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Unravelling long-stay tourist experiences and satisfaction: text mining and deep learning approaches

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Seong-Su Kim · Woosik Shin · Hee-Woong Kim

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 Article

May 2016 · [Journal of Vacation Marketing](#)

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"Home away from home" in pandemic times: how has COVID-19 changed the Airbnb market in Melbourne?

Article

January 2023

International Journal of Housing Markets and Analysis

 Peize Li ·  Sun Sheng Han ·  Hao Wu

Purpose This study aims to investigate how the COVID-19 pandemic has impacted and changed Airbnb market in the Greater Melbourne area in terms of its temporal and spatial patterns and identify possible shifts in underlying trends in travel activities. Design/methodology/approach A panel data set of Airbnb listings in Melbourne is analysed to compare temporal and spatial patterns.

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What drives long-stay tourists to revisit destinations? A case study of Jeju Island

Article

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October 2022

 Taylor & Francis Group
an informa business

Asia Pacific Journal of Tourism Research


 Taelyn Kim ·  Seokho Han ·  Jin-Han Park

Despite the strength of revenue creation of long-stay tourists, determinants of their revisit intention have not been studied sufficiently. To this end, this study examined the determinants of long-stay tourists' satisfaction and revisit intention who visited Jeju Island, South Korea. The results revealed that long-stay tourists' destination attachment influences their satisfaction and revisit intention.

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Towards a better understanding of memorable wellness tourism experience

Article

[Full-text available](#)

October 2022

International Journal of Spa and Wellness

 Erosee Sthapit ·  Peter Björk ·  Dafnis N. Coudounaris

The global outbreak of the COVID-19 pandemic in 2020 has raised awareness of the importance of physical, mental and spiritual wellness, and many consumers (tourists) are turning to holistic approaches to their health and well-being. This study tests a new model of memorable wellness tourism experience by examining the effects of novelty, experience co-creation, experiential escape.

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Analyzing user-generated content to improve customer satisfaction at local wine tourism destinations: an analysis of Yelp and TripAdvisor reviews

Article

October 2022

Consumer Behavior in Tourism and Hospitality

 Benjamin Garner ·  David Kim

Purpose Social media use has increased in recent years, and businesses are looking to capitalize on the plethora of marketing opportunities afforded by this digital shift by paying attention to user-generated content (UGC) posted on review websites. Leveraging UGC can help small businesses gain a competitive advantage over late-adopters. At the same time, the review evidence shows

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Article

July 2022

Landscape and Urban Planning

Jing-Huei Huang · Myron F. Floyd · Laura Tateosian · Aaron Hipp

(250 words): Since school and business closures due to the evolving COVID-19 outbreak, urban parks have been a popular destination, offering spaces for daily fitness activities and an escape from the home environment. There is a need for evidence for parks and recreation departments and agencies to base decisions when adapting policies in response to the rapid change in demand.

[Request full-text](#)[Read more](#)[Recommend](#) [Follow](#) [Share](#)**Linking servicescape and experiencescape: creating a collective focus for the service industry**

Article

[Full-text available](#)

February 2022

Journal of Service Management

Jay Kandampully · Anil Bilgihan · Sally Amer

Purpose The purpose of this paper is to review what one knows – and does not know about servicescape and experiencescape. The paper provides a comprehensive conceptualization, discussion of the servicescape and experiencescape and calls for the need for a collective servicescape and experiencescape for the service industry. Design/methodology/approach This conceptual

[Download](#)[Read more](#)[Recommend](#) [Follow](#) [Share](#)**Assessing technology adoption practices in Chinese theme parks: text mining and sentiment analysis**

Article

December 2021

Journal of Hospitality and Tourism Technology

Tingting Zhang · Bin Li · Ady Milman · Nan Hua

Purpose This study aims to examine technology adoption practices in Chinese theme parks by leveraging text mining and sentiment analysis approaches on actual theme park customers' online reviews. Design/methodology/approach The study text mined a total of 65,518 reviews of Chinese theme parks with the aid of the Python program. Further, it computed sentiment scores

[Request full-text](#)[Read more](#)[Recommend](#) [Follow](#) [Share](#)**Wine-experiencescape and tourist satisfaction: through the lens of online reviews**

Article

November 2021

Journal of Foodservice Business Research

Sangeetha Gunasekar · Payel Das · Saurabh Kumar Dixit · [...] · Simrran R Mehta

This study examines the dimensions of wine-experiencescape that influence customer satisfaction. Using the framework of experiencescape, the dimensions for wine tourism was explored. The data was collected from TripAdvisor for Indian wineries. Results indicate that the Sensory dimension of wine-experiencescape increase the likelihood of customer satisfaction.

