

# Trends and Issues in Tourism and Recreation Management

**UF** | Department of Tourism,  
Hospitality and Event Management  
College of Health and Human Performance  
UNIVERSITY OF FLORIDA

LEI 5188 | Class # 13581 | 3 Credits | Spring 2024

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## Course Info

### INSTRUCTOR

**Yao-Chin Wang, Ph.D., MBA, CHIA**  
Office: FLG 186B  
Office Phone: 352-294-1656  
Email: wang.yaochin@ufl.edu  
Preferred Method of Contact: Email

### DEPARTMENT CHAIR

Rachel Fu, Ph.D., Professor  
FLG 242  
Email: racheljuichifu@ufl.edu

### OFFICE HOURS

Monday: 11:00 AM - 12:00 PM  
Or via Zoom – please arrange appointment via email

### MEETING TIME/LOCATION

FLG 0235 M Periods 8-10 (3:00 PM - 6:00 PM)

## COURSE DESCRIPTION

This class will introduce students to some of the issues and trends pertinent to the field of tourism, recreation, hospitality and event management. Material will be drawn from relevant theories, empirical research, and contemporary articles on a range of issues.

## COURSE LEARNING OBJECTIVES

By the end of this course, students will be able to:

- To develop critical and analytical thinking among students pertaining to issues and trends in the fields of tourism, recreation, events, hospitality, and related leisure sectors.
- To develop an appreciation for the application of theory and research to tourism, recreation, events, hospitality and related leisure service sectors.
- To provide a forum for the discussion of issues currently facing the leisure-services profession generally with foci on tourism, recreation, events, hospitality, and related leisure sectors.

## MATERIALS

The readings for each class are available on Canvas. Please consult the syllabus for each week's reading assignments.

## Course & University Policies

### ATTENDANCE POLICY

Attendance is required all dates of this class. Class engagement points will be completed through your in-person class attendance.

### PERSONAL CONDUCT POLICY

All students are expected to uphold the Honor Code: *"We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity."*

*"The university requires all members of its community to be honest in all endeavors. A fundamental principle is that the whole process of learning and pursuit of knowledge are diminished by cheating, plagiarism and other acts of academic dishonesty."*

The following pledge will be either required or implied on all work: *"On my honor, I have neither given nor received unauthorized aid in doing this assignment"*

It is the duty of the student to abide by all rules set forth in the UF Undergraduate Catalog. Students are responsible for reporting any circumstances, which may facilitate academic dishonesty.

### ACADEMIC HONESTY

The plagiarism and other violations of the academic honesty will be punished with 0% grade for the assignment. Additionally, after the second incident the offender will be reported to the head of department and/or graduate school for sequential actions. The UF defines plagiarism in the following way

(<https://www.dso.ufl.edu/sccr/process/studentconduct-honor-code>):

*"(a) Plagiarism. A student shall not represent as the student's own work all or any portion of the work of another. Plagiarism includes but is not limited to:*

- 1. Quoting oral or written materials including but not limited to those found on the internet, whether published or unpublished, without proper attribution.*
- 2. Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authored by the student."*

### EXAM MAKE-UP POLICY

Follow closely the course logistics with respect to submission of your work. All deadlines posted on Canvas follow the **Eastern Time Zone** time. A minor sickness or a short travel will not be considered an excuse for not returning the assignments and tests. It will be possible to take make-up quizzes or exams missed due to a medical reason (confirmed by a doctor) or an unforeseen family emergency. It is the student's responsibility to provide documentation **as soon as conditions permit** via email to the instructor.

Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found in the online catalog at:

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>.

## ACCOMMODATING STUDENTS WITH DISABILITIES

Students with disabilities who experience learning barriers and would like to request academic accommodations should connect with the Disability Resource Center by visiting their Get Started page at <https://disability.ufl.edu/students/get-started/>. It is important for students to share their accommodation letter with their instructor and discuss their access needs, as early as possible in the semester.

