	31%	38%	45%	48%
Limit the number of tourism establishments	30%	14%	20%	15%	27%	15%	18%	26%	47%	31%	17%	25%	18%
Limit the number of visitors	20%	1%	16%	9%	12%	7%	7%	27%	38%	20%	12%	7%	18%
Stop tourism promotion	15%	1%	12%	10%	13%	6%	5%	14%	28%	15%	4%	8%	10%

Total respondents : (1230)

Q4. What measures do you think are more adequate to deal with the increase in the number of tourists to your city?

Residents in Amsterdam and Utrecht bet on promoting the dispersal of visitors within the city and beyond, and only residents of Amsterdam Limit the number of tourist establishments

More adequate measures to deal with the increase in the number of tourists in your city. By city of residence

















	Netherlands	Utrecht (Province)	Utrecht	Noord-Holland	Amsterdam	Zuid-Holland	The Hague	Rotterdam
Ensure local communities benefit from tourism	64%	64%	60%	51%	38%	66%	58%	74%
Improve infrastructures and facilities	61%	45%	53%	59%	58%	70%	68%	62%
Create experiences and attractions that benefit residents as well as visitors	59%	59%	41%	39%	34%	56%	54%	52%
Promote dispersal visitors all year long	53%	56%	53%	50%	47%	51%	48%	50%
Communicate with and engage local communities	46%	52%	33%	31%	28%	59%	45%	42%
Promote the dispersal of visitors within the city and beyond	46%	59%	72%	64%	71%	39%	51%	50%
Promote tourism to other type of visitors	37%	35%	28%	34%	32%	28%	41%	23%
Set a System to measure and monitor tourism	37%	28%	36%	34%	31%	36%	30%	38%
Communicate with and engage visitors	35%	36%	22%	23%	21%	31%	30%	39%
Limit the number of tourism establishments	30%	26%	40%	47%	62%	31%	29%	29%
Limit the number of visitors	20%	27%	33%	38%	43%	20%	28%	23%
Stop tourism promotion	15%	14%	30%	28%	36%	15%	19%	18%

Total respondents : (1230)

Q4. What measures do you think are more adequate to deal with the increase in the number of tourists to your city?

Youngers more defenders of restriction policies

More adequate measures to deal with the increase in the number of tourists in your city. By socio-demographic profile

		Sex 		Age 			Education level 			Household income 		
	Netherlands	Male	Female	34 y/o or under	From 35 to 49 y/o	50 y/o or over	Low	Medium	High	Low	Medium	High
Ensure local communities benefit from tourism 	64%	64%	64%	60%	62%	68%	55%	67%	61%	51%	67%	65%
Improve infrastructures and facilities 	61%	59%	62%	58%	65%	60%	55%	60%	61%	55%	61%	61%
Create experiences and attractions that benefit residents as well as visitors 	59%	56%	62%	54%	65%	59%	63%	62%	56%	54%	58%	59%
Promote dispersal visitors all year long 	53%	53%	53%	48%	50%	57%	22%	57%	49%	54%	55%	51%
Communicate with and engage local communities 	46%	47%	45%	51%	44%	44%	59%	46%	46%	48%	42%	50%
Promote the dispersal of visitors within the city and beyond 	46%	43%	48%	48%	41%	46%	36%	43%	48%	51%	48%	40%
Promote tourism to other type of visitors 	37%	41%	33%	32%	40%	38%	42%	37%	37%	35%	36%	38%
Set a System to measure and monitor tourism 	37%	37%	35%	39%	36%	34%	27%	38%	35%	34%	35%	37%
Communicate with and engage visitors 	35%	37%	34%	30%	37%	38%	67%	37%	34%	44%	37%	34%
Limit the number of tourism establishments 	30%	30%	29%	39%	27%	25%	43%	26%	33%	31%	29%	33%
Limit the number of visitors 	20%	18%	23%	26%	18%	18%	15%	15%	24%	23%	19%	18%
Stop tourism promotion 	15%	16%	14%	16%	16%	14%	16%	12%	17%	21%	14%	13%

Total respondents : (1230)

