

## **Open Tourism Open Innovation Crowdsourcing And Co Creation Challenging The Tourism Industry Tourism On The Verge**

In an era of an economy based on knowledge and Web 2.0 technology, knowledge is the foundation for improving the decision-making processes and relations between people both in and outside of an organization. Providing new and unique sources of knowledge outside organizations enables innovation and shapes competitive advantage. Crowdsourcing and Knowledge Management in Contemporary Business Environments is a collection of innovative research on the methods and applications of crowdsourcing in collaboration, idea implementation, and organizational development. Highlighting a range of topics including data analytics, crowd computing, and open innovation, this book is ideally designed for business managers, business professionals, business and social researchers, graduate-level students, and academicians seeking current research on the mechanisms of knowledge management in crowdsourcing.

Although there have been considerable technological advances over the past decade, particularly in terms of mobile applications, much remains unknown about their effect on societal progress. This book focuses on how inequality and entrepreneurship are both

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by-products of technological change. The book provides insights into how society has shifted from consumer division to human centrality, and helps readers gain a better understanding of the positive and negative effects of entrepreneurship.

This book features selected research papers presented at the First International Conference on Computing, Communications, and Cyber-Security (IC4S 2019), organized by Northwest Group of Institutions, Punjab, India, Southern Federal University, Russia, and IAC Educational Trust, India along with KEC, Ghaziabad and ITS, College Ghaziabad as an academic partner and held on 12–13 October 2019. It includes innovative work from researchers, leading innovators and professionals in the area of communication and network technologies, advanced computing technologies, data analytics and intelligent learning, the latest electrical and electronics trends, and security and privacy issues.

This book constitutes the refereed proceedings of the 4th International Conference on Online Communities and Social Computing, OCSC 2011, held in Orlando, FL, USA in July 2011 in the framework of the 14th International Conference on Human-Computer Interaction, HCII 2011 with 10 other thematically similar conferences. The 77 revised papers presented were carefully reviewed and selected from numerous submissions. The papers accepted for presentation thoroughly cover the thematic area of online communities and social computing, addressing the following major topics: on-line communities and intelligent agents in education and research; blogs, Wikis and

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Twitters; social computing in business and the enterprise; social computing in everyday life; information management in social computing.

Provides the 'whys' and 'hows' of customer service. Easy to read, very current, and full of references to all the latest research. Chapters cover financial and behavioural consequences of customer service, consumer trends, developing and maintaining a service culture, managing service encounters, CRM and much more.

This book explores the ways in which information and communication technologies (ICTs) offer a powerful tool for the development of smart tourism. Numerous examples are presented from across the entire spectrum of cultural and heritage tourism, including art, innovations in museum interpretation and collections management, cross-cultural visions, gastronomy, film tourism, dark tourism, sports tourism, and wine tourism. Emphasis is placed on the importance of the smart destinations concept and a knowledge economy driven by innovation, creativity, and entrepreneurship. New modes of tourism management are described, and tourism products, services, and strategies for the stimulation of economic innovation and promotion of knowledge transfer are outlined. The potential of diverse emerging ICTs in this context is clearly explained, covering location-based services, internet of things, smart cities, mobile services, gamification, digital collections and the virtual visitor, social media, social networking, and augmented reality. The book is edited in collaboration with the International Association of Cultural and Digital Tourism (IACuDiT) and includes the proceedings of

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the Third International Conference on Cultural and Digital Tourism.

This book presents the latest research of the field of optimization, modeling and algorithms, discussing the real-world application problems associated with new innovative methodologies. The requirements and demands of problem solving have been increasing exponentially and new computer science and engineering technologies have reduced the scope of data coverage worldwide. The recent advances in information communication technology (ICT) have contributed to reducing the gaps in the coverage of domains around the globe. The book is a valuable reference work for researchers in the fields of computer science and engineering with a particular focus on modeling, simulation and optimization as well as for postgraduates, managers, economists and decision makers

Food is routinely given attention in tourism research as a motivator of travel.