## COURSE EVALUATIONS

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

## Getting Help

### HEALTH & WELLNESS

- U Matter, We Care: If you or a friend is in distress, please contact [umatter@ufl.edu](mailto:umatter@ufl.edu) or 352 392-1575
- Counseling and Wellness Center: <https://counseling.ufl.edu/>, 352-392-1575
- Sexual Assault Recovery Services (SARS) - Student Health Care Center, 392-1161
- University Police Department, 392-1111 (or 9-1-1 for emergencies) <http://www.police.ufl.edu/>

### ACADEMIC RESOURCES

- E-learning technical support, 352-392-4357 (select option 2) or e-mail to [Learning-support@ufl.edu](mailto:Learning-support@ufl.edu). <https://lss.at.ufl.edu/help.shtml>
- Career Connections Center, Reitz Union, 392-1601. Career assistance and counseling. <https://career.ufl.edu/>
- Library Support, <http://cms.uflib.ufl.edu/ask>. Various ways to receive assistance with respect to using the libraries or finding resources.
- Teaching Center, Broward Hall, 392-2010 or 392-6420. General study skills and tutoring. <http://teachingcenter.ufl.edu/>
- Writing Studio, 302 Tigert Hall, 846-1138. Help brainstorming, formatting, and writing papers. <http://writing.ufl.edu/writing-studio/>
- Student Complaints On-Campus: <https://sccr.dso.ufl.edu/policies/student-honor-code-student-conduct-code/> On-Line Students Complaints: <http://distance.ufl.edu/student-complaint-process/>

## Grading

### Assignments and Evaluation

The total grade (0-100%) will be a combination of the grades in the following categories:

1. Class Engagement (30%)
2. Presentation on Trends and Issues (40%)
3. Presentation on Your Topic of Final Paper (10%)
4. Final Paper (20%)

### Criteria for Grading:

Category	Points
Class Engagement (30%)	300 points
Presentation on Trends and Issues (40%)	400 points
Presentation on Your Topic of Final Paper (10%)	100 points
Final Paper (20%)	200 points
<b>Total</b>	<b><u>1,000 points</u></b>

### The final percentage points are translated into the letter grades as follows:

Grade	% (Grade Point)	Grade	% (Grade Point)	Grade	% (Grade Point)
<b>A</b>	93 - 100 (4.0)	<b>B-</b>	80 - 82.99 (2.67)	<b>D+</b>	67 - 69.99 (1.33)
<b>A-</b>	90 - 92.99 (3.67)	<b>C+</b>	77 - 79.99 (2.33)	<b>D</b>	63 - 66.99 (1.0)
<b>B+</b>	87 - 89.99 (3.33)	<b>C</b>	73 - 76.99 (2.0)	<b>D-</b>	60 - 62.99 (0.67)
<b>B</b>	83 - 86.99 (3.0)	<b>C-</b>	70 - 72.99 (1.67)		

Note: Score below 60 constitutes a failing grade. If you noticed a scoring error in your quiz or homework, please notify the instructor **within one week from the day your work was graded**. No issues regarding scoring will be reviewed beyond this one-week period.

### Class Engagement (30%):

Class Engagement will be counted on all course dates. All absences, including those due to religious observance or representation of official university approved trips, *must be arranged in advance* with Dr. Wang. It will be possible to earn attendance points missed due to a medical reason (confirmed by a doctor) or an unforeseen family emergency. It is the student's responsibility to provide documentation as soon as conditions permit via email to Dr. Wang.

### Presentation on Trends and Issues (40%)

Each student will present one of the Trends and Issues *once*.

#### Grading Criteria:

- 10% Visual and Oral Presentation
- 60% Information Analysis
- 30% Insightful Explanation

### Presentation on Your Topic of Final Paper (10%)

Each student will present their chosen topic for their own final paper at the end of the semester, and utilize the comments to work on their final paper.

#### Grading Criteria:

- 10% Visual and Oral Presentation
- 60% Information Analysis
- 30% Insightful Explanation

### Final Paper (20%)

Please upload a PDF file of your final paper to Canvas. Use the assignment link to upload your paper.

#### Format:

- Approximately 15 Pages, Times New Roman, double-spaced, typed.
- Use the following headings in your paper:

- a. **Introduction** (introduce the issue, approx. one page)
- b. **Review of Literature** (summarize in your own words the major points of the articles and other material used in your presentation) Use APA style. – Consult Purdue Owl
- c. **Discussion** (This will be time to introduce your own thoughts on the issue, as well as those discussed in class. Integrate your thoughts with the material from the articles. (approx. 4 pages)
- d. **Conclusion** (Concluding remarks, approx. one page)
- e. **References** APA style – Consult Purdue Owl.

