

Compilation of References

- Aaker, D. A. (1991). *Managing Brand Equity*. John Wiley & Sons Inc.
- Adams, D. A., Nelson, R. R., & Todd, P. A. (1992). Perceived usefulness, ease of use, and usage of information technology: A replication. *Management Information Systems Quarterly*, 16(2), 227–247. doi:10.2307/249577
- Addis, M., & Holbrook, M. B. (2001). On the Conceptual Link between Mass Customisation and Experiential Consumption: An Explosion of Subjectivity. *Journal of Consumer Behaviour*, 1(1), 50–66. doi:10.1002/cb.53
- Adobe. (2014). *Adobe 2014 mobile consumer survey results* [White paper]. Retrieved from https://solutionpartners.adobe.com/content/dam/collateral/APEXAssets_Public/54458_amc_mobile_survey_report_ue_v3.pdf
- Agarwal, S., & Brunt, P. (2006). Social exclusion and English seaside resorts. *Tourism Management*, 27(4), 654–670. doi:10.1016/j.tourman.2005.02.011
- Aggarwal, R., & Bhardwaj, M. (2016). Assessing the Impact of Relationship Quality on online adoption. *International Journal of Business Information Systems Strategies*, 5(1), 1–13. doi:10.14810/ijbiss.2016.5101
- Aghekyan-Simonian, M., Forsythe, S., Kwon, W. S., & Chattaraman, V. (2012). The role of product brand image and online store image on perceived risks and online purchase intentions for apparel. *Journal of Retailing and Consumer Services*, 19(3), 325–331. doi:10.1016/j.jretconser.2012.03.006
- Ajzen, I. (1991). The theory of planned behaviour. *Organizational Behavior and Human Decision Processes*, 50(2), 179–211. doi:10.1016/0749-5978(91)90020-T
- Akgemci, T., & Güleş, H. K. (2009). *İşletmelerde stratejik yönetim*. Ankara: Gazi Kitabevi.
- Akhtar, N., Kim, W. G., Ahmad, W., Akhtar, M. N., Siddiqi, U. I., & Riaz, M. (2019). Mechanisms of consumers' trust development in reviewers' supplementary reviews: A reviewer-reader similarity perspective. *Tourism Management Perspectives*, 31, 95–108. doi:10.1016/j.tmp.2019.04.001
- Alam, K., Erdiaw-Kwasie, M. O., Shahiduzzaman, M., & Ryan, B. (2018). Assessing regional digital competence: Digital futures and strategic planning implications. *Journal of Rural Studies*, 60, 60–69. doi:10.1016/j.jrurstud.2018.02.009

- Alba, J., Lynch, J., Weitz, B., Janiszewski, C., Lutz, R., Sawyer, A., & Wood, S. (1997). Interactive home shopping: Consumer, retailer, and manufacturer incentives to participate in electronic marketplaces. *Journal of Marketing*, 61(3), 38–53. doi:10.1177/002224299706100303
- Albernaz, P. C. (2009). *Curta Brasília: a imagem da cidade no olhar do cinema e sua relação com o turismo* (Master's dissertation). Universidade de Brasília, Brasília.
- Altinay, Z., Saner, T., Bahçelerli, N., & Altinay, F. (2016). The Role of Social Media Tools: Accessible Tourism for Disabled Citizens. *Journal of Educational Technology & Society*, 19(1), 89–99.
- Alwitt, L. F., & Hamer, L. O. (2000, January). The effect of Internet experience on consumer expectations of responsiveness and control in offline services marketing interactions. In *Proceedings of the 33rd Annual Hawaii International Conference on. IEEE*. 10.1109/HICSS.2000.926870
- AMD. (2011). *Adoption, approaches and attitudes: the future of cloud computing in the public and private sectors*. Retrieved from <https://whitepaper.silicon.co.uk/resource/adoption-approaches-attitudes-the-future-of-cloud-computing-in-the-public-and-private-sectors>
- Amine, A. (1998). Consumers' true brand loyalty: The central role of commitment. *Journal of Strategic Marketing*, 6(4), 305–319. doi:10.1080/096525498346577
- Anderson, J. C. N., & Narus, J. A. (1990). A model of distributor firm and manufacturer firm working partnerships. *Journal of Marketing*, 54(1), 42–58. doi:10.1177/002224299005400103
- Anderson, J. C., & Narus, J. A. (1984). A Model of the Distributor's Perspective of Distributor-Manufacturer Working Relationships. *Journal of Marketing*, 48(4), 62–74. doi:10.1177/002224298404800407
- Anderson, J. C., & Naurus, J. A. (2004). *Business market management: Understanding, creating and delivering value*. Prentice Hall, Inc.
- Anderson, R., & Srinivasan, S. (2003). E-Satisfaction and E-Loyalty: A Contingency Framework. *Psychology and Marketing*, 20(2), 123–138. doi:10.1002/mar.10063
- Anwar, A., Gulzar, A., Sohail, F. B., & Akram, S. N. (2011). Impact of brand image, trust and affect on consumer brand extension attitude: The mediating role of brand loyalty. *International Journal of Economics and Management Sciences*, 1(5), 73–79.
- Apple. (2016). *Most popular app store categories*. Retrieved from www.statista.com
- Arabshahi, A. (2010). *Undressing Groupon: An analysis of the Groupon business model*. Retrieved from <http://www.ahmadalia.com/>
- Arenas, A. E., Goh, J. M., & Urueña, A. (2019). How does IT affect design centricity approaches: Evidence from Spain's smart tourism ecosystem. *International Journal of Information Management*, 45, 149–162. doi:10.1016/j.ijinfomgt.2018.10.015

Compilation of References

- Ariffin, A. A. M., Nameghi, E. N. M., & Soon, Y. K. (2015). The Relationship Between National Identity, Hospitality and Satisfaction among Foreign Hotel Guests. *Journal of Travel & Tourism Marketing*, 32(6), 778–793. doi:10.1080/10548408.2014.955600
- Ariffin, A. A., & Maghzi, A. (2012). A Preliminary Study on Customer Expectations of Hotel Hospitality: Influences of Personal and Hotel Factors. *International Journal of Hospitality Management*, 31(1), 191–198. doi:10.1016/j.ijhm.2011.04.012
- Ariffin, A. A., Maghzi, A., & Aziz, N. A. (2011). Understanding Hotel Hospitality and Differences Between Local and Foreign Guests. *International Review of Business Research Papers*, 7(1), 340–349.
- Asgari, A. A., Hamid, A., Asgari, A., & Mousavipour, S. (2012). The Determinants of E-Relationship Quality on E-Satisfaction in Hotel Websites. *Journal of Engineering*, 2(9), 36–41.
- Aumont, J. (1993). *A imagem*. Campinas: Papirus.
- Ay, Ü., & Koca, A. İ. (2012). ISO 500 listesindeki işletmelerin misyon, vizyon ve değerlerinin içerik analizi. *Organizasyon ve Yönetim Bilimleri Dergisi*, 4(2), 201–210.
- Backman, S., & Crompton, J. (1991). The usefulness of selected variables for predicting activity loyalty. *Leisure Sciences*, 13(3), 205–220. doi:10.1080/01490409109513138
- Bader, A., Baldauf, M., Leinert, S., Fleck, M., & Liebrich, A. (2012). Mobile tourism services and technology acceptance in a mature domestic tourism market the case of Switzerland. In M. Fuchs, F. Ricci, & L. Cantoni (Eds.), *Proceedings of Information and Communication Technologies in Tourism 2012* (pp. 296–307). Springer. doi:10.1007/978-3-7091-1142-0_26
- Baggio, R. (2017). Network science and tourism – the state of the art. *Tourism Review*, 72(1), 120–131. doi:10.1108/TR-01-2017-0008
- Baggio, R., & Scaglione, M. (2017). Strategic Visitor Flows (SVF) analysis using mobile data. In R. Schegg & B. Stangl (Eds.), *Information and Communication Technologies in Tourism 2017* (pp. 145–158). Springer. doi:10.1007/978-3-319-51168-9_11
- Bailey, J. E., & Pearson, S. W. (1983). Development of a tool for measuring and analyzing computer user satisfaction. *Management Science*, 29(5), 530–545. doi:10.1287/mnsc.29.5.530
- Baka, V. (2016). The becoming of user-generated reviews: Looking at the past to understand the future of managing reputation in the travel sector. *Tourism Management*, 53, 148–162. doi:10.1016/j.tourman.2015.09.004
- Bakos, J. Y. (1991). A strategic analysis of electronic marketplaces. *Management Information Systems Quarterly*, 15(3), 295–310. doi:10.2307/249641
- Baloglu, S., & McCleary, K. W. (1999). A model of destination image formation. *Annals of Tourism Research*, 26(4), 868–897. doi:10.1016/S0160-7383(99)00030-4

- Baltes, L. P. (2015). Content marketing - the fundamental tool of digital marketing. *Bulletin of the Transilvania University of Brasov. Economic Sciences. Series V*, 8(2), 111–118.
- Barnes, J. A. (1954). Class and Committee in a Norwegian. *Human Relations*, 7(1), 39–58. doi:10.1177/001872675400700102
- Baroudi, J. J., & Orlikowski, W. J. (1988). A short-form measure of user information satisfaction: A psychometric evaluation and notes on use. *Journal of Management Information Systems*, 4(4), 44–59. doi:10.1080/07421222.1988.11517807
- Barsky, J., & Nash, L. (2002). Evoking emotion: Affective keys to hotel loyalty. *The Cornell Hotel and Restaurant Administration Quarterly*, 43(1), 39–46. doi:10.1016/S0010-8804(02)80007-6
- Bart, C. K. (1996). High-tech firms: Does mission matter. *The Journal of High Technology Management Research*, 7(2), 209–2206. doi:10.1016/S1047-8310(96)90005-X
- Bart, C. K. (1997). Sex, lies and mission statements. *Business Horizons*, 40(6), 9–18. doi:10.1016/S0007-6813(97)90062-8
- Bart, C. K. (2007). A comparative analysis of mission statement content in secular and faith-based hospitals. *Journal of Intellectual Capital*, 8(4), 682–694. doi:10.1108/14691930710830837
- Barthes, R. (1984). *A Câmara Clara: nota sobre a fotografia. Tradução de Júlio Castañon Guimarães*. Rio de Janeiro: Nova Fronteira.
- Bart, Y., Shankar, V., Sultan, F., & Urban, G. L. (2005). Are the drivers and role of online trust the same for all web sites and consumers? A large-scale exploratory empirical study. *Journal of Marketing*, 69(4), 133–152. doi:10.1509/jmkg.2005.69.4.133
- Bassano, C., Barile, S., Piciocchi, P., Spohrer, J. C., Iandolo, F., & Fisk, R. (2019). Storytelling about places: Tourism marketing in the digital age. *Cities (London, England)*, 87, 10–20. doi:10.1016/j.cities.2018.12.025
- Bauer, H. H., Barnes, S. J., Reichardt, T., & Neumann, M. M. (2005). Driving consumer acceptance of mobile marketing: A theoretical framework and empirical study. *Journal of Electronic Commerce Research*, 6(3), 181–192.
- Bayo-Moriones, A., & Lera-Lopez, F. (2007). A firm-level analysis of determinants of ICT adoption in Spain. *Technovation*, 27(6/7), 352–366. doi:10.1016/j.technovation.2007.01.003
- Beatty, S. E., & Smith, S. M. (1987). External search effort: An investigation across several product categories. *The Journal of Consumer Research*, 14(1), 83–95. doi:10.1086/209095
- Beaver, A. (2002). *A Dictionary of Travel and Tourism Terminology*. New York: CABIPublishing.
- Becken, S., & Simmons, D. (2002). Understanding energy consumption patterns of tourist attractions and activities in New Zealand. *Tourism Management*, 23(4), 343–354. doi:10.1016/S0261-5177(01)00091-7

Compilation of References

- Belaid, S., & Behi, A. T. (2011). The role of attachment in building consumer-brand relationships: An empirical investigation in the utilitarian consumption context. *Journal of Product and Brand Management*, 20(1), 37–47. doi:10.1108/10610421111108003
- Bélanger, C. É., & Jolin, L. (2011). The International Organisation of Social Tourism (ISTO) working towards a right to holidays and tourism for all. *Current Issues in Tourism*, 14(5), 475–482. doi:10.1080/13683500.2011.568056
- Beldona, S., Morrison, A. M., & Ismail, J. (2003). The impact of Internet usage characteristics on online travel behaviour. *Advances in Hospitality and Tourism Research*, 8(1), 22–28.
- Bellman, S., Lohse, G. L., & Johnson, E. J. (1999). Predictors of online buying behaviour. *Communications of the ACM*, 42(12), 32–38. doi:10.1145/322796.322805
- Benjamim, W. (1994). *Magia e técnica, arte e política: ensaios sobre literatura e história da cultura*. São Paulo: Brasiliense.
- Benjamin, W. (2006). *Passagens. Belo Horizonte: Editora UFMG*. São Paulo: Imprensa Oficial do Estado de São Paulo.
- Bennett, D., Yábar, D. P.-B., & Saura, J. R. (2017). University Incubators May Be Socially Valuable, but How Effective Are They? A Case Study on Business Incubators at Universities. In M. Peris-Ortiz, J. Gómez, J. Merigó-Lindahl, & C. Rueda-Armengot (Eds.), *Entrepreneurial Universities. Innovation, Technology, and Knowledge Management* (pp. 165–177). Cham, Switzerland: Springer. doi:10.1007/978-3-319-47949-1_11
- Bento, A. L., & Bento, R. (2011). Cloud computing: A new phase in information technology management. *Journal of Information Technology Management*, 22(1), 39–46.
- Berezina, K., Semrad, K., Stepchenkova, S., & Cobanoglu, C. (2016). The Managerial flash in the dash: Is there advantage or disadvantage at the finish line? *International Journal of Hospitality Management*, 54, 12–24. doi:10.1016/j.ijhm.2016.01.003
- Berthon, P., Pitt, L. F., & Watson, R. T. (1996). The World Wide Web as an advertising medium. *Journal of Advertising Research*, 36(1), 43–54.
- Bhattacharjee, A. (2001). Understanding information systems continuance: An expectation-confirmation model. *Management Information Systems Quarterly*, 25(3), 351–370. doi:10.2307/3250921
- Bhullar, J., Mancilla, A., Nijilar, A., & Teixeira, A. (2014). *The future of mobile computing in 2025*. Retrieved from www.storify.com
- Bianchi, C. (2016). Solo holiday travellers: Motivators and drivers of satisfaction and dissatisfaction. *International Journal of Tourism Research*, 18(2), 197–208. doi:10.1002/jtr.2049
- Bigné, J., Andreu, L., & Gnoth, J. (2005). The theme park experience: An analysis of pleasure, arousal and satisfaction. *Tourism Management*, 26(6), 833–844. doi:10.1016/j.tourman.2004.05.006

