Handbook On Tourism Market Segmentation Maximising Marketing Effectiveness

The European Journal of Tourism Research is an interdisciplinary scientific journal in the field of tourism, published by Varna University of Management, Bulgaria. Its aim is to provide a platform for discussion of theoretical and empirical problems in tourism. Publications from all fields, connected with tourism such as management, marketing, sociology, psychology, geography, political sciences, mathematics, statistics, anthropology, culture, information technologies and others are invited. The journal is open to all researchers. Young researchers and authors from Central and Eastern Europe are encouraged to submit their contributions. Regular Articles in the European Journal of Tourism Research should normally be between 4 000 and 20 000 words. Major research articles of between 10 000 and 20 000 are highly welcome. Longer or shorter papers will also be considered. The journal publishes also Research Notes of 1 500 – 2 000 words. Submitted papers must combine theoretical concepts with practical applications or empirical testing. The European Journal of Tourism Research includes also the following sections: Book Reviews, announcements for Conferences and Seminars, abstracts of successfully defended Doctoral Dissertations in Tourism, case studies of Tourism Best Practices. The European Journal of Tourism Research is published in three Volumes per year. The full text of the European Journal of Tourism Research is available in the following databases: EBSCO Hospitality and Tourism CompleteCABI Leisure, Recreation and TourismProQuest Research Library Individual articles can be rented via journal's page at DeepDyve. The journal is indexed in Scopus and Thomson Reuters' Emerging Sources Citation Index. The editorial team welcomes your submissions to the European Journal of Tourism Research.

This handbook analyzes the main issues in the field of hospitality marketing by focusing on past, present and future challenges and trends from a multidisciplinary global perspective. The book uniquely combines both theoretical and practical approaches in debating some of the most important marketing issues faced by the hospitality industry. Parts I and II define and examine the main hospitality marketing concepts and methodologies. Part III offers a comprehensive review of the development of hospitality marketing over the years. The remaining parts (IV–IX) address key cutting-edge marketing issues such as innovation in hospitality, sustainability, social media, peer-to-peer applications, Web 3.0 etc. in a wide variety of hospitality settings. In addition, this book provides a platform for debate and critical evaluation that enables the reader to learn from the industry's past mistakes as well as future opportunities. The handbook is international in its constitution as it attempts to examine marketing issues, challenges and trends globally, drawing on the knowledge of experts from around the world. Because of the nature of hospitality, which often makes it inseparable from other industries such as tourism, events, sports and even retail, the book has a multidisciplinary approach that will appeal to these disciplines as well as others including management, human resources, technology, consumer behavior and anthropology.

Religious studies and research have gained a lot of interest and attention from researchers, policy makers, and practitioners over the last few years, but the socio-economic impacts have not been explored. Taking into account the profound economic impact the tourism and hospitality industries have on regions and cities around the world, further research in this area is critical to analyze the extent of such impact and the ramifications that are associated with it. The Handbook of Research on Socio-Economic Impacts of Religious Tourism and Pilgrimage is a pivotal reference source that provides vital research on the social and economic factors in faith-based journeys. While highlighting topics such as tourist spending, spiritual tourism, and local development, this publication explores religious tourism in the middle age, as well as the methods of modern religious tourism. This book is ideally designed for business managers, cultural preservationists, academicians, business professionals, entrepreneurs, and upper-level students seeking current research on religious tourism and its socio-economic impacts.

The Routledge Handbook of Gastronomic Tourism explores the rapid transformations that have affected the interrelated areas of gastronomy, tourism and society, shaping new forms of destination branding, visitor satisfaction, and induced purchase decisions. This edited text critically examines current debates, critical reflections of contemporary ideas, controversies and queries relating to the fast-growing niche market of gastronomic tourism. This comprehensive book is structured into six parts. Part I offers an introductory understanding of gastronomic tourism; Part II deals with the issues relating to gastronomic tourist behavior; Part III raises important issues of sustainability in gastronomic tourism; Part IV reveals how digital developments have influenced the changing expressions of gastronomic tourism; Part V highlights the contemporary forms of gastronomic tourism; and Part VI elaborates other emerging paradigms of gastronomic tourism. Combining the knowledge and expertise of over a hundred scholars from thirty-one countries around the world, the book aims to foster synergetic interaction between academia and industry. Its wealth of case studies and examples make it an essential resource for students, researchers and industry practitioners of hospitality, tourism, gastronomy, management, marketing, consumer behavior, business and cultural studies.

