



IT'S A NEWSLETTER

June 2018 Vol. 8 No. 2
www.intltourismstudies.com

INSIDE THIS ISSUE

ITSA President's Message	1
ITSA Conference in South Africa, August 2018.....	3
Expanding Tourism Education in Russia.....	5
The 12th International Tourism Forum of Iguassu announces its speaker.....	6
ITSA RVP Profile: Professor Jie Zhang	7
Marketing and Managing Tourism Destinations 2nd Ed	9
Preparing students for the digital revolution in tourism	11
ITSA Institution Member in the spotlight: Purdue University.....	12
IJTC receives high SJR ranking	13
IJTC 2018 Table of Contents.....	14
Call for Papers IJTC Special Issue: Tourism in Indian Cities.....	16
Coming soon in ITSA Newsletter.....	17
Special edition of South African Business Review for ITSA 2018.....	18
ITSA Regional Vice Presidents for 2018-19.....	19
ITSA Social Media Update.....	20

The President's Message

As the excitement builds for our conference in South Africa, it is worth asking exactly what does ITSA stand for in the world of tourism research organizations? In previous Presidential messages and notes, I have emphasized ITSA's mission involves being a connecting organization - building rapport and intellectual links between scholars where tourism research is a developed activity and those countries where tourism study is less accepted or advanced. That mission remains central. Embedded in this idea of connectivity, there is another message. It is one of showing care for members of our tourism scholarly community. This focus on the well-being and mental health of those with whom we work and with whom we interact is not a trivial add on to our central mission. Many tourism scholars, whether emerging or internationally well-known figures, are under pressure from within their work worlds to be better, to do more, to be supermen and women of their times. Not only are their teaching loads often heavy, but scholars also have to grapple with less than friendly administration systems. These processes produce distress rather than eustress, a trend which produces disengagement rather than flourishing. And further, the push to publish to reach targets set by Deans and Presidents (who are now free of such demands) are often demanding.

So how does ITSA fit into this story of pressure and stress? There are several ways. We can provide an occasion in the form of the biennial conference which individuals can use to anticipate, then experience and subsequently reflect on shared good times with others who live the same kind of life. In this sharing, we can congratulate and care for others, offering advice and comfort, and building endeavours which will produce good research and teaching outcomes a little more efficiently and enjoyably. Caring for one another through ITSA contacts can also be professional and purposeful as well as emotionally sympathetic. Not everyone does everything well all the time. Despite our assumptions, few systems are perfect, and we must expect that people will make mistakes or do not do what they promise. A caring community can

point this out to individuals. In the human developmental world this is called “tough love” and if done and received mindfully, then all parties can benefit. The capacity of ITSA members to make one another better as professionals is another way to care for each other.

On a personal level, I am excited by the forthcoming trip to South Africa and this ITSA conference. I want all ITSA members to be excited too. I am keen to see people I care about and learn from them and hopefully offer something in return. I have been to Africa twice before and I do agree with the view that despite its complexities and troubles, there is just something about the drama and beauty of the people and environment which makes one long to return.

See you there I hope.

Philip Pearce





UNISA HOSTS THE FIRST ITSA CONFERENCE IN AFRICA 2018

By **Ilze Crous**

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UNISA will host the **Seventh International Tourism Studies Association (ITSA) Biennial Conference** from 6 to 10 August 2018. More than 300 delegates from all over the world are expected at the event. Coinciding with UNISA's 145 celebrations, it is the first time the conference will be hosted on the African continent. Previously the conference took place in Asia, Europe and Australia. In an invitation in its March newsletter to ITSA members, the conference is described as a highlight of the year in the rainbow nation.

Locally, winning the bid to host the conference was also met with a lot of enthusiasm. The South African National Convention Bureau (SANCB), Gauteng Tourism Authority (GTA), and the City of Tshwane (CoT) have already pledged their support for the conference.

Tourism employs more people than any other sector and remains a vital contributor to the South African economy, says Professor Ciné van Zyl, chair of the conference organising committee. By being the first African host of the ITSA conference, UNISA is contributing to ITSA's efforts to bring people together and reduce language and cultural barriers. This is an ideal opportunity for scholars from Africa to engage with delegates from across the world and to generate more cooperation and networking among tourism scholars, she says.

The theme of the conference is collaboration and co-creation opportunities in tourism. Tourism and hospitality academia, students, and industry stakeholders are amongst the target audience for conference to be held at the CSIR International Convention Centre (ICC).

The conference covers a wide range of topics which combine interests across a broad spectrum. Tourism professionals, academics, industry stakeholders, and government organisations, who wish to keep at the forefront of the latest developments and trends in the sector are invited to attend.