Purdue Owl: <https://owl.purdue.edu/>

**Levels of Grading Criteria:**

- 1. **90-100%: Excellent.** Excellent, scholarly, and advanced college-level work. Original, insightful ideas, in-depth discussion. Well organized and structured. Very good grammar, careful formatting.
- 2. **80-90%: Good.** Good college-level work that well exceeds minimal requirements. Original, well organized. Good understanding of the topic is demonstrated. Acceptable grammar. Some areas are noticeably weaker than others.
- 3. **70-80%: Satisfactory.** Average work. Assignment is not carefully thought through and/or presentation is not cohesive. Improvement is needed on depth, originality of thought, structure, and presentation.
- 4. **60-70%: Marginal.** Below-average work. Substantial improvements are needed in the areas of content, reasoning, and delivery, as well as grammar and formatting.
- 5. **Below 60%: Failure.** Assignment is not submitted or incomplete.

**Weekly Course Schedule**

The following course outline is *tentative*. Any changes to this outline will be announced in class and on Canvas. It is the student’s responsibility to note the changes.

**Monday: 3:00 PM – 6:00 PM (Room: FLG 0235)**

**WEEKLY SCHEDULE**

Date	Topic	Readings	Note
1/8	Introduction	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• Grant, A. M., &amp; Pollock, T. G. (2011). Publishing in AMJ—Part 3: Setting the hook. <i>Academy of Management Journal</i>, 54(5), 873-879.</li> <li>• Sigala, M. (2021). In search of originality and contribution in tourism research: An editor’s reflections and suggestions. <i>Journal of Hospitality and Tourism Management</i>, 48, 604-608.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>• Crompton, J. L. (2015). Clare Gunn: Pioneer, maverick and “founding father” of academic tourism in the USA. <i>Anatolia</i>, 26(1), 165-170.</li> </ul>	

		<ul style="list-style-type: none"> <li>Perdue, R. R. (2015). Charles R. (Chuck) Goeldner: A profile of service and contribution to the tourism research community. <i>Anatolia</i>, 26(1), 137-142.</li> <li>Stepchenkova, S. (2015). People, partnerships, packaging, and programming: 4Ps to success: A portrait of Alastair Morrison. <i>Anatolia</i>, 26(1), 129-136.</li> </ul>	
<b><i>1/15 Holiday</i></b>			
<b><i>1/22</i></b>	<b>Destination Image</b>	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>Arefieva, V., Egger, R., &amp; Yu, J. (2021). A machine learning approach to cluster destination image on Instagram. <i>Tourism Management</i>, 85, 104318.</li> <li>Lepp, A., Gibson, H., &amp; Lane, C. (2011). Image and perceived risk: A study of Uganda and its official tourism website. <i>Tourism Management</i>, 32(3), 675-684.</li> <li>Pan, X., Rasouli, S., &amp; Timmermans, H. (2021). Investigating tourist destination choice: Effect of destination image from social network members. <i>Tourism Management</i>, 83, 104217.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>Afshardoost, M., &amp; Eshaghi, M. S. (2020). Destination image and tourist behavioural intentions: A meta-analysis. <i>Tourism Management</i>, 81, 104154.</li> <li>Govers, R., Go, F. M., &amp; Kumar, K. (2007). Promoting tourism destination image. <i>Journal of Travel Research</i>, 46(1), 15-23.</li> <li>Stepchenkova, S., &amp; Mills, J. E. (2010). Destination image: A meta-analysis of 2000–2007 research. <i>Journal of Hospitality Marketing &amp; Management</i>, 19(6), 575-609.</li> </ul>	
<b><i>1/29</i></b>	<b>Employee Mental Health</b>	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>Hight, S. K., &amp; Park, J.-Y. (2018). Substance use for restaurant servers: Causes and effects. <i>International Journal of Hospitality Management</i>, 68, 68-79.</li> <li>Hight, S. K., Gajjar, T., &amp; Okumus, F. (2019). Managers from “Hell” in the hospitality industry: How do hospitality employees profile bad managers?. <i>International Journal of Hospitality Management</i>, 77, 97-107.</li> <li>Xiang, K., Liu, J., Qiao, G., Gao, F., &amp; Zhang, H. (2023). Does bullying reduce occupational commitment in hospitality employees? Mixed empirical evidence from resource conservation theory and embodied cognition perspectives. <i>International Journal of Hospitality Management</i>, 108, 103365.</li> </ul> <p><b>Selective:</b></p>	