[Request full-text](#)[Read more](#)[Recommend](#) [Follow](#) [Share](#)**Customer-robot interactions: Understanding customer experience with service robots**

Article

October 2021

Technology developments relating to automation, artificial intelligence, and robots have transformed the landscape of service industries, including hospitality and tourism. Through a qualitative content analysis of online review data, this study seeks a comprehensive and [Read more](#) understanding of customer experience with service robots in hospitality and tourism. [Request full-text](#) [Recommend](#) [Follow](#) [Share](#)

Family tourism: Interpersonal interaction, existential authenticity and quality of tourist experience

Article

June 2021

Journal of Vacation Marketing

 Han Chen ·  Yan Jiao ·  Xiaoyi Li ·  Kun Zhang

The functional value experience of family tourism has often been paid attention both by tourists themselves and the tourism industry, but the individual value experience of parents in family tourism has been neglected. Family tourism shifts the scenario of interpersonal interaction [Read more](#) families from home, the conventional environment, to a non-conventional environment. This change in [Request full-text](#) [Recommend](#) [Follow](#) [Share](#)

An Empirical Study of Korean Sentence Representation with Various Tokenizations

Article

[Full-text available](#)

April 2021

Electronics

 Danbi Cho ·  Hyunyoung Lee ·  Seungshik Kang

It is important how the token unit is defined in a sentence in natural language process tasks, such as text classification, machine translation, and generation. Many studies recently utilized the subword tokenization in language models such as BERT, KoBERT, and ALBERT. Although [Read more](#) language models achieved state-of-the-art results in various NLP tasks, it is not clear whether the [Download](#) [Recommend](#) [Follow](#) [Share](#)

Middle-aged and older adults' preferences for long-stay tourism in rural China

Article

March 2021

Journal of Destination Marketing & Management

 Jiaying Lyu ·  Huan Huang ·  Zhenxing Mao

Long-stay tourism is a diverse and lesser-known form of tourism that, despite its increasing scale and impact, has only recently become a focus of research. Long-stay destination attributes have typically been examined in the context of international retirement migration; however, little [Read more](#) about long-stay tourist behavior in domestic rural destinations. Over the past decade, long-stay [Request full-text](#) [Recommend](#) [Follow](#) [Share](#)

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Financial Sentiment Analysis with Pre-trained Language Models

Conference Paper

[Full-text available](#)

August 2020

 Dogu Tan Araci ·  Zülküf Genç

Prosus is one of the largest technology investors in the world and it is important for us to follow the news, reports and commentary text about the sectors and companies of interest. To create a dashboard overview from overwhelming flow of text data, we built an NLP system, which [recognizes](#) unstructured text from multiple sources into sector, company, release date and sentiment. [Read more](#)

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When staying long enough is enough?

Article

June 2020

Annals of Tourism Research

 Peter Fieger ·  Girish Prayag ·  Colin Michael Hall · [...] ·  Stefan Gössling

Length-of-stay is a critical variable of interest to tourism destinations as it influences spending (Barros & Machado, 2010) and resource use. While worldwide tourists are undertaking more shorter duration trips (Gössling, Scott, & Hall, 2018), existing studies suggest that length-of-stay [Read more](#) determined by destination attributes, tourist socio-demographic, and trip characteristics (Wack, Lorde

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Short Text Topic Modeling Techniques, Applications, and Performance: A Survey

Article

May 2020

IEEE Transactions on Knowledge and Data Engineering

 Jipeng Qiang ·  Zhenyu Qian ·  Yun Li · [...] ·  Xindong Wu

Analyzing short texts infers discriminative and coherent latent topics that is a critical and fundamental task since many real-world applications require semantic understanding of short texts. Traditional long text topic modeling algorithms (e.g., PLSA and LDA) based on word co-occurrence cannot solve this problem very well since only very limited word co-occurrence information is available. [Read more](#)

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COVID19 and Airbnb - Disrupting the disruptor

Article

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May 2020

Annals of Tourism Research

 Sara Dolnicar ·  Samira Zare
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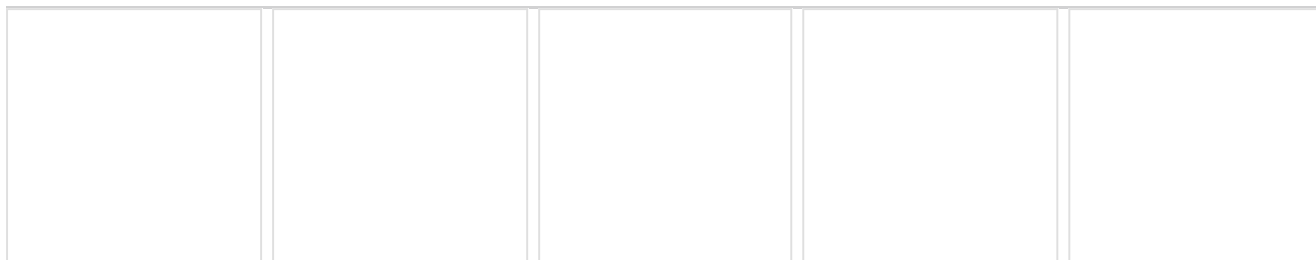
Satisfaction from Tourism Experience and Impact on Quality of Life through Long-Stay Tourism - A Case Study on the Long-Stay Tourists of Jeju Island -