Regardless of whether tourists travel with a primary motivation for experiencing local food, eating is required during their trip. This book encompasses an interdisciplinary discussion of animals as a source of food within the context of tourism. Themes include the raising, harvesting, and processing of farm animals for food; considerations in marketing animals as food; and the link between consuming animals and current environmental concerns. Ethical issues are addressed in social, economic, environmental, and political terms. The chapters are grounded in ethics-related theories and frameworks including critical theory, ecofeminism, gustatory ethics, environmental

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ethics, ethics within a political economy context, cultural relativism, market construction paradigm, ethical resistance, and the Global Sustainable Tourism Criteria. Several chapters explore contradicting and paradoxical ethical perspectives, whether those contradictions exist between government and private sector, between tourism and other industries, or whether they lie within ourselves. Like the authors in *Tourism Experiences & Animal Consumption: Contested Values, Morality, & Ethics*, the authors in this book wrestle with a range of issues such as animal sentience, the environmental consequences of animals as food, viewing animals solely as a extractive resource for human will, as well as the artificial cultural distortion of animals as food for tourism marketing purposes. This book will appeal to tourism academics and graduate students as a reference for their own research or as supplementary material for courses focused on ethics within tourism.

Framed within basic marketing principles, *Marketing for Tourism, Hospitality & Events* highlights the global shift in tourism demographics today, placing a particular emphasis on the role of digital technology and its impact on travel products and services. Covering developments across a broad range of topics such as contemporary tourism marketing, understanding today's consumer, and the importance of public relations and personal selling, key industry changes are captured throughout the text. 'Lessons from a Marketing Guru' feature personal

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insights from real world practitioners, and 'Digital Spotlights' highlight the ways in which social media and the Internet have transformed tourism, hospitality and events the world over. These features are further enhanced by 'Marketing in Action' case-studies in each chapter that highlight the international realities of tourism, hospitality and events marketing in practice. These include: Spiritual Tourism in Tamil Nadu, India Social media listening at Marriott's headquarters in Hong Kong The Deer Hunt Festival in Winneba, Ghana Music-themed hotels in Prague, Amsterdam, Berlin and Mexico The promotion of Hawaii through film and television Dark Tourism in Vietnam The book is complemented by a companion website featuring a range of tools and resources for lecturers and students, including PowerPoint slides, an instructor manual, a test bank of multiple choice questions and author-curated video links to make the examples in each chapter come to life. Ideal for undergraduate and postgraduate students looking for an introductory text to marketing for tourism, hospitality and events.

This handbook explores and critically examines both positive and negative impacts of tourism development focusing on the past, present and future issues, challenges and trends from a multidisciplinary global perspective. Through a comparative approach involving international case studies, this book explores our understanding of tourism impacts and contributes to the theoretical development

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on relationships between tourism impacts and community support for tourism development. This handbook focuses on a variety of geographical locations, drawing from the knowledge and expertise of highly regarded academics from around the world. Specifically, it explores the adoption and implementation of various tourism development and impact management approaches in a wide range of global contexts, while identifying their trends, issues and challenges. It addresses strategies relating to innovation, sustainability and social responsibility, and critically reviews the economic, sociocultural, environmental, political and technological impacts of tourism. The text also identifies future trends and issues, as well as exploring the methods used to study tourism impacts. Conveying the latest thinking and research, this handbook will be a key reference for students, researchers and academics of tourism, as well as development studies, geography, cultural studies, sustainability and business, encouraging dialogue across disciplinary boundaries and areas of study. The Routledge Handbook of Tourism Cities presents an up-to-date, critical and comprehensive overview of established and emerging themes in urban tourism and tourist cities. Offering socio-cultural perspectives and multidisciplinary insights from leading scholars, the book explores contemporary issues, challenges and trends. Organised into four parts, the handbook begins with an

