

Acta Turistica
 Anatolia
 Annals of Tourism Research
 Cornell Hotel and Restaurant Administration Quarterly
 Event Management
 International Journal of Hospitality & Tourism Administration
 Journal of China Tourism Research
 Journal of Hospitality Marketing & Management
 Journal of Human Resources in Hospitality and Tourism
 Journal of Quality Assurance in Tourism & Hospitality
 Journal of Teaching in Travel & Tourism
 Journal of Travel & Tourism Marketing
 Journal of Travel Research
 Tourism: An International Interdisciplinary Journal
 Tourism Analysis
 Tourism and Hospitality Management
 Tourism Economics
 Tourism Management
 Tourism Recreation Research
 Turizam: međunarodni znanstveno-stručni časopis

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Introduction

Selected Bibliography has been published by the Institute for Tourism, Zagreb, from 1995 as a regular supplement of journals TOURISM (ISSN 1332-7461) and TURIZAM (ISSN 0494-2639). Since 2016 it is published as a semi-annual periodical publication. It brings a selection of scientific articles from the world relevant journals in the field of tourism. Articles are indexed using the Classification scheme for tourism (CST) that was developed in the 1990-ies by Dr. Tomislav Hitrec, scientist at the Institute for tourism.

The first issue contains a selection of scientific articles which have been processed during the period from January 1, 2016, until June 30, 2016. It should be highlighted that the Library of Institute for Tourism offers the search possibilities of the entire bibliographic database.

Classification Scheme for Tourism (CST)

The basics of classification scheme used in the special Library of Institute for Tourism were laid by Dr. Tomislav Hitrec more than twenty years ago. In his works from 1988, 1989 and 1991 he explained the need for the application of special classification scheme in tourism, which reflects its multidisciplinary nature and complexity that is not encountered in other scientific and professional research activities. Dr. Hitrec, scientist of exceptional erudition, has carried out a pioneering task forming a classification system based on his extensive professional experience and broad insight into many areas. The first version of Classification Scheme for Tourism (CST) was published in 1991.

The current version of CST contains 832 attributes which are hierarchically organized into 8 main topics; works that cannot be classified into one of the main topics are classified under the group Miscellanea. Geographical index is also an integral part of CST. Each topic is further elaborated in two sub-themes. The process of assigning CST attributes requires from the indexer to review the title, key words and abstract, and sometimes the whole work to choose CST attributes that best match the content / topic of the work. The number of CST attributes that are assigned to a particular document is not prescribed and can vary in the range from one to seven. The works are usually given four to five CST attributes, one of which is a geographical as required if it can be determined.

Journals included in the Selected Bibliography

The journal selection process for Selected Bibliography is governed by a set of criteria such as different areas of tourism research, all geographic regions of the world, and the high quality of papers.

The Selected Bibliography covers research papers published in the following journals:

1. **Acta Turistica** (ISSN 0353-4316)
2. **Anatolia** (ISSN 1300-4220)
3. **Annals of Tourism Research** (ISSN 0160-7383)
4. **Cornell Hotel and Restaurant Administration Quarterly** (ISSN 0010-8804)
5. **Event Management** (ISSN 1525-9951)
6. **International Journal of Hospitality & Tourism Administration** (ISSN 1525-6480)
7. **Journal of China Tourism Research** (ISSN 1938-8160)
8. **Journal of Hospitality Marketing & Management** (ISSN 1936-8623)
9. **Journal of Human Resources in Hospitality and Tourism** (ISSN 1533-2845)
10. **Journal of Quality Assurance in Tourism & Hospitality**(ISSN 1528-008x)

11. **Journal of Teaching In Travel & Tourism**(ISSN 1531-3220)
12. **Journal of Travel & Tourism Marketing** (ISSN 1054-8408)
13. **Journal of Travel Research** (ISSN 0047-2875)
14. **Tourism: An International Interdisciplinary Journal** (ISSN 1332-7461)
15. **Tourism Analysis** (ISSN 1083-5423)
16. **Tourism and Hospitality Management** (ISSN 1330-7533)
17. **Tourism Economics** (ISSN 1354-8166)
18. **Tourism Management** (ISSN 0261-5177)
19. **Tourism Recreation Research** (ISSN 0250-8281)
20. **Turizam: međunarodni znanstveno-stručni časopis** (ISSN 0494-2639)

About Library and bibliographic database of Institute for Tourism

Library of Institute for Tourism is a leading library for research of tourism in Croatia which applies among others, a unique Classification Scheme for Tourism (CST) in processing documents.