- Bigné, J., Aulet, X. F., & Simó, L. A. (2000). *Marketing de destinos turísticos: Análisis y estrategias de desarrollo*. Madrid: ESIC.
- Bloemer, J. M., & Kasper, H. D. P. (1995). The complex relationship between consumer satisfaction and brand loyalty. *Journal of Economic Psychology*, 16(2), 311–329. doi:10.1016/0167-4870(95)00007-B
- Bloemer, J., Ruyter, K., & Wetzels, M. (1998). Linking perceived service quality and service loyalty: A multidimensional perspective. *European Journal of Marketing*, 33(11/12), 1082–1106. doi:10.1108/03090569910292285
- Bobbitt, L. M., & Dabholkar, P. A. (2001). Integrating attitudinal theories to understand and predict use of technology-based self-service: The internet as an illustration. *International Journal of Service Industry Management*, 12(5), 423–450. doi:10.1108/EUM00000000006092
- Boon, E. (2013). A qualitative study of consumer-generated videos about daily deal websites. *Psychology and Marketing*, 30(10), 843–849. doi:10.1002/mar.20649
- Bouwman, H., Carlsson, C., López-Nicolas, C., McKenna, B., Molina-Castillo, F., Tuunanen, T., & Walden, P. (2012). Mobile travel services: The effect of moderating context factors. *Information Technology & Tourism*, 13(2), 57–74. doi:10.3727/109830512X13258778487272
- Brás, J. M., Costa, C., & Buhalis, D. (2010). Network analysis and wine routes: The case of the Bairrada Wine Route. *Service Industries Journal*, 30(10), 1621–1641. doi:10.1080/02642060903580706
- Bratec, M. (2018). The Digital Economy of Tourism. In C. Cooper, S. Volo, W. C. Gartner, & N. Scott (Eds.), *The SAGE Handbook of Tourism Management* (pp. 322–354). Sage.
- Bratec, M., Dwyer, L., & Mihalic, T. (2017). Daily Deals in the Hotel Industry: an S-C-P Perspective. *6th International Conference of IATE*.
- Bridges, E., & Florsheim, R. (2008). Hedonic and utilitarian shopping goals: The online experience. *Journal of Business Research*, 61(4), 309–314. doi:10.1016/j.jbusres.2007.06.017
- Bronner, F., & Hoog, R. (2016). Travel websites: Changing visits, evaluations and posts. *Annals of Tourism Research*, 57, 94–112. doi:10.1016/j.annals.2015.12.012
- Brooker, K. (2000). The Nightmare Before Christmas. *Fortune*, 141(2), 24–25.
- Brown, B., & Chalmers, M. (2003). Tourism and mobile technology. In K. Kuutti, E. H. Karsten, G. Fitzpatrick, P. Dourish, & K. Schmidt (Eds.), *Proceedings of the Eighth European Conference on Computer Supported Cooperative Work 2003* (pp. 335–354). Kluwer Academic Publishers.
- Brun, I., Rajaobelina, L., & Ricard, L. (2014). Online relationship quality: Scale development and initial testing. *International Journal of Bank*, 32(1), 5–27.
- Brun, I., Rajaobelina, L., & Ricard, L. (2016). Online Relationship Quality: Testing an Integrative and Comprehensive Model in the Banking Industry. *Journal of Relationship Marketing*, 15(4), 219–246. doi:10.1080/15332667.2016.1242400

Compilation of References

- BTK. (2018). *Quarterly market data report*. Retrieved from <https://www.btk.gov.tr/uploads/pages/pazar-verileri/4-ceyrek-2018kdisi.pdf>
- Budd, L., & Vorley, T. (2013). Airlines, apps, and business travel: A critical examination. *Research in Transportation Business & Management*, 9, 41–49. doi:10.1016/j.rtbm.2013.08.004
- Budler, M., Bratec, M., Minor, K. B., & Tomat, L. (2019). A business model approach towards understanding the daily deals in internet distribution systems. *Tourism Economics*.
- Buhalis, D. (1997). Information Technology as a strategic Tool for Economic, Social, Cultural and Environmental Benefits Enhancement of Tourism at Destination Regions. *Progress in Tourism and Hospitality Research*, 3(1), 71–93. doi:10.1002/(SICI)1099-1603(199703)3:1<71::AID-PTH42>3.0.CO;2-T
- Buhalis, D., & Amaranggna, A. (2013). Smart Tourism destinations. In Z. Xiang & L. Tussyadiah (Eds.), *Information and Communication Technologies in Tourism 2014* (pp. 553–564). Springer International Publishing. doi:10.1007/978-3-319-03973-2_40
- Buhalis, D., & Darcy, S. (2010). *Accessible Tourism Concepts and Issues*. Channel View Publications.
- Buhalis, D., & Foerste, M. K. (2014). SoCoMo marketing for travel and tourism. In Z. Xiang & I. Tussyadiah (Eds.), *Information and Communication Technologies in Tourism 2014* (pp. 175–185). Springer.
- Buhalis, D., & Law, R. (2008). Progress in information technology and tourism management: 20 years on and 10 years after the Internet—The state of eTourism research. *Tourism Management*, 29(4), 609–623. doi:10.1016/j.tourman.2008.01.005
- Buhalis, D., & Licata, M. C. (2002). The future eTourism intermediaries. *Tourism Management*, 23(3), 207–220. doi:10.1016/S0261-5177(01)00085-1
- Burges, C. (2010). *Essential Financial Techniques for Hospitality Managers: A Practical Approach*. Oxford, UK: Goodfellow Publishers.
- Burnett, J. J., & Baker, H. B. (2001). Assessing the travel-related behaviors of the mobility-disabled consumer. *Journal of Travel Research*, 40(1), 4–11. doi:10.1177/004728750104000102
- Butler, R., & Pearce, D. (1995). *Change in Tourism. People, Places, Processes*. London: Routledge.
- Buyya, R., Yeo, C. S., Venugopal, S., Broberg, J., & Brandic, I. (2009). Cloud Computing and emerging IT platforms: Vision, hype and reality for delivering computing as the 5th Utility. *Future Generation Computer Systems*, 25(6), 599–616. doi:10.1016/j.future.2008.12.001
- Byers, J. W., Mitzenmacher, M., Potamias, M., & Zervas, G. (2011). *A month in the life of Groupon*. Retrieved from <http://arxiv.org/pdf/1105.0903v1.pdf>

- Byers, J. W., Mitzenmacher, M., & Zervas, G. (2012). The Groupon effect on Yelp ratings: A root cause analysis. *Proceedings of the 13th ACM Conference on Electronic Commerce*, 248-265. 10.1145/2229012.2229034
- Campbell, A., & Yeung, S. (1991). Creating a sense of mission. *Long Range Planning*, 24(4), 10–20. doi:10.1016/0024-6301(91)90002-6 PMID:10114092
- Cardoso, L., Dias, F., Araújo, A. F., & Marques, M. I. A. (2019). A destination imagery processing model: Structural differences between dream and favourite destination s. *Annals of Tourism Research*, 74, 81–94. doi:10.1016/j.annals.2018.11.001
- Carlsen, J. C., & Liburd, J. J. (2008). Developing a research agenda for tourism crisis management, market recovery and communications. *Journal of Travel & Tourism Marketing*, 23(2-4), 265–276. doi:10.1300/J073v23n02_20
- Castells, M. (2001). Internet e sociedade em rede. In *Modernidade líquida*. Rio de Janeiro: Jorge Zahar Editor.
- Castells, M. (1997). *A Sociedade em Rede*. São Paulo: Paz e Terra.
- Castro, R., & Lohmann, G. (2014). Airport branding: Content analysis of vision statements. *Research in Transportation Business & Management*, 10, 4–14. doi:10.1016/j.rtbm.2014.01.001
- Cetin, G., & Balık, M. (2014). Components of Traditional Hospitality and Implications in Commercial Tourism Settings: Evidence from Istanbul. *HTHIC 2014*.
- Chang, I. C., Chou, P. C., Yeh, R. K. J., & Tseng, H. T. (2016). Factors influencing Chinese tourists' intentions to use the Taiwan Medical Travel App. *Telematics and Informatics*, 33(2), 401–409. doi:10.1016/j.tele.2015.09.007
- Chang, Y. H., & Yeh, C. H. (2002). A Survey Analysis of Service Quality for Domestic Airlines. *European Journal of Operational Research*, 139(1), 166–177. doi:10.1016/S0377-2217(01)00148-5
- Chatterjee, P. (2001). Online Reviews – Do Consumers Use Them? In M. C. Gilly & J. Myers-Levy (Eds.), *ACR 2001 Proceedings* (pp. 129-134). Association for Consumer Research.
- Chauhan, S. (2015). Acceptance of mobile money by poor citizens of India: Integrating trust into the technology acceptance model. *Info*, 17(3), 58-68.
- Chemello, A. (2009). *Webarte (em detalhes): o processo de recepção da obra de webdança 96 détails, da Cia. Mulleras* (Master's dissertation). Universidade do Vale do Rio dos Sinos. São Leopoldo.
- Cheng, Y. H., & Ho, H. Y. (2015). Social influence's impact on reader perceptions of online reviews. *Journal of Business Research*, 68(4), 883–887. doi:10.1016/j.jbusres.2014.11.046
- Chen, H., Chiang, R. H., & Storey, V. C. (2012). Business intelligence and analytics: From big data to big impact. *Management Information Systems Quarterly*, 36(4), 1165. doi:10.2307/41703503

Compilation of References

- Chen, K.-Y., & Chang, M.-L. (2013). User acceptance of 'near field communication' mobile phone service: An investigation based on the 'unified theory of acceptance and use of technology' model. *Service Industries Journal*, 33(6), 609–623. doi:10.1080/02642069.2011.622369
- Chen, S. J., & Chang, T. Z. (2003). A descriptive model of online shopping process: Some empirical results. *International Journal of Service Industry Management*, 14(5), 556–569. doi:10.1108/09564230310500228
- Chen, Y. S. (2010). The drivers of green brand equity: Green brand image, green satisfaction, and green trust. *Journal of Business Ethics*, 93(2), 307–319. doi:10.1007/10551-009-0223-9
- Chen, Y., & Xie, J. (2008). Online customer review: Word of mouth as a new element of marketing communication mix. *Management Science*, 54(3), 477–491. doi:10.1287/mnsc.1070.0810
- Cheung, C. M., Chan, G. W., & Limayem, M. (2005). A critical review of online consumer behaviour: Empirical research. *Journal of Electronic Commerce in Organizations*, 3(4), 1–19. doi:10.4018/jeco.2005100101
- Chevalier, J. A., & Mayzlin, D. (2006). The effect of word of mouth on sales: Online book reviews. *JMR, Journal of Marketing Research*, 43(3), 345–354. doi:10.1509/jmkr.43.3.345
- Chiang, C. F., & Jang, S. S. (2007). The effects of perceived price and brand image on value and purchase intention: Leisure travellers' attitudes toward online hotel booking. *Journal of Hospitality & Leisure Marketing*, 15(3), 49–69. doi:10.1300/J150v15n03_04
- Childers, T. L., Carr, C. L., Peck, J., & Carson, S. (2001). Hedonic and utilitarian motivations for online retail shopping behaviour. *Journal of Retailing*, 77(4), 511–535. doi:10.1016/S0022-4359(01)00056-2
- Ching, H. L., & Ellis, P. (2006). Does Relationship Marketing Exists in Cyberspace? *Management International Review*, 46(5), 557–572. doi:10.1007/11575-006-0115-5
- Choi, Y. K., Seo, Y., & Yoon, S. (2017). E-WOM messaging on social media: Social ties, temporal distance, and message concreteness. *Internet Research*, 27(3), 495–505. doi:10.1108/IntR-07-2016-0198
- Choi, Y. K., & Totten, J. W. (2012). Self-construal's role in mobile TV acceptance: Extension of TAM across cultures. *Journal of Business Research*, 65(11), 1525–1533. doi:10.1016/j.jbusres.2011.02.036
- Chou, S., & Chen, C.-W. (2018). The Influences of Relational Benefits on Repurchase Intention in Service Contexts: The Roles of Gratitude, Trust and Commitment. *Journal of Business and Industrial Marketing*, 33(5), 680–692. doi:10.1108/JBIM-08-2017-0187
- Clayton, S. (1997). *Sharpen your team's skills in developing strategy*. Maidenhead, UK: McGraw-Hill.

- Coates, A. E., Hardman, C. A., Halford, J. C. G., Christiansen, P., & Boyland, E. J. (2019). The effect of influencer marketing of food and a “protective” advertising disclosure on children’s food intake. *Pediatric Obesity*, 12540. doi:10.1111/ijpo.12540 PMID:31168959
- Collins, R. (2018). *Sometimes A Cup Of Coffee Is More Than A Cup Of Coffee*. Retrieved from <https://optimityadvisors.com/insights/blog/sometimes-cup-coffee-more-cup-coffee>
- Collins, J. C., & Porras, J. I. (1996). Building your company’s vision. *Harvard Business Review*, 74(5), 65–77.
- Contreras, M. C., & Valência, R. C. (1997). *A Criança com Deficiências* (1sted.). Lisboa: Dinalivro.
- Corlyon, J., & La Placa, V. (2006). *Holidays for families in need: Policies and practice in the UK*. London: Policy Research Bureau.
- Cormen, T., Leiserson, C., Rivest, R., & Stein, C. (2009). *Introduction to Algorithms*. Cambridge, MA: The MIT Press.
- Cox, C. (2012). *The consumer experience of holidays booked via daily deal promotions: An online content analysis of traveller reviews*. Australia & New Zealand Marketing Academy Conference (ANZMAC), Adelaide, Australia. Retrieved from <http://anzmac.info/conference/2012/papers/341ANZMACFINAL.pdf>
- Csikszentmihalyi, M. (1975). Play and intrinsic rewards. *Journal of Humanistic Psychology*, 15(3), 41–63. doi:10.1177/002216787501500306
- Csikszentmihalyi, M., & Csikszentmihalyi, I. S. (Eds.). (1992). *Optimal experience: Psychological studies of flow in consciousness*. Cambridge University Press.
- Culnan, M. J., & Armstrong, P. K. (1999). Information privacy concerns, procedural fairness, and impersonal trust: An empirical investigation. *Organization Science*, 10(1), 104–115. doi:10.1287/orsc.10.1.104
- Cunha, L. (2003). *Perspectivas e Tendências do Turismo*. Lisboa: Edições Universitárias Lusófonas.
- Cyr, D., Bonanni, C., Bowes, J., & Ilsever, J. (2005). Beyond trust: Website design preferences across cultures. *Journal of Global Information Management*, 13(4), 24–52. doi:10.4018/jgim.2005100102
- Dal Fiore, F., Mokhtarian, P. L., Salomon, I., & Singer, M. E. (2014). ‘Nomads at last’? A set of perspectives on how mobile technology may affect travel. *Journal of Transport Geography*, 41, 97–106. doi:10.1016/j.jtrangeo.2014.08.014
- Dalay, İ., Coşkun, R., & Altunışık, R. (2002). *Modern yönetim yaklaşımları*. İstanbul: Beta Yayınları.
- Darcy, S., Cameron, B., & Pegg, S. (2011). Developing a business case for accessible tourism. *Accessible tourism: Concepts and issues*, 241–259.
- Darcy, S. (2006). *Setting a research agenda for accessible tourism*. Sustainable Tourism CRC.