The key themes of the 7th Biennial ITSA Conference in Tshwane, South Africa, are:

- Tourism cities and urban tourism
- Brazilian, Russian, Indian, Chinese and South African (BRICS) outbound tourism market
- Tourism policy, planning and governance
- The Blue Ocean Economy and tourism
- Teaching and learning in tourism and hospitality
- Wildlife Tourism, conservation and nature-based tourism products

The conference will coincide with the Second International Tourism Educators South Africa (TESA). This is another first for institutions of higher learning in South Africa that offer programmes in tourism and hospitality.

ITSA stages biennial and themed conferences and is responsible for the publication of its academic journal, *The International Journal of Tourism Cities*.

Check out further information at the event's website

(<http://intl tourismstudies.com/7th-itsa-biennial-conference-tshwane-south-africa/>)



EXPANDING TOURISM EDUCATION IN RUSSIA

While not so long ago education in tourism was virtually non-existent in Russia, presently a number of Russian universities and institutions of higher education offer academic programs in tourism, hospitality, and event management. One of those institutions is Lobachevsky State University of Nizhni Novgorod (UNN; www.unn.ru), a premier research university that houses the Bachelor in Tourism program within the Institute of International Relations and World History (www.imomi.unn.ru/education/bakalavriat/turizm). In 2010, in collaboration with the Dept. of Tourism, Recreation and Sport Management (www.hhp.ufl.edu/about/departments/trsm) and the Eric Friedheim Tourism Institute (efti.hhp.ufl.edu) of the University of Florida, UNN created the Center for Tourism Education, Research, and Cooperation with the Industry currently headed by Dr. Veronika Belyaeva. The research activities focus on tourism development and branding of the city of Nizhni Novgorod and different locations of the region. UNN students are actively involved in research projects of the Center. For example, students majoring in tourism are currently involved in creating an online tourist map of the Nizhni Novgorod region to be launched before the opening of the 2018 FIFA World Cup for which Nizhni Novgorod is one of the host cities. The activities of the Center extend to education and training of specialists for tourism and hospitality industry; one of the Center's latest initiatives is the program for English and French speaking tour guides for the championship event.

Another institution that opened a tourism program in recent years is the Higher School of Economics (HSE) consistently ranked one of Russia's top universities. Its campus in Saint-Petersburg offers a Master in Experience Economy:

Hospitality and Tourism Management housed under the Department of Management (spb.hse.ru/en/ma/tourism). The program prepares highly qualified professionals, who often pursue careers in the tourism and hospitality industries, various creative sectors, cultural and event organizations, IT firms, and marketing companies. The emphasis is made on the international nature of the program, with the majority of its disciplines taught in English. The course work is complemented by a large number of online courses from international universities. In 2017, HSE received a large grant to develop a methodology for assessing social and economic effects of socio-cultural programs for small territories. The goal of the project is to energize small territories in the St. Petersburg region through residential activities, tourism, and events. Dr. Marina Matetskaya (www.hse.ru/en/org/persons/202655) is one of the leading project specialists. The project provides a unique opportunity to interested students to be involved in innovative research directly connected to tourism development and, thus, to become actors of positive change in the country.



Prof. Svetlana Stepchenkova
ITSA, Regional VP for Russia.
Dept. of Tourism, Recreation and Sport Management
University of Florida

THE 12TH INTERNATIONAL TOURISM FORUM OF IGUASSU ANNOUNCES ITS SPEAKER



Professor Dr. James Kennell

The Executive Committee of the 12th International Tourism Forum of Iguassu, the main technical and scientific event of its area in Brazil – here by confirms as a speaker Professor Dr. James Kennell, PhD in Tourism Philosophy, at the Department of Marketing, Events and Tourism of the Business School of University of Greenwich, UK.

Supported by several Brazilian universities and institutes, this Forum is made feasible by De Angeli Trade Fairs & Events in partnership with the Masters and PhD Program in Tourism & Hospitality of the University of Vale do Itajaí (UNIVALI). The activities' leading theme of the event is "Tourism and Crisis Management". The Forum will be held on June 20th, 21st and 22nd, 2018 in Foz do Iguassu (PR), Brazil, in conjunction with the Cataract Festival, which its goals are to give means to the academy to interact directly with the tourism market.

In the last few years, the Forum has made possible an important discussion about the research produced in several educational institutions in Brazil. At the 2017 edition a total of 270 of scientific papers from 30 educational institutions in 13 Brazilian states were submitted to our scientific committee. The best papers presented at the event are published in books (collections) and scientific journals.