Market segmentation is crucial for NTOs and DMOs in making sure their resources are used in the most effective way. Media selection, destination positioning, branding, editorial, visuals, etc. depends on the segments identified as the most important. Monitoring and managing target tourism segments has become a critical function. This book is published open access under a CC BY 4.0 license. This open access book offers something for everyone working with market segmentation: practical guidance for users of market segmentation solutions; organisational guidance on implementation issues; guidance for market researchers in charge of collecting suitable data; and guidance for data analysts with respect to the technical and statistical aspects of market segmentation analysis. Even market segmentation experts will find something new, including an approach to exploring data structure and choosing a suitable number of market segments, and a vast array of useful visualisation techniques that make interpretation of market
segments and selection of target segments easier. The book talks the reader through every single step, every single potential pitfall, and every single decision that needs to be made to ensure market segmentation analysis is conducted as well as possible. All calculations are accompanied not only with a detailed explanation, but also with R code that allows readers to replicate any aspect of what is being covered in the book using R, the open-source environment for statistical computing and graphics. This text focuses on the concept and marketing of the tourism product. It is intended to be of interest to tourism and business students and tourism planners in public and private business. Topics covered include: core marketing ideas; pricing tourism products; and tourism marketing in East Europe.

"The strongest overview I have encountered of the scope and the current state of research across all the fields involved in advancing our understanding of tourism. For its range of topics, depth of analyses, and distinction of its contributors, nothing is comparable." - Professor Dean MacCannell, University of California, Davis

"The breadth of vision and sweep of accounts is remarkable, and range of topics laudable... a rare combination of the authoritative, the challenging and stimulating." - Professor Mike Crang, Durham University Tourism studies developed as a sub-branch of older disciplines in the social sciences, such as anthropology, sociology and economics, and newer applied fields of study in hospitality management, civil rights and transport studies. This Handbook is a sign of the maturity of the field. It provides an essential resource for teachers and students to determine the roots, key issues and agenda of tourism studies, exploring: The evolution and position of tourism studies The relationship of tourism to culture The ecology and economics of tourism Special events and destination management Methodologies of study Tourism and transport Tourism and heritage Tourism and postcolonialism Global tourist business operations Ranging from local to global issues, and from questions of management to the ethical dilemmas of tourism, this is a comprehensive, critically informed, constructively organized overview of the field. It draws together an interdisciplinary group of contributors who are among the most celebrated names in the field and will be quickly recognized as a landmark in the new and expanding field of tourism studies.

This is a practical how-to guide to what marketers need to know about defining, segmenting and targeting business markets: assessing customer needs; gauging the competition; designing winning strategies; and maximising corporate resources. The Routledge Handbook of Health Tourism provides a comprehensive and cutting-edge overview of the philosophical, conceptual and managerial issues in the field of health tourism with contributions from more than 30 expert academics and practitioners from around the world. Terms that are used frequently when defining health tourism, such as wellbeing, wellness, holistic, medical and spiritual, are analysed and explored, as is the role that health and health tourism play in quality-of-life enhancement, wellbeing, life satisfaction and happiness. An overview is provided of health tourism facilities such as thermal waters, spas, retreats and wellness hotels and the various challenges inherent in managing these profitably and sustainably. Typologies are given not only of subsectors of health tourism and related activities but also of destinations, such as natural landscapes, historic townscapes or individual resources or attractions around which whole infrastructures have been developed. Attention is paid to some of the lifestyle changes that are taking place in societies which influence consumer behaviour, motivations and demand for health tourism, including government policies, regulations and ethical considerations. This significant volume offers the reader a comprehensive synthesis of this field, conveying the latest thinking and research. The text is international in focus, encouraging dialogue across disciplinary boundaries and areas of study and will be an invaluable resource for all those with an interest in health tourism.