Compilation of References

- Darcy, S., & Buhalis, D. (2011). Introduction: From Disabled Tourists to Accessible Tourism. In S. Darcy & D. Buhalis (Eds.), *Accessible Tourism. Concepts and Issues* (pp. 1–15). Bristol, UK: Channel View Publications.
- Darcy, S., Cameron, B., & Pegg, S. (2010). Accessible tourism and sustainability: A discussion and case study. *Journal of Sustainable Tourism*, 18(4), 515–537. doi:10.1080/09669581003690668
- Darcy, S., & Dickson, T. J. (2009). A whole-of-life approach to tourism: The case for accessible tourism experiences. *Journal of Hospitality and Tourism Management*, 16(1), 32–44. doi:10.1375/jhtm.16.1.32
- Darcy, S., & Pegg, S. (2011). Towards strategic intent: Perceptions of disability service provision amongst hotel accommodation managers. *International Journal of Hospitality Management*, 30(2), 468–476. doi:10.1016/j.ijhm.2010.09.009
- Davis, F. D. (1986). *Technology acceptance model for empirically testing new end-user information systems theory and results* (Unpublished doctoral dissertation). Sloan School of Management, Massachusetts Institute of Technology.
- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *Management Information Systems Quarterly*, 13(3), 319–340. doi:10.2307/249008
- Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (1989). User acceptance of computer technology: A comparison of two theoretical models. *Management Science*, 35(8), 982–1003. doi:10.1287/mnsc.35.8.982
- De Pelsmacker, P., van Tilburg, S., & Holthof, C. (2018). Digital marketing strategies, online reviews and hotel performance. *International Journal of Hospitality Management*, 72, 47–55. doi:10.1016/j.ijhm.2018.01.003
- Dedeke, A. N. (2017). Creating sustainable tourism ventures in protected areas: An actor-network theory analysis. *Tourism Management*, 61, 161–172. doi:10.1016/j.tourman.2017.02.006
- Del Vecchio, P., Mele, G., Ndou, V., & Secundo, G. (2018). Creating value from social big data: Implications for smart tourism destinations. *Information Processing & Management*, 54(5), 847–860. doi:10.1016/j.ipm.2017.10.006
- DelChiappa, G., & Baggio, R. (2015). Knowledge transfer in smart tourism destinations: Analyzing the effects of a network structure. *Journal of Destination Marketing & Management*, 4(3), 145–150. doi:10.1016/j.jdmm.2015.02.001
- DeLone, W. H. (1988). Determinants of success for computer usage in small business. *Management Information Systems Quarterly*, 12(1), 51–61. doi:10.2307/248803
- Deville, E., Garcia, A., & Carvalho, F. (2010). Turismo Acessível – O caso do turismo para pessoas com mobilidade reduzida em Portugal. *Revista Turismo & Desenvolvimento*, 1–18.
- Deville, E. L. (2009). O desenvolvimento do Turismo Acessível: Dos Argumentos Sociais aos Argumentos de Mercado. *Revista Turismo & Desenvolvimento*, 11, 39–46.

- Dholakia, U. (2010). *How effective are Groupon promotions for business?* (Working Paper). Rice University Houston. Retrieved from <http://www.ruf.rice.edu/~dholakia/>
- Dholakia, U. (2012). *How businesses fare with daily deals as they gain experience: A multi-time period study of daily deal performance* (Working Paper). Rice University. Retrieved from http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2091655
- Dinhopl, A., & Gretzel, U. (2016). Selfie-taking as touristic looking. *Annals of Tourism Research*, 57, 126–139. doi:10.1016/j.annals.2015.12.015
- Disney Institute Blog. (2018). *Harness Your Listening Posts to Enhance the Customer Experience*. Retrieved from <https://www.disneyinstitute.com/blog/harness-your-listening-posts-to-enhance-the-customer/>
- DiVerdi, S. J., Hertzmann, A. P., & Williams, B. D. (2019). *U.S. Patent Application No. 15/680,523*. Washington, DC: US Patent Office.
- Doğan, S. (2000). İşletmelerde Vizyon ve Misyon Bildiri Geliştirme ve Önemi. *Ulusal Yönetim ve Organizasyon Kongresi (Erciyes Üniversitesi İİBF, 25-27 Mayıs)'ne sunulan bildiri*, 187-204.
- Doric, J., Komsic, J., & Markovic, S. (2019). Mobile technologies and applications towards smart tourism – state of the art. *Tourism Review*, 74(1), 82–103. doi:10.1108/TR-07-2017-0121
- Durai, T., & King, R. (2015). Impact of Digital Marketing on the Growth of Consumerism. *Madras University Journal Of Business And Finance*, 3(2), 94-104.
- Dustdar, S., & Bhattacharya, K. (2011). The social compute unit. *IEEE Internet Computing*, 15(3), 64–69. doi:10.1109/MIC.2011.68
- Duverger, P. (2013). Curvilinear effects of user-generated content on hotels' market share: A dynamic panel-data analysis. *Journal of Travel Research*, 52(4), 465–478. doi:10.1177/0047287513478498
- Echtner, C., & Jamal, T. (1997). The disciplinary dilemma of tourism studies. *Annals of Tourism Research*, 24(4), 868–883. doi:10.1016/S0160-7383(97)00060-1
- Eichhorn, V., Miller, G., Michopoulou, E., & Buhalis, D. (2007). *Enabling Disabled Tourists. Accessibility Tourism Information Schemes*. University of Surrey. Retrieved from <http://epubs.surrey.ac.uk/tourism/9>
- Elam, J. J., & Mead, M. (1990). Can software influence creativity? *Information Systems Research*, 1(1), 1–22. doi:10.1287/isre.1.1.1
- Elzahary, H. (2019). Internet of Things (IoT), mobile cloud, cloudlet, mobile IoT, IOT cloud, fog mobile edge, and edge emerging computing paradigms: Disambiguation and research directions. *Journal of Network and Computer Applications*, 128, 105–140. doi:10.1016/j.jnca.2018.10.021

Compilation of References

- Eryılmaz, M. E., & Eryılmaz, F. (2016). Change emphasis in mission and vision statements of the first 1000 Turkish organizations: A content analysis. In A. Göksoy (Ed.), *Organizational Change Management Strategies* (pp. 352–413). Hershey, PA: IGI Global. doi:10.4018/978-1-4666-9533-7.ch017
- Escobar-Rodríguez, T., & Carvajal-Trujillo, E. (2014). Online purchasing tickets for low cost carriers: An application of the unified theory of acceptance and use of technology (UTAUT) model. *Tourism Management*, 43, 70–88. doi:10.1016/j.tourman.2014.01.017
- Evanschitzky, H., Iyer, G., Hesse, J., & Ahlert, D. (2004). E-satisfaction: A re-examination. *Journal of Retailing*, 80(3), 239–247. doi:10.1016/j.jretai.2004.08.002
- Experian. (2014). *Email Marketing Trends*. Retrieved from <https://www.experian.com/assets/marketing-services/white-papers/ccm-travel-industry-email-marketing-trends.pdf>
- Fakeye, P. C., & Crompton, J. L. (1991). Image Differences between Prospective, First-Time, and Repeat Visitors to the Lower Rio Grande Valley. *Journal of Travel Research*, 30(2), 10–16. doi:10.1177/004728759103000202
- Falco, D. P. (2011). Narrativas Turísticas: imaginário e mídia na experiência urbana do turismo. *Rosa dos Ventos*, 3(1), 24–38.
- Fang, B., Ye, Q., Kucukusta, D., & Law, R. (2016). Analysis of the perceived value of online tourism reviews: Influence of readability and reviewer characteristics. *Tourism Management*, 52, 498–506. doi:10.1016/j.tourman.2015.07.018
- Fatanti, M. N., & Suyadnya, W. (2015). Beyond User Gaze: How Instagram Creates Tourism Destination Brand? *Procedia: Social and Behavioral Sciences*, 211, 1089–1095. doi:10.1016/j.sbspro.2015.11.145
- Ferreira, J., Sousa, B. M., & Gonçalves, F. (2018). Encouraging the subsistence artisan entrepreneurship in handicraft and creative contexts. *Journal of Enterprising Communities: People and Places in the Global Economy*. doi:10.1108/JEC-09-2018-0068
- Ferreirinha, M. (2017). *O papel das aplicações móveis no turismo – o caso Zarco* (Master's Thesis). ISCAP - Instituto Superior de Contabilidade e Administração do Porto. Retrieved from <http://hdl.handle.net/10400.22/11193>
- Figueiredo, E., Eusébio, C., & Kastenholtz, E. (2012). How diverse are tourists with disabilities? A pilot study on accessible leisure tourism experiences in Portugal. *International Journal of Tourism Research*, 14(6), 531–550. doi:10.1002/jtr.1913
- Filieri, R., & McLeay, F. (2014). E-WOM and accommodation: An analysis of the factors that influence travellers' adoption of information from online reviews. *Journal of Travel Research*, 53(1), 44–57. doi:10.1177/0047287513481274
- Fishbein, M., & Ajzen, I. (1975). *Belief, attitude, intention and behavior: An introduction to theory and research*. Reading, MA: Addison-Wesley.

- Fleischer, A., & Pizam, A. (2002). Tourism constraints among Israeli seniors. *Annals of Tourism Research*, 29(1), 106–123. doi:10.1016/S0160-7383(01)00026-3
- Fliegelman, O. (2018). *How One Travel Marketer Turned the Typical Use Cases for Video and Search upside down*. Retrieved from <https://www.thinkwithgoogle.com/advertising-channels/video/video-advertising-campaigns/>
- Flusser, V. (2009). *Filosofia da Caixa Preta: ensaios para uma futura filosofia da fotografia*. Rio de Janeiro, RJ: Sinergia Relume Dumará.
- Fong, L. H. N., Lam, L. W., & Law, R. L. (2017). How locus of control shapes intention to reuse mobile apps for making hotel reservations: Evidence from Chinese consumers. *Tourism Management*, 61, 331–342. doi:10.1016/j.tourman.2017.03.002
- Fontes, A., Ambrose, I., & Broeders, M. (2012). Defining and developing an Accessible Tourism Destination. Lessons from Lousã, Portugal. In S. Bahtias (Ed.), *Design For All – Accessible Tourism in Portugal* (Vol. 7, pp. 31-74). Publicação Design for all Institute of India.
- Forman, C., Ghose, A., & Goldfarb, A. (2008). Competition between local and electronic markets: How the benefit of buying online depends on where you live. *Management Science*, 55(1), 47–57. doi:10.1287/mnsc.1080.0932
- Forrester Research. (2001). *NRF/Forrester Online Retail Index*. Forrester Research, Inc. Retrieved from <http://www.forrester.com/NRF/1,2873,0,00.html>
- Freitas, C. L., & Santos, J. D. (2009). A Potenciação do Marketing Relacional nas Empresas Portuguesas. *Revista Portuguesa de Marketing*, 24, 21–34.
- Friedman, B., Khan, P. H. Jr, & Howe, D. C. (2000). Trust online. *Communications of the ACM*, 43(12), 34–40. doi:10.1145/355112.355120
- Gabriel, L. P. M. C. (2016). *La imagen proyectada de dos destinos patrimoniales italianos. El caso de Florencia y Venecia* (Doctoral thesis). Universidad da Coruña, A Coruña.
- Gan, M., & Zhao, M. (2012). *Signalling effects of daily deal promotions* (Working Paper). Hong Kong Polytechnic University. Retrieved from http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2174765
- Gartner. (2019). *Gartner says global smartphone sales stalled in the fourth quarter of 2018*. Retrieved from <https://www.gartner.com/en/newsroom/press-releases/2019-02-21-gartner-says-global-smartphone-sales-stalled-in-the-fourth-quart>
- Gartner, W. C. (1993). Image Formation Process. *Journal of Travel & Tourism Marketing*, 2(2-3), 191–215. doi:10.1300/J073v02n02_12
- Gavalas, D., Konstantopoulos, C., Mastakas, K., & Pantziou, G. (2014). Mobile recommender systems in tourism. *Journal of Network and Computer Applications*, 39, 319–333. doi:10.1016/j.jnca.2013.04.006

Compilation of References

- Gefen, D. (2002). Customer loyalty in e-commerce. *Journal of the Association for Information Systems*, 3(1), 2. doi:10.17705/1jais.00022
- Geraldine, O., & David, U. C. (2013). Effects of Airline Service Quality on Airline Image and Passengers' Loyalty: Findings from Arik Air Nigeria Passengers. *Journal of Hospitality Management and Tourism*, 4(2), 19–28. doi:10.5897/JHMT2013.0089
- Getz, D. (1986). Models in Tourism Planning: Towards Integration of Theory and Practice. *Tourism Management*, 7(1), 21–32. doi:10.1016/0261-5177(86)90054-3
- Ghani, J. A. (1995). Flow in human computer interactions: Test of a model. *Human factors in information systems: Emerging theoretical bases*, 291–311.
- Giglio, S., Bertacchini, F., Bilotta, E., & Pantano, P. (2019). Using social media to identify tourism attractiveness in six Italian cities. *Tourism Management*, 72, 306–312. doi:10.1016/j.tourman.2018.12.007
- Gilbert, D., & Wong, R. K. C. (2003). Passenger expectations and airline services: A Hong Kong based study. *Tourism Management*, 24(5), 519–532. doi:10.1016/S0261-5177(03)00002-5
- Gill, R. (2002). Change management or change leadership? *Journal of Change Management*, 3(4), 307–318. doi:10.1080/714023845
- Global Mobile Market Report. (2018). *Newzoo Global Mobile Marketing Report 2018*. Retrieved from <https://newzoo.com/insights/trend-reports/global-mobile-market-report-light-2017/>
- Gonzalez, A., & Alonso, E. (2004). *Hábitos y Actitudes hacia el Turismo de las Personas con Discapacidad Física. Espanha: Informe de resultados. In PREDIF - Plataforma Representativa Estatal de Discapacitados Físicos*. Secretariado Nacional de Reabilitação.
- González-Reverté, F., Díaz-Luque, P., Gomis-López, J. M., & Morales-Pérez, S. (2018). Tourists' risk perception and the use of mobile devices in beach tourism destinations. *Sustainability*, 10(2), 413. doi:10.3390/s10020413
- Grabner-Kraeuter, S. (2002). The role of consumers' trust in online-shopping. *Journal of Business Ethics*, 39(1-2), 43–50. doi:10.1023/A:1016323815802
- Gretzel, U., Werthner, H., Koo, C., & Lamsfus, C. (2015). Conceptual foundations for understanding smart tourism ecosystems. *Computers in Human Behavior*, 50, 558–563. doi:10.1016/j.chb.2015.03.043
- Gretzel, U., Yuan, Y. L., & Fesenmaier, D. R. (2000). Preparing for the new economy: Advertising strategies and change in destination marketing organizations. *Journal of Travel Research*, 39(2), 146–156. doi:10.1177/004728750003900204
- Grewal, D., Krishnan, R., Baker, J., & Borin, N. (1998). The effect of store name, brand name and price discounts on consumers' evaluations and purchase intentions. *Journal of Retailing*, 74(3), 331–352. doi:10.1016/S0022-4359(99)80099-2