Follow the event schedule: <http://festivaldeturismodascataratas.com/12-forum-international-of-turismo-do-iguassu-2>



UNDER THE SPOTLIGHT RVP PROFILE

JIE ZHANG

Professor of Geographic and Oceanographic Science
Director of the Institute of Tourism Research
Nanjing University



Overview

Prof. Jie ZHANG, Vice President of International Tourism Study Association, Professor of Geographic and Oceanographic Science, Director of the Institute of Tourism Research, Nanjing University, is also serving as, Director of the Tourism Geographic Committee of the Chinese Geographic Society, Deputy Director of the Teaching Steering Committee of Tourism Management of

the Ministry of Education, International Geographic Federation (IGU), executive member of the Professional Committee on Tourism and Leisure and Global Change, Vice President of the Caves Tourism Geographies, Honorary Researcher of the University of South Carolina, and a member of the Karst Professional Committee of the Chinese Geological Society.

Professor Zhang has a strong background in Geography. He has studied geomorphology and later transferred his interests into tourism and heritage research. Zhang's research interests include tourist and allied flows, regional impacts and tourism planning, Chinese cultural and art heritages, natural soundscape, geomorphologic heritage and its evaluation, empiric aesthetics of calligraphic art, and tourism and the Internet, as well as cross-culture communication and national identity.

Professor Zhang is one eminent scholar in tourism studies in China. According to research published by Journal of China Tourism Research in 2015, Zhang

ranks first in the width of academic collaboration, academic independence, and the control of academic collaboration in China. Zhang is the author and co-author of more than 400 refereed papers published in scholarly journals or book chapters in the fields of geography and tourism either in Chinese or English. According to Chinese academic searching website, CNKI, the total number of citation of Zhang's papers by Chinese is more than 10000, and his H-index is 56 (in 2018), ranking him in the top 130 of all academic scholars in China. As of the year 2017, the quantity of Zhang's publications in SSCI tourism and leisure journals was ranked the 97th globally.

Research interest

Achievement

Zhang is the PI of seven projects supported by the National Science Foundation of China, three supported by the National Ministry of Construction, one supported by the National Ministry of Education. He is also in charge of four provincial tourism planning projects, and dozens of regional tourism master planning projects either invited by local governments or won by bidding. He has led a research project Visitor Management Plan For World Heritage Site Of San'qingshan supported by UNESCO (2014) and a joint-research project supported by British Academy (2007). He just finished a NSFC project, Spatial and temporal models of the social geographic impact of Tourism crisis on tourism destination—case of Wenchuan earthquake and grand Jiuzhaigou Zone and started a newly approved NSFC project (2016-2019) titled as Natural soundscape: the types, classification, geographical spatial structure and the evaluation model. He and his team have just finished the 13th Five-Year Plan of Tourism at Jiangsu Province, Tourism development outline at Nanjing city(2017-2040) and the 12th Five-Year Plan of Tourism at Suzhou city etc.

Zhang has been nominated for numerous awards during his career. He received the Best China Paper Award for 1999 from APTA through the study: On Distance Traits of the Spatial Behaviour of Tourist to Natural Sightseeing Destinations; a Second Prize of National Excellent Rural Construction Planning from MOHURD by The Study on Evaluation System on Conservation of Historic Cultural Town&Village in 2007; a second prize of Outstanding Tourism Academic Achievements from CNTA by The Research on Modeling Hotel Room Price with Geographically Weighted Regression in 2013.

In 2014, Zhang was awarded by Chinese Geographical Society (CGS) as the National Outstanding Geographical Researcher, and one of the winners of the Top Paper Contribution Author Award by ACTA Geographica Sinica. Two of his papers

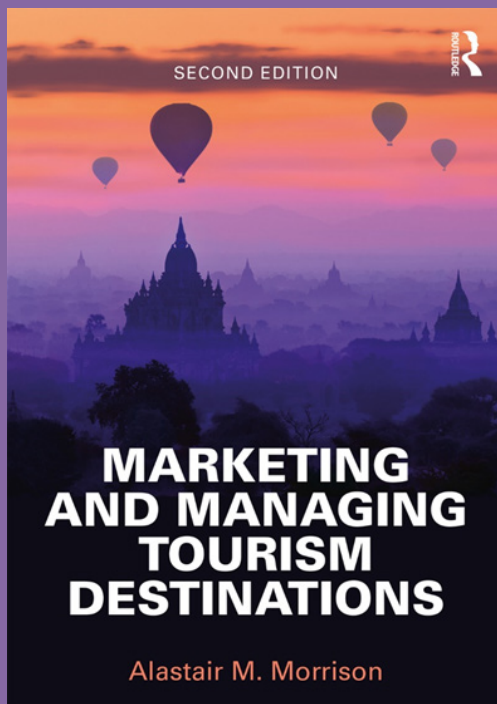
was awarded as Most Cited Paper Award by CGS. Zhang was awarded by Tourism Tribune as Hardcore Researcher in 2016, and received the Outstanding Researcher Award by ACTA Geographica Sinica in 2017.