Library was founded in 1959 as a part of the Institute for Tourism which follows, collects, processes, maintains and protects documents related to tourism, as well as disseminates and exchanges information. The Library's main mission is to systematically build an internationally relevant bibliographical database containing the most important international and local sources of scientific and professional literature and tourism-related information which is regularly updated by the latest scientific contributions. Bibliographic database contains over 35.000 records that can be searched by author, title, subjects, publisher, ISSN, ISBN, year, and type of publication. It is also possible to search by CST attributes.

Library is available at www.iztzg.hr.

About the publisher

Institute for Tourism is the only scientific public institute in Croatia specializing in research and consultancy services in tourism. Institute for Tourism is a well qualified partner for tourism actors and adviser in achieving greater competitiveness of Croatian tourism. Among other basic tasks Institute for Tourism publishes journals **TOURISM** and **TURIZAM**, and series **Scientific Edition**, **e-Publications**, **Croatian Tourism in Figures** and **Selected Bibliography**.

Library is available at www.iztzg.hr – **Online Library**.

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Bibliographic description is given in this form:

MAIN TOPIC

**CST attribute(s)*

Title / Author(s) // Journal's name. Volume (year), No., pages from-till

The articles are classified under the main topic according to the first CST attribute. CST attributes are separated by an asterisk (*).

TOURISM AND THEORY, RESEARCH AND EDUCATION

**books *history of travel and tourism*

Prikaz knjige: Hrvatske povijesne ceste Karolina, Jozefina i Lujzijana / Petar Feletar // Turizam : međunarodni znanstveno-stručni časopis. God. 64 (2016), br. 2, 243-244

**books *types of tourism*

Prikaz knjige: Selektivni oblici turizma - primeri dobre prakse u svetu i stanje u Republici Srbiji / Tatjana Pivac ... [et al.] // Turizam : međunarodni znanstveno-stručni časopis. God. 64 (2016), br. 4, 458-459

**education, lifelong learning, e-learning *education - plans and programs *North-East Asia*

Towards an understanding of experiential learning in China's hospitality education / Huijun Yang, Catherine Heung // Journal of China tourism research. Vol. 10 (2014), No. 1-2-3-4, 222-235

**education, lifelong learning, e-learning *education - plans and programs *quality in tourism *North-East Asia *Australia and Oceania *United Kingdom*

The managerial gaze: the long tail of tourism education and research / David Airey ... [et al.] // Journal of travel research. Vol. 54 (2015), No. 2, 139-151

**education, lifelong learning, e-learning *hotel industry *transnational corporations, chains *Spain*

Knowledge transfer in hotel firms: determinants of success in international expansion / Desiderio Juan Garcia-Almeida, Larry Yu // International journal of hospitality and tourism administration. Vol.16 (2015), No. 1-2, 16-39

**education, lifelong learning, e-learning *sustainable tourism *Asia - Near and Middle East*

Sustainability: a threshold concept for tourism education / Cody Morris Paris // Tourism : an international interdisciplinary journal. Vol. 64 (2016), No. 3, 329-337

**educational institutions *education - plans and programs *North America*

The use of personality styles in designing curriculum in hospitality schools / Gunce "Georgia" Malan, Cihan Cobanoglu, R. Douglas Waldo // Journal of human resources in hospitality and tourism. Vol. 14 (2015), No. 1, 90-105

**educational institutions *quality in tourism*

How useful are university rankings in tourism? / Rob Law, Lawrence Hoc Nang Fong, Davis Ka Chio Fong // Annals of Tourism Research : a Social Sciences Journal. Vol. 54 (2015), 219-221

**employees in catering industry *special issues *hotel industry *Cyprus*

Antecedents of extra-role customer service behaviour: polychronicity as a moderator / Mustafa Daskin // Anatolia : an international journal of tourism and hospitality research. Vol. 26 (2015), No. 4, 521-534

**guidebooks *motivations *educational tourism *Croatia*

The travel guidebook: catalyst for self-directed travel / Donald N. Roberson // Tourism analysis : an interdisciplinary journal. Vol. 20 (2015), No. 1, 123-128

