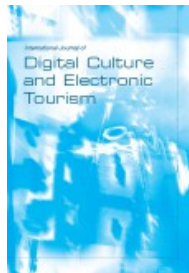


## Call for Papers



### *International Journal of Digital Culture and Electronic Tourism*

## **Special Issue on: "Smart Destinations and Digital Tourism in the Age of Sustainability: the Quest for New Roots"**

### *Guest Editors:*

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The large diffusion of digital technologies has caused radical innovation in tourism and replaced the competition at the level of companies and destinations on the usage of information and knowledge assets as the basis for the smart configuration of tourism (Ardito, et al., 2019; Alcántara-Pilar et al., 2017; Koo, et al., 2015; Thrassou, et al., 2014).

As a result of the interconnection of tourism destinations with multiple communities of stakeholders through dynamic platforms, knowledge-intensive communication flows and enhanced decision support systems, smart tourism focuses on the creation of a tourism experience, that leverages digital technologies to achieve personalisation, context awareness and real-time monitoring (Del Vecchio et al., 2018a; Buhalis & Amaranggana, 2015; Trequattrini et al., 2016).

Smart tourism relies on the extensive adoption of emerging technologies, such as social media, mobile technologies, smart devices and sensors, to collect and exploit the huge amount of data for creating new value propositions (Joshi, 2018; Neirotti et al., 2016; Gretzel, et al., 2015). And this has relevant implications for the ways in which tourism destinations compete.

If the final objective of a smart tourism destination is to enhance tourism experiences maximizing both destination competitiveness and consumers' satisfaction, this cannot be achieved without the guarantee of parameters of sustainability at social, economic and environmental levels that have to be preserved also for residents and local stakeholders (Serravalle et al., 2019; Presenza et al., 2014). Indeed, the competitiveness of tourism destinations is based on the destination's capacity to continuously attract tourists by offering high-quality and unique experiences, ensuring benefits for stakeholders, local community and the territory and in doing so enabling sustainable development (Shams & Lombardi, 2016; Law et al. 2014).

As a driver to improve business performances and new sources of competitive advantage (Hall and Wagner, 2012), sustainability is fundamental in tourism management and is an enabler of the smart configuration of a destination (Del Vecchio, et al., 2018). According to the UNWTO (2015), sustainability refers to "the environmental, economic, and socio-cultural aspects of tourism development and a suitable balance must be established between these three dimensions to guarantee its long-term sustainability" (UNWTO, 2005, pp. 11,12). The importance of sustainability in tourism was also recently underlined by the World Economic Forum (2015) in its report regarding the performance of world tourism destinations, where sustainability is identified as the only way that a destination can consider for its development and competitiveness (Iunius et al., 2015).

The final objectives of a smart tourism destination are represented by efficiency, sustainability and experiential enrichment. This is made possible by embracing advanced tools to collect, aggregate and analyse data generated by physical infrastructures and social connections into on-site experiences (Ndou et al., 2016; Del Vecchio et al., 2018b; Chung et al., 2017).

This could satisfy the increasing demand of tourists in an all-inclusive local experience including a set of different goods and services (Law et al., 2014). It is in this venue that the definition offered by Neuhofer et al. (2012) on “technology enhanced tourism experiences” shows its relevance, and it can be assumed as the synthesis of smart destination and digital tourism in coherence with the sustainability principles.

Despite sustainability representing a fundamental perspective in the context of smart tourism, its meaning and implications in the debate on smart destinations and digital tourism remain under-researched, and this is the main motivation at the basis of this special issue. This suggests the need for new analytical and conceptual frameworks grounded in cross-disciplinary theoretical perspectives and resulting from the integration of consolidated and emerging theories and approaches in the fields of business management, IT management, tourism management, sustainable regional development.

Thus, we encourage papers that examine novel phenomena, employ original methodologies, and offer interesting theoretical and empirical contributions to this research. The special issue aims to attract submissions from scholars in the fields of business management, tourism management and information systems.

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## Subject Coverage

Suitable topics include, but are not limited, to the following:

- Challenges and opportunities of sustainability in smart destinations
- Data-driven decision making for sustainability in tourism management
- Digital technologies and sustainable tourism
- Smart technologies for cultural heritage
- Circular economy and smart tourism destinations
- Digital local experiences in sustainable destinations
- Knowledge management for sustainable tourism management
- Sustainable business model innovation for tourism
- Sustainable technology-driven entrepreneurship in tourism
- Big data for improving the quality and sustainability of tourism services
- Stakeholders theory and knowledge-based development in tourism
- Human capital development for sustainable smart tourism

## Notes for Prospective Authors

Submitted papers should not have been previously published nor be currently under consideration for publication elsewhere. (N.B. Conference papers may only be submitted if the paper has been completely re-written and if appropriate written permissions have been obtained from any copyright holders of the original paper).

All papers are refereed through a peer review process.

**All papers *must* be submitted online.** To submit a paper, please read our [Submitting articles](#) page.

## Important Dates

*Manuscripts due by: July 31, 2020*

*Notification to authors: September 30, 2020*

*Final versions due by: November 30, 2020*