Zhang is also active in public service and popularization of geography and traditional Chinese culture. He was invited to present lectures on Calligraphic landscape in China by Bournemouth University, University of South Carolina, Rekyu (St. Paul's) University, etc. In 2014, he gave a civil lecture at Nanjing Municipal Hall on Travel in Nanjing and the related historic geography, and the lecture was edited to 10 episodes to be broadcasted by Nanjing Broadcasting Radio Station. In 2017, Zhang was invited as an expert judge to a Geography Science Quiz Show named Look at Beautiful Scenery of China on China Central Television(CCTV). He explained and promoted the geographical knowledge in a humorous and precise style, and his professor interpretation was well received by the audiences.

Prof. Zhang takes a keen interest in traditional Chinese cultures and arts, and combines his interests with academic research. Zhang's research and practice of art consist of traditional Chinese landscape painting, Chinese calligraphy (Seal script, Oracle inscription script, Standard script), Seal engraving, traditional poem and couplet, and music of traditional Chinese vertical flute. His research paper about calligraphic aesthetics and culture was awarded several times by Chinese Calligraphers Association, and he keeps the top 1 position in the most cited authors according to CNKI. In 2017, Zhang wrote a self-compiled and three-meter-long calligraphic couplet art works for Zhuquan village in Shandong province.(Fig.2) The couplet is in seal script, and connotes of local place names and geographic knowledge with traditional style, and the couplet was carved onto stones.

MARKETING AND MANAGING TOURISM DESTINATIONS

is published in its
2th edition by
Alastair M. Morrison



Marketing and Managing Tourism Destinations is a comprehensive and integrated introductory textbook covering both destination marketing and destination management in one volume. It focuses on how destination management is planned, implemented and evaluated as well as the management and operations of destination management organizations (DMOs), how they conduct business, major opportunities, challenges and issues they face to compete for the global leisure and business travel markets.

This second edition has been updated to include:

- A new chapter on Visitor Management (Chapter 9) that includes a section on Crisis and Disaster Management
- New material on Destination Leadership and Coordination in Chapter 8
- Increased emphasis and new content on Digital Marketing in Chapter 12
- New and updated international case examples throughout to show the practical realities and approaches to managing different destinations around the world.

It is illustrated in full colour and packed with features to encourage reflection on main themes, spur critical thinking and show theory in practice.

Written by an author with many years of industry practice, university teaching and professional training experience, this book is the essential guide to the subject for tourism, hospitality and events students and industry practitioners alike.

PART I INTRODUCTION TO DESTINATION MANAGEMENT AND MARKETING CONCEPTS AND ROLES

Chapter 1 The concepts of destination management and marketing
Chapter 2 Destination planning
Chapter 3 Destination marketing planning
Chapter 4 Destination management research
Chapter 5 Destination product development
Chapter 6 Destination partnerships and team-building
Chapter 7 Destination community and stakeholder relationships and involvement
Chapter 8 Destination leadership, coordination and governance
Chapter 9 Visitor Management

PART II DESTINATION COMMUNICATIONS AND PROMOTIONS

Chapter 10 Destination branding
Chapter 11 Destination integrated marketing communications
Chapter 12 Digital marketing and ICTs

PART III DESTINATION MARKETS

Chapter 13 Consumer behaviour, segmentation and market trends
Chapter 14 Domestic leisure and VFR travel markets
Chapter 15 International pleasure and leisure travel markets
Chapter 16 Business travel and business event markets

PART IV THE FUTURE OF DESTINATION MANAGEMENT AND MARKETING

Chapter 17 The future of destination management and marketing

Prof. Alastair M. Morrison

Past President, ITSA,
Distinguished Professor Emeritus, Purdue University,
Department of Hospitality and Tourism Management



DEFINING

THE FUTURE OF TOURISM

PREPARING STUDENTS FOR THE DIGITAL REVOLUTION IN TOURISM

Recent industry reports confirm that there is a growing demand for jobs that require skills in handling and analyzing massive sets of data (Forbes, 2017). As data scientist, machine learning engineer, data engineer, data analyst are quickly becoming the fastest growing jobs in the U.S., education in data analytics is a necessity for the institutions of higher education (Glassdoor, 2018; LinkedIn, 2017). The Tourism Analytics (TA) program at the University of Florida (UF) is designed to address the growing demand for people capable of analyzing massive databases, user-generated content, geo-tagged data and network connectivity within the tourism industry.