This handbook is the fourth in a series of joint publications by the European Travel Commission (ETC) and the World Tourism Organization (UNWTO) in the area of methodological manuals. The first three manuals were "Evaluating NTO Marketing Activities" (ISBN 9789284406364); "Tourism Market Segmentation" (ISBN 9789284412075) and "Tourism Forecasting Methodologies" (ISBN 9789284412389). The internet and other new technologies have changed the tourism industry in an unprecedented way, and keeping pace has become challenging. Online information is now one of the primary influences on consumer decisions in nearly all major markets. For example, 41 per cent of tourists arriving in Spain in 2007 had booked through the internet, and in the United States the number of trips bought online exceeded those purchased offline. Such changes are impacting and influencing the way destinations and companies manage and market themselves.

Economic growth is directly impacted by a multitude of different industries; in recent years, the service industry has emerged as a significant contributor to the global economy. As such, the effective management of this sector has become a widely studied topic. The Handbook of Research on Promotional Strategies and Consumer Influence in the Service Sector is an authoritative reference source for the latest research on emerging methods for innovative service design and delivery, examining how growing customer expectations and global competition has influenced this industry. Featuring quality factors, marketing tools, and the effects of consumer behavior, this publication is ideally suited for researchers, professionals, and academicians actively involved in the service industry.

In today's highly competitive and global economy, understanding tourism behavior is imperative to success. Tourist behavior has become a cornerstone of any marketing strategy and action. Choosing, buying and consuming tourism/travel products and services includes a range of psycho-social processes and a number of personal and environmental influences that researchers and managers should take into account. This book provides an overview of such processes and influences and explains the basic concepts and theories that underlie tourist decision-making and behavior. It also incorporates a number of cases studies in order to aid readers to better appraise the application of those concepts and theories. The Handbook of Tourist Behavior will be of significant interest to researchers and students in tourism, leisure, marketing and psychology, and also to practitioners in the tourism industry.

Changes within the travel industry, such as globalization, consumerism, and advancements in technology, have transformed travel agencies into highly competitive businesses. To remain successful, new business approaches and models must be created in the global tourism and hospitality industry. Travel companies continue to expand their businesses in different countries and seek to collaborate with international entrepreneurs, developing the need for cross-cultural strategies and policies. As travel agencies flourish, identifying these business practices is necessary for these organizations to obtain a competitive management model at the global level. The Handbook of Research on International Travel Agency and Tour Operation Management gathers the latest methodologies, tools, models, and theories regarding tourism development and sustainability into one comprehensive reference source in order to promote, manage, and
maximize the profitability potential of travel agencies and tour operation services. Featuring research on topics such as e-marketing, medical tourism, and online travel, this book provides travel agents, managers, industry professionals, researchers, academics, and students with the necessary resources to effectively develop and implement organizational strategies and models.

Handbook of Tourism Economics: Analysis, New Applications and Case Studies provides an up-to-date, concise and readable coverage of the most important topics in tourism economics. It pays attention to relevant traditional topics in tourism economics as well as exciting emerging topics in this field — topics which are expected to be of continuing importance. In doing this, it takes account of advances in economic thought, analysis and applied methods. Contributions provide applications of economic analysis to tourism policy and constructive assessment of contemporary thought about tourism economics. The handbook includes several in-depth case studies such as the contribution of tourism to economic development in selected countries including China, India, Japan and Australia, Portugal and Fiji. Coming from diverse countries (both industrialised and developing) and established in the field of tourism economics, travel and management, many of the contributors have been consultants to governments, private organisations, and international bodies, including the UN World Tourism Organisation, the OECD and UNEP. Experts contributing to this volume include the President of the International Association of Tourism Economics, as well as its Secretary-General, the Secretary-General of the Tourism Research Centre (Association of Tourism Research Institutes), the Founder-Fellow of the International Academy for the Study of Tourism and the former Director of the UK’s Centre for Social and Economic Research on the Global Environment (CSERGE).