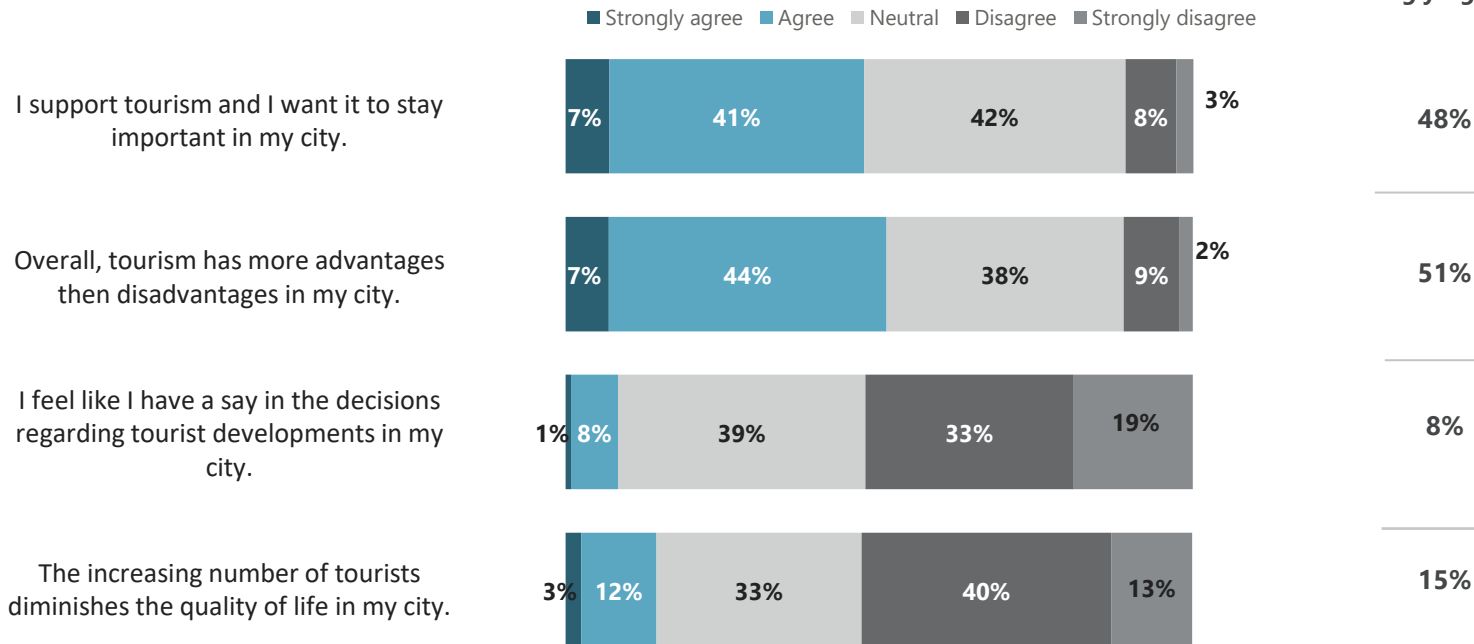
Q4. What measures do you think are more adequate to deal with the increase in the number of tourists to your city?

- **To what extent do you agree with the following statements regarding tourism in your city/region?**

Half of the residents agree that tourism has more advantages, and support tourism and want it to go on being important in their cities

Agreement or disagreement about different issues regarding tourism

Strongly Agree + Agree



Total respondents : (4321)

Q6. To what extent do you agree with the following statements regarding tourism in your city/region?

Positive perspective about tourism can be observed also in those who think they live in a city with high number of tourists or those who want measures

Agreement or disagreement about different issues regarding tourism

Focus on those who think that they live in a city with high number of tourists

% Agree*

I support tourism and I want it to stay important in my city.



57%

Overall, tourism has more advantages than disadvantages in my city.



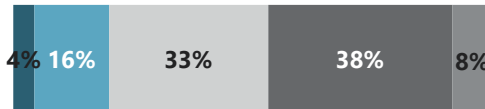
58%

I feel like I have a say in the decisions regarding tourist developments in my city.



10%

The increasing number of tourists diminishes the quality of life in my city.