**guides, interpreters *tourism and employment *East Africa and Indian Ocean islands*

Employment traits within the Zanzibar tourism industry / Michele Carboni // Tourism : an international interdisciplinary journal. Vol. 64 (2016), No. 2, 231-235

**human resources *productivity of catering enterprise *management of catering enterprise *Turkey*

Job embeddedness as a moderator of the effect of manager trust and distributive justice on turnover intentions / Yilmaz Gündüz, Firdevs Melis Cin // Anatolia : an international journal of tourism and hospitality research. Vol. 26 (2015), No. 4, 549-562

**human resources *special issues *history of travel and tourism*

Human resources in tourism: Still waiting for change? - A 2015 reprise / Tom Baum // *Tourism management : research - policies - practice*. Vol. 50 (2015), 204-212

**human resources *special issues *negative effects (mobing etc.) *Greece*

Understanding the impact of procedural justice, job characteristics, and resources on emotional exhaustion and its marketing-related implications / P. Trivellas, N. Kakkos // *Anatolia : an international journal of tourism and hospitality research*. Vol. 26 (2015), No. 1, 45-60

**human resources *special issues *North America*

Employers' perspectives about employing people with disabilities: a comparative study across industries / Andrew Houtenville, Valentini Kalargyrou // *The Cornell Hotel and restaurant administration quarterly*. Vol. 56 (2015), No. 2, 168-179

**journals *research in tourism*

Publishing in tourism and hospitality journals / Bob Mc Kercher, Vincent Tung // *Tourism management : research - policies - practice*. Vol. 50 (2015), 306-315

**managers *hotel industry *technical and technological aspects of catering enterprise, innovations, creativity *transformative power of tourism *Norway*

The effects of transformational leadership and perceived creativity on innovation behavior in the hospitality industry / Terje Slatten, Mehmet Mehmetoglu // *Journal of human resources in hospitality and tourism*. Vol. 14 (2015), No. 2, 195-219

**managers *negative effects (mobing etc.) *employees in catering industry *Turkey*

The effects of stress and managers' behaviour on the job satisfaction and organisational citizenship behaviour of hotel employees / Yilmaz Akgunduz, Ali Dalgic, Anil Kale // *Tourism : an international interdisciplinary journal*. Vol. 64 (2016), No. 1, 41-62

**research in tourism *journals *Asia*

Recent research in Asia Pacific: the case of a professionally affiliated journal / Lawrence Hoc Nang Fong, Norman Au, Rob Law // *Journal of travel & tourism marketing*. Vol. 32 (2015), No. 3-4, 161-179

**research in tourism *North-East Asia*

New era of China tourism research / Songshan (Sam) Huang, Robert van der Veen, Guangrui Zhang // *Journal of China tourism research*. Vol. 10 (2014), No. 1-2-3-4, 379-387

**research in tourism *outbound tourism *journals *manuals *North-East Asia*

A systematic review of the Chinese outbound tourism literature: 1983-2012 / Byron W. Keating ... [et al.] // *Journal of travel & tourism marketing*. Vol. 32 (2015), No. 1-2, 2-17

**research in tourism *tourism and society *Asia - Near and Middle East*

Overcoming challenges in qualitative inquiry within a conservative society / Azilah Kasim, Hussein Abdulqader Al-Gahuri // *Tourism management : research - policies - practice*. Vol. 50 (2015), 124-129

You got a free upgrade: What about me? The consequences of unearned preferential treatment / Jeong-Yeol Park, SooCheong (Shawn) Jang // *Tourism management : research - policies - practice*. Vol. 50 (2015), 59-68

TOURISM AND ECONOMY

**air transportation *artificial intelligence, video conferences, virtual world, robots, mobile technology, GPS, e-mail, chat, games for mobile phones *e-business *North America*

Understanding the benefit of purchasing ancillary air travel services via mobile phones / Cristian Morosan // *Journal of travel & tourism marketing*. Vol. 32 (2015), No. 3-4, 227-240

**air transportation *consumer safety and security *climate*

Flights of fantasy: a reformulation of the flyers' dilemma / Martin Young ... [et al.] // *Annals of Tourism Research : a Social Sciences Journal*. Vol. 54 (2015), 1-15

