

How are digital technologies shaping the tourism sector?

Organised by

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SCOPE

In the last 20 years, technological evolution is advancing exponentially, and the tourism system is being tremendously affected by this new reality. Today, in an even more volatile and uncertain world, it becomes increasingly important to reflect on (i) how tourism stakeholders can use information and communication technologies (ICT) and big data to manage and support tourism decision making in a more sustainable and competitive way, (ii) the challenges in tourism education and human resources skills, and (iii) the advances, challenges and technological developments that will mostly influence the sector in the future. This special session aims to explore these topics, but not limited to them, aiming to build ground for a fruitful debate and knowledge sharing. Submissions may include theoretical contributions, empirical studies, frameworks and case studies from demand, business and governance perspectives.

TOPICS OF INTEREST

The thematic session seeks submissions that attempt to address the following key issues, including (but not limited to) the following topics:

- Augmented and virtual reality in tourism
- Big data, artificial intelligence and robotics in tourism
- Business analytics in tourism and data-driven decision-making
- Communication and digital marketing in tourism
- Cybersecurity in tourism
- Digital future of tourism
- Digital influencers and tourism
- E-commerce and m-commerce in tourism
- Entrepreneurship and technological innovation in tourism
- Ethics and governance of tourism 4.0
- ICT and sustainable tourism development
- ICT and tourism research and education
- ICT and tourism safety, risk, crisis and recovery management
- ICT applied to cultural and natural resources management
- Mobile technologies applied to tourism
- Online consumer behavior in tourism
- Smart tourism destinations and management of visitor flows
- Social media and online reputation in tourism
- The Internet of Things (IoT) in tourism
- Work and employment in the digital age in tourism

SUBMISSION OF PAPERS

Abstracts of no more than 350 words should be submitted electronically by April 30th, 2019 to Gorete Dinis at: gdinis@ipportalegre.pt. For further enquiries regarding conference fees and program, recommended accommodation and registration form, please visit the following website: <https://iatour.org/icot2019/>