## **INDEX**

Accessibility, 28, 124–126, 130–131 Accommodations, 12, 15–16, 149	Capitalism, 86 Career intentions, 67, 74, 78
corporate social responsibility (CSR),	Career planning, 68
121	Category economic, 13
design and operations, 123	Citizen Science, 32–33
extras, 19	City Hospitality, 29–30
perceived quality, 18	atmosphere, 30
quality, 23	hardware, 30
setting, 19	key stakeholder, 30–32
Acquisitions, 3–4	residents, 30–32
Adhocracy culture, 89	welcoming behaviour, 30
Airbnb, 5, 36–37, 164	Clan culture, 89
accommodations, 12, 15-16	Cloud computing, 123
business model, 12	Collaboration, 52, 132
critical discourse analysis (CDA), 12	Communication, 28–29
investors, 16	digital methods, 21
legislative issues, 12	face-to-face (F2F), 20
profiles, 16–17, 24	insufficient, 22
sharing experience, 19	WhatsApp and Skype, 71
Amazon, 36–37	Competitiveness, 88–89
Artiticial Intelligence (AI), 159–160,	Complementary fit, 85
180	Connectivity, 19, 23
adoption, 181	Continuous quality improvement (CQI),
benefit, 181	47–48
concept, 180	Cornell Hotel School, 113
hospitality industry, 181	Corona crisis, 1–2
implementation, 184	Corporate social responsibility (CSR), 7
opportunities, 180	activities, 121
Attraction-selection-attrition (ASA), 84	drivers, 139
Augmented reality (AR), 123	implementation, 142
Awareness, 28, 107, 126–127	practices, 138
	CouchSurfing, 13
Big Data, 169, 180, 186	CQI. See Continuous quality improvement
#BlackLivesMatter, 107	(CQI)
Blockchain payment system, 168–169 Business Processes Management (BPM), 7,	Critical discourse analysis (CDA), 12, 14–15
145–147	Cultural values, 87
application systems, 153	,
company structure, 149	Data gathering techniques, 90-91
documented knowledge, 149	Decent work, 166–167
partial outputs, 149–151	Demands-abilities fit, 85, 85
process hierarchization, 148–149	3D food printing, 159–160
	Digital governance structure, 36–37
189	

190 INDEX

Digitalization, 11	Hilton, 3–4, 169–171
Digital tools, 168–171	Hospitality career intensions, 74
Disability, 108	Hospitality education, 108
cross-departmental workgroup, 114	Hospitality higher education programmes,
educators and curriculum designers,	109
114	Hospitality industry, 4-5, 73, 106
friendly culture, 107–108	Business Processes Management
hearing, 108	(BPM). See Business Processes
inclusion, 106	Management (BPM)
institutional marketing, 114	characteristics, 138
institutions, 114	digital tools, 159–160, 168–171
	educational sector's attitude and
physical and intelligence, 108	
sight, 108	perception, 109–110
students, 108	graduates, 63–64
Discourse analysis	management career, 106
data collection and analysis, 16-17	Sustainable Development Goals
operationalization, 15–16	(SDGs), 160–161, 171–174
social values, 15–16	Hospitality services
Diversity, 106	institutional ethical comparison, 133
Dutch healthcare system, 46	Izmir, 133
Dutch hospitality industry, 64	quality, 120
	Sweden, 120
Economic growth, 2–3, 166–167	Hotel chains, 169–171
Economic values, 15	Hotel managers, 151–157
Energy efficiency, 123	Hotels' adoption, 128–131
Etourism for development (eT4D), 122	Hotelschool The Hague, 1, 44
Event-driven Process Chain (EPC),	Hotel workers, 84, 90
148–149	Human capital, 106
140 147	Human resource management (HRM), 7
Face-to-face (F2F) communication, 20	Human resources, 84
Fast-growing industry, 3	Hyatt Hotels, 169–171
Flexibility, 20	I
0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Incentives, 36–37
Gender equality, 164	Inclusion, 107
Gig economy, 11–12, 24–25	disabilities, 106
Globalization, 64	social and educational, 108
Global Sustainable Tourism Council	Individual processes, 148
(GSTC), 173–174	Industry partners, 79–80
Greenhouse gas (GHG) emissions,	Information and communication
138–139	technologies (ICTs), 122–123
Guest Reservations System (GRS),	Information and communication
182–183	technologies for development
	(ICT4D), 122
Haaglanden Medisch Centrum (HMC)	Information technologies (IT), 11
Antoniushove, 44, 48	Institutional ethical comparison, 133
Healthcare industry, 46	Intercontinental Hotel Group (IHG), 181
Healthcare Research and Quality, 46	build and leverage scale, 182
Healthscapes, 45	owner proposition, 182
Hierarchical organizations, 88	portfolio, 182
Title of the control	portiono, 102

