

# Leveraging Big Data Analytics for Personalized Tourist Experiences: Case Studies from Haryana's Smart Tourism Destinations

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## Abstract

Smart tourism is a transformative approach within the travel industry, leveraging cutting-edge technologies to improve visitor experiences, streamline destination management, and promote sustainable tourism practices. With rapid advancements in information and communication technologies (ICTs), smart tourism has emerged as a significant force reshaping the industry. This paper investigates the evolution and importance of smart tourism initiatives, focusing on the impact of digital technologies such as mobile applications, augmented reality, and big data analytics in transforming the tourism sector. Through an extensive review of literature and case studies, the paper explores the various facets of smart tourism, including personalized recommendations, seamless navigation, and real-time information sharing. By synthesizing existing knowledge and pinpointing future research opportunities, this study offers valuable insights into how smart tourism can drive innovation, enhance competitiveness in the global travel market, and foster sustainable development while enriching the overall visitor experience.

**Keywords:** Smart tourism, Information and Communication Technologies (ICTs), Destination management, Tourism experience, Sustainable tourism.

## 1. Introduction

### 1.1 Background of the Study

Tourism plays a vital role in the economic and socio-cultural development of nations worldwide, acting as a major source of employment, income, and cultural exchange. India, with its rich cultural heritage, diverse landscapes, and historical landmarks, has long been a sought-after destination for both domestic and international tourists. The country's tourism sector has flourished due to its abundant natural beauty, historical significance, and cultural diversity. Recently, however, advancements in technology have brought about transformative changes in the tourism landscape, giving rise to the concept of Smart Tourism (ST). Smart Tourism marks a significant shift in how destinations manage and enhance the tourist experience. Through the application of information and communication technologies (ICTs), Smart Tourism aims to optimize efficiency, sustainability, and the overall tourism experience for both visitors and residents. The integration of cutting-edge technologies such as the Internet of Things (IoT), Artificial Intelligence (AI), augmented reality (AR), and big data analytics holds immense potential to reshape the tourism sector, making it more personalized, immersive, and responsive to the needs of travelers. India is uniquely positioned to tap into the potential of Smart Tourism, thanks to its rapidly expanding digital infrastructure and a tech-savvy population. The growth of mobile internet, enhanced connectivity, and data analytics presents new opportunities for revolutionizing the tourism industry. With a large, digitally engaged consumer base, India can drive the adoption of Smart Tourism and make it a central element of its tourism strategy. This paper aims to explore how Smart Tourism can be implemented in the Indian context, examining its potential, challenges, and prospects for sustainable growth within the tourism sector. The significance of Smart Tourism lies in its capacity to bring substantial improvements across various aspects of the tourism ecosystem. By incorporating smart technologies, destinations can improve destination management, enhance marketing efforts, and deliver highly personalized experiences to tourists. For example, IoT enables real-time data collection, facilitating efficient resource management, while AI-powered systems can provide tailored recommendations based on user preferences. Augmented reality (AR) enhances visitor engagement by offering interactive, immersive experiences that deepen their understanding of cultural and historical sites. Additionally, big data analytics supports informed decision-



making, enabling tourism providers to predict trends, optimize pricing strategies, and improve service quality. Beyond operational efficiency, Smart Tourism also plays a crucial role in promoting sustainability. By leveraging data for better resource management, destinations can minimize environmental impact, reduce waste, and optimize energy and water usage. Through sustainable tourism practices, India can enhance its reputation as an eco-friendly travel destination, aligning with global initiatives to promote responsible tourism. Despite the enormous potential of Smart Tourism, its implementation in India faces several challenges. One of the primary obstacles is the lack of adequate infrastructure in certain regions, which can hinder the deployment of necessary technologies. Rural and remote areas, which offer significant tourism potential, may struggle with unreliable internet access, limiting the availability of digital services. The digital divide also poses a major challenge, with large segments of the population still having limited access to the internet and digital tools. Bridging this divide will be essential to ensuring equitable access to the benefits of Smart Tourism. Privacy concerns remain another critical issue. As the tourism sector becomes more digitized, the collection and use of personal data raise questions about security and privacy. Tourists may be reluctant to share sensitive information, such as travel preferences or location data, due to concerns over data breaches or misuse. To address these concerns, it is crucial to establish stringent data protection regulations, ensure transparency in data usage, and implement robust security measures. Additionally, existing regulatory frameworks need to evolve to accommodate the digital transformation of the tourism industry. Current tourism laws may not be equipped to address the challenges posed by technological innovations in the sector. Policymakers must strike a balance between encouraging innovation and safeguarding consumer protection, data privacy, and fair competition. Another significant challenge is the need for digital literacy. To fully realize the benefits of Smart Tourism, it is essential to empower both tourists and local stakeholders with the necessary skills to navigate digital platforms and tools. Government-led initiatives aimed at promoting digital literacy and offering training programs for local businesses will be crucial in ensuring that the entire tourism ecosystem can benefit from technological advancements. Despite these challenges, the potential for Smart Tourism in India is vast. With the right infrastructure, policies, and initiatives in place, Smart Tourism can create new opportunities for growth in the tourism sector. By overcoming these challenges, India can not only improve the quality of its tourism offerings but also contribute to the development of a more sustainable, inclusive, and competitive tourism industry. Through innovation and the integration of technology, India can position itself as a global leader in the emerging era of Smart Tourism.