**air transportation *image and brand *preferences, loyalty *North America*

Critical in-flight and ground-service factors influencing brand prestige and relationships between brand prestige, well-being, perceptions and brand loyalty: first-class passengers / Young-joo Ahn, Insim Kim, Sunghyup Sean Hyun // *Journal of travel & tourism marketing*. Vol. 32 (2015), Supplement 1, S114-S138

- *air transportation *marketing in tourism*
Airport route development: a survey of current practice / Nigel Halpern, Anne Graham // *Tourism management : research - policies - practice*. Vol. 46 (2015), 212-221
- *air transportation *preferences, loyalty *North America*
Fool's gold? Assessing the impact of the value of airline loyalty programs on brand equity perceptions and share of wallet / Clay M. Voorhees ... [et al.] // *The Cornell Hotel and restaurant administration quarterly*. Vol. 56 (2015), No. 2, 202-212
- *air transportation *preferences, loyalty *world*
Customers' perceived benefits of a frequent-flyer program / Nic S. Terblanche // *Journal of travel & tourism marketing*. Vol. 32 (2015), No. 3-4, 199-210
- *air transportation *preferences, loyalty*
Key determinants of passenger loyalty in the low-cost airline business / Raphael K. Akamavi ... [et al.] // *Tourism management : research - policies - practice*. Vol. 46 (2015), 528-545
- *casinos, gambling *psychology of tourism *preferences, loyalty *North-East Asia*
The relationships between casino quality, image, value and loyalty / Henry Tsai, Jinsoo Lee, Steve Pan // *International journal of hospitality and tourism administration*. Vol.16 (2015), No. 1-2, 164-182
- *casinos, gambling *tourism destination - diverse aspects *consumer behaviour and experience *North-East Asia*
Destination services and travel experience in the gaming mecca: the moderating role of gambling as a travel purpose among Chinese tourists / IpKin Anthony Wong, Xiangping Li // *Journal of travel & tourism marketing*. Vol. 32 (2015), No. 1-2, 80-99
- *catering - nonaccommodation facilities *catering - specific issues *folklore, tradition *Germany*
The musicscape model: direct, mediating, and moderating effects in the casual restaurant experience / Robert J. Harrington, Michael C. Ottenbacher, Anja Treuter // *International journal of hospitality and tourism administration*. Vol.16 (2015), No. 1-2, 99-121
- *catering - nonaccommodation facilities *gastronomy, diet, nutrition science *decisions, choice, intentions *North America*
How do diners make decisions among casual dining restaurants? An exploratory study of college students / Cheng Peng, Anil Bilgihan, Jay Kandampully // *International journal of hospitality and tourism administration*. Vol.16 (2015), No. 1-2, 1-15
- *catering - nonaccommodation facilities *managers *special issues *North America*
Executive tenure: attributes of club manager longevity / Ali A. Poorani, Mitchell Platt // *International journal of hospitality and tourism administration*. Vol.16 (2015), No. 1-2, 143-163
- *catering - nonaccommodation facilities *satisfaction *preferences, loyalty *West and Central Africa with islands*
International tourists' satisfaction with Ghanaian upscale restaurant services and revisit intentions / Issahaku Adam, Charles Atanga Adongo, Frederick Dayour // *Journal of quality assurance in hospitality & tourism*. Vol. 16 (2015), No. 1-2, 181-201
- *catering - nonaccommodation facilities *satisfaction *registration and forecasting in tourism *tourism statistics - specific issues*
Clarifications on the design of customer comment cards: question type, question wording, and writing space / Kenneth R. Bartkus, Robert Mills, David Olsen // *Journal of hospitality marketing & management*. Vol. 24 (2015), No. 1-2, 216-228
- *catering - nonaccommodation facilities *transnational corporations, chains *employees in catering industry *productivity of catering enterprise *Australia and Oceania*
Exploring the antecedents of staff turnover within the fast-food industry: the case of Hamilton, New Zealand / Asad Mohsin, Jorge Lengler // *Journal of human resources in hospitality and tourism*. Vol. 14 (2015), No. 1, 1-24
- *catering enterprise *economics of catering enterprise, finances *North America*
Why restaurants fail? Part IV: the relationship between restaurant failures and demographic factors / H. G. Parsa ... [et al.] // *The Cornell Hotel and restaurant administration quarterly*. Vol. 56 (2015), No. 1, 80-90
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Attraction to hospitality companies: how processing fluency moderates value fit / Sean McGinley ... [et al.] // *Journal of human resources in hospitality and tourism*. Vol. 14 (2015), No. 1, 25-44

