

# Index

- Academia, 4, 6, 39, 56, 124, 274, 309, 310
- Academic institutions, 4, 7, 30, 60, 311
- Academic knowledge transfer, 272–287
- Academic-industry research
  - collaboration for tourism innovation
    - experience design projects, 15
- Accountability, 204, 226
- Agriculture, 208, 281, 284, 285
- Akaike's Information Criterion (AIC), 252, 253
- Amadeus, 293, 294
- Architecture, 3, 137, 258, 270
- Argentina, 189–190
- Art, 258–260, 267
- Auto-regressive integrated moving average (ARIMA), 252, 253
- Bay of Naples, 62, 63, 133, 146
- Best Western International, 39
- Best Western Mexico (BWM), 39, 40, 43
- Best Western Organizations (BWOs), 39
- Big Data, 295, 296–297
- Bottom-up relationships, 206–207, 211, 215, 217
- Brazil, tourism knowledge transfer in
  - Brazilian tourism, 114
  - education structure, 116
  - formal tourism education in
    - Brazil, 115–127
    - Miracle, 117
- Broad-based participatory processes, 207
- Brundtland report, 224
- Bureaucracy, 104, 105
- Business
  - business-to-business communication, 169
  - development, 79
  - level, 104
- BWM. *See* Best Western Mexico (BWM)
- BWOs. *See* Best Western Organizations (BWOs)
- Chinese tourists, 14, 16, 22
- Co-creation, 83, 168, 169, 185
- Coast of Naples Metropolitan areas, 140–143
- Coastal zones, 132
- Cogeneration, 87–88
- Collaboration, 5, 33, 158, 171, 294, 321
  - arguments, 124
  - formal and informal, 65
  - inter-organizational, 148
  - lack of, 181
  - level of, 98
  - public-private collaboration for smart tourism, 151–152
  - value-adding, 171–172

- Collaborative partnerships, 148
- Collaborative process, 150–151
- Collaborative Territorial Marketing Strategy, 142
- Collaborative tourism arrangement, 150
- Communication and broadcasting of plan, 201–202
- Complex responsive processes theory, 100
- Computerized reservation systems, 292
- Conceptual framework, 99–100, 162
- “Concierge choice”, 251–252
- Conflict, 191
- Conjecture-analysis cycle, 15
- Consensualization, 103
- Consensus, 196–197
- Consumer participation, 290
- Contemporary tourism, 168
- Cooperation, 42, 60, 98, 158, 191
- Cooperative “environment”, 299
- Cooperative Research Centre for Sustainable Tourism, 14, 29
- Cooptation, 191
- Corporate social responsibility, 224
- Culture and heritage attractions, 183
  
- Data collection, 228–230
  - and analysis, 103, 157
- Data pre-processing and analysis, 247
- Decision mechanism, 196–197
- Decision-making processes, 210, 223
- Declarative knowledge, 63–64
  - episodic knowledge, 69–70
  - semantic academic knowledge, 69
  - semantic theoretical knowledge, 69–70
- Deindustrialization, 135, 137
- “Densification” process, 137
- Destination management
  - organizations (DMOs), 168, 173, 212, 308–309
- Destination quality index (DQI), 228
- Destination(s), 60, 64, 168
  - DMOs, 168
  - governance, 204, 205
  - network development, 222
  - networks, governance, and, 170–185
  - planning, 226
  - services, 158
  - smart destination, 148, 151–152
  - stakeholders, 60, 65
    - knowledge transfer with educational institutions, 60, 63, 65–66
- “Digital divide”, 77
- Dissemination of findings, 34–35
- Distribution channels, 293–294
- DMOs. *See* Destination management organizations (DMOs)
- DQI. *See* Destination quality index (DQI)
  
- Educational institutions, 60
  - knowledge transfer with destinations stakeholders and, 60, 63, 65–66
- EE. *See* Entrepreneurial ecosystems (EE)
- Effectiveness, 226
- EFQM Excellence Model, 223