 Song-Yi Kim ·  Sung-Eun Kang

The demand for long-stay tourism, which tourists reside at a single destination for an extended period of time, is increasing. The purpose of this study is to investigate the impact of long-stay tourism on satisfaction and quality of life. In particular, we explored the behavior of visitors who were traveling with companions. A total of 185 surveys from tourists who traveled to Jeju Island were

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Modified Bidirectional Encoder Representations From Transformers Extractive Summarization Model for Hospital Information Systems Based on Character-Level Tokens (AlphaBERT): Development and Performance Evaluation

Article [Full-text available](#)

April 2020

JMIR Medical Informatics

 Yen-Pin Chen ·  Yi-Ying Chen ·  Jr-Jiun Lin · [...] ·  Feipei Lai

Background Doctors must care for many patients simultaneously, and it is time-consuming to find and examine all patients' medical histories. Discharge diagnoses provide hospital staff with sufficient information to enable handling multiple patients; however, the excessive amount of information in the diagnostic sentences poses problems. Deep learning may be a effective solution

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Expanding theory of tourists' destination loyalty: The role of sensory impressions

Preprint

April 2020

Tourism Management

 Xingyang Lv ·  Spring Li ·  Scott Mccabe

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Facial-Expression Recognition: an emergent approach to the measurement of tourist satisfaction through emotions

Article

March 2020

Telematics and Informatics

 Maria del Rosario González-Rodríguez ·  M. Carmen Díaz-Fernández ·  Carmen Pacheco Gómez

Purpose The employment of facial-expression recognition to analyse emotions constitutes a potential instrument for the measurement of customer satisfaction in the tourism sector. The study aims to assess the functionality of Artificial Intelligence to measure tourists' emotions and their satisfaction with the quality of the service provided on a guided tour when visiting a UNESCO World Heritage site

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Analysing TripAdvisor reviews of tourist attractions in Phuket, Thailand

Article

Tourism Management

 Viriya Taecharungroj ·  Boonyanit Mathayomchan

The purpose of the current research is to develop a methodology that can analyse online reviews using machine learning techniques in such a way that practitioners in the fields of tourism and destination management can understand and apply the technique to improve their attractions. This research studies the TripAdvisor reviews of tourist attractions, including beaches, islands, temples, and a

Sentiment and guest satisfaction with peer-to-peer accommodation: When are online ratings more trustworthy?

Article

September 2019

International Journal of Hospitality Management

 Liang Zhu ·  Yan Lin ·  Mingming Cheng

This study aims to decode guest satisfaction with peer-to-peer accommodations by analyzing the relationship between guests' sentiment and online ratings and examining how analytical thinking and authenticity influence this relationship. Based on reviews of 4602 Airbnb listings in San Francisco, we empirically find that positive (negative) sentiment is linked to a high (low) rating. Share

Determinants of Peer-to-peer rental rating scores: The Case of Airbnb

Article

June 2019

International Journal of Contemporary Hospitality Management

 Liang Zhu ·  Mingming Cheng ·  Ipkin Anthony Wong

Purpose: This study aims to identify the key determinants of Airbnb rating scores. Design/methodology/approach: This study is based on a sample of 127,257 listings across 43 cities. Twenty-four explanatory variables were identified, and they were further grouped into host verification information, communication, policy of renting, space, information about environment, price and experience of host. Share

Co-Creation Tourism in an Ancient Chinese Town

Article

April 2019

Journal of China Tourism Research

 Glenn McCartney ·  Yimin Chen

This study examines and presents co-creation as a possible action to prevent the ongoing decline of the Naxi ethnic minority due to mass tourism and commercialization in their ancient hometown of Lijiang. A co-creation theoretical model was developed to examine the antecedents and consequences of co-creation experiences. A questionnaire survey of visitors to the Red Town showed that

Developing a theory of intercultural integration into the destination neighbourhood

Article

March 2019

Tourism Management

 Chidchanok Anantamongkolkul ·  Ken Butcher ·  ying wang

This study is the first to investigate intercultural behavioural patterns of long-stay tourists in a

Identifying Customer Needs from User-Generated Content: A Case Study of a Nationally Popular Beach Destination in Thailand. A novel approach to data collection involved one-to-one interviews triangulated with

Article

January 2019

Marketing Science

 Artem Timoshenko ·  John R. Hauser

Firms traditionally rely on interviews and focus groups to identify customer needs for marketing strategy and product development. User-generated content (UGC) is a promising alternative source for identifying customer needs. However, established methods are neither efficient nor effective for large UGC corpora because much content is noninformative and competitive. We propose a novel approach to data collection involving one-to-one interviews triangulated with UGC. This approach identifies customer needs more effectively than traditional methods. [Read more](#)

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Global trends in length of stay: implications for destination management and climate change

Article [Full-text available](#)

December 2018

Journal of Sustainable Tourism

 Stefan Gössling ·  Daniel Scott ·  Colin Michael Hall

Length-of-stay (LOS) is a key parameter in destination management that determines the number of guest nights relative to arrival numbers, with concomitant repercussions for revenue generation and other performance indicators. This article investigates the development of LOS for 32 destinations in developed and emerging economies as well as Small Islands and Developing States (SIDS). [Read more](#)

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Analyzing ordinal data with metric models: What could possibly go wrong?