- Gross, J. J. (1998). Antecedent -and Response-Focused Emotion Regulation: Divergent Consequences for Experience, Expression, and Physiology. *Journal of Personality and Social Psychology*, 74(1), 224–237. doi:10.1037/0022-3514.74.1.224 PMID:9457784
- Guerrero-Contreras, G., Rodríguez-Domínguez, C., Balderas-Díaz, S., & Garrido, J. L. (2015). Dynamic replication and deployment of services in mobile environments. In Á. Rocha, A. M. Correia, S. Costanzo, & L. P. Reis (Eds.), *New Contributions in Information Systems and Technologies* (pp. 855–864). Cham: Springer. doi:10.1007/978-3-319-16486-1_85
- Gu, J.-C., Lee, S.-C., & Suh, Y.-H. (2009). Determinants of behavioral intention to mobile banking. *Expert Systems with Applications*, 36(9), 11605–11616. doi:10.1016/j.eswa.2009.03.024
- Gupta, P., & Harris, J. (2010). How e-WOM recommendations influence product consideration and quality of choice: A motivation to process information perspective. *Journal of Business Research*, 63(9-10), 1041–1049. doi:10.1016/j.jbusres.2009.01.015
- Gursoy, D. (2019). A critical review of determinants of information search behavior and utilization of online reviews in decision making process (invited paper for ‘luminaries’ special issue of international journal of hospitality management). *International Journal of Hospitality Management*, 76, 53–60. doi:10.1016/j.ijhm.2018.06.003
- Gustaffson, I.-B., Öström, A., Johansson, J., & Mossberg, L. (2006). The Five Aspects Meal Model: A tool for developing meal services in restaurants. *Journal of Foodservice*, 17(2), 84–93. doi:10.1111/j.1745-4506.2006.00023.x
- Hammond, K., McWilliam, G., & Diaz, A. N. (1998). *Fun and work on the web: Differences in attitudes between novices and experienced users*. ACR North American Advances.
- Harris, P. (2011). *Profit Planning for Hospitality and Tourism* (3rd ed.). Oxford, UK: Goodfellow Publishers.
- Harris, P., Rettie, R., & Kwan, C. C. (2005). Adoption and usage of m-commerce: A cross cultural comparison of Hong Kong and the United Kingdom. *Journal of Electronic Commerce Research*, 6(3), 210–225.
- Hassan, A., & Rahimi, R. (2016). Consuming “Innovation” in Tourism: Augmented Reality as an Innovation Tool in Digital Tourism Marketing. In *Global dynamics in travel, tourism, and hospitality* (pp. 130-147). IGI Global.
- Hassan, S. T. (2013). Online travel agencies: Selling through opaque fares. *South Asian Journal of Marketing & Management Research*, 3(3), 56–58.
- Hays, S., Page, S. J., & Buhalis, D. (2013). Social media as a destination marketing tool: Its use by national tourism organisations. *Current Issues in Tourism*, 16(3), 211–239. doi:10.1080/13683500.2012.662215
- Head, J., & Lucas, R. (2004). Employee relations in the non-union hotel industry: A case of “determined opportunism”? *Personnel Review*, 33(6), 693–710. doi:10.1108/00483480410561565

Compilation of References

- Helpman, E., & Rangel, A. (1999). Adjusting to a new technology: Experience and training. *Journal of Economic Growth*, 4(4), 359–383. doi:10.1023/A:1009888907797
- Hennig-Thurau, T. (2000). Relationship quality and customer retention through strategic communication of customer skills. *Journal of Marketing Management*, 16(1), 55–79. doi:10.1362/026725700785100497
- Hennig-Thurau, T., Gwinner, K. P., & Gremler, D. D. (2002). Understanding Relationship Marketing Outcomes: An Integration of Relational Benefits and Relationship Quality. *Journal of Service Research*, 4(3), 230–247. doi:10.1177/1094670502004003006
- Hennig-Thurau, T., & Klee, A. (1997). The Impact of Customer Satisfaction and Relationship Quality on Customer Retention: A Critical Reassessment and Model Development. *Psychology and Marketing*, 14(8), 737–764. doi:10.1002/(SICI)1520-6793(199712)14:8<737::AID-MAR2>3.0.CO;2-F
- Hennig-Thurau, T., Langer, M. F., & Hansen, U. (2001). Modeling and Managing Student Loyalty: An approach based on the concept of Relationship Quality. *Journal of Service Research*, 3(4), 331–344. doi:10.1177/109467050134006
- Hepple, J., Kipps, M., & Thomson, J. (1990). The concept of hospitality and an evaluation of its applicability to the experience of hospital patients. *International Journal of Hospitality Management*, 9(4), 305–318. doi:10.1016/0278-4319(90)90038-Y
- Herráez, B., Bustamante, D., & Saura, J. R. (2017). Information classification on social networks. Content analysis of e-commerce companies on Twitter. *Espacios*, 38(52), 16.
- Heung, V. C., Kucukusta, D., & Song, H. (2010). A conceptual model of medical tourism: Implications for future research. *Journal of Travel & Tourism Marketing*, 27(3), 236–251. doi:10.1080/10548401003744677
- Heung, V. C., Kucukusta, D., & Song, H. (2011). Medical tourism development in Hong Kong: An assessment of the barriers. *Tourism Management*, 32(5), 995–1005. doi:10.1016/j.tourman.2010.08.012
- Hinze, A., & Voisard, A. (2003, July). Location-and time-based information delivery in tourism. In *International Symposium on Spatial and Temporal Databases* (pp. 489-507). Springer. doi:10.1007/978-3-540-45072-6_28
- Hofacker, C. F. (2001). *Internet marketing*. New York: Wiley.
- Hoffman, D. L., & Novak, T. P. (1996). Marketing in hypermedia computer-mediated environments: Conceptual foundations. *Journal of Marketing*, 60(3), 50–68. doi:10.2307/1251841
- Hoffman, D. L., & Novak, T. P. (2009). Flow online: Lessons learned and future prospects. *Journal of Interactive Marketing*, 23(1), 23–34. doi:10.1016/j.intmar.2008.10.003

- Hojeghan, S. B., & Esfangareh, A. N. (2011). Digital economy and tourism impacts influences and challenges. *Procedia: Social and Behavioral Sciences*, 19, 308–316. doi:10.1016/j.sbspro.2011.05.136
- Holm, O. (2006). Integrated marketing communication: From tactics to strategy. *Corporate Communications*, 11(1), 23–33. doi:10.1108/13563280610643525
- Holtaway, J. (2014). *Human Friendly Brands*. Retrieved from <https://www.emotivebrand.com/human-friendly-brands/>
- Hua, L. Y., Ramayah, T., Ping, T. A., & Jun-Hwa, C. (2017). Social Media as a Tool to Help Select Tourism Destinations: The Case of Malaysia. *Information Systems Management*, 34(3), 265–279. doi:10.1080/10580530.2017.1330004
- Hu, N., Liu, L., & Zhang, J. J. (2008). Do online reviews affect product sales? The role of reviewer characteristics and temporal effects. *Information Technology Management*, 9(3), 201–214. doi:10.1007/10799-008-0041-2
- Hunzicker, W. (1951). *Social tourism: Its nature and problems*. International Tourists Alliance Scientific Commission.
- Ignarra, L. R. (2003). *Fundamentos de turismo* (2nd ed.). São Paulo: Cia Editorial.
- Im, H., & Ha, Y. (2012). Who are the users of mobile coupons? A profile of US consumers. *Journal of Research in Interactive Marketing*, 6(3), 215–232. doi:10.1108/17505931211274688
- Ireland, R. D., & Hirc, M. A. (1992). Mission statements: Importance, challenge and recommendations for development. *Business Horizons*, 35(3), 34–42. doi:10.1016/0007-6813(92)90067-J
- Istanbul Provincial Directorate of Culture and Tourism. (2015). *Istanbul Tourism Statistics 2015 January-June*. Retrieved from <http://www.istanbulkulturturizm.gov.tr/Eklenti/48843,haziran-2015doc.doc?0>
- Izquierdo-Yusta, A., Olarte-Pascual, C., & Reinares-Lara, E. (2015). Attitudes toward mobile advertising among users versus non-users of the mobile internet. *Telematics and Informatics*, 32(2), 355–366. doi:10.1016/j.tele.2014.10.001
- J. D. Power Inc. (2015). *Airlines: A Transportation or Hospitality Business?* Retrieved from: <https://www.prnewswire.com/news-releases/airlines-a-transportation-or-hospitality-business-300081706.html>
- Jafari, J., & Aaser, D. (1988). Tourism as the subject of doctoral dissertations. *Annals of Tourism Research*, 15(3), 407–429. doi:10.1016/0160-7383(88)90030-8
- Jafari, J., & Graburn, N. (1991). Tourism social science. *Annals of Tourism Research*, 18(1), 1–11. doi:10.1016/0160-7383(85)90035-0

Compilation of References

- Jarvenpaa, S. L., & Todd, P. A. (1996). Consumer reactions to electronic shopping on the World Wide Web. *International Journal of Electronic Commerce*, 1(2), 59–88. doi:10.1080/10864415.1996.11518283
- Jayasingh, S., & Eze, U. C. (2009). An empirical analysis of consumer behavioural intention towards mobile coupons in Malaysia. *International Journal of Business and Information*, 4(2), 221–242.
- Jeng, J., & Fesenmaier, D. R. (2002). Conceptualizing the travel decision-making hierarchy: A review of recent developments. *Tourism Analysis*, 7(1), 15–32. doi:10.3727/108354202108749925
- Jiang, P., & Rosenbloom, B. (2005). Customer intention to return online: Price perception, attribute-level performance, and satisfaction unfolding over time. *European Journal of Marketing*, 39(1/2), 150–174. doi:10.1108/03090560510572061
- Johanson, M. M., & Woods, R. H. (2008). Recognizing the emotional element in service excellence. *Cornell Hospitality Quarterly*, 49(3), 310–316. doi:10.1177/1938965508316267
- Joo, J., & Sang, Y. (2013). Exploring Koreans' smartphone usage: An integrated model of the technology acceptance model and uses and gratifications theory. *Computers in Human Behavior*, 29(6), 2512–2518. doi:10.1016/j.chb.2013.06.002
- Kalyanam, K., & McIntyre, S. (2002). The e-marketing mix: A contribution of the e-tailing wars. *Journal of the Academy of Marketing Science*, 30(4), 487–499. doi:10.1177/009207002236924
- Kanashiro, M. (2003). A cidade e os sentidos: Sentir a Cidade. *Desenvolvimento e Meio Ambiente*, 7, 155–160. doi:10.5380/dma.v7i0.3051
- Kang, J. H., Jang, J. C., & Jeong, C. (2018). Understanding museum visitor satisfaction and revisit intentions through mobile guide system: Moderating role of age in museum mobile guide adoption. *Asia Pacific Journal of Tourism Research*, 23(2), 95–108. doi:10.1080/10941665.2017.1410190
- Kannan, P. K., & Li, H. A. (2017). Digital marketing: A framework, review and research agenda. *International Journal of Research in Marketing*, 34(1), 22–45. doi:10.1016/j.ijresmar.2016.11.006
- Kantabutra, S. (2008). What do we know about vision? *Journal of Applied Business Research*, 24(2), 127–138.
- Karabulut, A. T. (2007). A study of two fundamental tools of strategic management: Mission and vision statements. Paper presented at the 3rd International Strategic Management Conference, Antalya, Turkiye.
- Keller, K. L. (1993). Conceptualizing, measuring, and managing customer-based brand equity. *Journal of Marketing*, 57(1), 1–22. doi:10.1177/002224299305700101
- Kelly, R., Losekoot, E., & Wrigt-St Clair, V. (2016). Hospitality in hospitals: The importance of caring about the patient. *Hospitality & Society*, 6(2), 113–129. doi:10.1386/hosp.6.2.113_1
- Kemp, S., & Dwyer, L. (2003). Mission statements of international airlines: A content analysis. *Tourism Management*, 24(6), 635–653. doi:10.1016/S0261-5177(03)00049-9

- Keskin, H., Akgün, A. E., Zehir, C., & Ayar, H. (2016). Tales of Cities: City Branding Through Storytelling. *Journal of Global Strategic Management*, 10(1), 31–41. doi:10.20460/JGSM.20161022384
- Keun, H. K., Jeong, S. H., & Pilsoo, S. K. (2007). Modeling for Intelligent Tourism E-Marketplace Based on Ontology. In *Proceedings of the 2007 International Conference on Recreation, Tourism, and Hospitality Industry Trends* (pp. 56-65). Academic Press.
- Khalifa, M., & Limayem, M. (2003). Drivers of Internet shopping. *Communications of the ACM*, 46(12), 233–239. doi:10.1145/953460.953505
- Khoury, M. (2010). *Terrible Turkish Airlines Advertisement*. Retrieved from <https://www.beliefmedia.com.au/terrible-airline-advert>
- Kim, D.-Y., Park, J., & Morrison, A. M. (2008a). A model of traveller acceptance of mobile technology. *International Journal of Tourism Research*, 10(5), 393–407. doi:10.1002/jtr.669
- Kimes, S. E., & Dholakia, U. (2011). Restaurant daily deals: Customers' responses to social couponing. *Cornell Hospitality Report*, 11(20), 6–18.
- Kim, H., Kim, T., & Shin, S. W. (2009). Modeling roles of subjective norms and eTrust in customers' acceptance of airline B2C eCommerce websites. *Tourism Management*, 30(2), 266–277. doi:10.1016/j.tourman.2008.07.001
- Kim, H., Park, K., & Eighmey, J. (2019). The Effects of Social Information Cues Featured in SNS Ads on Unfamiliar Product Adoption. *Journal of Promotion Management*, 25(4), 541–569. doi:10.1080/10496491.2018.1500409
- Kim, S. Y., & Lim, Y. J. (2001). Consumers' perceived importance of and satisfaction with internet shopping. *Electronic Markets*, 11(3), 148–154. doi:10.1080/101967801681007988
- Kim, T. G., Lee, J. H., & Law, R. (2008b). An empirical examination of the acceptance behaviour of hotel front office systems: An extended technology acceptance model. *Tourism Management*, 29(3), 500–513. doi:10.1016/j.tourman.2007.05.016
- King, C. (1995). What is hospitality? *International Journal of Hospitality Management*, 14(3-4), 219–234. doi:10.1016/0278-4319(95)00045-3
- Kingsnorth, S. (2016). *Digital marketing strategy: an integrated approach to online marketing*. Philadelphia, PA: Kogan Page Limited.
- Kirářová, A., & Pavlíčka, A. (2015). Development of Social Media Strategies in Tourism Destination. *Procedia: Social and Behavioral Sciences*, 175(12), 358–366. doi:10.1016/j.sbspro.2015.01.1211
- Kivela, J., & Crotts, J. C. (2006). Tourism and gastronomy: Gastronomy's influence on how tourists experience a destination. *Journal of Hospitality & Tourism Research (Washington, D.C.)*, 30(3), 354–377. doi:10.1177/1096348006286797