Index 191

revenue delivery, 182	defined, 87
strengthen loyalty, 182	elements, 87–88
International Network of Sustainable	Quinn and Cameron's, 88-89
Tourism Observatories	types, 89–90, 92–94
(INSTO), 171	Organizational Culture Assessment
Internet, 122, 123	Instrument (OCAI), 90–91
Internet of Things (IoT), 123, 168–169	Overcrowding, 28
Internships, 66	Overview model, 147
InZutphen, 37	
Izmir, 120	Patient-experience-thinking, 46
hotels awareness level, 129	Patient journey, 46–47
Sustainable Development Goals	after care, 49–50
(SDGs), 128	diagnostics and treatment, 49
tourism and hospitality sector, 126-127	discovery/symptoms, 49
1 3	hospitality perspective, 47–48
Key Performance Indicator (KPI),	visits, 49
146–147, 155	Peer to peer (P2P) platforms, 123
Knowledge sharing, 20	Perceived quality, 18
5, 1 m 1 m 2, 1 m 1 m 2, 1 m 1 m 1 m 1 m 1 m 1 m 1 m 1 m 1 m 1	Person-organization fit, 89–90
Lausanne and Continental European	attraction-selection-attrition (ASA), 84
Approach, 109	dimensions of, 85
Livability, 33	organizational attitudes and
Location-based services, 123	behaviours, 84–85
Lyft, 12	participants' levels, 92–95, 98
2,14, 12	Placement experiences
Market culture, 88–89	educators, 71
Marriott International, 169–171	industry, 71–73
Meaninglessness, 86–87	Placement preparation practices, 74, 76–77
Mergers, 3–4	preliminary process, 74
#Metoo, 107	self-efficacy, 75–76
Mobile communication devices (MCDs),	strengthening partnerships, 76
123	Postplacement interns, 71–74
Mobility utility, 15	Postplacement practices, 78–79
Multinational corporations (MNCs), 3–4	Powerlessness, 86
ividialiational corporations (ivii ves), 5	Premier Inn, 169–171
Needs-supplies fit, 85	Preplacement expectations, 70–71
recus supplies in, 65	Process management, 146–147
Organizational alienation, 89–90	ProTur project, 151
defined, 86	Tro Tur project, 131
dimensions of, 86–87	Qualitative online content analysis, 113
expressive relations, 86	Qualitative research, 25
industries, 86	Quality education, 163
isolation, 87	Quality of life, 33
meaninglessness, 86–87	Quanty of life, 33
participants' levels, 92–94, 96–97,	Reception management processes,
99–100	146–147
powerlessness, 86	Resident-driven City Hospitality, 32
self-estrangement, 87	Responsiveness, 36–37
Organizational culture, 84	responsiveness, 30–37
Organizational culture, 07	

192 INDEX

Revenue Management System (RMS),	carbon, 160–161
182–183	clean water and sanitization, 164-165
Revenue per available room (RevPAR), 183	decent work and economic growth, 166–167
	destination protection, 160-161
Scandic Hotels, 120	environmental management, 160–161
Self-estrangement, 87	gender equality, 164
Semistructured interviews, 69	good health and well-being, 162–163
Service-dominant logic, 25	hotels' adoption, 128–131
Servicescapes, 45–46	human rights, 160–161
Shared Decision-Making (SDM), 50-51	industry, 167–168
Sharing economy, 123	innovation and infrastructure,
Simulation-based training	167–168
business processes, 153–154	no poverty, 161–162
Key Performance Indicator (KPI), 155	people and communities, 160-161
on-line and off-line mode, 153	policy and framework, 160-161
system functionality proposal, 154-155	quality education, 163
Skype, 71	staff training and awareness, 160-161
Smart City	water, 160–161
challenges of, 33–34	youth employment, 160-161
Citizen Science, 32–33	zero hunger, 162
principles, 32–33	Sustainable HRM, 64–65, 79–80
problem definition, 28–29	Sustainable tourism
urban planning, 32–33	development goals, 124–126
Smart Community, 32, 34–35	technology adoption, 121–123
Smart Community-driven City	SWOT analysis, 114
Hospitality, 34	
businesses, 38	Talent shortage, 64
growth, 35	Technology adoption, 121–123
implementation, 35	Thematic analysis, 69
InZutphen, 37	#Timeup, 107
scalability, 38	Touchpoint food delivery, 51
stakeholders, 38	Tourism, 84, 168–169
Smart Information & Communication	hospitality sector, Izmir, 126–127
Technology (SICT), 32	Sustainable Development Goals
Smart technology, 28–29	(SDGs), 120–121
Social comparison messages, 133	Tourism expansion, 2–3
Social Computing Systems, 36–37	Transaction utility, 15
Social consciousness, 107	Transformative service research (TSR), 47
Social culture, 87	Transportation, 28–29
Social element, 36–37	Travel & Tourism industry, 28–29
Social values 22	Triple Bottom Line (TBL), 139 TSR. See Transformative service research
Social values, 22	
Stakeholder governance structure, 35–36	(TSR)
Strategy-as-Practice (S-as-P), 138, 140–141	Liber 12
Supplementary fit, 85 Sustainable Davelopment Goals (SDGs)	Uber, 12
Sustainable Development Goals (SDGs), 7, 119–121, 159–160	Unexpectedness, 22
affordable and clean energy, 165–166	Urban planning, 32–33
anordatic and cican chergy, 105–100	

Index 193

Value cocreation, 21–23, 125 Value congruence, 85 Value creation, 13, 148 manifestation of, 18–21

Welcoming behaviour, 30

WhatsApp, 71 Wikipedia, 37 World Tourism Organization, 133 World Travel and Tourism Council (WTTC), 1–2 Wyndham, 3–4