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introductory section that explores contemporary issues, challenges and trends that tourism cities face today. A range of topics are explored, including sustainable urban tourism, overtourism and urbanisation, the impact of terrorism, visitor–host interactions, as well as reflections on present and future challenges for tourism cities. In Part II the marketing, branding and markets for tourism cities are considered, exploring topics such as destination marketing and branding, business travellers and exhibition hosting. This section combines academic scholarship with real-life practice and case studies from cities. Part III discusses product and technology developments for tourism cities, examining their supply and impact on different travellers, from open-air markets to creative waterfronts, from social media to smart cities. The final Part offers examples of how urban tourism is developing in different parts of the world and how worldwide tourism cities are adapting to the challenges ahead. It also explores emerging forms of specialist tourism, including geology and ecology-based tourism, socialist heritage and post-communist destination tourism. This handbook fills a notable gap by offering a critical and detailed understanding of the diverse elements of the tourist experience today. It contains useful suggestions for practitioners, as well as examples for theoretical frameworks to students in the fields of urban tourism and tourism cities. The handbook will be of interest to scholars and



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students working in urban tourism, heritage studies, human geography, urban studies and urban planning, sociology, psychology and business studies. Marketing and Managing Tourism Destinations is a comprehensive and integrated introductory textbook covering both destination marketing and destination management in one volume. It focuses on how destination management is planned, implemented and evaluated as well as the management and operations of destination management organizations (DMOs), how they conduct business, major opportunities, challenges and issues they face to compete for the global leisure and business travel markets. This second edition has been updated to include:

- A new chapter on visitor management that includes a section on crisis and disaster management
- New material on destination leadership and coordination
- New and revised content on digital marketing
- New and updated international case examples throughout to show the practical realities and approaches to managing different destinations around the world.

It is illustrated in full colour and packed with features to encourage reflection on main themes, spur critical thinking and show theory in practice. Written by an author with many years of industry practice, university teaching and professional training experience, this book is the essential guide to the subject for tourism, hospitality and events students and industry practitioners alike.

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Open Tourism Open Innovation, Crowdsourcing and Co-Creation Challenging the Tourism Industry Springer

With the growth of information technology, many new communication channels and platforms have emerged. This growth has advanced the work of crowdsourcing, allowing individuals and companies in various industries to coordinate efforts on different levels and in different areas. Providing new and unique sources of knowledge outside organizations enables innovation and shapes competitive advantage. Crowdsourcing: Concepts, Methodologies, Tools, and Applications is a collection of innovative research on the methods and applications of crowdsourcing in business operations and management, science, healthcare, education, and politics. Highlighting a range of topics such as crowd computing, macrotasking, and observational crowdsourcing, this multi-volume book is ideally designed for business executives, professionals, policymakers, academicians, and researchers interested in all aspects of crowdsourcing.

This open access book is the proceedings of the International Federation for IT and Travel & Tourism (IFITT)'s 28th Annual International eTourism Conference, which assembles the latest research presented at the ENTER21 @yourplace virtual conference January 19-22, 2021. This book advances the current knowledge base of information and communication technologies and tourism in

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the areas of social media and sharing economy, technology including AI-driven technologies, research related to destination management and innovations, COVID-19 repercussions, and others. Readers will find a wealth of state-of-the-art insights, ideas, and case studies on how information and communication technologies can be applied in travel and tourism as we encounter new opportunities and challenges in an unpredictable world.

The planning, design, management and marketing of experiences for tourism markets is a major challenge for tourism destinations and providers in a globalized and highly competitive market. This book bridges the gap in contemporary literature by carefully examining the management and marketing of tourism experiences.

The application of linguistic optimization methods in the tourism, travel, and hospitality industry has improved customer service and business strategies within the field. It provides an opportunity for tourists to explore another culture, building tolerance and overall exposure to different ways of life. Innovative Perspectives on Tourism Discourse is a pivotal reference source for the latest research findings on the role of language and linguistics in the travel industry. Featuring extensive coverage on relevant areas such as intercultural communication, adventure travel, and tourism marketing, this publication is an ideal resource for linguists, managers, researchers, economists, and

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professionals interested in emerging developments in tourism and travel.

This book examines the concepts of open innovation, crowdsourcing and co-creation from a holistic point of view and analyzes them considering their suitability to the tourism industry. Methods, theories and models are discussed and examined regarding their practical applicability in tourism. The book illustrates the theoretical mechanisms and principles of Open Innovation, Crowdsourcing and Co-creation with case studies and best practices examples. In addition to the scientific target group, the book is a useful resource for managers of the entire tourism industry. First, the book presents the theoretical fundamentals and concepts in 11 specific chapters. This basis is then enriched by three parts with case studies, focusing on information, creation and provision respectively. Finally in a concluding part the editors sum up the book and give an outlook on the implications, learnings and future perspectives of open innovation, crowdsourcing and collaborative consumption in the tourism industry.