Compilation of References

- Klemm, M., Sanderson, S., & Luffman, G. (1991). Mission statements: Selling corporate values to employees. *Long Range Planning*, 24(3), 73–78. doi:10.1016/0024-6301(91)90187-S PMID:10112154
- Koçel, T. (2003). *İşletme yöneticiliği, yönetim ve organizasyon organizasyonlarda davranış klasik- modern-çağdaş ve güncel yaklaşımlar* (9th ed.). İstanbul: Beta Basım Yayım Dağıtım.
- Kotler, P., & Keller, K. (2006). *Marketing Management* (12th ed.). Pearson.
- Koufaris, M. (2002). Applying the technology acceptance model and flow theory to online consumer behaviour. *Information Systems Research*, 13(2), 205–223. doi:10.1287/isre.13.2.205.83
- Krippendorff, J. (1987). Ecological approach to tourism marketing. *Tourism Management*, 8(2), 174–176. doi:10.1016/0261-5177(87)90029-X
- Krum, C. (2010). *Mobile marketing: Finding your customers no matter where they are*. Indianapolis, IN: Que.
- Kucukergin, K. G., & Dedeoglu, B. B. (2014). The Importance of Employee Hospitality and Perceived Price in the Hotel Industry. *Anatolia: An International Journal of Tourism and Hospitality Research*, 25(2), 254–267. doi:10.1080/13032917.2013.871569
- Kuhn Júnior, N. (2009). Painéis fotográficos digitais: Uma tipologia de experiências de interação em um diário fotográfico na Internet. *Intercom-Revista Brasileira de Ciências da Comunicação*, 32(2), 71–91.
- Kumar, V., & Rajan, B. (2012). Social coupons as a marketing strategy: A multifaceted perspective. *Journal of the Academy of Marketing Science*, 40(1), 120–136. doi:10.1007/11747-011-0283-0
- Kurdi, H., & Alnashwan, N. (2017, July). Design and implementation of mobile cloud tourism application. In 2017 Computing Conference (pp. 681–687). IEEE. doi:10.1109/SAI.2017.8252169
- Lai, I. K. W. (2015). Traveler acceptance of an app-based mobile tour guide. *Journal of Hospitality & Tourism Research (Washington, D.C.)*, 39(3), 401–432. doi:10.1177/1096348013491596
- Lashley, C. (2008). Studying Hospitality: Insights from Social Sciences. *Scandinavian Journal of Hospitality and Tourism*, 8(1), 69–84. doi:10.1080/15022250701880745
- Lashley, C., Morrison, A., & Randall, S. (2005). More than a service encounter? Insights into the emotions of hospitality through special meal occasions. *Journal of Hospitality and Tourism Management*, 12(1), 80–92.
- Law, K. M., & Breznik, K. (2018). What do airline mission statements reveal about value and strategy? *Journal of Air Transport Management*, 70, 36–44. doi:10.1016/j.jairtraman.2018.04.015
- Lee, J. K., & Mills, J. E. (2010). Exploring tourist satisfaction with mobile experience technology. *International Management Review*, 6(1), 92–102.

- Lee, K., & Lee, B. (2012). When does the recommendation of other people matter in social commerce even though they have not purchased either? *Proceedings of the 33rd International Conference on Information Systems*.
- Lee, Y., Kozar, K. A., & Larsen, K. R. T. (2003). The technology acceptance model: Past, present, and future. *Communications of the Association for Information Systems*, 12(50), 752–780.
- Levy, M., Weitz, B. A., & Grewal, D. (2012). *Retailing management*. New York: McGraw-Hill/Irwin.
- Li, D., Browne, G. J., & Chau, P. Y. (2006). An empirical investigation of web site use using a commitment-based model. *Decision Sciences*, 37(3), 427–444. doi:10.1111/j.1540-5414.2006.00133.x
- Liébana-Cabanillas, F., Marinković, V., & Kalinić, Z. (2017). A SEM-neural network approach for predicting antecedents of m-commerce acceptance. *International Journal of Information Management*, 37(2), 14–24. doi:10.1016/j.ijinfomgt.2016.10.008
- Li, H., Ye, Q., & Law, R. (2013). Determinants of customer satisfaction in the hotel industry: An application of online review analysis. *Asia Pacific Journal of Tourism Research*, 18(7), 784–802. doi:10.1080/10941665.2012.708351
- Li, J., Xu, L., Tang, L., Wang, S., & Li, L. (2018). Big data in tourism research: A literature review. *Tourism Management*, 68, 301–323. doi:10.1016/j.tourman.2018.03.009
- Lilien, G. L., Kotler, P., & Moorthy, K. S. (1995). *Marketing models*. Prentice Hall.
- Lim, S. S., & Tkaczynski, A. (2017). Origin and Money Matter: The Airline Service Quality Expectations of International Students. *Journal of Hospitality and Tourism Management*, 31, 244–252. doi:10.1016/j.jhtm.2017.03.001
- Lin, H.-H., & Wang, Y.-S. (2006). An examination of the determinants of customer loyalty in mobile commerce contexts. *Information & Management*, 43(3), 271–282. doi:10.1016/j.im.2005.08.001
- Litvin, S. W., Goldsmith, R. E., & Pan, B. (2008). Electronic word-of-mouth in hospitality and tourism management. *Tourism Management*, 29(3), 458–468. doi:10.1016/j.tourman.2007.05.011
- Liu, Y., & Li, H. (2011). Exploring the impact of use context on mobile hedonic services adoption: An empirical study on mobile gaming in China. *Computers in Human Behavior*, 27(2), 890–898. doi:10.1016/j.chb.2010.11.014
- Liu, Z., & Park, S. (2015). What makes a useful online review? Implication for travel product websites. *Tourism Management*, 47, 140–151. doi:10.1016/j.tourman.2014.09.020
- Lo, A., Wu, J., Law, R., & Au, N. (2014). Which promotion time frame works best for restaurant group buying deals? *Tourism Recreation Research*, 39(2), 203–219. doi:10.1080/02508281.2014.11081767

Compilation of References

- Lohse, G. L., & Spiller, P. (1998). Electronic shopping. *Communications of the ACM*, 41(7), 81–87. doi:10.1145/278476.278491
- Lopes, F. (1998). Fotografia e Modernidade. *Biblioteca Online de Ciências da Comunicação*. Retrieved from <http://www.bocc.ubi.pt>
- Luarn, P., & Lin, H.-H. (2005). Toward an understanding of the behavioral intention to use mobile banking. *Computers in Human Behavior*, 21(6), 873–891. doi:10.1016/j.chb.2004.03.003
- Lu, J., Yu, C.-S., Liu, C., & Yao, J. E. (2003). Technology acceptance model for wireless internet. *Internet Research*, 13(3), 206–222. doi:10.1108/10662240310478222
- Machado, A. (2018). *Relationship quality: A relação online e offline com os clientes B2B e B2C- Estudo de Caso SABSEG, corretor de Seguros, S.A.* (Master's dissertation). IPAM Porto.
- Machado, L., & Almeida, A. (2010). *Inovação e Novas Tecnologias*. Sociedade Portuguesa de Inovação. Retrieved from http://www.spi.pt/turismo/Manuais/Manual_III.pdf
- MacInnis, D. J., & Jaworski, B. J. (1989). Information processing from advertisements: Toward an integrative framework. *Journal of Marketing*, 53(4), 1–23. doi:10.2307/1251376
- Maldonado, A. E. (2002). Produtos midiáticos, estratégias, recepção: a perspectiva transmetodológica. *Ciberlegenda*, Rio de Janeiro, 9, 1-15.
- Mallat, N., Rossi, M., Tuunainen, V. K., & Öörni, A. (2009). The impact of use context on mobile services acceptance: The case of mobile ticketing. *Information & Management*, 46(3), 190–195. doi:10.1016/j.im.2008.11.008
- Mansour, J. S. A., & Ariffin, A. A. M. (2017). The Effects of Local Hospitality, Commercial Hospitality and Experience Quality on Behavioural Intention in Cultural Heritage Tourism. *Journal of Quality Assurance in Hospitality & Tourism*, 18(2), 29–172. doi:10.1080/1528008X.2016.1169474
- Martín-Barbero, J. (2006). Tecnicidades, identidades, alteridades: mudanças e opacidades da comunicação no novo século. In *A sociedade midiaticizada* (pp. 51–79). Rio de Janeiro: Mauad.
- Mathwick, C., & Rigdon, E. (2004). Play, flow, and the online search experience. *The Journal of Consumer Research*, 31(2), 324–332. doi:10.1086/422111
- McIntosh, A., & Harris, C. (2018). Representations of hospitality at The Special Needs Hotel. *International Journal of Hospitality Management*, 75, 153–159. doi:10.1016/j.ijhm.2018.05.021
- Media, T. T. G. (2016). *Secret Escapes plans acquisitions after £83 million cash injection*. Retrieved from <https://www.ttgmedia.com/news/news/secret-escapes-plans-acquisitions-after-83-million-cash-injection-11832>
- Mediafeed. (2012). *Is Abercrombie&Fitch a five-sense brand?* Retrieved from <https://www.mediafeed.pl/is-bercrombiefitch-a-five-sense-brand/>

- Medlik, S., & Ingram, H. (2000). *The Business of Hotels* (4th ed.). Oxford, UK: Butterworth-Heinemann.
- Merritt, S., & DeGraff, J. (1996). The Revisionary Visionary: Leadership and the Aesthetics of Adaptability. *Journal of Aesthetic Education*, 30(4), 69–85. doi:10.2307/3333181
- Miles, M., Arnold, D., & Nash, H. (1990). Adaptive Communication: The Adaptation of the Seller's Interpersonal Style to the Stage of the Dyad's Relationship and the Buyer's Communication Style. *Journal of Personal Selling & Sales Management*, 10(1), 21–41.
- Miller, S. (1973). Ends, Means, and Galumphing: Some Leitmotifs of Play 1. *American Anthropologist*, 75(1), 87–98. doi:10.1525/aa.1973.75.1.02a00050
- Minnaert, L., Maitland, R., & Miller, G. (2009). Tourism and social policy: The value of social tourism. *Annals of Tourism Research*, 36(2), 316–334. doi:10.1016/j.annals.2009.01.002
- Minnaert, L., Maitland, R., & Miller, G. (2011). What is social tourism? *Current Issues in Tourism*, 14(5), 403–415. doi:10.1080/13683500.2011.568051
- Minor, K. B. (2017). *Hospitable or Hostile? The Impact of Daily Deals in the Hotel Sector of the Hospitality Industry* (PhD Thesis). Cardiff Metropolitan University.
- Minor, K., & Ritchie, C. (2019). *Hostile promotions: The impacts of daily deals upon the working environment of housekeeping staff in small and medium hotels*. In *Council for Hospitality Management Education (CHME) Conference*. Greenwich University.
- Mitchell, R. O., Rashid, H., Dawood, F., & AlKhalidi, A. (2013, January). Hajj crowd management and navigation system: People tracking and location based services via integrated mobile and rfid systems. In *2013 International Conference on Computer Applications Technology (ICCAT)* (pp. 1-7). IEEE. 10.1109/ICCAT.2013.6522008
- Moesch, M. (2002). *A produção do saber turístico*. São Paulo: Contexto.
- Mohamed, M., & Zaino, Z. (2017). The Effects of Airline Hospitality on the Attitude of Full-Service Airline Passengers: A preliminary Study. *Journal of Tourism, Hospitality and Environment Management*, 2(4), 1–11.
- Molz, J. G., & Paris, C. M. (2015). The social affordances of flashpacking: Exploring the mobility nexus of travel and communication. *Mobilities*, 10(2), 173–192. doi:10.1080/17450101.2013.848605
- Montes, R., & Aragall, F. (2009). Turismo Acessível ou Turismo para Todos? Sustentabilidade do Negócio. *Revista de Turismo & Desenvolvimento*, 11, 141–145.
- Morgan, R., & Hunt, S. (1994). The Commitment-Trust Theory Relationship Marketing. *Journal of Marketing*, 58(3), 20–38. doi:10.1177/002224299405800302

Compilation of References

- Morosan, C. (2012). Theoretical and empirical considerations of guests' perceptions of biometric systems in hotels - extending the technology acceptance model. *Journal of Hospitality & Tourism Research (Washington, D.C.)*, 36(1), 52–84. doi:10.1177/1096348010380601
- Morosan, C. (2015). Understanding the benefit of purchasing ancillary air travel services via mobile phones. *Journal of Travel & Tourism Marketing*, 32(3), 227–240. doi:10.1080/10548408.2014.896763
- Mudambi, S. M., & Schuff, D. (2010). Research note: What makes a helpful online review? A study of customer reviews on Amazon. com. *MIS Quarterly*, 185–200.
- Muk, A., & Chung, C. (2015). Applying the technology acceptance model in a two-country study of SMS advertising. *Journal of Business Research*, 68(1), 1–6. doi:10.1016/j.jbusres.2014.06.001
- Mukherjee, A., & Nath, P. (2007). Role of electronic trust in online retailing: A re-examination of the commitment-trust theory. *European Journal of Marketing*, 41(9/10), 1173–1202. doi:10.1108/03090560710773390
- Nameghi, E. N. M. (2013). The Relationship Between Private Domain and Commercial Domain of Hospitality in Airlines: Employing Partial Least Square Technique. *International Journal of Marketing Studies*, 5(2), 102–110. doi:10.5539/ijms.v5n2p102
- Nameghi, E. N., & Ariffin, A. A. M. (2013). The measurement scale for airline hospitality: Cabin crew's performance perspective. *Journal of Air Transport Management*, 30, 1–9. doi:10.1016/j.jairtraman.2013.03.001
- Nam, J., Ekinci, Y., & Whyatt, G. (2011). Brand equity, brand loyalty and consumer satisfaction. *Annals of Tourism Research*, 38(3), 1009–1030. doi:10.1016/j.annals.2011.01.015
- Nanus, B. (1992). *Visionary leadership: Creating a compelling sense of direction for your organization*. San Francisco: Jossey-Bass Inc.
- Nejati, M., Nejati, M., & Shafaei, A. (2009). Ranking airlines' service quality factors using a fuzzy approach: Study of the Iranian society. *International Journal of Quality & Reliability Management*, 26(3), 247–260. doi:10.1108/02656710910936726
- Nelson, P. (1974). Advertising as an information. *Journal of Political Economy*, 82(4), 729–754. doi:10.1086/260231
- Neuhof, B., Buhalis, D., & Ladkin, A. (2014). A typology of technology-enhanced tourism experiences. *International Journal of Tourism Research*, 16(4), 340–350. doi:10.1002/jtr.1958
- Newman, J. W., & Staelin, R. (1972). Prepurchase information seeking for new cars and major household appliances. *JMR, Journal of Marketing Research*, 9(3), 249–257. doi:10.1177/002224377200900302
- Nezakati, H., Amidi, A., Jusoh, Y. Y., Moghadas, S., Aziz, Y. A., & Sohrabinezhad Talemi, R. (2015). Review of social media potential on knowledge sharing and collaboration in tourism industry. *Procedia: Social and Behavioral Sciences*, 172, 120–125. doi:10.1016/j.sbspro.2015.01.344