The TA program at the University of Florida is focused on the development of practical skills needed for applying innovative methods of data handling and analysis. While originally the program aimed at the Master-level students, its courses have become popular with doctoral students as well. The program's starting point is Smart Tourism Design, which provides a foundation for identifying, describing and analyzing the linkages between technology, marketing, analytics and managing tourism places. The follow-up data-intensive courses on mining social networks, big data handling and analysis, spatial analysis, and multivariate statistics build upon this understanding. Specifically, students take GIS and Spatial Analysis for Tourism and Social Data to learn how to represent social data on a map and the methods needed to analyze spatial data. Data Mining with Social Data introduces students to the foundations of programming and database management needed to automate data acquisition, storage, and analysis as well as to build practical skills required to complete a series of applied projects. The Applied Multivariate Analysis for Tourism and Hospitality course extends this knowledge by

discussing a number of advanced statistical methods that can be used to address various issues within the tourism and hospitality industry. Importantly, the students also must take two support electives within their area of interest including programming languages, network analysis, computer science, consumer modeling, crisis management and revenue management. Last, an independent analysis using a case study of a practical problem within tourism and hospitality (a 3 credit course) is required to complete the program. This program of coursework is complemented by a number of seminars where international scholars visiting UF present their research in the areas involving big data.

The first test for the students outside the classroom came at the Annual American Association of Geographers (AAG) Meeting in April 2018 in New Orleans, where six students made stand-up presentations over two sessions on Tourism Analytics organized by the UF faculty, with high attendance from the conference participants. At the 7th ITSA conference in Tshwane, South Africa, in August 2018, the UF faculty will present the TA program. They will share the curriculum, demonstrate students' competencies via completed projects, and discuss the issues of teaching analytics with interested tourism educators.

Tourism Analytics Courses by

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Eric Friedheim Tourism Institute
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UNDER THE SPOTLIGHT
ITSA INSTITUTION MEMBER

PURDUE UNIVERSITY

School of Hospitality and Tourism Management (HTM)
College of Health and Human Sciences (HHS)

Contact Email:
htm@purdue.edu

Contact phone number:
(765) 494-4643

Institute website:
www.purdue.edu/hhs/htm

Degree(s) awarded:
Bachelors
Master's (online and on-campus)
Doctorate

INSTITUTE DESCRIPTION:

The School of Hospitality and Tourism Management (HTM) is a global leader in hospitality management education and ranks among the best hospitality programs in the country. Our mission is to prepare managers and leaders for the challenges that lie ahead and to identify solutions and tools to make better decisions.

PROGRAM DESCRIPTION:

Core components of the undergraduate program include experiential, theoretical, and analytical study. With graduate studies providing students with a full set of skills allowing for a successful career in chosen fields of specialization, including strong preparation for careers in major research universities or research-based agencies. HTM's programs combine sound research and real-world engagement, leading to highly sought after graduates throughout the industry.

Purdue HTM's Programs (Undergraduate, Master's and Doctorate) have received #1 rankings. Two peer-reviewed studies have ranked the undergraduate program at the top (Journal of Hospitality & Tourism) and the M.S. and Ph.D. programs both were ranked first in the nation in a longitudinal study of hospitality and tourism management graduate programs.

SPECIAL FEATURES:

HTM Career Center, a dedicated Career Day for each semester, excellent internship opportunities.

Three Research Centers: Avery Foodservice Research Laboratory, Center for the Study of Lodging Operations, and Purdue Tourism & Hospitality Research Center. One research unit: Visitor Harassment Research Unit.

Eight student organizations geared to the hospitality industry, and one graduate student organization.

Black Tie Dinner, Marriott Lecture Series Executives in the Classroom, Marriott Executive Leadership Certificate, Marriott Sponsored Leadership Development Certification by Dale Carnegie.

Attendance in industry and academic conferences such as but not limited to: International Hotel/Motel & Restaurant Show in New York City, National Restaurant Show in Chicago, and the Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism.

FINANCIAL AID & SCHOLARSHIPS AVAILABLE:

Over \$47,000 in academic and industry scholarships are awarded annually to HTM students. Over \$280,000 in Purdue/Alumni Outside awards are available. Graduate Assistantships are available to applicable applicants.

APPROXIMATE TUITION & FEES:

Undergraduate: In-state tuition is \$4,996 per year; out-of-state is \$14,397 per year.

Graduate: Domestic tuition is \$4,996 per year; international is \$14,397 per year.

ADMISSIONS INFORMATION:

Undergraduate: Admission to Purdue is dependent on class rank in high school, probability of success, grade average, trends in achievement, strength of college preparatory program, and ACT or SAT scores.

Graduate: Admissions to Purdue is dependent on GPA, work experience, letters of recommendations, goals and aspirations, GRE or GMAT scores, and for international students the addition of TOEFL or IELTS scores.