Globalization entails the world becoming a smaller place through political, socio-cultural and economic processes. These processes have salient implications for tourism, and tourism itself is one of the driving forces behind globalization. This book is a collection of conceptual treatises by international scholars about the dynamics and reach of globalization and its relationships with tourism. It anatomizes and deconstructs the global forces, processes and challenges that face the world of tourism. It is international in scope, encyclopedic in its conceptual depth, empirically evocative, and contemporary

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in its coverage.

The SAGE Handbook of Tourism Management is a critical, authoritative review of tourism management, written by leading international thinkers and academics in the field. Arranged over two volumes, the chapters are framed as critical synoptic pieces covering key developments, current issues and debates, and emerging trends and future considerations for the field. The two volumes focus in turn on the theories, concepts and disciplines that underpin tourism management in volume one, followed by examinations of how those ideas and concepts have been applied in the second volume. Chapters are structured around twelve key themes: Volume One Part One: Researching Tourism Part Two: Social Analysis Part Three: Economic Analysis Part Four: Technological Analysis Part Five: Environmental Analysis Part Six: Political Analysis Volume Two Part One: Approaching Tourism Part Two: Destination Applications Part Three: Marketing Applications Part Four: Tourism Product Markets Part Five: Technological Applications Part Six: Environmental Applications This handbook offers a fresh, contemporary and definitive look at tourism management, making it an essential resource for academics, researchers and students.

This book brings together cutting edge research and applications of social media and related technologies, their uses by consumers and businesses in travel, tourism and hospitality. The first section addresses topical issues related to how social media influence the operations and strategies of tourism firms and help them enhance tourism

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experiences: open innovation, crowdsourcing, service-dominant logic, value co-creation, value co-destruction and augmented reality. The second section of the book looks at new applications of social media for marketing purposes in a variety of tourism-related sectors, addressing crowd-sourced campaigns, customer engagement and influencer marketing. The third section uses case studies and new methodologies to analyze travel review posting and consumption behaviors as well as the impact of social media on traveller perceptions and attitudes, with a focus on collaborative consumption and sharing economy accommodation. Finally, the fourth section focuses on hot topics and issues related to the analysis, interpretation and use of online information and user-generated content for deriving business intelligence and enhancing business decision-making. Written by an international body of well-known researchers, this book uses fresh theoretical lenses, perspectives and methodological approaches to look at the practical implications of social media for tourism suppliers, destinations, tourism policy makers and researchers alike. For these reasons, it will be a valuable resource for students, managers and academics with an interest in information and communication technologies, marketing for tourism and hospitality, and travel and transportation management.

This book presents cutting edge research on the development of analytics in travel and tourism. It introduces new conceptual frameworks and measurement tools, as well as applications and case studies for destination marketing and management. It is divided

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into five parts: Part one on travel demand analytics focuses on conceptualizing and implementing travel demand modeling using big data. It illustrates new ways to identify, generate and utilize large quantities of data in tourism demand forecasting and modeling. Part two focuses on analytics in travel and everyday life, presenting recent developments in wearable computers and physiological measurement devices, and the implications for our understanding of on-the-go travelers and tourism design. Part three embraces tourism geoanalytics, correlating social media and geo-based data with tourism statistics. Part four discusses web-based and social media analytics and presents the latest developments in utilizing user-generated content on the Internet to understand a number of managerial problems. The final part is a collection of case studies using web-based and social media analytics, with examples from the Sochi Olympics on Twitter, leveraging online reviews in the hotel industry, and evaluating destination communications and market intelligence with online hotel reviews. The chapters in this section collectively describe a range of different approaches to understanding market dynamics in tourism and hospitality.

