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Antecedents and outcomes of consumers' confusion in the online tourism domain [Recurso electrónico] / Allan Cheng Chieh Lu, Dogan Gursoy, Carol Yi Rong Lu

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 91-93

Abstract: From information recipient's perspective, this paper proposes a research model examining the antecedents and outcomes of online tourism information confusion faced by consumers. Three individual characteristics that are likely to influence information receivers processing capabilities are included as antecedents of information confusion, while five confusion reduction strategies derived from consumer confusion literature are regarded as the outcomes of information confusion. Data for this study were collected from 427 tourism website users and proposed hypotheses were tested utilizing structural equation modeling and regression analysis. Findings of this study provide important managerial implications for online tourism marketers.

Annals of tourism research. – 2016, v. 57, march, p. 76-93

1. Online information confusion 2. Information processing 3. Learning orientation 4. Price consciousness 5. Need for cognition

2

Chasing sleuths and unravelling the metropolis [Recurso electrónico] : analyzing the tourist experience of Sherlock Holmes' London, Philip Marlowe's Los Angeles and Lisbeth Salander's Stockholm / Nicky van Es, Stijn Reijnders

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 124-125

Abstract: Visiting places associated with popular literature is increasingly prominent as a tourist practice; however little is known on how to explain the growing popularity of this phenomenon in large cities over the world. How do tourists experience contemporary cities through their participation in crime-detective fiction tours, and what meaning(s) do they attribute to their experiences? Towards this end, an ethnographic approach has been adopted which encompassed participation in three literary crime-detective fiction tours as well as in-depth interviews with twenty participants. The results of this study show that popular crime-detective fiction tourism is best understood as a quest to find the presumed true nature of the city. Participants experience a gradual descent into the city's underbelly, discovering multiple intertwined place-narratives and ultimately might acquire a sense of belonging, illustrating that this manifestation of literary tourism can be understood as a form of cultural criticism against a supposed "urban placelessness".

Annals of tourism research. – 2016, v. 57, march, p. 113-125

1. Crime-detective fiction 2. Literary tourism 3. Place experience 4. Urban spaces

3**The dynamics of tourism discourses and policy in Brazil [Recurso electrónico] / Mozart Fazito, Mark Scott, Paula Russell**

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 15-17

Abstract: This article employs a Foucauldian inspired discourse analysis in order to unveil hidden aspects of the tourism development policy-making process in the UNESCO Espinhaço Range Biosphere Reserve, Brazil. It identifies the emergence of different representations of tourism development and demonstrates the process of social construction of sustainable tourism as an overarching discourse, which incorporates different—sometimes opposing—representations of tourism development to gather the support of people with different backgrounds and interests. However, this research demonstrates that this flexibility caused the sustainable tourism narrative to become a vague and imprecise discourse in the context of the case study, which has been used by the regional elites to conserve the status quo, but disguised as a critical alternative perspective.

Annals of tourism research. – 2016, v. 57, march, p. 1-17

1. Development studies 2. Policy making 3. Foucauldian discourse analysis 4. Espinhaço Range Biosphere Reserve

4**The effect of co-creation experience on outcome variable [Recurso electrónico] / Elaine F. Mathis ... [et al.]**

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 74-75

Abstract: This study examines the underlying dimensions of co-creation of an experience in the context of tourism and its effects on behavioral consequences such as tourists' satisfaction with the co-creation of an experience, subjective well-being, and loyalty to the service provider. The purpose of the study is achieved by showing that that tourists' co-creation of an experience positively affects the vacation experience and loyalty to the service provider. In turn, satisfaction with the vacation experience influences overall life satisfaction. The results of this study should help service providers change strategies and implement a platform for creating unique co-creation of experiences, allowing tourists to become more physically and emotionally engaged in the planning of their vacations.

Annals of tourism research. – 2016, v. 57, march, p. 62-75

1. Co-creation of an experience 2. Satisfaction with vacation experience 3. Overall life satisfaction 4. Loyalty 5. Involvement

5

Empathy and tourism [Recurso electrónico] : limits and possibilities / Hazel Tucker

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 41-43

Abstract: Promoted as an emotional pre-requisite for cross-cultural understanding, the notion of empathy connects with tourism in a variety of ways. This article explores this connection by considering the current and potential role of empathy in tourism encounters and tourism studies. The discussion develops a critical understanding of the positioning of empathy in tourism, highlighting the importance of examining empathy's limitations and risks. It is argued that important differences lay between an unquestioned or non-reflective empathy and a more 'unsettled' empathy, which is reflective and renders possible a productive sense of shame. The article concludes by considering the possibilities of and for empathy within tourism and tourism studies, and by suggesting questions to take the links between tourism and empathy forward.