GRADUATION REQUIREMENTS:

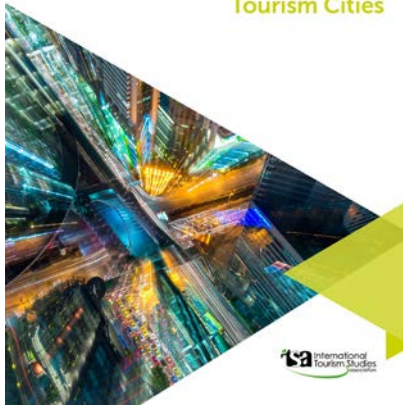
Undergraduate: 120 hours which include 36-38 hours general education, 57-58 hours HTM major courses, and 24-27 hours electives. Minimum 320-hour work experience and internship required.

Graduate: M.S. 34/35 credits, Ph.D. 57-69 credits. Depending on program and concentration, the students can customize around 18-30 of their credits to relate to their areas of interest.

PROGRAM ACCREDITATION INFORMATION:

Accreditation Commission for Programs in Hospitality Administration (ACPHA)





IJTC RECEIVES HIGH SJR RANKING

ITSA's official journal - the International Journal of Tourism Cities - continued to build on recent successes in the first half of 2018. IJTC's Scopus listing in November 2017 was followed by an SJR ranking of 0.502 at Q2 awarded in May 2018. Dr. J. Andres Coca- Stefaniak - a co-editor of IJTC with Professor Alastair Morrison - praised this as a "fantastic achievement for IJTC and one which our ITSA family should be really proud of, particularly given that IJTC is now ranked higher than many other more established tourism journals".

In June, Alastair Morrison and Andres Coca-Stefaniak held a meeting with IJTC's publishers - Emerald - in Bingley (Yorkshire, England) to discuss the way ahead for ITSA's journal over the next 2 years, including the planning of its application for SSCI listing. Special issues currently under development include topics such as "Walking in Tourism Cities" and "Corporate Social Responsibility and Ethics in Tourism", in addition to themed issues planned on topics such as "Terrorism in Tourism Cities", "Overtourism in Tourism Cities" and "Business Events in Tourism Cities", among others.

For more information on the content of recent issues published by IJTC, see <https://www.emeraldinsight.com/loi/ijtc>

Co-editors



Prof. Alastair Morrison



Dr. J. Andres Coca-Stefaniak



TABLE OF CONTENTS: VOLUME 4 ISSUE 1, 2018



RESEARCH PAPERS

Dark cities: a dark tourism index for Europe's tourism cities, based on the analysis of DMO websites

Raymond Powell, James Kennell, Christopher Barton (pp. 4 - 21)

Keywords: Europe, Content analysis, Cities, Dark tourism, Urban tourism

Potential of development of dark tourism in Bulgaria

Sonia Varadinova Mileva (pp. 22 - 39)

Keywords: Tourism, Bulgaria, Communism, Non-western approach, Dark, Tourism-death framework

Into the dark – dark stories in the cities of Brežice and Krško in Slovenia as a basis for the future dark tourism products

Lea Kužnik, Nina Veble (pp. 40 - 53)

Keywords: Slovenia, Dark tourism, Brežice, Dark stories, Krško

Lighthouse tourism: is there a “dark” side?

Antonio Azevedo (pp. 54 - 67)

Keywords: Dark tourism, Dystopia, Escape experiences, Lighthouse tourism, Risk recreation, Waterfront cities

The “Pearl of the Orient” as a dark tourism destination in Malaysia

Geraldine Anne Tan, Sonia Lim (pp. 68 - 80)

Keywords: Malaysia, Southeast Asia, Urban tourism, Dark tourism, Penang

Post-war tourism as an urban reconstruction strategy case study: Khorramshahr

Seyed Mehdi Mirisaei, Yahaya Ahmad (pp. 81 - 97)

Keywords: Khorramshahr reconstruction, Khorramshahr tourism, Post-war tourism, Urban reconstruction

Experiences of visitors to Gallipoli, a nostalgia-themed dark tourism destination: an insight from TripAdvisor

Kadir Çakar (pp. 98 - 109)

Keywords: User-generated content, Dark tourism, Dark tourism experience, Nostalgic experience, Nostalgic tourism

How does embodiment work in dark tourism “field”? Based on visitors’ experience in Memorial Hall of the victims in Nanjing Massacre

Yanjun Xie, Jiaojiao Sun (pp. 110 - 122)

Keywords: Dark tourism, Senses, Embodied cognition, Embodied emotion, Present experience, Tourism field

Plymouth, Montserrat: apocalyptic dark tourism at the Pompeii of the Caribbean

Jonathan Skinner (pp. 123 - 139)

Keywords: Caribbean, Tourism, Disaster, Dark tourism, Apocalypse, Montserrat

Kanchanaburi and the Thai-Burma railway: disputed narratives in the interpretation of war

John Lennon (pp. 140 - 155)