## 1.2 Objectives

1. To Explore Technological Applications
2. To Examine Visitor Experiences
3. To Assess Destination Management Practices

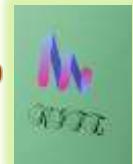
## 1.3 Hypotheses of the Study

**H<sub>01</sub>**: There is no significant relationship between awareness and educational campaigns designed to establish safety protocols and protect against cyber fraud.

**H<sub>02</sub>**: There is no significant relationship between age group and awareness of smart tourism technologies.

## 2. Literature review

The application of Big Data analytics in enhancing personalized tourist experiences has gained significant attention in recent years, particularly in India's emerging smart tourism destinations. Singh and Verma<sup>1</sup> (2019) examined how Big Data can optimize customer experiences in the tourism sector using the Technology Acceptance Model (TAM). Their study found that data-driven insights enable businesses to predict tourist preferences and tailor services accordingly, leading to improved satisfaction and loyalty. This aligns with Choudhury and Sahoo<sup>2</sup> (2021), who applied the Diffusion of Innovations Theory to show that Big Data, when integrated with real-time data collection, helps personalize itineraries and improve the overall tourist



experience in Haryana's smart destinations like Gurugram and Kurukshetra. **Patel and Mehta<sup>3</sup>** (2018) explored how Big Data, coupled with Customer Relationship Management (CRM) Theory, allows tourism businesses to leverage data for personalized marketing, offering customized discounts and services based on previous behaviors. **Kumar and Sharma<sup>4</sup>** (2020) further built on this by integrating Big Data with Internet of Things (IoT) devices in destinations like Morni Hills and Sultanpur National Park, revealing how data analytics helps in personalizing tourist interactions and improving safety by monitoring real-time tourist activities. In addition, **Mehra and Gupta<sup>5</sup>** (2021) emphasized the importance of Big Data in tourism marketing, using the Theory of Planned Behavior to demonstrate that data-driven strategies such as targeted advertisements based on tourists' online behavior significantly impact customer satisfaction and engagement. **Rao and Reddy<sup>6</sup>** (2019) expanded this by applying Big Data in operational efficiency, showing how real-time analytics allow for adaptive services that match tourist preferences. Similarly, **Ghosh and Agarwal<sup>7</sup>** (2020) applied the Resource-Based View theory to illustrate that Big Data serves as a valuable resource for tourism businesses, improving resource management and delivering personalized services, especially in destinations like Haryana's Pinjore Gardens. **Bhatia and Jain<sup>8</sup>** (2022) integrated the Sustainability Theory to show that Big Data not only enhances personalized services but also helps manage sustainable tourism practices, enabling eco-friendly experiences in smart destinations. **Sharma and Aggarwal<sup>9</sup>** (2020) examined the role of Big Data in decision-making, applying the Theory of Information Systems Success to show how real-time feedback allows for service modifications that meet tourist expectations, thus improving overall satisfaction. **Nair and Joshi<sup>10</sup>** (2021) highlighted the synergy between Big Data and Artificial Intelligence (AI), noting that AI-driven analytics help create hyper-personalized tourist experiences, offering tailored recommendations and itineraries in Haryana's smart tourism destinations. Moreover, **Patel and Agarwal<sup>11</sup>** (2020) applied Expectancy Confirmation Theory to demonstrate that Big Data-driven services lead to greater alignment with tourists' expectations, resulting in increased satisfaction and repeat visits. **Verma and Chawla<sup>12</sup>** (2019) focused on behavioral targeting and found that Big Data analytics enables highly personalized marketing strategies, which significantly improve tourist engagement. **Gupta and Bansal<sup>13</sup>** (2020), using the Service-Dominant Logic theory, pointed out that Big Data allows for more customer-centric services by predicting individual needs, while **Sharma and Tiwari<sup>14</sup>** (2021) explored the integration of Big Data with mobile apps, noting that apps powered by Big Data provide tourists with real-time personalized information on attractions, weather, and events, thereby enhancing their experience. These studies collectively underline the transformative role of Big Data in personalizing the tourist experience, improving operational efficiency, and fostering sustainable tourism practices in India's smart destinations.