This book presents the latest research into the application of information and communication technologies within the travel and tourism sectors. Readers will find insightful contributions on a wide range of topics, including digital marketing, social media and online travel reviews, mobile computing, augmented and virtual reality, gamification, recommender systems, electronic distribution, online education and

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learning, and the sharing economy. Particular attention is devoted to the actual and potential impact of big data, and the development and implementation of digital strategies, including digital marketing and the digital economy. In addition to the description of research advances and innovative concepts, a number of informative case studies are presented. The contents of the book are based on the 2018 ENTER eTourism conference, held in Jönköping, Sweden. The volume will appeal to all academics and practitioners with an interest in the most recent developments in eTourism.

This book is a practical handbook for entrepreneurship in tourism related industries. The book will provide students and prospective entrepreneurs with the knowledge, know-how and best practices in order to assist them in planning, implementing and managing business ventures in the field of tourism.

The European Journal of Tourism Research is an academic journal in the field of tourism, published by Varna University of Management, Bulgaria. Its aim is to provide a platform for discussion of theoretical and empirical problems in tourism. Publications from all fields, connected with tourism such as tourism management, tourism marketing, sociology, psychology, tourism geography, political sciences, mathematics, tourism statistics, tourism anthropology, culture, information technologies in tourism and others are invited. The journal is open to all



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researchers. Young researchers and authors from Central and Eastern Europe are encouraged to submit their contributions. Regular Articles in the European Journal of Tourism Research should normally be between 4 000 and 20 000 words. Major research articles of between 10 000 and 20 000 are highly welcome. Longer or shorter papers will also be considered. The journal publishes also Research Notes of 1 500 – 2 000 words. Submitted papers must combine theoretical concepts with practical applications or empirical testing. The European Journal of Tourism Research includes also the following sections: Book Reviews, announcements for Conferences and Seminars, abstracts of successfully defended Doctoral Dissertations in Tourism, case studies of Tourism Best Practices. The European Journal of Tourism Research is published in three Volumes per year. The full text of the European Journal of Tourism Research is available in the following databases: EBSCO Hospitality and Tourism CompleteCABI Leisure, Recreation and TourismProQuest Research Library Individual articles can be rented via journal's page at DeepDyve. The journal is indexed in Scopus and Thomson Reuters' Emerging Sources Citation Index. The editorial team welcomes your submissions to the European Journal of Tourism Research.

The ways in which codified and tacit knowledge are sourced, transferred, and

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combined are critical in furthering open innovation. When used effectively, knowledge sharing and organizational success are significantly increased, improving products and services. The Role of Knowledge Transfer in Open Innovation is a collection of innovative research on a set of analyses, reflections, and recommendations within the framework of knowledge transfer practices in different areas of knowledge and in various industries. While highlighting topics including tacit knowledge, organizational culture, and knowledge representation, this book is ideally designed for professionals, academicians, and researchers seeking current research on the best practices for transfer of knowledge as an intermediate open innovation.

??This book attempts to link some of the recent advances in crowdsourcing with advances in innovation and management. It contributes to the literature in several ways. First, it provides a global definition, insights and examples of this managerial perspective resulting in a theoretical framework. Second, it explores the relationship between crowdsourcing and technological innovation, the development of social networks and new behaviors of Internet users. Third, it explores different crowdsourcing applications in various sectors such as medicine, tourism, information and communication technology (ICT), and marketing. Fourth, it observes the ways in which crowdsourcing can improve

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production, finance, management and overall managerial performance. Crowdsourcing, also known as “massive outsourcing” or “voluntary outsourcing,” is the act of taking a job or a specific task usually performed by an employee of a company or contractors, and outsourcing it to a large group of people or a community (crowd or mass) via the Internet, through an open call. The term was coined by Jeff Howe in a 2006 issue of Wired magazine. It is being developed in different sciences (i.e., medicine, engineering, ICT, management) and is used in the most successful companies of the modern era (i.e., Apple, Facebook, Inditex, Starbucks). The developments in crowdsourcing has theoretical and practical implications, which will be explored in this book. Including contributions from international academics, scholars and professionals within the field, this book provides a global, multidimensional perspective on crowdsourcing.?

