Lorenzo Cantoni · Zheng Xiang
Editors

Information and Communication Technologies in Tourism 2013

Proceedings of the International Conference in Innsbruck, Austria, January 22–25, 2013

Springer
Contents

Research Programme Review Committee .............................................................................. xi

1. Mobile Technologies

C. Lamsfus, Z. Xiang, A. Alzua-Sorzabal and D. Martin
Conceptualizing Context in an Intelligent Mobile Environment in Travel and Tourism......................... 1

E. Not and A. Venturini
Discovering Functional Requirements and Usability Problems for a Mobile Tourism Guide through Context-Based Log Analysis .......................... 12

Z. Yovcheva, D. Buhalís and C. Gatzidis
Engineering Augmented Tourism Experiences ......................................................................... 24

M. M. Scott and A. J. Frew
Exploring the Role of In-Trip Applications for Sustainable Tourism: Expert Perspectives.......................... 36

Y. Liu and R. Law
The Adoption of Smartphone Applications by Airlines......................................................... 47

D. Wang and D. R. Fesenmaier
Transforming the Travel Experience: The Use of Smartphones for Travel .......................... 58

A. Pitman, J. Bernhart, Ch. Posch, M. Zambaldi and M. Zanker
Time-of-Arrival Estimation in Mobile Tour Guides ...................................................................... 70

I. Tussyadiah
When Cell Phones Become Travel Buddies: Social Attribution to Mobile Phones in Travel......................... 82

2. Destination Management Organizations

S. De Ascaniis, N. Bischof and L. Cantoni
Building Destination Image through Online Opinionated Discourses. The Case of Swiss Mountain Destinations .............................................................................................................. 94

E. Marchiori, P. Milwood and F. Zach
Drivers and Benefits of Analysing DMOs' eWOM Activities .................................................. 107

D. Buhalís and R. Wagner
E-destinations: Global Best Practice in Tourism Technologies and Applications .............................................. 119

M. Kang
Integer Programming Formulation of Finding Cheapest Ticket Combination over Multiple Tourist Attractions .......................................................................................... 131
S. Stepchenkova, A. Kirilenko and H. Kim  
Grassroots Branding with Twitter: Amazing Florida ................................. 144

W. Hölken, M. Fuchs, G. Höll, D. Keil and M. Lexhagen  
Multi-Dimensional Data Modelling for a Tourism Destination Data Warehouse .................................................. 157

E. Marchiori, L. Cantoni and D. R. Fesenmaier  
What did they say about us? Message Cues and Destination Reputation in Social Media .................................................. 170

R. Baggio and G. Del Chiappa  
Tourism Destinations as Digital Business Ecosystems ........................................ 183

3. Social Media

R. Leung, M. Schuckert and E. Yeung  
Attracting User Social Media Engagement: A Study of Three Budget Airlines Facebook Pages .................................................. 195

C. M. Paris and S. Rubin  
Backpacking, Social Media, and Crises: A Discussion of Online Social Convergence .................................................. 207

M. Hochmeister, U. Gretzel and H. Werthner  
Destination Expertise in Online Travel Communities .................................................. 218

H. L. Park, Z. Xiang, B. Josiam and H. M. Kim  
Personal Profile Information as Cues of Credibility in Online Travel Reviews . 230

I. Tussyadiah and F. Zach  
Social Media Strategy and Capacity for Consumer Co-Creation among Destination Marketing Organizations .................................................. 243

J. K. Ayeh, N. Au and R. Law  
Towards an Understanding of Online Travellers’ Acceptance of Consumer-Generated Media for Travel Planning: Integrating Technology Acceptance and Source Credibility Factors .................................................. 254

4. Organizational Use of ICT

L. Wang, S. Guo, D. Leung and R. Law  
A citation analysis of ENTER proceedings in 2005 to 2012 .................................................. 268

M. Scaglione, R. Schegg and J. P. Trabichet  
Analysing the Penetration of Web 2.0 in Different Tourism Sectors from 2008 to 2012 .................................................. 280

B. Neuhofer, D. Buhalis and A. Ladkin  
High Tech for High Touch Experiences: A Case Study from the Hospitality Industry .................................................. 290
N. Li, D. Buhalis and L. Zhang
Interdisciplinary Research on Information Science and Tourism .................. 302

T. Tammet, A. Luberg and P. Järvi
Sightsmap: Crowd-Sourced Popularity of the World Places ...................... 314

P. Kelly, J. Lawlor and M. Mulvey
Sources of Customer Role Learning During Self-Service Technology Encounters ................................................. 326

K.-W. Lin, A. J. Frew and J. Goldblatt
The Development of an Evaluation Framework for Determining the Economic Value and Effectiveness of Internet Room Diagramming Solutions ........... 339

5. Website Evaluation and ICT Adoption

J. Pesonen
Examining Perceptions of the Importance of Travel Web-Sites’ Value-Added Services: Age, Gender, and Travel Motivations ....................... 352

G. Lizzi, S. Prosino and L. Cantoni
Online Motor Magazines: an Opportunity for eTourism? ....................... 363

G. Mariarcher, A. Ring and A. Schneider
Same, Same but Different. How Pictures Influence Emotional Responses of Users with Different Web Search Behaviours .......................... 375

M. Grüter, V. Schneider and T. Myrach
The Customers’ Perspective on Presenting Visual Hotel Information Online ... 388

M. Grüter, V. Schneider and T. Myrach
Virtual Experience on Hotel Websites: A Web Analysis ......................... 400

S. Reino, A. Alzua-Sorzabal and R. Baggio
What Matters to The Industry? An Evaluation Framework for the Adoptability of Online Tourism Distribution Platforms ....................... 412

6. Semantic Technology & Recommender Systems

F. A. Mikic Fonte, M. Rey López, J. C. Burguillo, A. Peleteiro and A. B. Barragáns Martinez
A tagging recommender service for mobile terminals ............................. 424

M. Kaminskas, I. Fernández-Tobias, F. Ricci and I. Cantador
Ontology-based Identification of Music for Places .............................. 436

S. Piljic and W. Loibl
Semantic Schedules for Dynamic Route Planning ................................. 448

N. Chung, C. Koo and J. K. Kim
Unplanned Behaviour of Exhibition Attendees and the Booth Recommender System: The Goal Framing Theory Perspective ....................... 460
7. User Tracking and Modelling

G. Mastorakis, N. Trihas, E. Perakakis and I. Kopanakis
Adopting Network Multimedia Systems in Interactive Digital Television:
A Strategic Method towards Enhancing Tourism Relationship Marketing........ 472

I. Torre, M. T. Linaza and A. Garcia
Hybrid user modelling algorithms for tourism providers............................... 483

W. Koerbitz, I. Önder and A. C. Hubmann-Haidvogel
Identifying Tourist Dispersion in Austria by Digital Footprints .................... 495

I. Stavrakantonakis
Personal Data and User Modelling in Tourism........................................... 507

8. Search and Information Use

L. H. N. Fong, H. A. Lee, D. Leung and R. Law
Between Online and Offline Channels: Internship Information Search
by Tourism and Hotel Management College Students.................................... 519

J. L. Stienmetz and D. R. Fesenmaier
Online Channel Use and Destination Advertising Response .......................... 530

9. Travel Technologies and Distribution

A. Alzua-Sorzabal, J. K. Gerrikagoitia, E. Torres-Manzanera
and J. S. Domíguez-Menchero
A Methodology to Collect Information on Future Hotel Prices
using Internet Distribution Systems......................................................... 543

R. Schegg, B. Stangl, M. Fux and A. Inversini
Distribution Channels and Management in the Swiss Hotel Sector.................. 554