- Nitti, M., Pillion, V., Giusto, D., & Azorti, L. (2015). The virtual object as a major element of the internet of things: A survey. *IEEE Communications Surveys and Tutorials*, 18(2), 1228–1240. doi:10.1109/COMST.2015.2498304
- Nubila, H., & Buchalla, C. (2008). O papel das Classificações da OMS-CID e CIF nas definições de incapacidade. *Revista Brasileira de Epidemiologia*, 11(2), 324–335. doi:10.1590/S1415-790X2008000200014
- Nunes, C. (2001). *Aprendizagem Activa na Criança com Multideficiência – guia para educadores*. Lisboa: Ministério da Educação. Departamento de Educação Básica.
- Nunes, M. O., & Mayer, V. F. (2014). Mobile technology, games and nature areas: The tourist perspective. *Tourism & Management Studies*, 10(1), 53–58.
- O’Connell, J. F., & Williams, G. (2005). Passengers’ perceptions of low cost airlines and full service carriers: A case study involving Ryanair, Aer Lingus, Air Asia and Malaysia Airlines. *Journal of Air Transport Management*, 11(5), 259–272. doi:10.1016/j.jairtraman.2005.01.007
- O’Connor, P. (2001). *Distribuição da informação eletrônica em turismo e hotelaria*. Porto Alegre: Bookman.
- O’Reilly, K. A., MacMillan, A., Mumuni, A. G., & Lancendorfer, K. M. (2018). Factors affecting consumers’ online product review use. *Qualitative Market Research*, 21(3), 375–400. doi:10.1108/QMR-01-2016-0004
- Öğüt, H., & Onur Taş, B. K. (2012). The influence of internet customer reviews on the online sales and prices in hotel industry. *Service Industries Journal*, 32(2), 197–214. doi:10.1080/02642069.2010.529436
- Oh, S., Lehto, X. Y., & Park, J. (2009). Travelers’ intent to use mobile technologies as a function of effort and performance expectancy. *Journal of Hospitality Marketing & Management*, 18(8), 765–781. doi:10.1080/19368620903235795
- Okabe, N. (2016). Creating of Customer Loyalty by Cabin Crew. *Transportation Research Procedia*, 25, 149–164. doi:10.1016/j.trpro.2017.05.387
- Okumus, B., Ali, F., Bilgihan, A., & Ozturk, A. B. (2018). Psychological factors influencing customers’ acceptance of smartphone diet apps when ordering food at restaurants. *International Journal of Hospitality Management*, 72, 67–77. doi:10.1016/j.ijhm.2018.01.001
- Oliver, R. L. (1980). A cognitive model of the antecedents and consequences of satisfaction decisions. *JMR, Journal of Marketing Research*, 17(4), 460–469. doi:10.1177/002224378001700405
- Olsen, M. D., & Connolly, D. J. (2000). Experience-based travel: How technology is changing the hospitality industry. *The Cornell Hotel and Restaurant Administration Quarterly*, 41(1), 30–40. doi:10.1177/001088040004100121
- OMS & The World Bank. (2011). *World Report on Disability*. São Paulo: Governo do Estado de São Paulo.

Compilation of References

- Orhan, G., Erdoğan, D., & Durmaz, V. (2014). Adopting mission and vision statements by employees: The case of TAV Airports. *Procedia: Social and Behavioral Sciences*, 150, 251–262. doi:10.1016/j.sbspro.2014.09.051
- Oruç, M. C., & Zengin, B. (2015). Misyon Vizyon Bildirilerinin Müşteri Odaklılık Yönünden Değerlendirilmesi: 5 Yıldızlı Konaklama İşletmeleri Örneği. *Kastamonu University Journal of Economics & Administrative Sciences Faculty*, 9(3), 31–49.
- Ozturk, Y., Yayli, A., & Yesiltas, M. (2008). Is the Turkish tourism industry ready for a disabled customer's market?: The views of hotel and travel agency managers. *Tourism Management*, 29(2), 382–389. doi:10.1016/j.tourman.2007.03.011
- Ozuem, W., & Mulloo, B. N. (2018). Basics of mobile marketing strategy. In W. Ozuem & G. Bowen (Eds.), *Competitive social media marketing strategies* (pp. 155–172). IGI Global.
- Pakdil, F., & Aydin, O. (2007). Expectations and Perceptions in Airline Services: An Analysis Using Weighted. SERVQUAL Scores. *Journal of Air Transport Management*, 13(4), 229–237. doi:10.1016/j.jairtraman.2007.04.001
- Palos-Sanchez, P., Martin-Velicia, F., & Saura, J. R. (2018). Complexity in the Acceptance of Sustainable Search Engines on the Internet: An Analysis of Unobserved Heterogeneity with FIMIX-PLS. *Complexity*, 2018, 1–19. doi:10.1155/2018/6561417
- Palos-Sanchez, P., & Saura, J. R. (2018). The Effect of Internet Searches on Afforestation: The Case of a Green Search Engine. *Forests*, 9(2), 51. doi:10.3390/f9020051
- Palos-Sanchez, P., Saura, J. R., & Martin-Velicia, F. (2019). A study of the effects of Programmatic Advertising on users' Concerns about Privacy overtime. *Journal of Business Research*, 96, 61–72. doi:10.1016/j.jbusres.2018.10.059
- Panorama OMT del Turismo Internacional. (2018). UNWTO. World Tourism Organization. Retrieved from: <https://www.eunwto.org/doi/pdf/10.18111/9789284419890>
- Parasio, B., & Ferreira, S. V. (2010). *Niterói: Muito Além de uma Bela Vista para o Rio*. Intercom - XV Congresso de Ciências da Comunicação na Região Sudeste. Vitória/ES-Brazil.
- Park, C., & Lee, T. M. (2009). Antecedents of online reviews' usage and purchase influence: An empirical comparison of US and Korean consumers. *Journal of Interactive Marketing*, 23(4), 332–340. doi:10.1016/j.intmar.2009.07.001
- Park, E., Baek, S., Ohm, J., & Chang, H. J. (2014). Determinants of player acceptance of mobile social network games: An application of extended technology acceptance model. *Telematics and Informatics*, 31(1), 3–15. doi:10.1016/j.tele.2013.07.001
- Park, J. K., Yang, S. J., & Lehto, X. (2007). Adoption of mobile technologies for Chinese consumers. *Journal of Electronic Commerce Research*, 8(3), 196–206.

- Park, J. W., Robertson, R., & Wu, C. L. (2004). The Effect of Airline Service Quality on Passengers' Behavioural Intentions: A Korean Case Study. *Journal of Air Transport Management*, 10(6), 435–439. doi:10.1016/j.jairtraman.2004.06.001
- Park, S. B., Chihyung, M., & Bongsug, K. (2016). Using Twitter Data for Cruise Tourism Marketing and Research. *Journal of Travel & Tourism Marketing*, 33(6), 885–898. doi:10.1080/10548408.2015.1071688
- Park, Y. A., & Gretzel, U. (2007). Success factors for destination marketing web sites: A qualitative meta-analysis. *Journal of Travel Research*, 46(1), 46–63. doi:10.1177/0047287507302381
- Patterson, P., & Smith, T. (2001). Relationship benefits in service industries: A replication in a Southeast Asian context. *Journal of Services Marketing*, 15(6), 425–443. doi:10.1108/EUM00000000006098
- Paulo, M. M., Rita, P., Oliveira, T., & Moro, S. (2018). Understanding mobile augmented reality adoption in a consumer context. *Journal of Hospitality and Tourism Technology*, 9(2), 142–157. doi:10.1108/JHTT-01-2017-0006
- Pearce, J. A. (1982). The company mission as a strategic tool. *Sloan Management Review*, 23(3), 15.
- Peixoto, N., & Neumann, P. (2009). Fatores de Sucesso e Propostas de Ações para implementar o “Turismo para Todos” - Relevância Económica - social. *Revista Turismo e Desenvolvimento*, 11, 147–154.
- People 1st International. (2013). *State of the Nation Report 2013*. People 1st International.
- Pereira, H. G., de Fátima Salgueiro, M., & Rita, P. (2016). Online purchase determinants of loyalty: The mediating effect of satisfaction in tourism. *Journal of Retailing and Consumer Services*, 30, 279–291. doi:10.1016/j.jretconser.2016.01.003
- Peres, R., Correia, A., & Moital, M. (2011). The indicators of intention to adopt mobile electronic tourist guides. *Journal of Hospitality and Tourism Technology*, 2(2), 120–138. doi:10.1108/17579881111154236
- Pérez, D., & Velasco, D. (2017). *Turismo Accesible. Hacia un Turismo para Todos*. Retrieved from <http://www.cermi.es/es-ES/ColeccionesCermi/Cermi.es/Lists/Coleccion/Attachments/51/4TurismoAccesible.pdf>
- Perinotto, A. R. C. (2013). *Circulação de imagens turísticas: fotografias de Parnaíba/PI nas mídias* (Doctoral thesis). Universidade do Vale do Rio dos Sinos-RS-Brazil.
- Piercy, N. F., & Morgan, N. A. (1994). Mission analysis: An operational approach. *Journal of General Management*, 19(3), 1–19. doi:10.1177/030630709401900301
- Pijls-Hoekstra, R., Groen, B. H., Galetzka, M., & Pruyn, A. T. H. (2017). *Measuring experience of hospitality: Scale development and validation*. Paper presented at QUIS 15, Porto, Portugal.

Compilation of References

- Pine, B. J. II, & Gilmore, J. H. (1998, July-August). The Experience Economy. *Harvard Business Review*, 97–105. PMID:10181589
- Pine, B. J. II, & Gilmore, J. H. (1999). *The Experience Economy: Work is Theatre & Every Business a Stage*. Harvard Business Press.
- Pine, B. J. II, & Gilmore, J. H. (2011). *The Experience Economy*. Harvard Business Press.
- Poel Van den, D., & Leunis, J. (1999). Consumer acceptance of the Internet as a channel of distribution. *Journal of Business Research*, 45(3), 249-256.
- Powell, M. (2011). Consumer Perceptions of Airline Web Sites: A Three Wave Longitudinal Analysis. *Journal of Aviation Management and Education*. Retrieved from <https://www.aabri.com/manuscripts/11801.pdf>
- Prayag, G. (2008). Image, Satisfaction and Loyalty: The Case of Cape Town. *Anatolia: An International Journal of Tourism and Hospitality Research*, 19(2), 205–224. doi:10.1080/13032917.2008.9687069
- Punel, A., & Ermagun, A. (2018). Using Twitter Network to Detect Market Segments in The Airline Industry. *Journal of Air Transport Management*, 73, 67–76. doi:10.1016/j.jairtraman.2018.08.004
- Racherla, P., & Friske, W. (2012). Perceived ‘usefulness’ of online consumer reviews: An exploratory investigation across three services categories. *Electronic Commerce Research and Applications*, 11(6), 548–559. doi:10.1016/j.elerap.2012.06.003
- Rafaeli, A., & Sutton, R. (1987). Expression of Emotion as Part of the Work Role. *Academy of Management Review*, 12(1), 23–37. doi:10.5465/amr.1987.4306444
- Rafiq, M., Fulford, H., & Lu, X. (2013). Building customer loyalty in online retailing: The role of relationship quality. *Journal of Marketing Management*, 29(3/4), 494–517. doi:10.1080/0267257X.2012.737356
- Ratchford, B. T., Talukdar, D., & Lee, M. S. (2001). A model of consumer choice of the Internet as an information source. *International Journal of Electronic Commerce*, 5(3), 7–21. doi:10.1080/10864415.2001.11044217
- Rayman-Bacchus, L., & Molina, A. (2001). Internet-based tourism services: Business issues and trends. *Futures*, 33(7), 589–605. doi:10.1016/S0016-3287(01)00003-9
- Reyes-Menendez, A., Palos-Sanchez, P. R., Saura, J. R., & Martin-Velicia, F. (2018). Understanding the Influence of Wireless Communications and Wi-Fi Access on Customer Loyalty: A Behavioral Model System. *Wireless Communications and Mobile Computing*, 2018, 1–16. doi:10.1155/2018/3487398
- Reyes-Menendez, A., Saura, J. R., & Alvarez-Alonso, C. (2018). Understanding #WorldEnvironmentDay User Opinions in Twitter: A Topic-Based Sentiment Analysis Approach. *International Journal of Environmental Research and Public Health*, 15(11), 2537. doi:10.3390/ijerph15112537 PMID:30428520

- Reyes-Menendez, A., Saura, J. R., & Martinez-Navalon, J. G. (2019). The impact of e-WOM on Hotels Management Reputation: Exploring TripAdvisor Review Credibility with the ELM model. *IEEE Access: Practical Innovations, Open Solutions*, 8(2). doi:10.1109/ACCESS.2019.2919030
- Reyes-Menendez, A., Saura, J. R., & Palos-Sanchez, P. (2018). Crowdfunding y financiación 2.0. Un estudio exploratorio sobre el turismo cultural. *International Journal of Information Systems and Tourism*, 3(1), 23–34.
- Reyes-Menendez, A., Saura, J. R., Palos-Sanchez, P., & Alvarez-Garcia, J. (2018). Understanding User Behavioral Intention to adopt a Search Engine that promotes Sustainable Water Management. *Symmetry*, 10(11), 584. doi:10.3390/sym10110584
- Ribbink, D., Riel, A., Liljander, V., & Streukens, S. (2004). Comfort your online customer: Quality, trust and loyalty on the internet. *Managing Service Quality*, 14(6), 446–456. doi:10.1108/09604520410569784
- Richards, G., Yeoh, W., Chong, A. Y. L., & Popovič, A. (2019). Business intelligence effectiveness and corporate performance management: An empirical analysis. *Journal of Computer Information Systems*, 59(2), 188–196. doi:10.1080/08874417.2017.1334244
- Ryan, D., & Jones, C. (2009). *Understanding Digital Marketing: Marketing Strategies for Engaging the Digital Generation*. Kogan Page.
- Ryu, K., Han, H., & Kim, T. H. (2008). The relationships among overall quick-casual restaurant image, perceived value, customer satisfaction, and behavioural intentions. *International Journal of Hospitality Management*, 27(3), 459–469. doi:10.1016/j.ijhm.2007.11.001
- Saarijärvi, H., Mitronen, L., & Yrjölä, M. (2014). From selling to supporting – Leveraging mobile services in the context of food retailing. *Journal of Retailing and Consumer Services*, 21(1), 26–36. doi:10.1016/j.jretconser.2013.06.009
- Santos Júnior, A. P., & Santos, A. C. (2007). *Arte e turismo: a fotografia como ferramenta de trabalho do turismólogo contemporâneo*. 3ª. Revista Eletrônica Aboré Publicação da Escola Superior de Artes e Turismo.
- Santos, J. D. (2006). *CRM offline & online*. V. N. Gaia: Instituto Superior Politécnico Gaya.
- Saura, J. R., Reyes-Menendez, A., & Palos-Sanchez, P. (2018). Un Análisis de Sentimiento en Twitter con Machine Learning: Identificando el sentimiento sobre las ofertas de #BlackFriday. *Espacios*, 39(42).
- Saura, J. R., & Bennet, D. (2019). A Three-Stage method for Data Text Mining: Using UGC in Business Intelligence Analysis. *Symmetry*, 11(4), 519.
- Saura, J. R., Palos, P., & Debasa, F. (2017). El problema de la Reputación Online y Motores de Búsqueda: Derecho al Olvido. *Cadernos de Dereito Actual*, 8, 221–229.