Keywords: Dark tourism, Kanchanaburi, Thai-Burma railway



GUEST EDITORIAL

Dark tourism and cities

J. John Lennon, Raymond Powell (pp. 1 - 3)

TABLE OF CONTENTS: VOLUME 4 ISSUE 2, 2018



**RESEARCH
PAPERS**

Impact of Facebook on leisure travel behavior of Singapore residents

Veena Jadhav, Seetha Raman, Nitin Patwa, Krishna Moorthy, John Pathrose (pp. 157 - 178)

Keywords: Singapore, Tourism, Social media, Facebook, Leisure travel

Loyalty membership for luxury hotels in Malaysia

Hasliza Hassan, Zahra Pourabedin, Abu Bakar Sade, Jiayi Chai (pp. 179 - 193)

Keywords: Hotel, Perceived value, Interaction, Economic value, Psychological needs, Loyalty membership

Order effects and multi-city visits: tour guides' perspectives

Samira Zare, Philip Pearce (pp. 194 - 206)

Keywords: Tour guides, City evaluation, City recall, Iranian cities, Position effects, Recency effect

Competitive performance as a substitute for competitiveness measurement in tourism destinations: an integrative study

Edar da Silva Añaña, Raphaella Costa Rodrigues, Luiz Carlos da Silva Flores (pp. 207 - 219)

Keywords: Tourism destination, Destination competitiveness, Competitive performance, Performance assessment

Service quality evaluation and the mediating role of perceived value and customer satisfaction in customer loyalty

Yousef Keshavarz, Dariyoush Jamshidi (pp. 220 - 244)

Keywords: Service quality, Perceived value

From urban exploration to ruin tourism: a geographical analysis of contemporary ruins as new frontiers for urban tourism

Aude Le Gallou (pp. 245 - 260)

Keywords: Urban tourism, Berlin, Detroit, Ruin tourism, Ruins, Urban exploration

Antecedents of tourist loyalty to tourist destinations: a mediated-moderation study

Suhail Ahmad Bhat, Mushtaq Ahmad Darzi (pp. 261 - 278)

Keywords: Tourism, Satisfaction, Destination image, Tourist loyalty, Affective image, Cognitive image



Call for Papers International Journal of Tourism Cities

Special Issue **TOURISM IN INDIAN CITIES**

Guest Editors:

Dr. Jithendran Kokkranikal (University of Greenwich, United Kingdom)
Professor Kapil Kumar (Indira Gandhi National Open University, India)
Professor Alastair M. Morrison (Visiting Professor, University of Greenwich, United Kingdom)

Historically cities have been major tourist destinations for a variety of reasons. (Ashworth and Page, 2010). The pull factor to the cities varies from cultural and monumental heritage to pilgrimage cities and from events to modern leisure activities. Not only they are attractions for both domestic as well as international tourists but in many cases they are the entry ports for remote destinations. Hence, tourism to cities has also been a major contributory factor in their expansion, economic growth and opportunities for employment. Besides, cities have also emerged as Centres of multiculturalism, convention avenues, exhibitions, fairs and festivals. All such activities and development have led to demographic changes also with rapid growth of population in cities, thereby also having an impact on the sustainability of cultural heritage. Further, globalisation and constantly evolving global economic systems have created the need for cities to reinvent themselves to maintain their economic competitiveness, if not survival (Marques and Borba, 2017). In fact, tourism too has increased competitiveness among the destinations with various cities world over vying with each other to attract tourists and tourism related business. There are a host of factors that influence the tourists' choice of city as a destination, from understanding culture, leisure, events, security, etc. Constant tourism inflows also pressurise the carrying capacity in relation to infrastructure and environment and very often the relationship between the host and the guests. The guest-host relationships have also led to cultural and societal changes in many cities, sometime leading to anti-tourism movements and protest against over tourism (Seraphin, Sheeran and Pilato, 2018).

TIMELINE:

- Abstract Submission deadline: July 31st, 2018(400 words, 3-5 keywords. Include a short biography for each author. The author guidelines and review process for International Journal of Tourism Cities can be found here: http://emeraldgroupublishing.com/products/journals/author_guidelines.htm?id=ijtc.)
- Abstract decisions: August 31st, 2018
- Final paper submissions: December 31st, 2018
- Review decisions: March 31st, 2019
- Publication: 2019 or 2020 (to be determined)
- Please submit your proposals by sending a 400-word abstract of your proposed paper to j.kokkranikal@greenwich.ac.uk by July 31st, 2018. Please state 'Tourism in Indian Cities' in the subject line.