20%

Total respondents : (2401)

Focus on those who think there should be measures to manage tourism

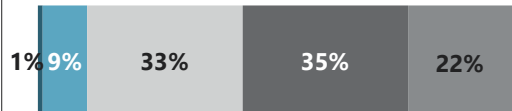
% Agree*



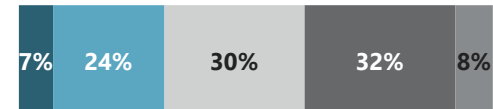
57%



54%



10%



31%

Total respondents : (1230)

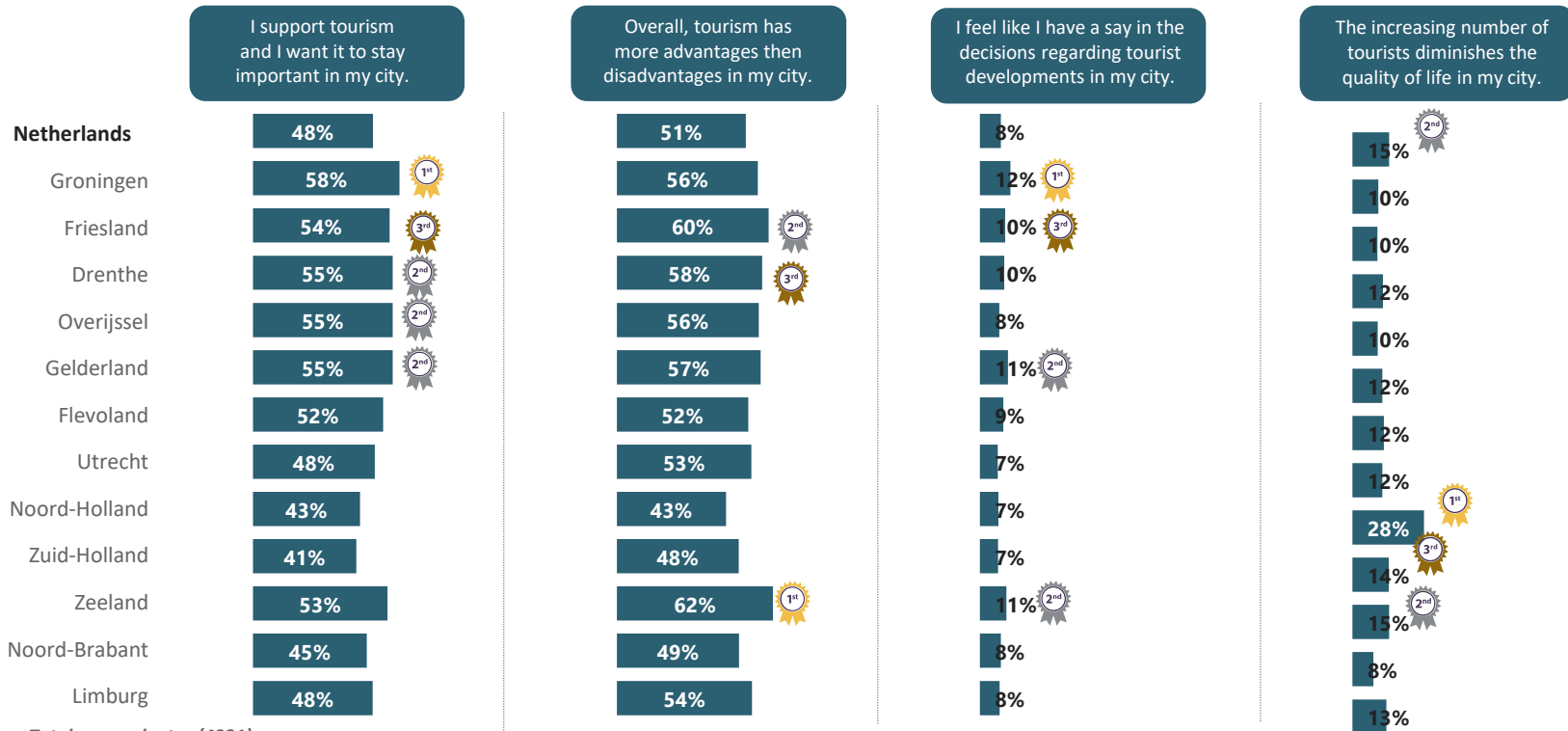
*Strongly Agree + Agree

Q1. Do you think you live in a city with a high number of tourists? / Q3. Do you think there should be measures to manage tourism better in your city?
Q6. To what extent do you agree with the following statements regarding tourism in your city/region?