The SAGE Handbook of Tourism Management is a critical, authoritative review of tourism management, written by leading international thinkers and academics in the field. Arranged over two volumes, the chapters are framed as critical synoptic pieces covering key developments, current issues and debates, and emerging trends and future considerations for the field. The two volumes focus in turn on the theories, concepts and disciplines that underpin tourism management in volume one, followed by examinations of how those ideas and concepts have been applied in the second volume. Chapters are structured around twelve key themes: Volume One Part One: Researching Tourism Part Two: Social Analysis Part Three: Economic Analysis Part Four: Technological Analysis Part Five: Environmental Analysis Part Six: Political Analysis Volume Two Part One: Approaching Tourism Part Two: Destination Applications Part Three: Marketing Applications Part Four: Tourism Product Markets Part Five: Technological Applications Part Six: Environmental Applications This handbook offers a fresh, contemporary and definitive look at tourism management, making it an essential resource for academics, researchers and students.

The Routledge Handbook of Tourism Experience Management and Marketing offers a comprehensive and thorough inquiry into both customary and emergent issues of tourism experience and co-creation. Drawing together contributions from 83 authors from 28 countries with varied backgrounds and interdisciplinary interests, the handbook highlights multiple representations and interpretations of the theme. It also integrates a selection of illustrative global case studies to effectively present its chapter contents. Tourism experience drives the contemporary tourist’s behavior as they travel in pursuit of experiencing unique and unusual destinations and activities. Creating a memorable and enduring experience is therefore a prerequisite for the all tourism business organizations irrespective of the nature of their products or services. This handbook focuses on conceptualizing, designing, staging, managing and marketing paradigms of tourism experiences from both supply and demand perspectives. It sheds substantial light on the contemporary theories, practices and future developments in the arena of experiential tourism management and marketing. Encompassing the latest thinking and research themes, this will be an essential reference for upper-level students, researchers, academics and industry practitioners of hospitality as well as those of tourism, gastronomy, management, marketing, consumer behavior, cultural studies, development studies and international business, encouraging dialogue across disciplinary boundaries.

This book provides a comprehensive and readable overview of the critical debates and controversies around tourism in Africa, and the major factors that are affecting tourism development now and in the future. Drawing upon research emerging from collaborations between a growing number of African academics and practitioners based in the continent and in the African diaspora as well as international colleagues, the Handbook offers key critical insights into the issues, challenges and trends that Africa and African tourism is facing. Part I covers continent-wide issues such as climate change, ICT, heritage and development. The remaining parts are organised along geographic lines, with each chapter covering the development of tourism, current trends and discussion of critical issues such as community participation, gender, backpacking, urban tourism, wildlife tourism and conservation. Combining an overview of key theories, concepts, contemporary issues and debates, this book will be a valuable resource for students, academics and practitioners investigating the role of tourism in Africa.

Covering a wide range of current issues, this comprehensive Handbook explores the links between tourism as a dynamic tertiary industry and China as the world’s most influential tourism market and destination.

Provides an overview of market segmentation—what it is and why it is relevant to public transit agencies. It serves as an introduction for managers to the basic concepts and approaches of market segmentation and provides steps and procedures for marketers or market researchers who have the responsibility for implementing a market segmentation program.

This book examines key contemporary marketing concepts, issues and challenges that affect destinations within a multidisciplinary global perspective. Uniquely combining both the theoretical and practical approaches, this handbook discusses cutting edge marketing questions such as innovation in destinations, sustainability, social media, peer-to-peer applications and web 3.0. Drawing from the knowledge and expertise of 70 prominent scholars from over 20 countries around the world, The Routledge Handbook of Destination Marketing aims to create an international platform for balanced academic research with practical applications, in order to foster synergistic interaction between academia and industry. For these reasons, it will be a valuable resource for both researchers and practitioners in the field of destination marketing.