Taking these factors into account we have decided to bring out a Special Issue on "Tourism in Indian Cities". Indian cities have been hardly researched from the point of view of tourism, both positively and negatively. Moreover, one finds in India various patterns of urbanisation with the most ancient cities like Varanasi, or Haridwar, etc. to the most modern grand cities like Chandigarh, Noida, Gurgram, etc. They also present a unique mix of traditional cultural and modernity. Hence, researching such cities from the point of view of tourism will contribute in meeting the challenges that tourism is throwing for the cities to be addressed to.

We welcome contributions from researchers and scholars who work in areas related tourism in cities with a specific focus on India. Possible broad themes and topics include, but not limited to:

TOPICS OF THIS ISSUE

(indicative but not exhaustive themes):

1. City tourism governance
2. Planning and designing tourism in cities
3. Smart tourism cities
4. Sustainable tourism in cities
5. Special interest markets and products for city tourism
6. City marketing and branding
7. Cultural and heritage tourism cities
8. Events and festivals
9. Creative and experiential tourism in cities
10. Tourism mobility in Cities
11. Business Tourism in Cities

COMING SOON

IN ITSA NEWSLETTER

Dear ITSA Members and Delegates,

Welcome to the latest newsletter of 2018, all of which we hope have helped to keep you updated on our latest news, features and events.

Whether you are in the Northern or Southern Hemisphere of this lovely planet, we hope you've been enjoying your time this year, with plenty of beautiful weather to get us all up and lively to welcome the latest ITSA news and events.

To encourage your active involvement in this newsletter, the following two main features will be in ITSA newsletter from now on, which were suggested by some of your fellow ITSA members.

"From ITSA Authors"

The ITSA Newsletter editor kindly requests from ITSA members to send us details of their new publications, so that we can feature them in the forthcoming newsletters.

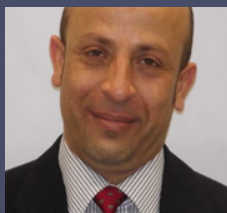
"Awesome Tourism Practice"

ITSA Members, please let us know about innovative and creative industry practices in your regions. This is a chance to focus the spotlight on emerging destinations and economies too.

And, as always we welcome more suggestions under this column. It is an exciting and great honour to work with you all.

Warm Greetings from London.

The Editor



Khairy Eteiw (k.eteiw@gre.ac.uk)

PhD Candidate & Visiting Lecturer
Member of the Tourism Research Centre
Business School
University of Greenwich, London. SE10 9LS

SPECIAL EDITION OF SA BUSINESS REVIEW FOR ITSA 2018

Delegates to ITSA 2018 can look forward to a special edition of the established journal SA Business Review for the conference. The Review will partner with the International Journal of Tourism Cities for the conference. SA Business Review is accredited and well-known for the quality of the articles it publishes.

The organisers are confident that the special conference edition will raise the interest and participation of academics as well as the quality of the papers presented at the conference.

ITSA 2018 promises to offer a platform for multi-cultural experiences, languages, disciplines and ideas as more than 300 delegates, students, speakers, dignitaries and their families from all over the world are expected to attend the first ever International Tourism Studies Association conference in Africa in 15 weeks.

The conference will take place at the CSIR convention centre from 6 to 10 August and the theme is Collaboration and Co-creation Opportunities in Tourism. According to Prof Ciné van Zyl, the chair for the conference, the theme was kept open to encourage academics from different disciplines to participate. A number of sub-themes have been identified including Tourism Cities and Urban Tourism, The Brazilian, Russian, Indian, Chinese, African (BRICS) outbound tourism market, Tourism Policy, Planning and Governance, The Blue Ocean Economy and Tourism, African Union Agenda

2063 and Wildlife tourism. These are, however, only guidelines and all submissions will be considered.

The call for papers has recently opened. The conference organisers are calling for full papers, case studies, session proposals, poster presentations and oral presentations that are aligned with the core conference theme or sub themes including Tourism Cities and Urban Tourism,

The abstract submission deadline is 15 May and 6 July is the due date for the full paper submission. Full paper submissions will also be considered for the Best Paper Awards. Send all abstracts, full papers, oral and paper presentations to itsa2018@unisa.ac.za.

Go to <http://intl tourismstudies.com> for further information.



Prof Nico Martins (chief editor SA Business Review),
Prof Adewole Aregbeshola (deputy editor SA Business Review),
Dr Nellie Swart (ITSA organising committee),
Prof Ciné van Zyl (chair of the ITSA organising committee) and
Lesedi Nduna (organising committee).

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SOCIAL MEDIA UPDATE

ITSA is active on social media sites in English and Chinese.
Connect on Facebook at <https://www.facebook.com/ITSAHQ>
Connect on Twitter at @ITSA_HQ
Connect on Sina Weibo at <http://weibo.com/besitsa>
Connect on LinkedIn at <https://www.linkedin.com/grp/home?gid=3783610>
Connect on Wechat through the barcode on the right