Positive perspective about tourism in all provinces

Agreement about different issues regarding tourism

Strongly Agree + Agree



Total respondents : (4321)

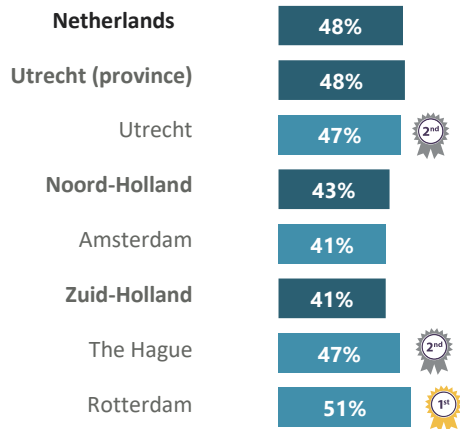
Q6. To what extent do you agree with the following statements regarding tourism in your city/region?

58% Residents in Amsterdam think that the increasing number of tourists diminishes the quality life in their city

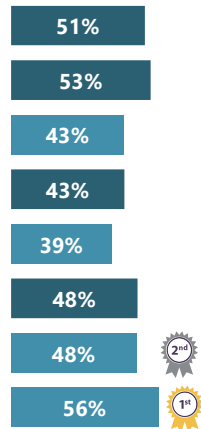
Strongly Agree + Agree

Agreement about different issues regarding tourism

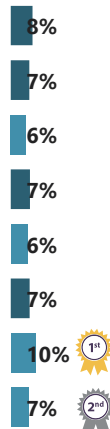
I support tourism and I want it to stay important in my city.



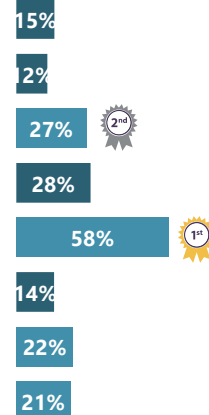
Overall, tourism has more advantages than disadvantages in my city.



I feel like I have a say in the decisions regarding tourist developments in my city.



The increasing number of tourists diminishes the quality of life in my city.



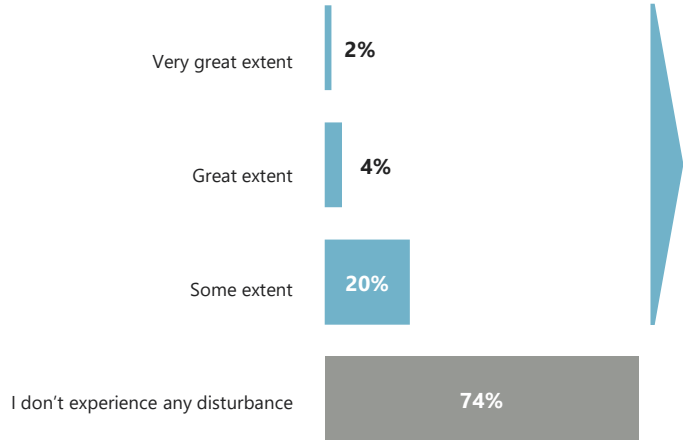
Total respondents : (1230)

Q6. To what extent do you agree with the following statements regarding tourism in your city/region?

- **what extent do you experience disturbance from tourism in your region?**
- **What kind of disturbance do you experience?**

Just 26% Netherlands population experience some disturbance from tourism. These disturbances are mainly crowded streets, crowded traffic and crowded public services

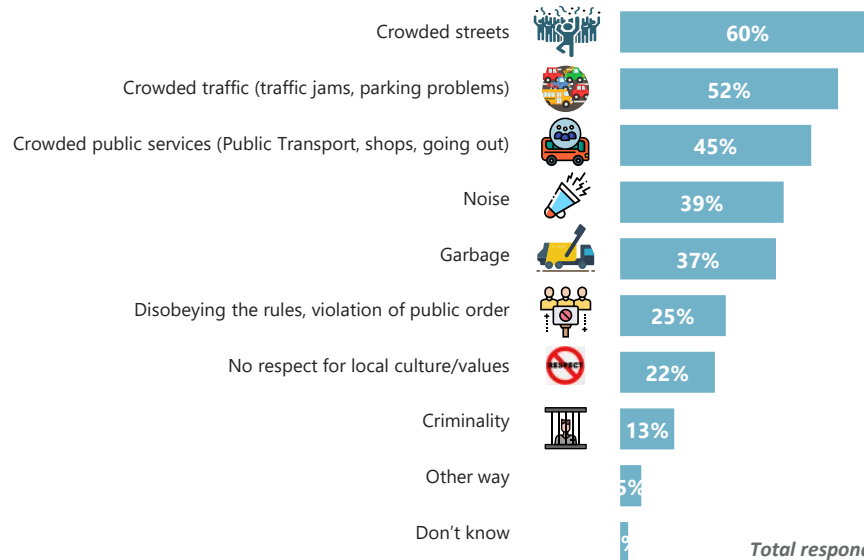
Experience disturbance from tourism in your region



Total respondents : (4321)

... if yes....