- Emerging rural destinations, 204, 214
- Empowerment agents, 88
- Entrepreneur community, 104
- Entrepreneurial ecosystems (EE), 98  
     creating EE using KT, 98–108, 109–110, 111
- Entrepreneurial environment, 99
- Environmental approach, 194
- Environmental awareness, 53–54
- Environmental exchanges, 192
- Environmental management system, 42
- Environmental practices, 39, 41, 47  
     problems in tourism industry, 44
- Environmental resources, 224
- Episodic knowledge, 69
- Euclidean vector spaces, 272
- European Digital Identity, 298
- Experience, 222  
     design projects, 15  
     testing, 21
- Experiencescape, 69
- Explicit knowledge, 64
- Extra-departmental “organized research units”, 29
- Fast Data, 299
- Female microentrepreneurs, 81
- Fieldwork participatory tools, 82–83, 84
- Flow of knowledge, 87–88
- Fluid networks, 99
- Focus groups, 19, 20
- Formal distribution sector, 76–77
- Formal education and tourism industry, 118–121
- Formal support systems, 90–91
- Formal tourism education in Brazil, 115
- GEP. *See* Good environmental practices (GEP)
- Global Sustainable Tourism Criteria (GSTC), 58
- Good environmental practices (GEP), 38–39, 41–42  
     hotel team, 46–48
- Good governance, 8, 204, 206, 207, 211
- Governance, 170, 204, 223, 225–226  
     DMOs perspective, 177  
     study methods, 174–177, 178  
     supply-side perspective, 179–182  
     tourist perspective, 182–185  
     tourists as co-creators  
         transformation, 172
- Green Labeling Program, 49
- “Green practices”, 39  
     programs and policies, 40
- GSTC. *See* Global Sustainable Tourism Criteria (GSTC)
- Harmonized networks  
     development, 225
- Hermeneutic dialogue-based approach, 66
- HGR. *See* Host Guest Relationship (HGR)
- Higher education, 115, 118–119  
     degrees, 272–273
- Host Guest Relationship (HGR), 277
- Hotel and tourism activities, 38
- Hotel locations, awareness of, 248–250

- Hotel occupancy prediction,  
252–254
- ICT. *See* Information and  
Communication  
Technology (ICT)
- Identity Workshop, 83–84
- Information and Communication  
Technology (ICT), 151,  
290
- Innovation-oriented Public-Private  
Partnerships (IPPPs),  
148–149
- Innovation(s), 14  
partnerships in services,  
public-private, 152–154
- “Integrative approach”, 153, 163,  
194
- Intelligent governance for rural  
destinations, 204–217
- Inter-industrial transfer of  
knowledge, 60, 65
- Inter-organizational  
arrangements, 153  
collaborations, 149–150, 152  
relationships, 158–159
- “Inter-sectorial” transfer of  
experiences and  
knowledge, 64
- Interdisciplinary approach, 260
- Internet, 290, 291
- Interoperability, 297–299
- Intra-destination  
networking, 174–175  
relationships, 170
- IPPPs. *See* Innovation-oriented  
Public-Private  
Partnerships (IPPPs)
- Journals, knowledge transfer  
through, 271
- “Know-Feel-Act”, 159
- Knowledge, 63  
knowledge-based society, 4  
management, 100  
network perspective, 65  
process in complex world,  
99–100
- Knowledge transfer (KT), 3,  
21–23, 28–29, 60, 98, 149  
CF stakeholders, 62  
contributions of, 56–57
- KT. *See* Knowledge transfer (KT)
- Le Meridien hotel, 248
- Learning, 60–61, 63
- Legal institutional analysis, 199
- LGG. *See* Local guide groups  
(LGG)
- LGM. *See* Listen governance  
model (LGM)
- Listen governance model (LGM),  
211–214
- Listen Task Force (LTF), 213
- Listen to Voice of Villages,  
210–211
- Local business idea incubator,  
82–83
- Local guide groups (LGG), 212
- Local model of EE, 105–106
- Longitudinal impact, monitoring,  
83, 85
- LTF. *See* Listen Task Force (LTF)
- Maritime identity, 132–133, 137,  
140–141
- Marketing subprogram, 200–201
- Mass media subprogram, 200