Article

November 2018

Journal of Experimental Social Psychology

 Torrin M. Liddell ·  John K. Kruschke

We surveyed all articles in the Journal of Personality and Social Psychology (JPSP), Psychological Science (PS), and the Journal of Experimental Psychology: General (JEP:G) that mentioned the term "Likert," and found that 100% of the articles that analyzed ordinal data did so using a metric model. We present novel evidence that analyzing ordinal data as if they were metric can systematically bias results. [Read more](#)

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Exploring tourists' memorable hospitality experiences: An Airbnb perspective

Article

August 2018

Tourism Management Perspectives

 Eroze Sthapit ·  Jano Jiménez Barreto

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The moderating effect of restaurant type on hedonic versus utilitarian review evaluations

Article

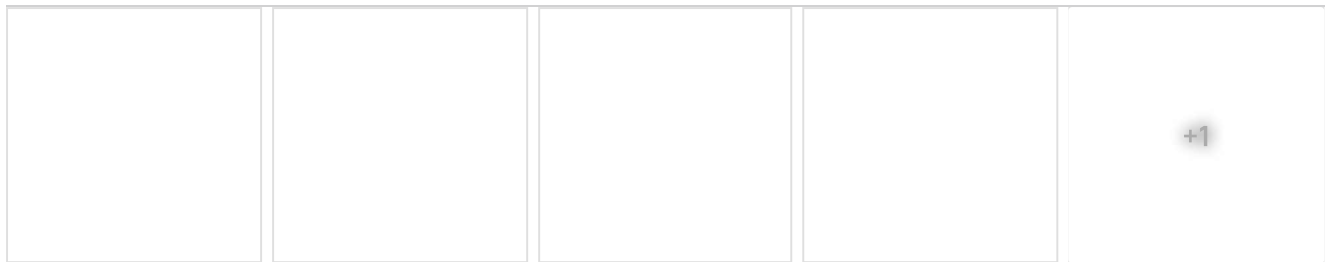
July 2018

International Journal of Hospitality Management

 Sunyoung Hlee ·  Jimin Lee ·  Sung-Byung Yang ·  Chulmo Koo

Online reviews from consumers are critically important to the restaurant business. This study

type (casual, luxury fine dining restaurant). A total of 2629 online reviews were used, with 1323
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Short text clustering based on Pitman-Yor process mixture model

Article [Full-text available](#)

July 2018

Applied Intelligence

Jipeng Qiang · Yun Li · Yun-Hao Yuan · Xindong Wu

For finding the appropriate number of clusters in short text clustering, models based on Dirichlet Multinomial Mixture (DMM) require the maximum possible cluster number before inferring the real number of clusters. However, it is difficult to choose a proper number as we do not know [Read more](#)
[Download](#) number of clusters in short texts beforehand. The cluster distribution of DMM based on Dirichlet Mixture

Expenscape: expanding the concept of servicescape with a multi-stakeholder and multi-disciplinary approach

Article

June 2018

International Journal of Hospitality Management

Abraham Pizam · Asli D. A. Tasci

Since Bitner's (1992) introduction of the servicescape concept, many conceptual and empirical studies have been conducted. Even though a relatively solid theoretical base has been established, the nature of the concept has not been updated with contemporary views on theories explaining [Read more](#)
[Request full-text](#) behavior of consumers, employees and other stakeholders. Hence, the current study follows [Recommend](#) [Follow](#) [Share](#)

Copcats vs. Original Mobile Apps: A Machine Learning Copycat-Detection Method and Empirical Analysis

Article

April 2018

Information Systems Research

Quan Wang · Beibei Li · Param Vir Singh

While the growth of the mobile apps market has created significant market opportunities and economic incentives for mobile app developers to innovate, it has also inevitably invited other developers to create rip-offs. Practitioners and developers of original apps claim that copycats [Read more](#)
[Request full-text](#) steal the original app's idea and potential demand, and have called for app platforms to take action [Recommend](#) [Follow](#) [Share](#)

How power distance affects online hotel ratings: The positive moderating roles of hotel chain and reviewers' travel experience

Article

April 2018

 Baojun Gao ·  Xiangge Li ·  Shan Liu ·  Debin Fang

This study investigates the collective influences of cultural, hotel, and reviewer characteristics on online ratings in the hotel sector. Based on over 243,000 TripAdvisor reviews for hotels in 24 US cities, we empirically find a negative relationship between the reviewers' power distance and their online hotel ratings, thereby indicating that cultural factor plays a significant role in the customers' service

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Service quality, satisfaction, and customer loyalty in Airbnb accommodation in Thailand

Article

August 2017

International Journal of Tourism Research

 Constantinos-Vasilios Priporas ·  Nikolaos Stylos ·  Lakshminarasimhan Chari ·  Pruit Santiwatana

This paper investigates service quality, customer satisfaction, and loyalty in Airbnb accommodation. A self-administered questionnaire was distributed to a nonprobability sample of 202 international tourists in Phuket, Thailand, which is one of the top tourist destinations worldwide. The results verify that a positive relationship among service quality, customer satisfaction, and loyalty exists and