		<ul style="list-style-type: none"> <li>• Jung, H. S., &amp; Yoon, H. H. (2020). Sexual harassment and customer-oriented boundary-spanning behaviors. <i>International Journal of Contemporary Hospitality Management</i>, 32(1), 3-19.</li> <li>• Wang, Y.-C., Chi, C. G.-Q., &amp; Erkiş, E. (2021). The impact of religiosity on political skill: evidence from Muslim hotel employees in Turkey. <i>International Journal of Contemporary Hospitality Management</i>, 33(3), 1059-1079.</li> <li>• Yu, Y., Xu, S., Li, G., &amp; Kong, H. (2020). A systematic review of research on abusive supervision in hospitality and tourism. <i>International Journal of Contemporary Hospitality Management</i>, 32(7), 2473-2496.</li> </ul>	
2/5	<b>Emerging Niche Markets</b>	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• Chi, C. G.-Q., Chi, O. H., &amp; Ouyang, Z. (2020). Wellness hotel: Conceptualization, scale development, and validation. <i>International Journal of Hospitality Management</i>, 89, 102404.</li> <li>• Kuo, T. M., Liu, C.-R., Wang, Y.-C., &amp; Chen, H. (2023). Sensory Experience at Farm-to-Table Events (SEFTE): conceptualization and scale development. <i>Journal of Hospitality Marketing &amp; Management</i>, ahead-of-print. <a href="https://doi.org/10.1080/19368623.2023.2241048">https://doi.org/10.1080/19368623.2023.2241048</a></li> <li>• Manthiou, A., Klaus, P., &amp; Luong, V. H. (2022). Slow tourism: Conceptualization and interpretation—A travel vloggers’ perspective. <i>Tourism Management</i>, 93, 104570.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>• Bhalla, R., Chowdhary, N., &amp; Ranjan, A. (2021). Spiritual tourism for psychotherapeutic healing post COVID-19. <i>Journal of Travel &amp; Tourism Marketing</i>, 38(8), 769-781.</li> <li>• Kim, B., &amp; Yang, X. (2021). “I’m here for recovery”: The eudaimonic wellness experiences at the Le Monastère des Augustines Wellness hotel. <i>Journal of Travel &amp; Tourism Marketing</i>, 38(8), 802-818.</li> <li>• Liu, B., Li, Y., Kralj, A., Moyle, B., &amp; He, M. (2022). Inspiration and wellness tourism: the role of cognitive appraisal. <i>Journal of Travel &amp; Tourism Marketing</i>, 39(2), 173-187.</li> </ul>	
2/12	<b>Contemporary Socio-Cultural Issues</b>	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• Awan, M. I., Shamim, A., Saleem, M. S., &amp; Gill, S. S. (2022). Service inclusion for tourists with disabilities: Scale development and validation. <i>Journal of Services Marketing</i>, 36(7), 977-990.</li> <li>• Ma, E., Wu, L., Yang, W., &amp; Xu, S. (2021). Hotel work-family support policies and employees’ needs,</li> </ul>	