This book explores the latest developments in the field of smart tourism, focusing in particular on the important cultural and sustainability synergies that have emerged during the digital era. The aim is to elucidate how ICTs can promote innovation and creativity in the tourism and leisure sector in ways that take into account cultural and social responsibilities, foster sustainable tourism management, and enhance cultural tourism, cultural heritage, and sustainable

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development. The book is based on the proceedings of the Fifth International Conference of the International Association of Cultural and Digital Tourism (IACuDiT), attended by academics and industry practitioners from cultural, heritage, communication, and innovational tourism backgrounds, and is edited in collaboration with IACuDiT. It will have broad appeal to professionals from academia, industry, government, and other organizations who wish to learn about novel perspectives in the fields of tourism, travel, hospitality, culture and heritage, leisure, and sports within the context of a knowledge society and smart economy in which sustainability is becoming ever more important.

"This 10-volume compilation of authoritative, research-based articles contributed by thousands of researchers and experts from all over the world emphasized modern issues and the presentation of potential opportunities, prospective solutions, and future directions in the field of information science and technology"--Provided by publisher.

This book examines science fiction's theoretical and ontological backgrounds and how science fiction applies to the future of tourism. It recreates and invents the future of tourism in a creative and disruptive manner, reconceptualising tourism through alternative and quantum leap thinking that go beyond the normative or accepted view of tourism. The chapters, focusing on areas such as

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disruption, sustainability and technology, draw readers into the unknown future of tourism – a future that may be disruptive, dystopian or utopian. The book brings a new theoretical paradigm to the study of tourism in a post COVID-19 world and can be used to explore, frame and even form the future of tourism. It will capture the imagination and inspire readers to address tourism's challenges of tomorrow. This book includes a selection of articles from The 2019 World Conference on Information Systems and Technologies (WorldCIST'19), held from April 16 to 19, at La Toja, Spain. WorldCIST is a global forum for researchers and practitioners to present and discuss recent results and innovations, current trends, professional experiences and challenges in modern information systems and technologies research, together with their technological development and applications. The book covers a number of topics, including A) Information and Knowledge Management; B) Organizational Models and Information Systems; C) Software and Systems Modeling; D) Software Systems, Architectures, Applications and Tools; E) Multimedia Systems and Applications; F) Computer Networks, Mobility and Pervasive Systems; G) Intelligent and Decision Support Systems; H) Big Data Analytics and Applications; I) Human–Computer Interaction; J) Ethics, Computers & Security; K) Health Informatics; L) Information Technologies in Education; M) Information Technologies in

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Radiocommunications; and N) Technologies for Biomedical Applications.

Comprehensive and accessible, this Companion offers a thorough investigation into both traditional and fresh topics in tourist behaviour and experience.

Arranged chronologically, the chapters examine tourist experience from the very idea of a tourist visit to the aftermath of returning home.

A complete insight into the ever-growing snow sports industry, looking at changing demographics, climate change and how these issues can be managed.

Understanding the global hotel business is not possible without paying specific attention to hotel chain management and dynamics. Chains are big business, approximately 80 percent of hotels currently being constructed around the world are chain affiliated and, in 2014, the five largest brands held over a one million rooms. The high economic importance of the hotel chains and their global presence justifies the academic research in the field however, despite this, there is no uniform coverage in the current body of literature. This Handbook aids in filling the gap by exploring and critically evaluates the debates, issues and controversies of all aspects of hotel chains from their nature, fundamentals of existence and operation, expansion, strategic and operational aspects of their activities and geographical presence. It brings together leading specialists from range of disciplinary backgrounds and regions to provide state-of-the-art theoretical reflection and empirical research on current issues and future debates. Each of the five inter-related section explores and evaluates issues that are of extreme

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importance to hotel chain management, focusing on theoretical issues, the expansion of hotel chains, strategic and operational issues, the view point of the individual affiliated hotel and finally the current and future debates in the theory and practice of hotel chain management arising from globalisation, demographic trends, sustainability, and new technology development. It provides an invaluable resource for all those with an interest in hotel management, hospitality, tourism and business encouraging dialogue across disciplinary boundaries and areas of study. This is essential reading for students, researchers and academics of Hospitality as well as those of Tourism, Marketing, Business and Events Management.

Sport Entrepreneurship: An Economic, Social and Sustainability Perspective is about innovation, competitiveness and futuristic thinking. This work focuses on how digital technology is driving transformations in the sport industry, enabling readers to understand the shift in sport towards integrating more entrepreneurial activity.