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The Accommodation Experiencescape: A Comparative Assessment of Hotels and Airbnb

Article

[Full-text available](#)

July 2017

International Journal of Contemporary Hospitality Management

 Makarand Mody ·  Courtney Suess ·  Xinran Y. Lehto

Purpose Accommodations providers in the sharing economy are increasingly competing with the hotel industry vis-à-vis the guest experience. Additionally, experience-related research remains underrepresented in the hospitality and tourism literature. The authors develop and test a model of experiential consumption to provide a better understanding of an emerging phenomenon in the

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Combining machine-based and econometrics methods for policy analytics insights

Article

April 2017

Electronic Commerce Research and Applications

 Robert J. Kauffman ·  Kwansoo Kim ·  Sang-Yong Tom Lee · [...] ·  Jing Ren

Computational Social Science (CSS) has become a mainstream approach in the empirical study of policy analytics issues in various domains of e-commerce research. This article is intended to represent recent advances that have been made for the discovery of new policy-related insights in business, consumer and social settings. The approach discussed is fusion analytics, which combines

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Lifestyle mobility in China: context, perspective and prospects

Article

Mobilities

 Honggang Xu ·  Yuefang Wu

A transition in theoretical orientation from migration to mobility in the study of geographical and social movement in contemporary China highlights and resonates with significant political, social and cultural transformations in the past 40 years. Changes in mobility patterns also reveal a shift from production-led peasant worker migration, which has dominated the international academic literature.

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Effect of food experience on tourist satisfaction: the case of Indonesia

Article [Full-text available](#)

August 2016

International Journal of Culture Tourism and Hospitality Research

 Roozbeh Babolian Hendijani

Purpose The paper aims to investigate food-related experiences among international tourists visiting Indonesia and the effect of food on their overall satisfaction. **Design/methodology/approach** Data were collected through self-administrated questionnaires that were distributed randomly to more than 100 tourists at Jakarta International Airport and some tourist areas around Jakarta. **Findings** The results show that food experience has a significant positive effect on tourist satisfaction.

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The four stages of on-site behavior for a long-stay relaxation holiday

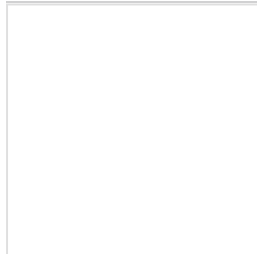
Article [Private full-text](#)

May 2016

Journal of Vacation Marketing

 Chidchanok Anantamongkolkul ·  Ken Butcher ·  Ying Wang

Previous studies largely treat the on-site travel experience as a single stage of homogenous tourist behavior, despite widespread recognition that tourist behavior is complex and consists of temporal decision processes. In particular, little attention has been given to what changes during the on-site holiday. The purpose of this exploratory study is to understand changes in



The Servicescape in the Fitness Center: Measuring Fitness Center's Services

Article [Full-text available](#)

March 2016

International Journal of Sport Management Recreation & Tourism

 Kyoung Tae Kim ·  John Bae ·  Jong-Chae Kim ·  Soonhwan Lee

Since fitness centers rely heavily on the physical environment of their service, an understanding of the impact of the physical environment on the participants is vitally important. Despite the importance of the servicescape within the fitness center, no conceptual or empirical research has been attempted that might conceptualize and measure the servicescape in a fitness center. The purpose of this study is to develop a conceptual model of the servicescape in a fitness center and to test the model.

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The Behavioral Consequences of Tourist Experience

Article

Chien-Hsin Lin · Beryl Kuo

[Request full-text](#)[Recommend](#) [Follow](#) [Share](#)**The power of expert identity: How website-recognized expert reviews influence travelers' online rating behavior**

Article

March 2016

Tourism Management

Ziqiong Zhang · Zili Zhang · Yang Yang

The objective of this paper is to study the effects of online user-generated "expert reviews" on travelers' behavior. After controlling for a large set of independent variables, the results show that as the number of expert reviews for a hotel increases, future traveler ratings for the hotel increase. However, the marginal effect of a greater number of expert reviews decreases further as the number of reviews increases.

[Request full-text](#)[Recommend](#) [Follow](#) [Share](#)**Automatic Labeling of Topic Models Using Text Summaries**

Conference Paper

January 2016 · Proceedings of the 54th Annual Meeting of the Association for Computational Ling...

Xiaojun Wan · Tianming Wang

[Request full-text](#)[Recommend](#) [Follow](#) [Share](#)**Gathering user reviews for an opinion dictionary**

Conference Paper

January 2016 · 2016 18th International Conference on Advanced Communication Technology (ICA...

Jun Kikuchi · Vitaly Klyuev

[Request full-text](#)[Recommend](#) [Follow](#) [Share](#)**Tourism in Switzerland: How perceptions of place attributes for short and long holiday can influence destination choice**

Article

November 2015

Journal of Hospitality and Tourism Management

Gretel Qumsieh-Mussalam · Kayhan Tajeddini

The motivational characteristics and variables associated with travel destination choice are important to our understanding of destination marketing. For this study, a comparative analysis of short and long holiday attributes for visitors to Switzerland was undertaken to determine Read more characteristics are valued to meet personal requirements and how these characteristics influence destination choice.