		<p>concerns and Challenges—The Case of Working Mothers’ maternity leave experience. <i>Tourism Management</i>, 83, 104216.</p> <ul style="list-style-type: none"> <li>• Sönmez, S., Apostolopoulos, Y., Lemke, M. K., &amp; Hsieh, Y.-C. (2020). Understanding the effects of COVID-19 on the health and safety of immigrant hospitality workers in the United States. <i>Tourism Management Perspectives</i>, 35, 100717.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>• Madera, J. M., Yang, W., Wu, L., Ma, E., &amp; Xu, S. (2023). Diversity and inclusion in hospitality and tourism: Bridging the gap between employee and customer perspectives. <i>International Journal of Contemporary Hospitality Management</i>, 35(11), 3972-3989.</li> <li>• Ponting, S. S.-A., &amp; Dillette, A. (2023). Diversity, equity, and inclusion practices: A Delphi study to build a consensus in hospitality and tourism organizations. <i>International Journal of Contemporary Hospitality Management</i>, 35(11), 3764-3786.</li> <li>• Tracey, J. B., Le, V., Brannon, D. W., Crystal-Mansour, S., Golubovskaya, M., &amp; Robinson, R. N. S. (2023). The influence of diversity management initiatives on firm-level diversity: Evidence from the restaurant and foodservice industry. <i>International Journal of Contemporary Hospitality Management</i>, 35(11), 4010-4030.</li> </ul>	
2/19	<b>Hospitality Branding</b>	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• King, C. (2017). Brand management—standing out from the crowd: A review and research agenda for hospitality management. <i>International Journal of Contemporary Hospitality Management</i>, 29(1), 115-140.</li> <li>• Wang, Y. C., &amp; Chung, Y. (2015). Hotel brand portfolio strategy. <i>International Journal of Contemporary Hospitality Management</i>, 27(4), 561-584.</li> <li>• Wang, Y.-C., Qu, H., &amp; Yang, J. (2019). The formation of sub-brand love and corporate brand love in hotel brand portfolios. <i>International Journal of Hospitality Management</i>, 77, 375-384.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>• Khan, I., &amp; Rahman, Z. (2017). Development of a scale to measure hotel brand experiences. <i>International Journal of Contemporary Hospitality Management</i>, 29(1), 268-287.</li> <li>• O’Neill, J. W., &amp; Mattila, A. S. (2010). Hotel brand strategy. <i>Cornell hospitality quarterly</i>, 51(1), 27-34.</li> <li>• Wang, Y. C., Yang, J., &amp; Yang, C. E. (2019). Hotel internal branding: A participatory action study with a</li> </ul>	



		case hotel. <i>Journal of Hospitality and Tourism Management</i> , 40, 31-39.	
2/26	Mindfulness	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• Stankov, U., Filimonau, V., &amp; Vujičić, M. D. (2020). A mindful shift: An opportunity for mindfulness-driven tourism in a post-pandemic world. <i>Tourism Geographies</i>, 22(3), 703-712.</li> <li>• Wang, Y.-C., &amp; Uysal, M. (2023). Artificial intelligence-assisted mindfulness in tourism, hospitality, and events. <i>International Journal of Contemporary Hospitality Management</i>, ahead-of-print. <a href="https://doi.org/10.1108/IJCHM-11-2022-1444">https://doi.org/10.1108/IJCHM-11-2022-1444</a></li> <li>• Wang, Y.-C., Chen, P.-J., Shi, H., &amp; Shi, W. (2021). Travel for mindfulness through Zen retreat experience: A case study at Donghua Zen Temple. <i>Tourism Management</i>, 83, 104211.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>• Errmann, A., Kim, J., Lee, D. C., Seo, Y., Lee, J., &amp; Kim, S. S. (2021). Mindfulness and pro-environmental hotel preference. <i>Annals of Tourism Research</i>, 90, 103263.</li> <li>• Farkic, J., Isailovic, G., &amp; Taylor, S. (2021). Forest bathing as a mindful tourism practice. <i>Annals of Tourism Research Empirical Insights</i>, 2(2), 100028.</li> <li>• Wang, X., Wen, X., Paşamehmetoğlu, A., &amp; Guchait, P. (2021). Hospitality employee's mindfulness and its impact on creativity and customer satisfaction: The moderating role of organizational error tolerance. <i>International Journal of Hospitality Management</i>, 94, 102846.</li> </ul>	
3/4	Events	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• Antchak, V., Lück, M., &amp; Pernecky, T. (2021). Understanding the core elements of event portfolio strategy: Lessons from Auckland and Dunedin. <i>International Journal of Contemporary Hospitality Management</i>, 33(7), 2447-2464.</li> <li>• Sun, J., Leung, X. Y., &amp; Bai, B. (2021). How social media influencer's event endorsement changes attitudes of followers: The moderating effect of followers' gender. <i>International Journal of Contemporary Hospitality Management</i>, 33(7), 2337-2351.</li> <li>• Gibson, H. J., Willming, C., &amp; Holdnak, A. (2003). Small-scale event sport tourism: Fans as tourists. <i>Tourism Management</i>, 24(2), 181-190.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>• Getz, D. (2008). Event tourism: Definition, evolution, and research. <i>Tourism Management</i>, 29(3), 403-428.</li> </ul>	