This book presents a selection of papers from the 2017 World Conference on Information Systems and Technologies (WorldCIST'17), held between the 11st and 13th of April 2017 at Porto Santo Island, Madeira, Portugal. WorldCIST is a global forum for researchers and practitioners to present and discuss recent results and innovations, current trends, professional experiences and challenges involved in modern Information Systems and Technologies research, together with technological developments and applications. The main topics covered are: Information and

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Knowledge Management; Organizational Models and Information Systems; Software and Systems Modeling; Software Systems, Architectures, Applications and Tools; Multimedia Systems and Applications; Computer Networks, Mobility and Pervasive Systems; Intelligent and Decision Support Systems; Big Data Analytics and Applications; Human–Computer Interaction; Ethics, Computers & Security; Health Informatics; Information Technologies in Education; and Information Technologies in Radiocommunications.

The two-volume set LNCS 10271 and 10272 constitutes the refereed proceedings of the 19th International Conference on Human-Computer Interaction, HCII 2017, held in Vancouver, BC, Canada, in July 2017. The total of 1228 papers presented at the 15 colocated HCII 2017 conferences was carefully reviewed and selected from 4340 submissions. The papers address the latest research and development efforts and highlight the human aspects of design and use of computing systems. They cover the entire field of Human-Computer Interaction, addressing major advances in knowledge and effective use of computers in a variety of application areas. The papers included in this volume cover the following topics: games in HCI; mobile and wearable interaction; HCI, children and learning; and HCI in complex human environments.

This book brings together multi-disciplinary research and practical evidence about the role and exploitation of big data in driving and supporting innovation in tourism. It also provides a consolidated framework and roadmap summarising the major issues that



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both researchers and practitioners have to address for effective big data innovation. The book proposes a process-based model to identify and implement big data innovation strategies in tourism. This process framework consists of four major parts: 1) inputs required for big data innovation; 2) processes required to implement big data innovation; 3) outcomes of big data innovation; and 4) contextual factors influencing big data exploitation and advances in big data exploitation for business innovation. Cultural heritage is perceived as the glue that keeps individuals together and makes them feel a part of something larger. It is the past that allows individuals to understand their present and move towards the future. In networked society, it is impossible to think about cultural heritage and its preservation and maintenance without including the digital processes and ICT systems, as well as its impact on territorial innovation. The Handbook of Research on Cultural Heritage and Its Impact on Territory Innovation and Development is a critical and comprehensive reference book that analyzes how preservation and sustainability of cultural heritage occurs in countries, as well as how it contributes to territorial innovation. Moreover, the book examines how technological tools contribute to its preservation and sustainability, as well as its dissemination. Highlighting topics that include public policies, spatial development, and architectural heritage, this book is ideal for cultural heritage professionals, government officials, policymakers, academicians, researchers, and students. One of the leading texts in the field, Tourism Management is the ideal introduction to

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the fundamentals of tourism as you study for a degree, diploma or single module in the subject with a global focus. It is written in an engaging style that assumes no prior knowledge of tourism and builds up your understanding as you progress through this wide-ranging global review of the principles of managing tourism. It traces the evolution and future development of tourism and the challenges facing tourism managers in this fast-growing sector of the world economy. This book is highly illustrated with diagrams and colour images, and contains short case studies of contemporary themes of interest, as well as new data, statistics, weblinks to key reports and industry studies. This 6th edition has been revised and updated to include: new content on: sports, festivals and event tourism, including the impact of the Olympic Games, social media impacts on tourism and the growth of medical tourism contemporary issues affecting businesses, such as disruptive technology, the rise of Airbnb, the impact of terrorism on destination instability and safety, and the potential effect of BREXIT updated case studies on BRIC markets and an enhanced focus on Asia as well as emerging markets such as the Middle East and South America enhanced sustainable development coverage highlighting the challenge of climate change and future tourism growth, including new debates such as Last Chance Tourism and overtourism a transport section with more international perspectives from China and South America and globalized transport operators, and a case study on using taxation to limit air travel behaviour an updated companion website with: additional case studies, quizzes, PPTs, further reading, web

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