[Request full-text](#)[Recommend](#) [Follow](#) [Share](#)**Understanding Satisfied and Dissatisfied Hotel Customers: Text Mining of Online Hotel Reviews**

Article

February 2015

Journal of Hospitality Marketing & Management

Katerina Berezina · Anil Bilgihan · Cihan Cobanoglu · Fevzi Okumus

This paper aims to examine the underpinnings of satisfied and unsatisfied hotel customers. A text mining approach was followed and online reviews by satisfied and dissatisfied customers were

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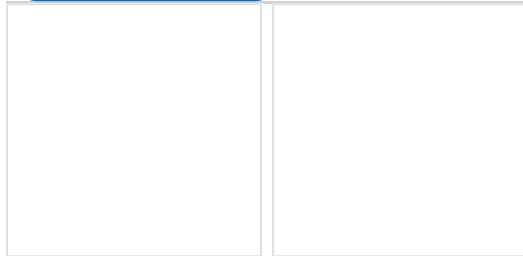
Exploring the Space of Topic Coherence Measures

Article

February 2015

 Michael Röder ·  Andreas Both ·  Alexander Hinneburg

Quantifying the coherence of a set of statements is a long standing problem with many potential applications that has attracted researchers from different sciences. The special case of measuring coherence of topics has been recently studied to remedy the problem that topic models do not provide a guaranty on the interpretability of their output. Several benchmark datasets have been produced to

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Determinant factors of senior tourists' length of stay

Article

[Full-text available](#)

November 2014

Annals of Tourism Research

 Elisa Alén ·  Juan Luis Nicolau ·  Nieves Losada ·  Trinidad Domínguez Vila

The current tendency to undertake more trips, but of shorter duration, throughout the year, has meant that the tourist industry has started to show greater interest in attracting those market segments that opt for more prolonged stays, as they are especially profitable. One of the segments is that of seniors. Given the aging demographic of the population worldwide, which is pe

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A Dirichlet multinomial mixture model-based approach for short text clustering

Article

August 2014

 Jianhua Yin ·  Jianyong Wang

Short text clustering has become an increasingly important task with the popularity of social media like Twitter, Google+, and Facebook. It is a challenging problem due to its sparse, high-dimensional, and large-volume characteristics. In this paper, we proposed a collapsed Gibbs Sampling algorithm for the Dirichlet Multinomial Mixture model for short text clustering (and to GSDMM). We found

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Social interactions and intentions to revisit for agritourism service encounters

Article

February 2014

Tourism Management

 Hyungsuk Choo ·  James Petrick

This study addresses how agritourists' social interactions affect their satisfaction and, in turn, revisit intentions. Adopting social exchange theory and resource theory, the study proposes that social interactions with service providers, local residents, companion tourists, and other

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Sentiment classification of online reviews: Using sentence-based language model

Article

January 2014

Journal of Experimental & Theoretical Artificial Intelligence

 Hongwei Wang ·  Pei Yin ·  Lijuan Zheng ·  James N. K. Liu

With the development of social media, the increasing online reviews of products are greatly influencing the electronic market, making sentiment classification the topic of interest for both industry and academia. This paper develops a sentence-based language model to perform sentiment classification at a fine-grained sentence level. The proposed approach applies a machine learning method.

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Understanding the relationships between perceived travel experiences, overall satisfaction, and destination loyalty

Article

[Full-text available](#)

November 2012

Anatolia

 Aise KYOUNGJIN Kim ·  Graham Brown

Despite an extensive amount of research on visitor satisfaction, there has been little investigation on how different types of visitors evaluate their travel experiences associated with a particular destination and the effects of these attributes on post-consumption behaviour, especially in nature-based settings. The study seeks to examine the impacts of perceived travel experiences on

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Determinants of Customer Satisfaction in the Hotel Industry: An Application of Online Review Analysis

Article

January 2012

 Taylor & Francis Group [an informa business](#) [Asia Pacific Journal of Tourism Research](#) 

 Huiying Li ·  Qiang Ye ·  Rob Law

This study illustrates that determinants of customer satisfaction in hospitality venues can be identified through an analysis of online reviews. Using text mining and content analysis of 42,668 online traveler reviews covering 774 star-rated hotels, the study found that transportation, convenience, food, and beverage management, convenience to tourists, and value for money are

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August 2011

Journal of Service Management

 Mark Scott Rosenbaum ·  Carolyn Massiah

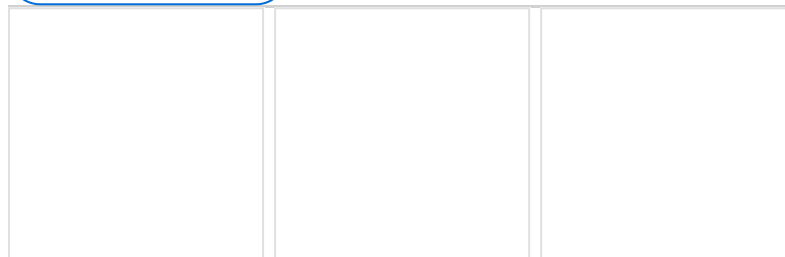
Purpose – The purpose of this paper is to put forth an expanded servicescape framework that shows that a perceived servicescape comprises physical, social, socially symbolic, and natural environmental dimensions. Design/methodology/approach – This conceptual paper offers a [Read more](#) depth literature review on servicescape topics from a variety of disciplines, both inside and outside [Download](#) mark