This book provides an up-to-date, concise and readable coverage of the most important topics in tourism economics. Taking into account advances in economic thought, analysis and in applied methods, it pays attention to relevant traditional topics in tourism economics as well as exciting emerging topics in this field — topics which are expected to be of continuing importance. Contributions provide applications of economic analysis to tourism policy and constructive assessment of contemporary thought about tourism economics. Extra value is added to this work by the inclusions of several case studies such as the
contribution of tourism to economic development in selected countries including China, India and Vietnam.

The planning, design, management and marketing of experiences for tourism markets is a major challenge for tourism destinations and providers in a globalized and highly competitive market. This book bridges the gap in contemporary literature by carefully examining the management and marketing of tourism experiences.

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 that includes a section on crisis and disaster management • New material on destination leadership and coordination • New and revised content on digital marketing • 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.

Theories within tourism can be difficult, even confusing areas to understand. Developed from the successful Portuguese textbook Teoria do Turismo, Tourism Theory provides clear and thorough coverage of all aspects of tourism theory for students and researchers of tourism. Consisting of five sections and over fifty entries, this book covers nine of the most important models in tourism study. The first three sections examine general concepts in tourism; disciplines and topics; and the tourist, which includes areas such as demand, gaze, psychology and typologies. A fourth section covers intermediation, distribution and travel, reviewing aspects such as travel agencies, tourist flows and multi-destination travel patterns. The final section encapsulates the tourism destination itself, covering organizations, the destination management process and tourism management. Encyclopedic and further reading suggestions for each of the selected areas provide the context and detail needed for understanding. Entries can be used individually as a reference, or as part of the whole for a complete introduction to tourism theory.

This book addresses tourism as a system, provides essentials of tourism management and marketing, discusses planning and impact management, and proposes strategies and recommendations to improve Russia as an international destination.

Different tourism sites and destinations require different management approaches to maintain resources for both tourists and native populations. Through evaluating ongoing patterns in the industry, businesses are able to maintain an equilibrium between the local community and tourist populations. Managing Sustainable Tourism Resources is a scholarly publication that takes an in-depth look at the different aspects of tourism as well as its impacts on cultural awareness, ecological harmony, and diversity. Additionally, it analyzes the operational functions within varying types of tourism and business strategies including women entrepreneurship, tourism in national parks and sanctuaries, and sustainable management. This book is a vital resource for entrepreneurs, policy makers, managers, economists, business professionals, academicians, and researchers seeking coverage on the management and sustainable tourism.

Consumer behaviour is one of the most explored topics in tourism and hospitality marketing, interchangeably denoted by the terms ‘traveller behaviour’, ‘tourist behaviour’ or ‘guest behaviour’. Consumer behaviour acts as an origin for every tourism and hospitality marketing activity. It offers an understanding of why people tend to choose certain products or services and what sort of factors influence them in making their decision. The decision process of buying tourism products or services takes time, because they are mostly intangible in nature due to which there are many risks involved in their buying process. The Routledge Handbook of Consumer Behaviour in Hospitality and Tourism aims to explore and critically examine current debates, critical reflections of contemporary ideas, controversies and pertinent queries relating to the rapidly expanding discipline of consumer behaviour in hospitality and tourism. The Handbook offers a platform for dialogue across disciplinary and national boundaries and areas of study through its diverse coverage. It is divided into six parts. Part I offers an overview of consumer behaviour; Part II focuses on the service quality presumptives of consumer behaviour; Part III deliberates on customer satisfaction and consumer behaviour linkages; Part IV explores the re-patronage behaviour of consumers; Part V addresses the vital issues concerning online consumer behaviour; and Part VI elaborates upon other emerging paradigms of consumer behaviour. Although there is no dearth of empirical studies on different viewpoints of consumer behaviour, there is a scarcity of literature providing conceptual information. The present Handbook is organised to offer a comprehensive theoretical body of knowledge narrating consumer behaviour, especially for hospitality and tourism businesses and operations. It attempts to fill this research gap by offering a ‘globalised’ volume comprising chapters organised using both practical and academic approaches. This Handbook is essential reading for students, researchers and academics of Hospitality as well as those of Tourism, Marketing, International Business and Consumer Behaviour.