Compilation of References

- Saura, J. R., Palos-Sanchez, P. R., & Correia, M. B. (2019). Digital Marketing Strategies Based on the E-Business Model: Literature Review and Future Directions. In A. G. Guerra (Ed.), *Organizational Transformation and Managing Innovation in the Fourth Industrial Revolution* (pp. 86–103). IGI Global. doi:10.4018/978-1-5225-7074-5.ch005
- Saura, J. R., Palos-Sanchez, P. R., & Grilo, A. (2019). Detecting Indicators for Startup Business Success: Sentiment Analysis using Text Data Mining. *Sustainability*, 15(3), 553. doi:10.3390/ijerph15030553
- Saura, J. R., Palos-Sánchez, P., & Cerdá Suárez, L. M. (2017). Understanding the Digital Marketing Environment with KPIs and Web Analytics. *Future Internet*, 9(4), 76. doi:10.3390/fi9040076
- Saura, J. R., Reyes-Menendez, A., & Palos-Sanchez, P. (2019). Mapping multispectral Digital Images using a Cloud Computing software: Applications from UAV images. *Heliyon (London)*, 5(2), e01277. doi:10.1016/j.heliyon.2019.e01277 PMID:30891516
- Saura, J. R., Rodriguez Herráez, B., & Reyes-Menendez, A. (2019). Comparing a traditional approach for financial Brand Communication Analysis with a Big Data Analytics technique. *IEEE Access: Practical Innovations, Open Solutions*, 7(1). doi:10.1109/ACCESS.2019.2905301
- Scaglione, M., Giovannetti, E., & Hamoudia, M. (2015). The diffusion of mobile social networking: Exploring adoption externalities in four G7 countries. *International Journal of Forecasting*, 31(4), 1159–1170. doi:10.1016/j.ijforecast.2015.03.005
- Scheyvens, R., & Biddulph, R. (2018). Inclusive tourism development. *Tourism Geographies*, 20(4), 589–609. doi:10.1080/14616688.2017.1381985
- Semrad, K. J. (2010). *Discounting: An Empirical Justification For Its Value In The Lodging Industry* (PhD Thesis). University of Central Florida.
- Senecal, S., & Nantel, J. (2004). The influence of online product recommendations on consumers' online choices. *Journal of Retailing*, 80(2), 159–169. doi:10.1016/j.jretai.2004.04.001
- Şentürk, F. K. (2012). A study to determine the usage of strategic management tools in the hotel industry. *Procedia: Social and Behavioral Sciences*, 58, 11–18. doi:10.1016/j.sbspro.2012.09.973
- Senyo, P. K., Liu, K., & Effah, J. (2019). Digital business ecosystem: Literature review and a framework for future research. *International Journal of Information Management*, 47, 52–64. doi:10.1016/j.ijinfomgt.2019.01.002
- Senyo, P., Addae, E., & Boateng, R. (2018). Cloud Computing research: A review of research themes, frameworks, methods and future research directions. *Journal of Enterprise Information Management*, 39(1), 129–139.
- Senyo, P., Effah, J., & Addae, E. (2016). Preliminary insight into cloud computing adoption in a developing country. *Journal of Enterprise Information Management*, 29(4), 505–524. doi:10.1108/JEIM-09-2014-0094

- Seo, E.-J., & Park, J.-W. (2018). A Study on the Effects of Social Media Marketing Activities on Brand Equity and Customer Response in the Airline Industry. *Journal of Air Transport Management*, 66, 36–41. doi:10.1016/j.jairtraman.2017.09.014
- Setó-Pamies, D. (2012). Customer loyalty to service providers: Examining the role of service quality, customer satisfaction and trust. *Total Quality Management*, 23(11), 1257–1271. doi:10.1080/14783363.2012.669551
- Shankar, V., & Balasubramanian, S. (2009). Mobile marketing: A synthesis and prognosis. *Journal of Interactive Marketing*, 23(2), 118–129. doi:10.1016/j.intmar.2009.02.002
- Shankar, V., Smith, A., & Rangaswamy, A. (2003). Customer satisfaction and loyalty in online and offline environments. *International Journal of Research in Marketing*, 20(2), 153–175. doi:10.1016/S0167-8116(03)00016-8
- Sharma, S. K., Al Badi, A. H., Govindurali, S. M., & Al-Kharusi, M. H. (2016). Predicating motivators of cloud computing adoption: A developing country perspective. *Computers in Human Behavior*, 62, 61–69. doi:10.1016/j.chb.2016.03.073
- Shaw, G., Veitch, C., & Coles, T. I. M. (2005). Access, disability, and tourism: Changing responses in the United Kingdom. *Tourism Review International*, 8(3), 167–176. doi:10.3727/154427205774791555
- Shiu, E., Jiang, Z., Henneberg, S., & Naude, P. (2016). Relationship Quality in Business to Business Relationships - Reviewing the Current Literatures and Proposing a New Measurement Model. *Psychology and Marketing*, 33(4), 297–313. doi:10.1002/mar.20876
- Siekpe, J. S. (2005). An examination of the multidimensionality of flow construct in a computer-mediated environment. *Journal of Electronic Commerce Research*, 6(1), 31.
- Sigala, M. (2013). A framework for designing and implementing effective online coupons in tourism and hospitality. *Journal of Vacation Marketing*, 19(2), 165–180. doi:10.1177/1356766712471839
- Sim, J.-J., Tan, G. W.-H., Wong, J. C. J., Ooi, K.-B., & Hew, T.-S. (2014). Understanding and predicting the motivators of mobile music acceptance – a multi-stage MRA-artificial neural network approach. *Telematics and Informatics*, 31(4), 569–584. doi:10.1016/j.tele.2013.11.005
- Sirakaya, E., & Woodside, A. G. (2005). Building and testing theories of decision making by travellers. *Tourism Management*, 26(6), 815–832. doi:10.1016/j.tourman.2004.05.004
- Skadberg, Y. X., & Kimmel, J. R. (2004). Visitors' flow experience while browsing a Web site: Its measurement, contributing factors and consequences. *Computers in Human Behavior*, 20(3), 403–422. doi:10.1016/S0747-5632(03)00050-5
- Slade, E., Williams, M., Dwivedi, Y., & Piercy, N. (2015). Exploring consumer adoption of proximity mobile payments. *Journal of Strategic Marketing*, 23(3), 209–223. doi:10.1080/0965254X.2014.914075

Compilation of References

- Smith, J. B. (1998). Buyer–Seller Relationships: Similarity, Relationship Management, and Quality. *Psychology and Marketing*, 15(1), 3–21. doi:10.1002/(SICI)1520-6793(199801)15:1<3::AID-MAR2>3.0.CO;2-I
- Smith, K. T. (2011). Digital marketing strategies that Millennials find appealing, motivating, or just annoying. *Journal of Strategic Marketing*, 19(6), 489–499. doi:10.1080/0965254X.2011.581383
- Smith, P. C., & Forgione, D. A. (2007). Global outsourcing of healthcare: A medical tourism decision model. *Journal of Information Technology Case and Application Research*, 9(3), 19–30. doi:10.1080/15228053.2007.10856117
- Smith, S. L. (2003). A vision for the Canadian tourism industry. *Tourism Management*, 24(2), 123–133. doi:10.1016/S0261-5177(02)00064-X
- Smutkupt, P., Krairit, D., & Esichaikul, V. (2010). Mobile marketing: Implications for marketing strategies. *International Journal of Mobile Marketing*, 5(2), 126–139.
- Soares, J. R. R., & Gabriel, L. P. M. C. (2018). Credibilidade em redes sociais: uso de fontes orgânicas em los medios. In *Las fuentes de información turística en foco* (pp. 59–70). Thomson Reuters Aranzadi.
- Soares, J. R. R., Gabriel, L. P. M. C., & Sánchez-Fernández, M. D. (2017). A influência das fontes de informação na escolha dos turistas académicos: O caso de Santiago de Compostela. *Investigaciones Turísticas*, 14, 130–153.
- Sodré, M. (2002). *Antropológica do espelho: uma teoria da comunicação linear e em rede*. Petrópolis-RJ-Brazil: Vozes.
- Soh, C., & Markus, M. L. (2002). Business-to-Business E-Marketplaces: A Strategic Archetypes Approach. *ICIS 2002 Proceedings*, 86.
- Song, J., & Zahedi, F. (2001). Web design in e-commerce: a theory and empirical analysis. In *ICIS 2001 Proceedings* (pp. 205-219). Academic Press.
- Sontag, S. (2004). *Sobre fotografia*. São Paulo, Brazil: Companhia das Letras.
- Sousa, B., & Ribeiro, I. (2018). City marketing e os eventos: Um estudo de caso aplicado ao Carnaval de Ovar. *European Journal of Applied Business Management*, 73-84.
- Sousa, B., & Vasconcelos, S. (2018). Branding territorial e o papel da imagem no comportamento do consumidor em turismo: O caso de Arouca: o caso do destino de Arouca. *European Journal of Applied Business Management*, 1-14.
- Sousa, A. (2015). *Imagen, lealtad y promoción turística*. Análisis con ecuaciones estructurales. *Pasos Revista de Turismo y Patrimonio Cultural*, 13(3), 629–648. doi:10.25145/j.pasos.2015.13.044
- Sousa, B. M., & Vieira, C. B. (2018). Um Estudo Sobre a Afetividade Aplicada ao Fenômeno do Futebol: Abordagem na Ótica dos Consumidores. *PODIUM Sport. Leisure and Tourism Review*, 7(2), 293–312. doi:10.5585/podium.v7i2.282

- Sousa, M. J., & Rocha, Á. (2019). Skills for disruptive digital business. *Journal of Business Research*, 94, 257–263. doi:10.1016/j.jbusres.2017.12.051
- Sousa, R. (2007). As Interpretações da Paisagem. *Perspectiva Geográfica*, 3(3), 103–114.
- Sparks, B. A., & Browning, V. (2011). The impact of online reviews on hotel booking intentions and perception of trust. *Tourism Management*, 32(6), 1310–1323. doi:10.1016/j.tourman.2010.12.011
- Spence, C. (2019). Neuroscience-inspired design: From academic neuromarketing to commercially relevant research. *Organizational Research Methods*, 22(1), 275–298. doi:10.1177/1094428116672003
- Starkov, M. (2001). *Wireless in travel and hospitality: Hype or necessity*. Retrieved from <http://www.eyefortravel.com/node/11547>
- Starkov, M. (2011). It's official: the dumbest hotel distribution idea! *HeBS Digital*. Retrieved from <http://www.hebsdigital.com/blog/it%E2%80%99s-official-the-dumbest-hotel-distribution-idea/>
- Steinbauer, A., & Werthner, H. (2007). Consumer behaviour in e-tourism. In *Information and Communication Technologies in Tourism 2007 proceedings of the international conference in Ljubljana, Slovenia* (pp. 65–76). Wien: Springer.
- Stichler, J. F. (2007). Using Evidence-Based Design to Improve Outcomes. *The Journal of Nursing Administration*, 37(1), 1–4. doi:10.1097/00005110-200701000-00001 PMID:17172965
- Stone, B. (2000). E-Christmas: Cyber-Santa's Sleigh Ride. *NewsWeek-International Edition*, 42.
- Straker, K., & Wrigley, C. (2018). Engaging passengers across digital channels: An international study of 100 airports. *Journal of Hospitality and Tourism Management*, 34, 82–92. doi:10.1016/j.jhtm.2018.01.001
- Straub, K., Keil, M., & Brenner, W. (1997). Testing the technology acceptance model across cultures: A three country study. *Information & Management*, 33(1), 1–11. doi:10.1016/S0378-7206(97)00026-8
- Subramanian, U. (2012). *Theory of social coupons* (Working Paper). University of Texas. Retrieved from http://research.chicagobooth.edu/marketing/qme/docs/Session10_Subramanian.pdf
- Sutherland, W., & Jarrahi, M. H. (2018). The sharing economy and digital platforms: A review and research agenda. *International Journal of Information Management*, 43, 328–341. doi:10.1016/j.ijinfomgt.2018.07.004
- Szymanski, D., & Hise, R. (2000). e-Satisfaction: An Initial Examination. *Journal of Retailing*, 76(3), 309–322. doi:10.1016/S0022-4359(00)00035-X
- Tan, G. W.-H., Lee, V. H., Lin, B., & Ooi, K.-B. (2017). Mobile applications in tourism: The future of the tourism industry? *Industrial Management & Data Systems*, 117(3), 560–581. doi:10.1108/IMDS-12-2015-0490

Compilation of References

- Tan, G. W.-H., Lee, V.-H., Hew, J.-J., Ooi, K.-B., & Wong, L.-W. (2018). The interactive mobile social media advertising: An imminent approach to advertise tourism products and services. *Telematics and Informatics*, 35(8), 2270–2288. doi:10.1016/j.tele.2018.09.005
- Tan, G. W.-H., & Ooi, K.-B. (2018). Gender and age: Do they really moderate mobile tourism shopping behavior? *Telematics and Informatics*, 35(6), 1617–1642. doi:10.1016/j.tele.2018.04.009
- Tan, W.-K. (2017). The relationship between smartphone usage, tourist experience and trip satisfaction in the context of a nature-based destination. *Telematics and Informatics*, 34(2), 614–627. doi:10.1016/j.tele.2016.10.004
- Tavakoli, R., & Wijesinghe, S. N. (2019). The evolution of the web and netnography in tourism: A systematic review. *Tourism Management Perspectives*, 29, 48–55. doi:10.1016/j.tmp.2018.10.008
- Tawari, J. R. (2009). *Hotel Front Office Operations and Management*. Oxford University Press.
- Taylor, S., & Todd, P. A. (1995). Understanding information technology usage: A test of competing models. *Information Systems Research*, 6(2), 144–176. doi:10.1287/isre.6.2.144
- Teles, P. (2009). *Cidades de Desejo entre Desenhos de Cidades - Boas Práticas de Desenho Urbano e Design Inclusivo*. Porto: Instituto de Cidades e Vilas Com Mobilidade.
- Teslya, N., & Ponomarev, A. (2016, November). Smart tourism destination support scenario based on human-computer cloud. In *2016 19th Conference of Open Innovations Association (FRUCT)* (pp. 242-247). IEEE. 10.23919/FRUCT.2016.7892207
- Thakur, R., & Srivastava, M. (2014). Adoption readiness, personal innovativeness, perceived risk and usage intention across customer groups for mobile payment services in India. *Internet Research*, 24(3), 369–392. doi:10.1108/IntR-12-2012-0244
- Tham, A., Croy, G., & Mair, J. (2013). Social Media in Destination Choice: Distinctive Electronic Word-of-Mouth Dimensions. *Journal of Travel & Tourism Marketing*, 30(1-2), 144–155. doi:10.1080/10548408.2013.751272
- Thornberry, N. (1997). A view about ‘vision’. *European Management Journal*, 15(1), 28–34. doi:10.1016/S0263-2373(96)00071-0
- Tiago, M., & Veríssimo, J. M. C. (2014). Digital marketing and social media: Why bother? *Business Horizons*, 57(6), 703–708. doi:10.1016/j.bushor.2014.07.002
- Todor, R. (2016). Blending traditional and digital marketing. *Bulletin of the Transilvania University of Braşov. Series V*, 9(58).
- Tokgöz, N. (2012). Stratejik yönetim ve ilgili temel kavramlar. In D. Taşcı & C. Ulukan (Eds.), *Stratejik Yönetim* (pp. 3–23). Eskişehir: Anadolu Üniversitesi Yayınları.
- Tomat, L., Bratec, M., Minor, K., & Budler, M. (2019). Daily Deals in the Mediterranean Region: A data Analytical Approach. *Ereview of Tourism Research*, 16(2-3), 13–23.