- Mediterranean port cities, 132  
 “Meet & Greet” events, 311  
 Meetings Incentives Conventions & Exhibition (MICE), 277  
 Metropolitan areas, coast of  
   Naples, 140–143  
 Metropolitan Waterfront Alliance, 140  
 MICE. *See* Meetings Incentives Conventions & Exhibition (MICE)  
 Microentrepreneurship, 74–75  
 Monitoring longitudinal impact, 83, 85, 86  
 Multi-stakeholder contexts, 205, 214  
 Multidisciplinarity, 285–286  
 Network(s), 170  
   DMOs perspective, 177  
   management, 170, 177  
   network-centered structure, 79  
   role of, 5  
   study methods, 174–177, 178  
   supply-side perspective, 179–182  
   tourist perspective, 182–185  
   tourists as co-creators  
     transformation, 172  
 New York City, practice of, 137–140  
 New York City Economic Development Corporation, 139  
 North Carolina Tourism Extension program, 91–92  
 Octavius Quartio domus in Pompeii, 264–266  
 OECD, 116  
 Online activity, 298  
 Online distribution, ICTS and, 291  
   Big Data, 296–297  
   hotels, 291–292  
   interoperability and standards, 297–2969  
   shared knowledge for strategic planning, 295–296  
   technological revolution, 293–294  
   tourism distribution system, 292–293  
   travel distribution companies, 294–295  
 Online travel agencies (OTAs), 290, 293, 297  
 Organizational development, 100  
 Organizing data collection and analysis, 103  
 OTAs. *See* Online travel agencies (OTAs)  
 Participatory Action Research (PAR), 80, 81–82, 102–103  
 Participatory governance processes, 206–207  
 Partnership operation, 159  
 Partnership/network level, 161–162  
 Perceptions  
   of destination, 226  
   of entrepreneurship, 104–105  
 Planning expert, 195, 197  
 Portuguese municipal tradition, 104  
 PPP. *See* Public-private partnership (PPP)  
 Practical knowledge, 115  
 Practice, 60–61  
 Predictive analytics, 299  
 Private sector, teaching market in, 123–124

- Procedural knowledge, 63, 69
- Property-Level Minimum Green Practices Requirements, 40
- Proximity hardware, 298
- Public, sharing research with, 88
  - formal support systems, 90–91
- Public relations subprogram, 200–201
- Public sector, 108
- Public services subprogram, 200
- Public-private collaboration, 148
  - for smart tourism, 151–152
- Public-private innovation
  - partnerships in services, 152–154
- Public-private partnership (PPP), 148, 206–207
  
- Qualitative content analysis, 103
- Quality of destinations
  - measurement, 222
- “Question-and-answer”
  - communication forum, 236
  
- Reflective practice-based learning (RPL), 60
- Regional tourism development
  - partnership, 150
- Relational dynamics, 170
- Renewal process, 136
- Research center, 28–30
- Research funding, 85
- Research parameters, 227–228
- Research-based education, 32
- Resort Development & Planning (RDP), 277
- RPL. *See* Reflective practice-based learning (RPL)
- RPL application, 61
- Rural places as community destinations, 208–210
- Rural Tourism (RT), 277
  - microentrepreneurs, 80
  
- Scholars, 33, 44, 114–115, 206, 272
- Scholarship, 75, 79–80
- Science-led technological innovation, 5
- Secretaria de Turismo de México (SECTUR), 43
- Self-determination and community participation, 193
- Self-organizing, knowledge networks, 65
- Semantic knowledge, 63–64
- Sentiment classification
  - methodology, 243–244
- SERVQUAL, 223
- Shared vision, dimensions of, 198
- Small-and medium-sized enterprises (SMEs), 175
- Smart city, 151
- “Smart destination”, 148, 151, 152, 155, 162, 166
- “Smart tourism”, 163–164
  - public-private collaboration for, 151–152
- Smartphones, 291
- SMEs. *See* Small-and medium-sized enterprises (SMEs)
- Social game, 191
- Social innovation, 161
- Social media, 290
  - channels, 174
  - social media and consumer preferences, 241
  - contextual and unstructured text data, 243