Modern marketing techniques in industrialized countries cannot be implemented without segmentation of the potential market. Goods are no longer produced and sold without a significant consideration of customer needs combined with a recognition that these needs are heterogeneous. Since first emerging in the late 1950s, the concept of segmentation has been one of the most researched topics in the marketing literature. Segmentation has become a central topic to both the theory and practice of marketing, particularly in the recent development of finite mixture models to better identify market segments. This second edition of Market Segmentation updates and extends the integrated examination of segmentation theory and methodology begun in the first edition. A chapter on mixture model analysis of paired comparison data has been added, together with a new chapter on the pros and cons of the mixture model. The book starts with a framework for considering the various bases and methods available for conducting segmentation studies. The second section contains a more detailed discussion of the methodology for market segmentation, from traditional clustering algorithms to more recent developments in finite mixtures and latent class models. Three types of finite mixture models are discussed in this second section: simple mixtures, mixtures of regressions and mixtures of unfolding models. The third main section is devoted to special topics in market segmentation: segmentation using tailored interviewing and segmentation with structural equation models. The fourth part covers four major approaches to applied market segmentation: geo-demographic, lifestyle, response-based, and conjoint analysis. The final concluding section discusses directions for further research.

Tourism has often been described as being about ‘selling dreams’, tourist experiences being conceptualized as purely a marketing conception, a socially constructed need. However, the reality is that travel for leisure, business, meetings, sports or visiting loved ones has grown to be a very real sector of the global economy, requiring sophisticated business and marketing practices. The Routledge Handbook of Tourism Marketing explores and critically evaluates the current debates and controversies inherent to the theoretical, methodological and practical processes of marketing within this complex and multi-sector industry. It brings together leading specialists from range of disciplinary backgrounds and geographical regions to provide reflection and empirical research on this complex relationship. The Handbook is divided in to nine inter-related sections: Part 1 deals with shifts in the context of marketing practice and our understanding of what constitutes value for tourists; Part 2 explores macromarketing and tourism; Part 3 deals with strategic issues; Part 4 addresses recent advances in research; Part 5 focuses on developments in tourist consumer behaviour; Part 6 looks at micromarketing; Part 7 moves on to destination marketing and branding issues; Part 8 looks at the influence of technological change on tourism marketing; and Part 9 explores future directions. This timely book offers the reader a
comprehensive synthesis of this sub-discipline, conveying the latest thinking and research. It will provide an invaluable resource for all those with an interest in tourism and marketing, encouraging dialogue across disciplinary boundaries and areas of study. This is essential reading for Tourism students, researchers and academics as well as those of Marketing, Business, Events Management and Hospitality Management.

The Routledge Handbook of Tourism Cities presents an up-to-date, critical and comprehensive overview of established and emerging themes in urban tourism and tourist cities. Offering socio-cultural perspectives and multidisciplinary insights from leading scholars, the book explores contemporary issues, challenges and trends. Organised into four parts, the handbook begins with an introductory section that explores contemporary issues, challenges and trends that tourism cities face today. A range of topics are explored, including sustainable urban tourism, overtourism and urbanisation, the impact of terrorism, visitor–host interactions, as well as reflections on present and future challenges for tourism cities. In Part II the marketing, branding and markets for tourism cities are considered, exploring topics such as destination marketing and branding, business travellers and exhibition hosting. This section combines academic scholarship with real-life practice and case studies from cities. Part III discusses product and technology developments for tourism cities, examining their supply and impact on different travellers, from open-air markets to creative waterfronts, from social media to smart cities. The final Part offers examples of how urban tourism is developing in different parts of the world and how worldwide tourism cities are adapting to the challenges ahead. It also explores emerging forms of specialist tourism, including geology and ecology-based tourism, socialist heritage and post-communist destination tourism. This handbook fills a notable gap by offering a critical and detailed understanding of the diverse elements of the tourist experience today. It contains useful suggestions for practitioners, as well as examples for theoretical frameworks to students in the fields of urban tourism and tourism cities. The handbook will be of interest to scholars and students working in urban tourism, heritage studies, human geography, urban studies and urban planning, sociology, psychology and business studies.