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The length of stay in tourism

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July 2010

Annals of Tourism Research

 Luis Pinto Machado

Economic theory generally treats the duration of a vacation as a constraint on demand imposed by available time. In contrast, in this paper, it is shown that the length of stay is a determinant of destination demand rather than a demand characteristic. The length of stay is largely explained by the socio-demographic profile of the tourist, and moderated by the perceived characteristics [Read more](#) [Download](#) [Recommend](#) [Follow](#) [Share](#)

Destination Segmentation: A Recommended Two-Step Approach

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May 2010

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 Aaron Tkaczynski ·  Sharyn Rundle-Thiele ·  Narelle Beaumont

Tourism segmentation studies have traditionally developed segmentation variables from secondary data or a review of the literature. Based on stakeholder theory, this study recommends a two-step approach to destination segmentation, incorporating the views of multiple stakeholders.. [Read more](#) [Download](#) [Recommend](#) [Follow](#) [Share](#)

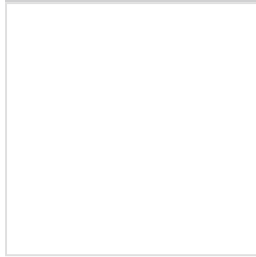
Understanding and meeting the challenge of consumer/tourist experience research

Article

March 2009

International Journal of Tourism Research

This paper seeks to provide a framework that will help us identify and better understand the major challenges we face in consumer/tourist experience research. These challenges have both theoretical and managerial dimensions. Based on an extensive and comprehensive review of the current literature in the field, we have categorised extant knowledge into six main streams of Share

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Servicescape and loyalty intentions: An empirical investigation

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April 2008

European Journal of Marketing

Lloyd C. Harris · Chris Ezeh

Purpose This paper seeks better to conceptualise, operationalise and subsequently to test a multi-dimensional and more social view of servicescape and the direct and moderated linkages with loyalty intentions. **Design/methodology/approach** A survey research method was used to [Read more](#) servicescapes in the context of UK restaurants. **Findings** In furtherance of conceptualisation efforts, a m [Download](#) [Recommend](#) [Follow](#) [Share](#)

From servicescape to consumptionscape: A photo-elicitation study of Starbucks in the New China

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January 2008

Journal of International Business Studies

Meera Venkatraman · Teresa Nelson

A servicescape can be viewed as the frozen potential of a consumptionscape, which is unleashed when consumers “twist” the resources of its built environment for their own purposes. In this paper we explore how young, urban Chinese consumers transform the iconic global brand Starbucks into a consumptionscape through their enactment of personally meaningful experiences. [Read more](#) [Download](#) [Recommend](#) [Follow](#) [Share](#)

Long-Stay Tourism and International Retirement Migration: Japanese Retirees in Malaysia

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The Incidence of Study-Related Stress in International Students in the Initial Stage of the International Sojourn

Article

September 2007

Journal of Studies in International Education

Lorraine Brown

ethnographic study of the adaptation of international postgraduate students to life in the United Kingdom, involving individual interviews with 13 students during the academic year 2003-2004

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A Marketing Approach to the Tourist Experience

Article

May 2007

Scandinavian Journal of Hospitality and Tourism

 Lenai Mossberg

The aim of this paper is to present and discuss two frameworks about tourist experiences from a marketing point of view. The first one illustrates the co-production of tourism products across the tourism and the creative industries. The second indicates some important factors influencing tourists' experiences. No matter what kind of tourism product we have in mind, e.g. a festival, festival, [Read more](#)

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Tourism and seasonal retirement migration

Article

October 2002

Annals of Tourism Research

 Per Gustafson

This paper suggests that the investigation of tourism-induced seasonal retirement migration can shed new light on issues of anti-tourism, social distinction, and authenticity. Interviews conducted with Swedish retirees, spending their summers in Sweden and their winters in Spain, show anti-tourism may involve distinctions from devalued forms of tourism, [Read more](#)

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The nature of satisfaction: An updated examination and analysis

Article

February 1998

Journal of Business Research

 Barry J. Babin ·  Mitch Griffin

The preponderance of recent satisfaction research focuses on things that cause satisfaction. Measurement articles addressing the precise conceptualization of consumer satisfaction are more than a decade old. In that time, many advances in analytical approaches used to delineate and operationalize latent constructs have been made. The research presented here uses advances in [Read more](#)

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Satisfaction: A Behavioral Perspective on the Consumer

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 Richard L. Oliver

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The effect of servicescapes on customers' behavioral intentions in leisure service settings