Annals of tourism research. – 2016, v. 57, march, p. 31-43

1. Empathy 2. Tourism encounters 3. Tourism studies 4. Risk 5. Shame

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Extreme mobilities [Recurso electrónico] : challenging the concept of 'travel' / Päivi Kannisto

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 231-233

Abstract: This article explores extreme mobilities by analysing how 'global nomads' create their lifestyles. The focus is on power negotiations regarding freedom of movement and the limits of modern-day mobilities. The study is based on in-depth interviews, instant ethnography and virtual ethnography analysed with Foucauldian discourse analysis. Two discourses are examined—the discourse of home and hearth and the discourse of homelessness—that reveal contradictions in society and in global nomads' lifestyles. While societies tend to be suspicious about sustained mobilities, mostly promoting homebound travel, global nomads are not able to detach themselves from home either. They are opportunists taking advantage of societies' dominant discourses and practices.

Annals of tourism research. – 2016, v. 57, march, p. 220-233

1. Extreme mobilities 2. Location-independence 3. Foucault 4. Discourse analysis 5. Power

7

Low-cost travel and tourism expenditures [Recurso electrónico]/ Juan L. Eugenio-Martin, Federico Inchausti-Sintes

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 158-159

Abstract: Tourists' perception of saving money with the cheaper air fares offered by low-cost carriers may encourage them to spend more money at their destinations. This paper aims to test the following hypothesis: "Low-cost travel savings from tourists' place of origin are transferred, at least partially, to higher tourism expenditures at the destination". A system of simultaneous equations is estimated using the 3SLS method, distinguishing between tourism expenditure at the origin and at the destination. The methodology may be applied to any destination and for different policy assessments. The results for the case of Canary Islands show that the hypothesis holds for most tourist profiles, with savings-transfer ratios that range between 10.3% and 46.1%.

Annals of tourism research. – 2016, v. 57, march, p. 140-159

1. Expenditure 2. Low cost 3. Simultaneous equations 4. Savings

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Pain, politics and volunteering in tourism studies [Recurso electrónico] / Ryan Frazer, Gordon Waitt

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 187-189

Abstract: This paper is an ethnography of how six Australian volunteers experience a house-build project in the Philippines. Contingencies of empathic pain arising from the living conditions of those they aimed to help were felt through their bodies. Drawing on Sara Ahmed's ideas on pain enabled us to explore the politics of volunteer tourism. We suggest the intensification of volunteers' empathic pain constitute ambivalent spaces. In some volunteering contingencies, pain led to a blurring of conventional boundaries of 'them' and 'us', giving priority to difference over dominance. In others, volunteers reproduced dominant understandings of volunteering that mobilised neoliberal and colonial discourses. We conclude by encouraging other tourism scholars to think politically about pain.

Annals of tourism research. – 2016, v. 57, march, p. 176-189

1. Affects 2. Emotions 3. Sensations 4. Qualitative 5. Volunteer tourism 6. Philippines

9

Performing the “post-secular” in Santiago de Compostela [Recurso electrónico] / Mats Nilsson, Mekonnen Tesfahuney

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 29-30

Abstract: Current debates on and theorizations of (post)secularism lack sustained discussions of the role of pilgrimage tourism, spiritual journeys and sacred places. This article is a theoretically informed and empirically based study that explores contemporary pilgrimage tourism as an arena where ‘post-secular’ praxis and discourse fuse. It identifies the multiple ways in which the ‘post-secular’ is performed through pilgrimage tourism, viz. construction of identities, journeys of becoming and performativity as instances of mobile place making. Contemporary pilgrimage tourism to Santiago de Compostela is polyvalent. Pilgrimages cannot be read off as unambiguously religious, secular or post-secular. Pilgrimage tourism spaces are open-ended such that place identity and meaning are being continuously reworked.

Annals of tourism research. – 2016, v. 57, march, p. 18-30

1. Post-secular 2. Place 3. Performativity 4. Santiago de Compostela 5. Pilgrimage 6. Polyvalent mobilities

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The reflexive tourist [Recurso electrónico] / Muchazondida Mkono

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 218-219

Abstract: This paper examines the role of social media as a conduit for tourist reflexivity. The rationale arises from the realisation that existing research has so far failed to recognise fully, in a sociocultural sense, the tourist as a reflexive agent. Taking a novel ‘humanist’ netnographic orientation, layered with a semi-autonetnographic voice, the paper mobilises the example of slum tourism, to examine tourist reflexivity as it is evident in social media space. The reflexive (slum) tourist emerges as exhibiting three capabilities: interrogating personal misconceptions and allowing self-transformation; embracing ambivalence, complexity and uncertainty; and, critiquing own and others’ tourism behaviours. Interestingly, in this sense, tourists opt to self-review in product review sites.