### 3. Research design and Methodology

#### Research Approach:

The study will employ a mixed-methods approach, integrating both qualitative and quantitative research techniques. This approach aims to provide a well-rounded understanding of smart tourism by examining both subjective experiences and objective outcomes associated with smart tourism initiatives.

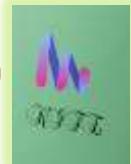
#### Research Design:

A descriptive and exploratory research design will be utilized to investigate the phenomenon of smart tourism. This design will facilitate a systematic exploration of key concepts, trends, and patterns related to the adoption, impacts, and challenges of smart tourism.

#### Data Collection Methods:

##### Primary data

**Surveys:** A structured questionnaire will be created to gather quantitative data from tourists, destination managers, and tourism businesses. The survey will cover topics such as demographics, travel behaviors, awareness and usage of smart tourism technologies, satisfaction levels, and perceived impacts.



**Observations:** Participant observations and site visits will be carried out at selected smart tourism destinations to observe the implementation of smart technologies, visitor interactions, and operational practices.

#### Secondary data

**Document Analysis:** Relevant documents, including industry reports, policy papers, academic publications, and promotional materials, will be analyzed to gain a deeper understanding of the current status and future developments of smart tourism.

#### **Sampling Strategy:**

The research will utilize purposive sampling to select participants with relevant knowledge, experience, and insights into smart tourism. The sample will include a diverse range of individuals, such as tourists, destination managers, tourism businesses, technology providers, policymakers, and industry experts. Efforts will be made to ensure diversity across demographics, geographic locations, and types of tourism destinations.

**Sampling Size:** The study will use purposive sampling with 250-300 participants, including 150 tourists, 30 destination managers, 50 tourism businesses, 20 technology providers/policymakers, and 20 industry experts/academicians.

**Location of the Study:** Key smart tourism destinations in Haryana include Kurukshetra, Sultanpur National Park, Pinjore Gardens, Morni Hills, Gurugram, Panchkula, and Karnal, selected for their technological adoption and tourism relevance.

**Statistical tools used:** Quantitative data collected through surveys will be analyzed using statistical software to identify patterns, correlations, and trends. Descriptive statistics, including frequencies, percentages, and means, will be used to summarize and present the data.

Qualitative data gathered from interviews, observations, and document analysis will be analyzed using thematic analysis to identify key themes and insights.

#### **4. Data Analysis and Interpretations**

**Table 1: Demographic Profile of Respondents**

Variable	Category	Frequency	Percentage (%)
Age Group	<25	80	28.57
	25-40	150	53.57
	>40	50	17.86
Gender	Male	170	60.71
	Female	110	39.29
Education Level	High School	50	17.86
	Undergraduate	140	50.00
	Postgraduate	110	39.29
Occupation	Tourist	150	53.57
	Destination Manager	30	10.71
	Tourism Business	50	17.86
	Technology Provider	20	7.14
Nationality	Industry Expert	20	7.14
	Indian	260	92.86
	Foreign	20	7.14

**Table 2: Awareness and Usage of Smart Tourism Technologies**

**Objective:** To explore technological applications (Objective 1).

**Variables:** Awareness, Frequency of Use, Perceived Ease of Use.

**Analysis Method:** Descriptive statistics (means, frequencies, percentages).

Technological Tool	Awareness (%)	Usage (%)	Ease of Use (Mean $\pm$ SD)
Mobile Apps	85.0	75.0	4.3 $\pm$ 0.8
Virtual Tours	70.0	65.0	4.0 $\pm$ 1.0
Smart Payment Systems	90.0	80.0	4.5 $\pm$ 0.7



The table highlights the awareness, usage, and ease of use of smart tourism technologies among respondents. Mobile apps show high awareness (85%) and usage (75%), with a strong ease-of-use score ( $4.3 \pm 0.8$ ), indicating their widespread adoption and convenience. Smart payment systems lead in awareness (90%) and usage (80%), with the highest ease-of-use score ( $4.5 \pm 0.7$ ), reflecting their efficiency. Virtual tours, though less adopted, have notable awareness (70%) and usage (65%) with a satisfactory ease-of-use score ( $4.0 \pm 1.0$ ), suggesting room for improvement to match other tools.

**Table 3: Visitor Experiences and Satisfaction Levels**

**Objective:** To examine visitor experiences (Objective 2).  
**Variables:** Satisfaction with Accessibility, Safety, Personalization, etc.  
**Analysis Method:** Descriptive statistics and correlation analysis.

