

## Stakeholders' Engagement Process in the OBSERVE Project

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**Abstract :** Tourism is one of the global engines of development. With good planning and management, it can be a positive force, bringing benefits to touristic destinations around the world. However, without constrains, boundaries well established and constant survey, tourism can be very harmful and induce destination's degradation. In the interest of the tourism sector and the community it is important to develop the destination maintaining its sustainability. The OBSERVE project is an instrument for monitoring and evaluating the sustainability of the region of Algarve. Its main priority is to provide environmental, economic, social-cultural and institutional indicators to support the decision-making process towards a sustainable growth. In the pursuit of the objectives, it is being developed a digital platform where the significant indicators will be continuously updated. It is known that the successful development of a touristic region depends from the careful planning with the commitment of central and regional government, industry, services and community stakeholders. Understand the different perspectives of stakeholders is essential to engage them in the development planning. However, actual stakeholders' engagement process is complex and not easy to accomplish. To create a consistent system of indicators designed to monitor and evaluate the sustainability performance of a touristic region it is necessary to access the local data and the consideration of the full range of values and uncertainties. This paper presents the OBSERVE project and describes the stakeholders' engagement process highlighting the contributions, ambitions and constraints.

**Keywords :** sustainable tourism, stakeholders' engagement, OBSERVE project, Algarve region

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