- *catering enterprise *internal organization of catering enterprise *management of catering enterprise*
**North America*
An evaluation of rules for assigning tables to walk-in parties in restaurants / Gary M. Thompson // The Cornell Hotel and restaurant administration quarterly. Vol. 56 (2015), No. 1, 91-105
- *catering enterprise *management of catering enterprise *internal organization of catering enterprise*
**Turkey*
The importance of error management culture in organizations: the impact on employee helping behaviors during service failures and recoveries in restaurants / Priyanko Guchait, Aysin Pasamehmetoglu, Jeanna Lanza-Abbott // Journal of human resources in hospitality and tourism. Vol. 14 (2015), No. 1, 45-67
- *corporate social responsibility (CSR) *sustainable tourism *technical and technological aspects of catering enterprise, innovations, creativity *South Africa*
Odgovorni turizam i inovacije u pokrajini Zapadni Kaapland u Južnoafričkoj Republici / Irma Booyens, Christian M. Rogerson // Turizam : međunarodni znanstveno-stručni časopis. God. 64 (2016), br. 4, 385-396
Responsible tourism in the Western Cape, South Africa: an innovation perspective / Irma Booyens, Christian M. Rogerson // Tourism : an international interdisciplinary journal. Vol. 64 (2016), No. 4, 385-396
- *cruising *consumers *consumer behaviour and experience *tourism and social psychology *North America*
Negative effects of perceived crowding on travelers' identification with cruise brand / Sunghyup Sean Hyun, Min Gyung Kim // Journal of travel & tourism marketing. Vol. 32 (2015), No. 3-4, 241-259
- *cruising *North-East Asia*
Using a choice experiment (CE) to value the attributes of cruise tourism / Min-Kyu Lee, Seung-Hoon Yoo // Journal of travel & tourism marketing. Vol. 32 (2015), No. 3-4, 416-427
- *cycling *Ireland*
Do tourists value different levels of cycling infrastructure? / Gerard Deenihan, Brian Caulfield // Tourism management : research - policies - practice. Vol. 46 (2015), 92-101
- *enology, wine tourism *consumer behaviour and experience *preferences, loyalty*
Incorporating the winescape into the theory of planned behaviour: examining 'new world' wineries / Vanessa Ann Quintal, Ben Thomas, Ian Phau // Tourism management : research - policies - practice. Vol. 46 (2015), 596-609
- *enology, wine tourism *Spain*
Drivers of sustainability strategies in Spain's wine tourism industry / Juan Carlos Gazquez-Abad ... [et al.] // The Cornell Hotel and restaurant administration quarterly. Vol. 56 (2015), No. 1, 106-117
- *gastronomy, diet, nutrition science *catering - nonaccommodation facilities *satisfaction *tourism statistics - theory and methodological problems *North-East Asia*
Integrating Kano model and SIPA grid to identify key service attributes of fast food restaurants / Hsi Tien Chen, Brendan T. Chen // Journal of quality assurance in hospitality & tourism. Vol. 16 (2015), No. 1-2, 141-163
- *gastronomy, diet, nutrition science *perceptions *satisfaction *preferences, loyalty *France*
Casual dining on the French Riviera: examining the relationship between visitors' perceived quality, positive emotions, and behavioral intentions / Girish Prayag, Catheryn Khoo-Lattimore, Jonathan Sitruk // Journal of hospitality marketing & management. Vol. 24 (2015), No. 1-2, 24-46
- *gastronomy, diet, nutrition science *quality in tourism *satisfaction *tourism statistics - theory and methodological problems *North-East Asia*
Integration of Kano's model into FQFS for Taiwanese Ban-Doh banquet culture / Ling-Zhong Lin, Huery-Ren Yeh, Ming-Chao Wang // Tourism management : research - policies - practice. Vol. 46 (2015), 245-262
- *gastronomy, diet, nutrition science *tourism and informatics *tourism and informatics - other (PC in education, webcam) *North America*
Mobile tablet menus: attractiveness and impact of nutrition labeling formats on millennials' food choices / Maryam F. Yepes // The Cornell Hotel and restaurant administration quarterly. Vol. 56 (2015), No. 1, 58-67
- *gastronomy, diet, nutrition science *tourist resorts *world *Australia and Oceania*
Travel lifestyle preferences and destination activity choices of Slow Food members and non-members / Kuan-Huei Lee, Jan Packer, Noel Scott // Tourism management : research - policies - practice. Vol. 46 (2015), 1-10