What kind of disturbance?



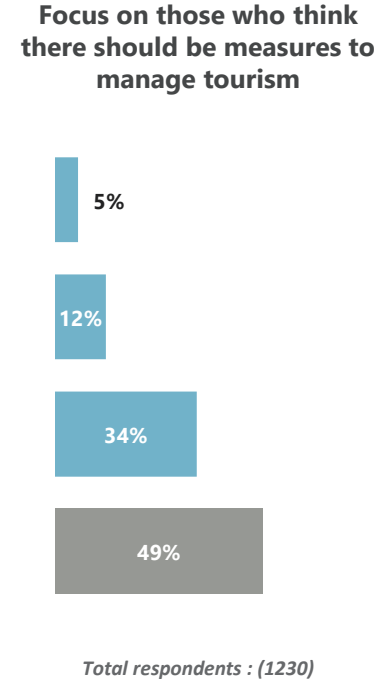
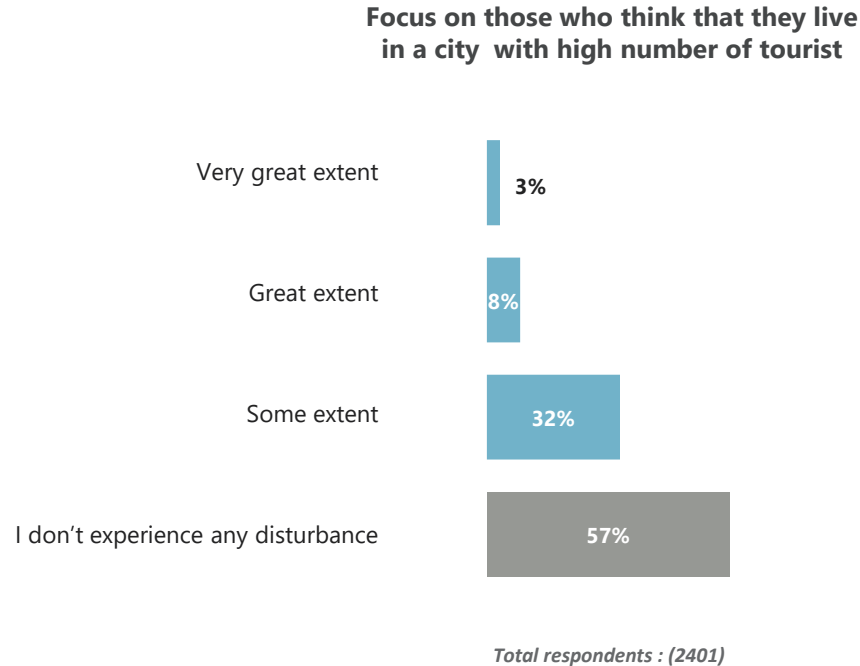
Total respondents : (1216)

Q7. what extent do you experience disturbance from tourism in your region?

Q8. What kind of disturbance do you experience?

43% of people who think they live in a city with high number of tourists and 51% of those who think that should be measures to manage tourism experience some disturbance from tourism.