		<ul style="list-style-type: none"> <li>• Getz, D., &amp; Page, S. J. (2016). Progress and prospects for event tourism research. <i>Tourism Management, 52</i>, 593-631.</li> <li>• Todd, L., Leask, A., &amp; Ensor, J. (2017). Understanding primary stakeholders' multiple roles in hallmark event tourism management. <i>Tourism Management, 59</i>, 494-509.</li> </ul>	
<b>3/11 Spring Break</b>			
<b>3/18</b>	<b>Gamification</b>	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• Jang, S., &amp; Kim, J. (2023). Gamification and smart exercise travel. <i>Current Issues in Tourism, 26</i>(6), 874-878.</li> <li>• Liu, C.-R., Wang, Y.-C., Huang, W.-S., &amp; Tang, W.-C. (2019). Festival gamification: Conceptualization and scale development. <i>Tourism Management, 74</i>, 370-381.</li> <li>• Lee, W., &amp; Lu, L. (2023). Designing gamified interactions with self-service technology at restaurants. <i>International Journal of Hospitality Management, 113</i>, 103503.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>• Jang, S., &amp; Kim, J. (2022). Enhancing exercise visitors' behavioral engagement through gamified experiences: A spatial approach. <i>Tourism Management, 93</i>, 104576.</li> <li>• Jang, S., Kitchen, P. J., &amp; Kim, J. (2018). The effects of gamified customer benefits and characteristics on behavioral engagement and purchase: Evidence from mobile exercise application uses. <i>Journal of Business Research, 92</i>, 250-259.</li> <li>• Pasca, M. G., Renzi, M. F., Di Pietro, L., &amp; Guglielmetti Mugion, R. (2021). Gamification in tourism and hospitality research in the era of digital platforms: A systematic literature review. <i>Journal of Service Theory and Practice, 31</i>(5), 691-737.</li> </ul>	
<b>3/25</b>	<b>Virtual Reality, Augmented Reality, and Metaverse</b>	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• Bird, J. M., Smart, P. A., Harris, D. J., Phillips, L. A., Giannachi, G., &amp; Vine, S. J. (2023). A magic leap in tourism: Intended and realized experience of head-mounted augmented reality in a museum context. <i>Journal of Travel Research, 62</i>(7), 1427-1447.</li> <li>• Buhalis, D., Leung, D., &amp; Lin, M. (2023). Metaverse as a disruptive technology revolutionising tourism management and marketing. <i>Tourism Management, 97</i>, 104724.</li> <li>• Leung, X. Y., Chen, H., Chang, W., &amp; Mhlanga, L. (2022). Is VR game training more effective for hospitality employees? A longitudinal</li> </ul>	