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Updated benchmarks for projecting fixed and variable components of hotel financial performance / Stephen Rushmore, John W. O'Neill // The Cornell Hotel and restaurant administration quarterly. Vol. 56 (2015), No. 1, 17-28
- *hotel industry *classification, categorization, standardization, branding *consumer behaviour and experience *domestic and ethnic tourism *North-East Asia*
Brand evaluation of foreign versus domestic luxury hotels by Chinese travelers / Cathy H. C. Hsu // Journal of China tourism research. Vol. 10 (2014), No. 1-2-3-4, 35-50
- *hotel industry *classification, categorization, standardization, branding *image and brand *perceptions *North-East Asia*
An empirical study of customer-based brand equity model for China economy hotels / Han Shen ... [et al.] // Journal of China tourism research. Vol. 10 (2014), No. 1-2-3-4, 21-34
- *hotel industry *classification, categorization, standardization, branding *North-East Asia*
Influence of star rating and ownership structure on brand image of Mainland China hotels / Jingxian Jiang, Ulrike Gretzel, Rob Law // Journal of China tourism research. Vol. 10 (2014), No. 1-2-3-4, 69-94
- *hotel industry *economics of catering enterprise, finances *Portugal*
RevPAR determinants of Portuguese hotels: the global and the local factors / Luis Pacheco // Tourism : an international interdisciplinary journal. Vol. 64 (2016), No. 2, 219-230
- *hotel industry *green attributes *quality in tourism *North-East Asia*
Tools for benchmarking and recognizing hotels' green effort - environmental assessment methods and eco-labels / Jennifer Y. Lo, Wilco Chan, Carol X. Zhang // Journal of China tourism research. Vol. 10 (2014), No. 1-2-3-4, 165-185
- *hotel industry *human resources *managers *Bulgaria*
Bulgaria hotel managers' recruitment perceptions / Matthew H. T. Yap ... [et al.] // Journal of human resources in hospitality and tourism. Vol. 14 (2015), No. 2, 133-152
- *hotel industry *internal organization of catering enterprise *employees in catering industry *transformative power of tourism*
A causal model for integrating workplace spirituality into hospitality organizational transformation / Anthony Gatling // Journal of human resources in hospitality and tourism. Vol. 14 (2015), No. 2, 177-194
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The impact of supervisory support on organizational commitment, career satisfaction, and turnover intention for hospitality frontline employees / Hee Jung (Anette) Kang, Anthony Gatling, Jungsun (Sunny) Kim // Journal of human resources in hospitality and tourism. Vol. 14 (2015), No. 1, 68-89
- *hotel industry *international tourist bodies (and organs) *preferences, loyalty *registration and forecasting in tourism *tourism statistics - theory and methodological problems *Asia*
Identifying emerging hotel preferences using emerging pattern mining technique / Gang Li ... [et al.] // Tourism management : research - policies - practice. Vol. 46 (2015), 311-321
- *hotel industry *investments *efficiency of catering enterprise *North America*
Earnings announcements and investor focus in the hospitality industry / Pamela C. Moulton, Sarah Leow // The Cornell Hotel and restaurant administration quarterly. Vol. 56 (2015), No. 1, 5-16
- *hotel industry *management of catering enterprise *internal organization of catering enterprise *Italy*
Hotels in a customer-centred business model: empirical findings from Val Gardena / Vincenzo Fasone, Sandra Hofer, Raffaele Scuderi // Tourism : an international interdisciplinary journal. Vol. 64 (2016), No. 1, 97-108
- *hotel industry *management of catering enterprise *WEB 2.0, blogs, social networks, user generated content (UGC), User Generated Reviews and/or User Generated Media, eWoM, reviews, e-services *Greece*
Online reviews as a feedback mechanism for hotel CRM systems / Costas Assimakopoulos ... [et al.] // Anatolia : an international journal of tourism and hospitality research. Vol. 26 (2015), No. 1, 5-20
- *hotel industry *managers *education - students *Western Europe*
The making of hospitality managers: the role of knowledge in the development of expertise / Beverley Wilson-Wünsch ... [et al.] // Journal of human resources in hospitality and tourism. Vol. 14 (2015), No. 2, 153-176