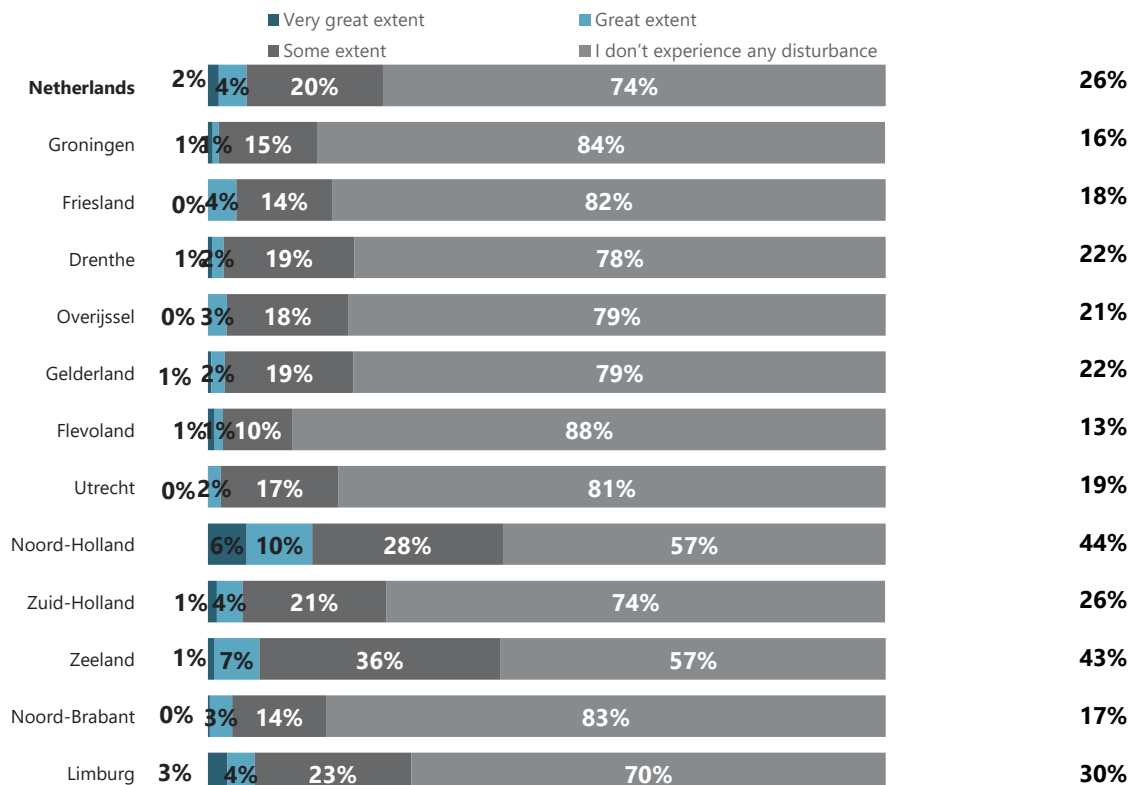
To what extent do you experience disturbance from tourism in your region



Q1. Do you think you live in a city with a high number of tourists? / Q3. Do you think there should be measures to manage tourism better in your city?
Q7. What extent do you experience disturbance from tourism in your region?

Noord-Holland and Zeeland, the regions with higher % of population who experience disturbance from tourism

Experience disturbance from tourism in your region



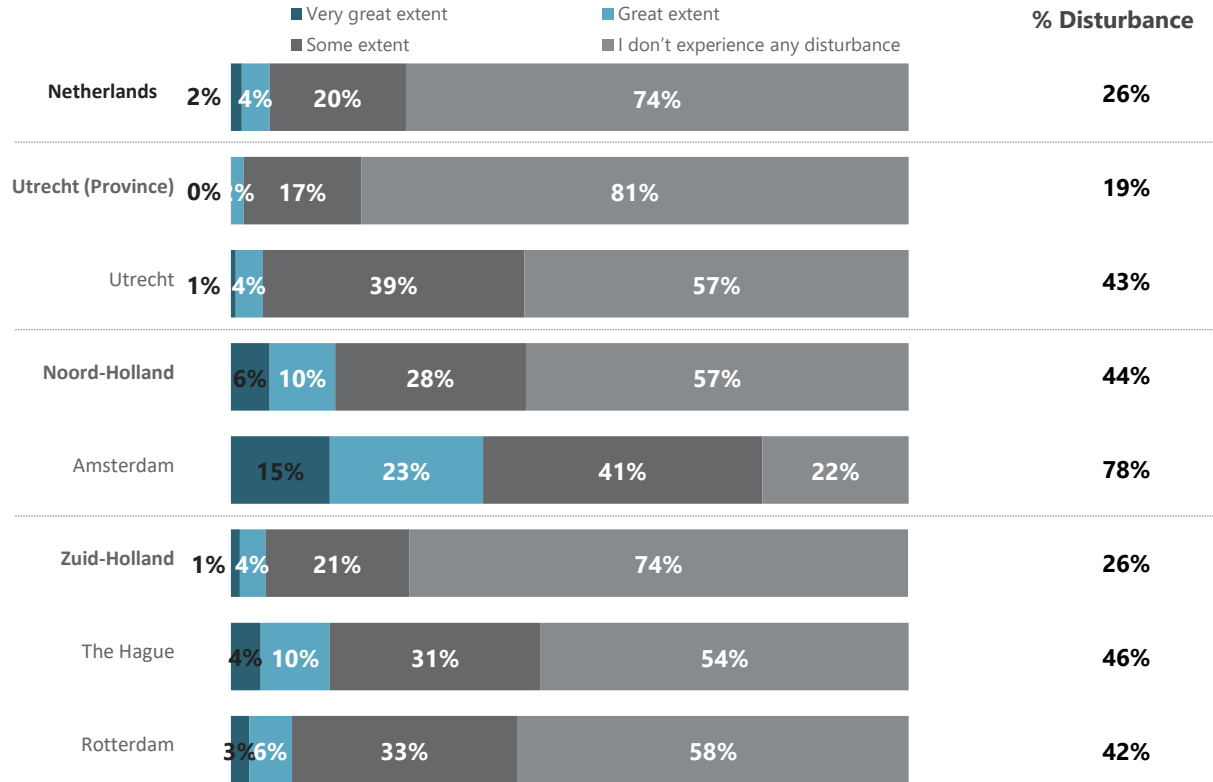
Total respondents : (4321)