- Tomlinson, A. (1986). *Playing away from home: leisure, disadvantage and issues of income and access*. In *Excluding the poor* (pp. 43–54). London: Child Poverty Action Group.
- TUR4all. (2019). Retrieved from <https://www.tur4all.pt/>
- Tussyadiah, I. P. (2015). Personal technology and tourism experience. In *ISCONTOUR 2015 Tourism Research Perspectives* (pp. 1–10). Academic Press.
- Tussyadiah, I. P., & Fesenmaier, D. R. (2009). Mediating tourist experiences: Access to places via shared videos. *Annals of Tourism Research*, 36(1), 24–40. doi:10.1016/j.annals.2008.10.001
- u, P. Y., Au, G., & Tam, K. Y. (2000). Impact of information presentation modes on online shopping: An empirical evaluation of a broadband interactive shopping service. *Journal of Organizational Computing and Electronic Commerce*, 10(1), 1–22.
- Ukpabi, D. C., & Karjaluoto, H. (2017). Consumers' acceptance of information and communications technology in tourism: A review. *Telematics and Informatics*, 34(5), 618–644. doi:10.1016/j.tele.2016.12.002
- United Nation World Tourism Organisation. (2016). *Tourism Highlights*. Retrieved from <http://marketintelligence.unwto.org/publication/unwto-tourism-highlights-2016-edition>
- UNWTO. (2008). *Tourism Highlights 2018 Edition*. Retrieved from <https://www.e-unwto.org/doi/pdf/10.18111/9789284419876>
- Urry, J. (1996). *O olhar do turista*. São Paulo, Brazil: Studio Nobel.
- Urry, J. (2002). *The Tourist Gaze*. Londres: SAGE Publications.
- Van Der Zeeuw, A., Van Deursen, A. J., & Jansen, G. (2019). Inequalities in the social use of the Internet of things: A capital and skills perspective. *New Media & Society*.
- Varnali, K., Toker, A., & Yilmaz, C. (2011). *Mobile marketing – fundamentals and strategy*. McGraw-Hill.
- Venkatesh, V., & Bala, H. (2008). Technology acceptance model 3 and research agenda on interventions. *Decision Sciences*, 39(2), 273–315. doi:10.1111/j.1540-5915.2008.00192.x
- Venkatesh, V., & Davis, F. D. (1996). A model of the antecedents of perceived ease of use: Development and test. *Decision Sciences*, 27(3), 451–481. doi:10.1111/j.1540-5915.1996.tb01822.x
- Venkatesh, V., & Davis, F. D. (2000). A theoretical extension of the technology acceptance model: Four longitudinal field studies. *Management Science*, 46(2), 186–204. doi:10.1287/mnsc.46.2.186.11926
- Venkatesh, V., Morris, M. G., Davis, G. B., & Davis, F. D. (2003a). User acceptance of information technology: Toward a unified view. *Management Information Systems Quarterly*, 27(3), 425–478. doi:10.2307/30036540

Compilation of References

- Venkatesh, V., Ramesh, V., & Massey, A. P. (2003b). Understanding usability in mobile commerce. *Communications of the ACM*, 46(12), 53–56. doi:10.1145/953460.953488
- Vermeulen, I. E., & Seegers, D. (2009). Tried and tested: The impact of online hotel reviews on consumer consideration. *Tourism Management*, 30(1), 123–127. doi:10.1016/j.tourman.2008.04.008
- Vieira, A. L., Winklhofer, H., & Ennew, C. T. (2008). Relationship Quality: A literature review and research agenda. *Journal of Customer Behaviour*, 7(4), 269–291. doi:10.1362/147539208X386833
- Viglia, G., Minazzi, R., & Buhalis, D. (2016). The influence of e-word-of-mouth on hotel occupancy rate. *International Journal of Hospitality Management*, 28(9), 2035–2051. doi:10.1108/IJCHM-05-2015-0238
- Vijayarathy, L. R. (2001). Beyond beliefs: The impact of shopping orientations, product types, and shopping aids on attitude and intention to use online shopping. *Quarterly Journal of Electronic Commerce*, 2, 99–114.
- Viren, P. P., Vogt, C. A., Kline, C., Rummel, A. M., & Tsao, J. (2015). Social network participation and coverage by tourism industry sector. *Journal of Destination Marketing & Management*, 4(2), 110–119. doi:10.1016/j.jdmm.2015.03.004
- Vize, R., Coughlan, J., Alieen, K., & Ellis-Chadwick, F. (2016). Measuring B2B Relationship Quality in an Online Context: Exploring the Roles of Service Quality. In *Power and Loyalty: Proceedings of the 2015 Academy of Marketing Science (AMS) Annual Conference*. Springer.
- Vogelstein, F., & Holstein, W. J. (1999). Adventures in E-shopping. *U.S. News & World Report*, 127(25), 34–35. PMID:10621514
- Vyas, C. (2019). Evaluating state tourism websites using Search Engine Optimization tools. *Tourism Management*, 73, 64–70. doi:10.1016/j.tourman.2019.01.019
- Walsh, G., Hennig-Thurau, T., Sassenberg, K., & Bornemann, D. (2009). Does relationship quality matter in e-services? A comparison of online and offline retailing. *Journal of Retailing and Consumer Services*, 17(2), 130–142. doi:10.1016/j.jretconser.2009.11.003
- Wang, C., Luo, J., Lin, S., Zhang, J., Wang, Z., & Luo, A. (2018, June). Cloud Platform for the Management of Tourism Resources. In *26th International Conference on Geoinformatics* (pp. 1–9). IEEE. 10.1109/GEOINFORMATICS.2018.8557190
- Wang, D., Park, S., & Fesenmaier, D. R. (2012). The role of smartphones in mediating the touristic experience. *Journal of Travel Research*, 51(4), 371–387. doi:10.1177/0047287511426341
- Wang, D., & Xiang, Z. (2012). The new landscape of travel: a comprehensive analysis of smartphone apps. In M. Fuchs, F. Ricci, & L. Cantoni (Eds.), *Information and Communication Technologies in Tourism* (pp. 308–319). Springer.

- Wang, X., Hong, Z., Xu, Y., Zhang, C., & Ling, H. (2014). Relevance judgments of mobile commercial information. *Journal of the Association for Information Science and Technology*, 65(7), 1335–1348. doi:10.1002/asi.23060
- Wang, Y. S., & Tang, T. I. (2003). Assessing Customer Perceptions of Website Service Quality in Digital Marketing Environments. *Journal of Organizational and End User Computing*, 15(3), 14–31. doi:10.4018/joeuc.2003070102
- Wearesocial. (2019). *Digital in 2019*. Retrieved from <https://wearesocial.com/global-digital-report-2019>
- Weber, K., & Roehl, W. S. (1999). Profiling people searching for and purchasing travel products on the World Wide Web. *Journal of Travel Research*, 37(3), 291–298. doi:10.1177/004728759903700311
- Webster, J., Trevino, L. K., & Ryan, L. (1993). The dimensionality and correlates of flow in human-computer interactions. *Computers in Human Behavior*, 9(4), 411–426. doi:10.1016/0747-5632(93)90032-N
- Weinberg, A., & Pogrebisky, M. (2000). *U.S. Patent No. 6,144,962*. Washington, DC: U.S. Patent and Trademark Office.
- Wells, P. (2018). *A Sprinkle, a Snapshot, a Sensation: My Dinner With Salt Bae*. Retrieved from <https://www.nytimes.com/2018/02/02/dining/salt-bae-pete-wells-nusr-et-steakhouse.html>
- Williams, N. L., Inversini, A., Ferdinand, N., & Buhalis, D. (2017). Destination e WOM: A macro and meso network approach? *Annals of Tourism Research*, 64, 87–101. doi:10.1016/j.annals.2017.02.007
- Williams, N., Inversini, A., Buhalis, D., & Ferdinand, N. (2015). Community crosstalk: An exploratory analysis of destination and festival eWOM on Twitter. *Journal of Marketing Management*, 31(9-10), 1113–1140. doi:10.1080/0267257X.2015.1035308
- Wimmer, D. D., & Dominick, J. R. (2000). *Mass Media Research: An Introduction*. Belmont: Wadsworth Publishing Company.
- Wong, C.-H., Tan, G. W.-H., Loke, S.-P., & Ooi, K.-B. (2014). Mobile TV: A new form of entertainment? *Industrial Management & Data Systems*, 114(7), 1050–1067. doi:10.1108/IMDS-05-2014-0146
- Wu, J.-H., & Wang, S.-C. (2005). What drives mobile commerce? An empirical evaluation of the revised technology acceptance model. *Information & Management*, 42(5), 719–729. doi:10.1016/j.im.2004.07.001
- Wu, J.-J., & Chang, Y.-S. (2005). Towards Understanding Members' Interactivity, Trust, and Flow in Online Travel Community. *Industrial Management & Data Systems*, 105(7), 937–954. doi:10.1108/02635570510616120

Compilation of References

- Wu, P. C., & Wang, Y. C. (2011). The influences of electronic word-of-mouth message appeal and message source credibility on brand attitude. *Asia Pacific Journal of Marketing and Logistics*, 23(4), 448–472. doi:10.1108/13555851111165020
- Xiang, Z., & Gretzel, U. (2010). Role of social media in online travel information search. *Tourism Management*, 31(2), 179–188. doi:10.1016/j.tourman.2009.02.016
- Yalçın, İ. (2005). *Küçük ve orta ölçekli işletmelerde yeniden yapılanma stratejileri*. Ankara: Nobel Yayınevi.
- Yang, H., & Zhou, L. (2011). Extending TPB and TAM to mobile viral marketing: An exploratory study on American young consumers' mobile viral marketing attitude, intent and behavior. *Journal of Targeting, Measurement & Analysis for Marketing*, 19(2), 85–98. doi:10.1057/jt.2011.11
- Yang, K. C. C. (2007). Exploring factors affecting consumer intention to use mobile advertising in Taiwan. *Journal of International Consumer Marketing*, 20(1), 33–49. doi:10.1300/J046v20n01_04
- Yang, W., & Hwang, S. (2013). iTravel: A recommender system in mobile peer-to-peer environment. *Journal of Systems and Software*, 86(1), 12–20. doi:10.1016/j.jss.2012.06.041
- Yang, W., Zhang, L., & Mattila, A. S. (2016). Luxe for less: How do consumers react to luxury hotel price promotions? The moderating role of consumers' need for status. *Cornell Hospitality Quarterly*, 57(1), 82–92. doi:10.1177/1938965515580133
- Yang, Y., Zhong, Z., & Zhang, M. (2013). Predicting tourists' decisions to adopt mobile travel booking. *International Journal of u- and e- Service. Science and Technology*, 6(6), 9–20.
- Yau, M. K. S., McKercher, B., & Packer, T. L. (2004). Traveling with a disability: More than an access issue. *Annals of Tourism Research*, 31(4), 946–960. doi:10.1016/j.annals.2004.03.007
- Yeh, J. Y. (2014, October). Mapping the intellectual structure of mobile commerce. In *Proceedings of 2014 IEEE International Conference on Service Operations and Logistics, and Informatics* (pp. 430–433). IEEE.
- Ye, Q., Law, R., Gu, B., & Chen, W. (2011). The influence of user-generated content on traveler behaviour: An empirical investigation on the effects of e-word-of-mouth to hotel online bookings. *Computers in Human Behavior*, 27(2), 634–639. doi:10.1016/j.chb.2010.04.014
- Yianakos, C. (2002). Nameless in cyberspace: protecting online privacy. *B+ FS*, 116(6), 48.
- Yilmaz, Ö. (2014). The effect of websites on customer preferences related to tourism products within the framework of technological acceptance model (TAM). *IIB International Refereed Academic Social Sciences Journal*, 16(5), 46–59. doi:10.1109/SOLI.2014.6960763
- Young, L., Wilkinson, I., & Smith, A. (2015). A Scientometric Analysis of Publications in Journal of Business-to-Business Marketing 1993–2014. *Journal of Business-To-Business Marketing*, 22(1–2), 111–123. doi:10.1080/1051712X.2015.1021591

- Yousaf, S., & Xiucheng, F. (2018). Halal culinary and tourism marketing strategies on government websites: A preliminary analysis. *Tourism Management*, 68, 423–443. doi:10.1016/j.tourman.2018.04.006
- Yurtseven, H. R. (2003). İşletmelerde misyon ifadesinin stratejik yönü: Türkiye’deki beş yıldızlı konaklama işletmeleri üzerine bir araştırma. In *Ulusal Yönetim ve Organizasyon Kongre Kitabı* (pp. 179-188). Afyon Kocatepe Üniversitesi İktisadi ve İdari Bilimler Fakültesi.
- Yüzbaşıoğlu, N., Doğan, O., & Çevik, B. (2016). Uluslararası konaklama işletmelerinin misyon ifadesi bileşenlerinin incelenmesi: İçerik analizi. *Ömer Halisdemir Üniversitesi İktisadi ve İdari Bilimler Fakültesi Dergisi*, 9(3), 199-214.
- Yüzbaşıoğlu, N., Topsakal, Y., & Doğan, O. (2016). Operasyonel Yaklaşım İle Misyon Analizi: Türkiye’de Faaliyet Gösteren Dört Uluslararası Zincir Otel Örneği. *Gümüşhane University Electronic Journal of the Institute of Social Science*, 7(18), 30–46.
- Zeithaml, V. A. (1988). Consumer perceptions of price, quality, and value: A means-end model and synthesis of evidence. *Journal of Marketing*, 52(3), 2–22. doi:10.1177/002224298805200302
- Zhang, T. C., Omran, B. A., & Cobanoglu, C. (2017). Generation Y’s positive and negative eWOM: Use of social media and mobile technology. *International Journal of Contemporary Hospitality Management*, 29(2), 732–761. doi:10.1108/IJCHM-10-2015-0611
- Zhang, Z., Ye, Q., Law, R., & Li, Y. (2010). The impact of e-word-of-mouth on the online popularity of restaurants: A comparison of consumer reviews and editor reviews. *International Journal of Hospitality Management*, 29(4), 694–700. doi:10.1016/j.ijhm.2010.02.002
- Zhou, F., Fang, Y., & Chen, H. (2012). Personalized travel service discovery and usage in cloud environment. In *2012 IEEE Ninth International Conference on e-Business Engineering* (pp. 333-337). IEEE. 10.1109/ICEBE.2012.61
- Zhou, X., Xu, C., & Kimmons, B. (2015). Detecting tourism destinations using scalable geospatial analysis based on cloud computing platform. *Computers, Environment and Urban Systems*, 54, 144–153. doi:10.1016/j.compenvurbsys.2015.07.006