Annals of tourism research. – 2016, v. 57, march, p. 206-219

1. Reflexivity 2. Self-reflexivity 3. Humanist netnography 4. Autonetnography 5. Social media 6. Slumming

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Selfie-taking as touristic looking [Recurso electrónico] / Anja Dinhopl, Ulrike Gretzel

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 137-139

Abstract: This paper reconceptualises the tourist gaze as facilitated by smart phones and social media, with a focus on selfies. It presents selfie-taking as a new way of touristic looking in which tourists become the objects of the self-directed tourist gaze. The paper suggests that the practice of selfie-taking in tourism is constituted by othering, stylized performing and producing/consuming visual culture of the self. Through these processes, tourists are able to ascribe the characteristics they otherwise associate with tourist sights onto themselves. Rather than fetishizing the extraordinary at the tourist destination, tourists seek to capture the extraordinary within themselves. Traditional tourist sights and attractions take on different relative importance.

Annals of tourism research. – 2016, v. 57, march, p. 126-139

1. Tourist gaze 2. Selfie 3. Tourist photography 4. Visual culture 5. Self-directed tourist gaze

12

Spatial-temporal distances in travel intention-behavior [Recurso electrónico] / Junghye A. Kah, Choong-Ki Lee, Seong-Hoon Lee

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 173-175

Abstract: This study investigates non-travelers' behavior, focusing on the influence of spatial and temporal distances on decisions not to travel and their effects on the gap between travel intention and actual behavior. The results show that intention formed at a greater temporal distance from an event reflects a stronger actualization but that spatial distance acts as impedance to traveling to distant destinations. The longer the time interval between intention formation and the action is, and the greater the spatial distance to a destination is, the higher the probability to change behaviors. The results indicate that in addition to understanding factors that facilitate travelers without an original travel intention, marketing efforts should target non-travelers to induce the intended travel.

Annals of tourism research. – 2016, v. 57, march, p. 160-175

1. Travel intention 2. Travel behavior 3. Non-traveler 4. Spatial distance 5. Temporal distance

13**The tourism knowledge system [Recurso electrónico] / John Tribe, Janne J. Liburd**

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 60-61

Abstract: This conceptual study addresses the significant need for every mature field of knowledge to understand itself. It builds upon previous studies of the epistemology and ontology of tourism by critiquing, synthesising, discarding, re-ordering and adding material. Its contribution is an original reconceptualisation of the structure, systems, processes and outcomes that define the field of tourism. These are explained by the creation of a model and detailed analysis that examines knowledge space, the knowledge force-field, knowledge networks, four key domains in knowledge creation and their interrelationships. Finally the model is used to examine some of the key challenges and consequences that the knowledge system reveals for tourism and its research.

Annals of tourism research. – 2016, v. 57, march, p. 44-61

1. Epistemology 2. Knowledge system 3. Reconceptualisation 4. Selectivity

14**Tourists' responses to humour [Recurso electrónico] / Anja Pabel, Philip L. Pearce**

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 204-205

Abstract: Building on the existing tourism–humour literature, the study investigated tourists' views of the categories of humour used by Australian tour guides. The researchers also evaluated tourists' responses to the experimental manipulation of humour levels. The tourists' commentary on the settings revealed that guides in one business emphasised predominantly funny stories and self-deprecatory humour, while in the second context the visitor experience was facilitated relatively more often through amusing exaggerations. In a quasi-experiment implemented within existing tourism businesses, the guides were encouraged to add more humour to their presentations. The manipulation did not enhance perceived levels of amusement but the prevailing levels of humour contributed significantly to the tourists' comfort, concentration and connection levels.

Annals of tourism research. – 2016, v. 57, march, p. 190-205

1. Humour 2. Tour guides 3. Satisfaction 4. Quasi-experiment 5. Emotions

15**Travel websites [Recurso electrónico] : changing visits, evaluations and posts / Fred Bronner, Robert de Hoog**

Este artículo se encuentra disponible en su edición electrónica. Su acceso electrónico es a través del enlace de 'Acceso al documento'.

References: p. 111-112

Abstract: Many studies concerning the role of web-based information in tourism measure one-time interactions. This paper presents results of a longitudinal study. Data collected in 2014 about website visits, evaluations and posts, are compared with data from 2007. The main finding is the advance of sites having a commercial interest in the information provided and the stagnation of consumer review sites without such an interest, the latter losing ground in visits and perceived reliability. The perceived quality of the information improved significantly in terms of extensiveness, novelty and usefulness for both site types. Posting behavior is rare and still limited to a small segment. Implications are outlined related to different forms of perceived credibility. Ways to attract more posters are sketched.

Annals of tourism research. – 2016, v. 57, march, p. 94-112

1. On-line consumer reviews 2. Source credibility 3. Longitudinal replication study 4. Frequency of visiting and posting 5. Evaluation of sites 6. Commercial sites vs. non-commercial sites