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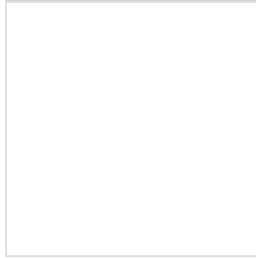
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December 1996

Journal of Services Marketing

 Kirk L. Wakefield ·  Jeffrey Blodgett

employing the SERVQUAL instrument. Analyzes its psychometric properties to gain some basic insights into the overall utility of this measure, and offers directions for its use in future research. Di

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The Restorative Benefits of Nature: Toward an Integrative Framework

Article

September 1995

Journal of Environmental Psychology

Stephen Kaplan

Directed attention plays an important role in human information processing; its fatigue, in turn, has far-reaching consequences. Attention Restoration Theory provides an analysis of the kinds of experiences that lead to recovery from such fatigue. Natural environments turn out to be particularly rich in the characteristics necessary for restorative experience and integrative fra

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Article

February 1984

Journal of Econometrics

Takeshi Amemiya

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A framework of tourism

Article

October 1979

Annals of Tourism Research

Nell Leiper

Leiper, Neil, "The Framework of Tourism: Towards a Definition of Tourism, Tourist, and the Tourist Industry," Annals of Tourism Research, 1979, VI(4):390-407. A framework for the general study of tourism is discussed. Three approaches to the topic: economic, technical, and holistic are identified and analysed; it is argued that its multi facets require a holistic definition. A systems method is

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Identification of revisit intention for long-stay tourism in Thailand: An Instagram survey on resort towns in Thailand during COVID-19 pandemic crisis

Determinants of tourists' length of stay in cultural destination: one-night vs longer stays

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Journal metrics



Usage



Citation metrics



Speed/acceptance

- **8.0 (2022)** Impact Factor

- **883k** annual downloads/views
- **Q1** Impact Factor Best Quartile
- **7.6 (2022)** 5 year IF
- **13.7 (2022)** CiteScore (Scopus)
- **Q1** CiteScore Best Quartile
- **2.547 (2022)** SNIP
- **2.062 (2022)** SJR
- **4** days avg. from submission to first decision
- **44** days avg. from submission to first post-review decision
- **15** days avg. from acceptance to online publication
- **16%** acceptance rate

Understanding and using journal metrics

Journal metrics can be a useful tool for readers, as well as for authors who are deciding where to submit their next manuscript for publication. However, any one metric only tells a part of the story of a journal's quality and impact. Each metric has its limitations which means that it should never be considered in isolation, and metrics should be used to support and not replace qualitative review.

We strongly recommend that you always use a number of metrics, alongside other qualitative factors such as a journal's aims & scope, its readership, and a review of past content published in the journal. In addition, a single article should always be assessed on its own merits and never based on the metrics of the journal it was published in.

For more details, please read the Author Services [guide to understanding journal metrics](#).

Journal metrics in brief

Usage and acceptance rate data above are for the last full calendar year and are updated annually in February. Speed data is updated every six months, based on the prior six months. Citation metrics are updated annually mid-year. Please note that some journals do not display all of the following metrics ([find out why](#)).

- **Usage:** the total number of times articles in the journal were viewed by users of Taylor & Francis Online in the previous calendar year, rounded to the nearest thousand.

Citation Metrics

- **Impact Factor***: the average number of citations received by articles published in the journal within a two-year window. Only journals in the Clarivate Science Citation Index Expanded (SCIE), Social Sciences Citation Index (SSCI), Arts and Humanities Citation Index (AHCI) and the Emerging Sources Citation Index (ESCI) have an Impact Factor.

- **Impact Factor Best Quartile***: the journal's highest subject category ranking in the Journal Citation Reports. Q1 = 25% of journals with the highest Impact Factors.
- **5 Year Impact Factor***: the average number of citations received by articles in the journal within a five-year window.
- **CiteScore (Scopus)†**: the average number of citations received by articles in the journal over a four-year period.
- **CiteScore Best Quartile†**: the journal's highest CiteScore ranking in a Scopus subject category. Q1 = 25% of journals with the highest CiteScores.
- **SNIP (Source Normalized Impact per Paper)**: the number of citations per paper in the journal, divided by citation potential in the field.
- **SJR (Scimago Journal Rank)**: Average number of (weighted) citations in one year, divided by the number of articles published in the journal in the previous three years.

Speed/acceptance

- **From submission to first decision**: the average (median) number of days for a manuscript submitted to the journal to receive a first decision. Based on manuscripts receiving a first decision in the last six months.
- **From submission to first post-review decision**: the average (median) number of days for a manuscript submitted to the journal to receive a first decision if it is sent out for peer review. Based on manuscripts receiving a post-review first decision in the last six months.
- **From acceptance to online publication**: the average (median) number of days from acceptance of a manuscript to online publication of the Version of Record. Based on articles published in the last six months.
- **Acceptance rate**: articles accepted for publication by the journal in the previous calendar year as percentage of all papers receiving a final decision.

For more details on the data above, please read the Author Services [guide to understanding journal metrics](#).

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