		<p>experiment. <i>Tourism Management Perspectives</i>, 44, 101020.</p> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>• Fan, X., Jiang, X., &amp; Deng, N. (2022). Immersive technology: A meta-analysis of augmented/virtual reality applications and their impact on tourism experience. <i>Tourism Management</i>, 91, 104534.</li> <li>• Talwar, S., Kaur, P., Nunkoo, R., &amp; Dhir, A. (2023). Digitalization and sustainability: Virtual reality tourism in a post pandemic world. <i>Journal of Sustainable Tourism</i>, 31(11), 2564-2591.</li> <li>• Yang, F. X., &amp; Wang, Y. (2023). Rethinking metaverse tourism: A taxonomy and an agenda for future research. <i>Journal of Hospitality &amp; Tourism Research</i>, 10963480231163509.</li> </ul>	
4/1	Online Reviews	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>• Cai, R., Wang, Y.-C., &amp; Sun, J. (2024). Customers' intention to compliment and complain via AI-enabled platforms: A self-disclosure perspective. <i>International Journal of Hospitality Management</i>, 116, 103628.</li> <li>• Kirilenko, A. P., Stepchenkova, S. O., &amp; Hernandez, J. M. (2019). Comparative clustering of destination attractions for different origin markets with network and spatial analyses of online reviews. <i>Tourism Management</i>, 72, 400-410.</li> <li>• Su, L., Stepchenkova, S., &amp; Kirilenko, A. P. (2019). Online public response to a service failure incident: Implications for crisis communications. <i>Tourism Management</i>, 73, 1-12.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>• Cheng, X., Fu, S., Sun, J., Bilgihan, A., &amp; Okumus, F. (2019). An investigation on online reviews in sharing economy driven hospitality platforms: A viewpoint of trust. <i>Tourism Management</i>, 71, 366-377.</li> <li>• Hu, X., &amp; Yang, Y. (2021). What makes online reviews helpful in tourism and hospitality? A bare-bones meta-analysis. <i>Journal of Hospitality Marketing &amp; Management</i>, 30(2), 139-158.</li> <li>• Schuckert, M., Liu, X., &amp; Law, R. (2015). Hospitality and tourism online reviews: Recent trends and future directions. <i>Journal of Travel &amp; Tourism Marketing</i>, 32(5), 608-621.</li> </ul>	
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4/15	Other Technological Issues	<p><b>Core:</b></p> <ul style="list-style-type: none"> <li>Cai, R., Leung, X. Y., &amp; Chi, C. G.-Q. (2022). Ghost kitchens on the rise: Effects of knowledge and perceived benefit-risk on customers' behavioral intentions. <i>International Journal of Hospitality Management</i>, 101, 103110.</li> <li>Jia, S., Chi, O. H., Martinez, S. D., &amp; Lu, L. (2023). When "old" meets "new": Unlocking the future of innovative technology implementation in heritage tourism. <i>Journal of Hospitality &amp; Tourism Research</i>, 10963480231205767.</li> <li>Song, Y., Zhang, M., Hu, J., &amp; Cao, X. (2022). Dancing with service robots: The impacts of employee-robot collaboration on hotel employees' job crafting. <i>International Journal of Hospitality Management</i>, 103, 103220.</li> </ul> <p><b>Selective:</b></p> <ul style="list-style-type: none"> <li>Ashok, M., Madan, R., Joha, A., &amp; Sivarajah, U. (2022). Ethical framework for Artificial Intelligence and Digital technologies. <i>International Journal of Information Management</i>, 62, 102433.</li> <li>Kozinets, R. V., &amp; Gretzel, U. (2023). Netnography evolved: New contexts, scope, procedures and sensibilities. <i>Annals of Tourism Research</i>, 103693.</li> <li>Liyanaarachchi, G., Viglia, G., &amp; Kurtaliqi, F. (2023). Privacy in hospitality: Managing biometric and biographic data with immersive technology. <i>International Journal of Contemporary Hospitality Management</i>, ahead-of-print.</li> </ul> <p><a href="https://doi.org/10.1108/IJCHM-06-2023-0861">https://doi.org/10.1108/IJCHM-06-2023-0861</a></p>	

4/22	<b>Presentation on Your Topic of Final Paper</b>	<b>Core:</b> <ul style="list-style-type: none"> <li>• Dwivedi, Y. K., Hughes, L., Cheung, C. M. K., Conboy, K., Duan, Y., Dubey, R., Janssen, M., Jones, P., Sigala, M., &amp; Viglia, G. (2022). Editorial: How to develop a quality research article and avoid a journal desk rejection. <i>International Journal of Information Management</i>, 62, 102426.</li> <li>• Lim, W. M., Kumar, S., &amp; Ali, F. (2022). Advancing knowledge through literature reviews: ‘What’, ‘why’, and ‘how to contribute’. <i>The Service Industries Journal</i>, 42(7-8), 481-513.</li> <li>• Warren, N. L., Farmer, M., Gu, T., &amp; Warren, C. (2021). Marketing ideas: How to write research articles that readers understand and cite. <i>Journal of Marketing</i>, 85(5), 42-57.</li> </ul> <b>Selective:</b> <ul style="list-style-type: none"> <li>• Li, X. (2017). Cathy HC Hsu—a role model. <i>Anatolia</i>, 28(3), 480-486.</li> <li>• Wang, D., &amp; Pan, B. (2018). Daniel R. Fesenmaier: An accidental, colourful and quintessential scholar. <i>Anatolia</i>, 29(2), 311-318.</li> </ul>	
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