Q7. what extent do you experience disturbance from tourism in your region?

Amsterdam stands out, 78% experience disturbance from tourism

The other cities are also more than the average of the Netherlands on this point

Experience disturbance from tourism in your region
















































Total respondents : (4321)

Q7. what extent do you experience disturbance from tourism in your region?

Crowded streets, crowded traffic and crowded public services main disturbances in most of the provinces

What kind of disturbance? (Focus on those who experience disturbance from tourism in your region)

		Netherlands	Groningen	Friesland	Drenthe	Overijssel	Gelderland	Flevoland	Utrecht	Noord-Holland	Zuid-Holland	Zeeland	Noord-Brabant	Limburg
Crowded streets		60%	50% 	43% 	49% 	61% 	52% 	47% 	72% 	72% 	54% 	55% 	58% 	62% 
Crowded public services (Public Transport, shops, going out)		45%	36% 	32% 	45% 	52% 	39% 	39%	50% 	57% 	35%	40% 	42% 	47% 
Crowded traffic (traffic jams, parking problems)		52%	54% 	59% 	46% 	44% 	68% 	60% 	47% 	45%	52% 	73% 	39% 	68% 
Disobeying the rules, violation of public order		25%	20%	17%	28%	20%	9%	31%	12%	40%	19%	16%	26%	30%
Noise		39%	25%	47%	23%	38%	17%	41% 	35%	52% 	38% 	23%	42% 	33%
Garbage		37%	30%	30%	30%	28%	28%	38%	33%	50%	33%	23%	36%	36%
No respect for local culture/values		22%	5%	14%	19%	17%	20%	15%	17%	31%	23%	12%	20%	17%
Criminality		13%	10%	15%	6%	12%	19%	22%	6%	13%	12%	12%	13%	14%
Other way		5%	7%	16%	5%	4%	5%	10%	8%	7%	4%	0%	0%	3%
Don't know		2%	4%	3%	3%	7%	1%	0%	1%	0%	2%	2%	5%	1%

Total respondents : (4321)

Q8. What kind of disturbance do you experience?

Crowded streets, crowded traffic and crowded public services main disturbances in most of the cities.

Noise is another important disturbance (being important in Amsterdam).

What kind of disturbance? (Focus on those who experience disturbance from tourism in your region)

	Netherlands	Utrecht	Utrecht	Noord-Holland	Amsterdam	Zuid-Holland	The Hague	Rotterdam
Crowded streets	60%	72%	83%	72%	88%	54%	57%	65%
Crowded public services (Public Transport, shops, going out)	45%	50%	57%	57%	69%	35%	47%	45%
Crowded traffic (traffic jams, parking problems)	52%	47%	45%	45%	38%	52%	56%	38%
Disobeying the rules, violation of public order	25%	12%	21%	40%	47%	19%	19%	23%
Noise	39%	35%	41%	52%	56%	38%	39%	42%
Garbage	37%	33%	22%	50%	56%	33%	34%	40%
No respect for local culture/values	22%	17%	20%	31%	28%	23%	19%	15%
Criminality	13%	6%	9%	13%	15%	12%	18%	18%
Other way	5%	8%	2%	7%	5%	4%	3%	4%
Don't know	2%	1%	1%	0%	1%	2%	4%	1%

Total respondents : (1216)

Q8. What kind of disturbance do you experience?