- information blogs, 244
- knowledge transfer in tourism and hospitality, 242
- study sources and methods, 245
- in tourism, 240
- Social pressure, 118
- “Sociocultural” dimension, 233
- Socioeconomic profiles, 210
- Solid waste management, 53
- Stakeholder(s), 81–82, 105, 168
  - networks, 62
- Standards, 297–299
- Statistics and type of demand
  - subprogram, 200–201
- Strategic and participative planning, 190
  - applied methodology, 194–195
  - communication and broadcasting of plan, 201–202
  - conceptual and methodological frameworks, 192–194
  - diagnosis of vision elements, 198–199
  - economic system, 191–192
  - establishing shared future vision, 197–198
  - expert role, 195–197
  - goals and selecting strategies, 199–201
  - stages, 197
- Strategic and situational planning, 191
- Strategic planning, shared
  - knowledge for, 295–296
- Study methods, 276–279
- Subtle innovations, 4
- Sustainability, 223, 224
  - sustainable approach, 194
  - sustainable tourism, 193, 224, 225
- Sustainable development, 193
- SWOT analysis, 198
- Systematic process, 191
- t-Forum. *See* Tourism Intelligence Forum (t-Forum)
- “t-Intelligence”, 55
- Tacit knowledge, 64
- Tangible dimensions, 198–199
- Teaching, 4, 61, 122, 123–124, 128, 307, 311
- Technological innovation, 4
- Technological revolution, 293–294
- Territorial governance, 204
- Territorial marketing processes, 142
- TET. *See* Tourism Education & Training (TET)
- Text-mining techniques, 250
- Theory of destination brand
  - building, 34
- Theory of trust, 34
- Time-series forecasting analysis, 252
- TOM. *See* Tourism Organization Management (TOM)
- Top-down benefit-sharing
  - approaches, 75
- Top-down relationships, 206–207
- Tour guide, 119
- Tourism, 3, 4–5, 60, 64, 168, 191–192, 204, 208, 272, 293, 297, 305–306
  - academics, 28
  - businesses, 14–15, 171–172
    - as usual scenarios in, 4
  - consortia, 214
  - development in destination, 62
  - distribution channels, 289
    - ICTS and online distribution, 291–299
  - virtual environment, 290

- distribution system, 292–293
- governance, 206
- higher education vis-à-vis
  - operational market, 121
  - courses taken after graduation, 123
  - monthly salary range, 122
  - programs of master and
    - doctorate in tourism, 125–126
  - teaching market in private sector, 123–124
  - tourism courses from private to public sector, 127
- industry, 172
  - formal education and, 118–121
  - and sectors, 38
- knowledge transfer, 3
  - application of knowledge
    - management, 64
  - declarative knowledge, 63–64
  - dynamic nature of tourism, 64–65
  - learning, 63
  - study methods, 65–70
- planners, 226
- Tourism planning, 192
- Tourism Education & Training (TET), 277
- Tourism innovation
  - academic-industry research
    - collaboration for
      - anecdotal evidence, 16–17
      - Australian tourism industry, 16
      - experience design projects, 15
      - experience testing, 21
      - knowledge transfer, 21–23
      - study methodology, 17–20
      - tourism businesses, 14–15
  - IPPPs, 148–149
  - tourism partnerships, 149–164
- Tourism Intelligence Forum (t-Forum), 5, 290, 309–312
- Tourism Organization Management (TOM), 277
- Tourism partnerships, 149
  - collaborative process, 150–151
  - data collection and analysis, 157
  - drivers of tourism IPPP, 157–159
  - exploring tourism IPPPs, 154–155
  - implications, 162–164
  - inter-organizational
    - collaborations, 149–150
  - outcomes of IPPP, 160–162
  - public-private collaboration for smart tourism, 151–152
  - public-private innovation
    - partnerships in services, 152–154
  - research design and case selection, 155–157
  - structure and development
    - process, 159–160
- Tourist(s), 168
  - experience, 226–227
  - personal characteristics of, 177, 178
  - perspective, 182–185
  - productive system, 199
- Transfer of knowledge, 114–115, 235–236
- Transparency, 226
- Travel agency, 122
- Twitter, 174
  - accounts, 246
  - normalized number of posting on, 251



- usage statistics for eight hotels,  
249
- UNWTO, 193, 199, 222–226
- “Valence shifters” effect, 243
- Virtual environment, 290
- “Visit Antwerpen”, 174
- Water, 52–53
- Waterfront
  - metropolitan, 140–141
  - redevelopment, 136
  - regeneration, 135
- Web marketplaces, 77
- “Wisdom of crowds”, 244–245
- World Wide Web, 244
- “Young tourists”, 175–177, 179,  
181, 187