- *hotel industry *managers *North-East Asia*
Framework for success: overcoming contemporary challenges of western expatriate managers in the Chinese hospitality industry / Cynthia Mejia, Kelly Virginia Phelan, James Brian Aday // Journal of human resources in hospitality and tourism. Vol. 14 (2015), No. 2, 107-132
- *hotel industry *preferences, loyalty *international, foreign tourism *North-East Asia*
The influence of culture on the perceived attractiveness of hotel loyalty programs: Chinese versus Japanese customers / Fiona Ke-Wei Hu, Karin Weber // Journal of China tourism research. Vol. 10 (2014), No. 1-2-3-4, 186-205
- *hotel industry *preferences, loyalty *tourism and prices *North America*
Understanding active loyalty behavior in hotel reward programs through customers' switching costs and perceived program value / Karen Lijia Xie ... [et al.] // Journal of travel & tourism marketing. Vol. 32 (2015), No. 3-4, 308-324
- *hotel industry *satisfaction *tourism statistics - theory and methodological problems*
Prioritisation of the hotel attributes according to their influence on satisfaction: a comparison of two techniques / Tahir Albayrak, Meltem Caber // Tourism management : research - policies - practice. Vol. 46 (2015), 43-50
- *hotel industry *special issues *employees in catering industry*
Practical application of importance-performance analysis in determining critical job satisfaction factors of a tourist hotel / Frank C. Pan // Tourism management : research - policies - practice. Vol. 46 (2015), 84-91
- *hotel industry *state and tourism *tourism and regional development *North-East Asia*
Strategic implications of government policies on the future group and brand development of state-owned hotels in China / Qu Xiao ... [et al.] // Journal of China tourism research. Vol. 10 (2014), No. 1-2-3-4, 4-20
- *hotel industry *technical and technological aspects of catering enterprise, innovations, creativity *economics of catering enterprise, finances *Spain*
The impact of innovation on firms' performance: an analysis of the hotel sector in Majorca / Maria Tugores, Dolores Garcia // Tourism economics : the business and finance of tourism and recreation. Vol. 21 (2015), No. 1, 121-140
- *hotel industry *tourism and prices *tourist demand *management of catering enterprise*
Optimal overbooking limits for a hotel with three room types and with upgrade and downgrade constraints / Stanislav H. Ivanov // Tourism economics : the business and finance of tourism and recreation. Vol. 21 (2015), No. 1, 223-240
- *hotel industry *transnational corporations, chains *internal organization of catering enterprise*
The nature of hotel chains: an integration framework / Maya Ivanova, Stanislav Ivanov // International journal of hospitality and tourism administration. Vol.16 (2015), No. 1-2, 122-142
- *hotel industry *transnational corporations, chains *South Africa*
Hotel chains of the global South: the internationalization of South African hotel brands / Jayne M. Rogerson // Tourism : an international interdisciplinary journal. Vol. 64 (2016), No. 4, 445-450
- *hotel industry *value assessment, enterprise transformation, privatization, transition *Croatia*
Gibrat's Law and the impact of ownership: a case study of Croatia's hotel industry / Neven Ivandić // Tourism economics : the business and finance of tourism and recreation. Vol. 21 (2015), No. 1, 105-120
- *inbound tourism *consumer behaviour and experience *tourism and informatics *North-East Asia*
Exploring the travel behaviors of inbound tourists to Hong Kong using geotagged photos / Huy Quan Vu ... [et al.] // Tourism management : research - policies - practice. Vol. 46 (2015), 222-232
- *inbound tourism *North-East Asia*
Chinese outbound tourism: an epilogue / Songshan (Sam) Huang ... [et al.] // Journal of travel & tourism marketing. Vol. 32 (2015), No. 1-2, 153-159
- *management of catering enterprise *ecology and protection of environment *hotel industry *benchmarking *Europe*
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TYPES OF TOURISM

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Personal meaning mapping at festivals: a useful tool for a challenging context / Christine M. Van Winkle, John H. Falk // *Event management : an international journal*. Vol. 19 (2015), No. 1, 143-150
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