Quality of life (QOL) research in tourism has gained much momentum over the last two decades. Academics working in this area research issues related to tourists and host communities. Practitioners are becoming increasingly interested in understanding the science that allows them to develop better marketing and managerial programs designed to enhance the quality of life of tourists. Tourism bureaus and government agencies are increasingly interested in issues of sustainable tourism, specifically in understanding and measuring the impact of tourism on the quality of life of the residents of the host communities. This handbook covers all relevant topics and is divided into two parts: research relating to travelers/tourists, and research relating to the residents of host communities. It is the only state-of-the-art reference book in its field and will prove invaluable to academics interested in QOL research, as well as tourism practitioners interested in applying the science of QOL in the tourism industry.

‘This is an excellent book which significantly contributes to tourism research and education. It takes a rigorous yet readable style to address twenty-five of the most pertinent quantitative and qualitative techniques applied in tourism research. the book will appeal to a wider readership of social scientists as well as to scholars of tourism as each chapter provides a thorough overview and explanation of the techniques irrespective of their tourism application.’ – Dimitrios Buhalis, Bournemouth University, UK

This insightful book explores the most important established and emerging qualitative and quantitative research methods in tourism, the authors provide a detailed overview of the nature of the research method, its use in tourism, the advantages and limitations, and future directions for research. Each chapter is structured to provide information on: the nature of the technique and its evolution; background and types of problems that the technique is designed to handle; applications of the technique to tourism, including discussion of studies that have used the technique and their findings; advantages and limitations of the technique conceptually and for policy formulation; and further developments and applications of the technique in tourism research. Handbook of Research Methods in Tourism will appeal to social scientists, students as well as researchers in tourism who use quantitative and qualitative research techniques.


Discover the bridge between theory and applied research in the hospitality industry The success of marketing programs is dependent on the knowledge of the trends in the marketplace. Handbook of Marketing Research Methodologies for Hospitality and Tourism is a comprehensive guide that clearly explains analyzing markets, utilizing qualitative and quantitative research methodologies, applying findings to market, development, and marketing strategies for the hospitality industry. The text contains detailed outlines and case studies of several types of research, including feasibility studies, market assessment studies, and site selection studies. Numerous graphic examples and presentation techniques are provided to bridge between theory and applied research with ease. Handbook of Marketing Research Methodologies for Hospitality and Tourism clearly details, all in a single volume, the application of research methodology to the real world, as well as showing how to effectively communicate findings and recommendations. This resource provides dozens of case examples and close attention to clearly explaining all facets of market analysis. Part one discusses research and methodologies, including primary and secondary data and integrative research. Part two explores market analysis and assessment, including assessment for development planning and assessing focal points and intuitive techniques. The third part helps the reader apply their learned research into strategies. The final section explains market analysis planning and communications, including preparing a research-based business review and the effective presentation of research findings. The text provides appendices of essential data, and a helpful glossary of terms. Topics in Handbook of Marketing Research Methodologies for Hospitality and Tourism include: qualitative market analysis techniques and applications quantitative market research and analysis techniques and applications approaches to organized site selection studies, market studies, and project feasibility studies identification of the processes and sources for key market data for projects, markets, and sites presentation and communication techniques and strategies for market analysis and research findings the relationship of market analysis and research to marketing and development strategy selection and more! Handbook of Marketing Research Methodologies for Hospitality and Tourism is a perfect resource for upper-level undergraduate students and graduate students in hospitality colleges and schools; hotel and restaurant development and market research personnel in hospitality corporations; and market research firms serving the hospitality industry.