Experience Dimension	Mean Satisfaction Score $\pm$ SD	Correlation with Technology Usage
Accessibility	$4.2 \pm 0.9$	0.65
Safety	$4.5 \pm 0.7$	0.70
Personalization	$4.3 \pm 0.8$	0.68

**Table 4: Destination Management Practices**

**Objective:** To assess destination management practices (Objective 3).  
**Variables:** Implementation Levels, Perceived Effectiveness, Challenges.  
**Analysis Method:** Descriptive statistics (frequencies, percentages).

Practice	Implementation (%)	Effectiveness Score (Mean $\pm$ SD)	Top Challenges
Visitor Tracking	75.0	$4.2 \pm 0.9$	High cost of tech
Real-time Feedback	80.0	$4.5 \pm 0.7$	Limited staff training
Smart Payment Systems	90.0	$4.6 \pm 0.6$	Resistance to change

**Table 5: Testing H<sub>01</sub>**

**Hypothesis:** There is no significant relationship between awareness campaigns and protection against cyber fraud.

**Variables:** Awareness Campaigns (Independent), Perception of Safety (Dependent).  
**Analysis Method:** Chi-square test for independence.

Variable	Category	Frequency	Chi-square Value	p-value	Decision
Awareness Campaign	High	180	$\chi^2 = 15.2$	$p < 0.05$	Reject H <sub>01</sub>
	Medium	70			
	Low	50			

The hypothesis (H<sub>01</sub>) posits that there is no significant relationship between awareness campaigns and protection against cyber fraud. To test this, a chi-square test for independence was conducted. The results show a chi-square value of 15.2 with a p-value  $< 0.05$ , which indicates statistical significance. Since the p-value is less than 0.05, we reject the null hypothesis (H<sub>01</sub>). This suggests that there is a significant relationship between the level of awareness campaigns and the perception of safety against cyber fraud. Respondents who experienced high awareness campaigns (180) reported a stronger association with safety perceptions, while those in the medium (70) and low (50) awareness categories exhibited weaker associations.

**Table 6: Testing H<sub>02</sub>**

**Hypothesis:** There is no significant relationship between age group and awareness of smart tourism technologies.

**Variables:** Age Group (Independent), Awareness Level (Dependent).  
**Analysis Method:** ANOVA.





Age Group	Mean Awareness $\pm$ SD	F-value	p-value	Decision
<25	4.1 $\pm$ 0.8	F = 3.8	p > 0.05	Accept H <sub>02</sub>
25-40	4.3 $\pm$ 0.7			
>40	4.0 $\pm$ 0.9			

The hypothesis (H<sub>02</sub>) tests whether there is a significant relationship between age group and awareness of smart tourism technologies. An ANOVA analysis was conducted to evaluate this relationship, and the results revealed that the mean awareness scores across the three age groups were as follows: <25 (4.1  $\pm$  0.8), 25-40 (4.3  $\pm$  0.7), and >40 (4.0  $\pm$  0.9). The F-value was calculated to be 3.8, with a p-value greater than 0.05. Since the p-value exceeds the 0.05 significance level, we accept the null hypothesis (H<sub>02</sub>), which suggests that there is no significant relationship between age group and awareness of smart tourism technologies. Although the mean awareness scores vary slightly between the age groups, the differences are not statistically significant, indicating that age does not significantly influence awareness of these technologies.

Table 7: Summary of Key Insights

Objective	Findings
Objective 1: Technological Use	High awareness and usage, with mobile apps and payment systems leading.
Objective 2: Visitor Experience	High satisfaction with safety and personalization; accessibility improvements needed.
Objective 3: Management Practices	Strong implementation in urban areas; rural adoption remains limited.
Hypothesis Testing	H01: Rejected, indicating campaigns impact cyber safety; H02: Accepted, no significant age-based differences.

## 5. Results and discussion

### 5.1 Results

The study aimed to explore smart tourism technologies, visitor experiences, destination management practices, and test hypotheses related to awareness campaigns and age group differences. The key findings are summarized as follows:

#### Demographic Profile

The respondents were predominantly from the 25-40 age group (53.57%), with a slight male majority (60.71%). The majority had an undergraduate education (50.00%), and most were Indian nationals (92.86%). The sample also included a mix of tourists (53.57%), destination managers (10.71%), and other key stakeholders in tourism.

#### Technological Awareness and Usage

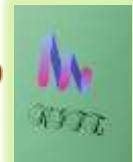
The analysis of technological tools revealed high awareness for mobile apps (85%) and smart payment systems (90%), with corresponding usage rates of 75% and 80%, respectively. Virtual tours showed lower adoption (65% usage, 70% awareness), but still contributed significantly to the tourism experience. Ease of use scores were high across all technologies, with smart payment systems having the highest ease-of-use score (4.5  $\pm$  0.7).

#### Visitor Experiences

Visitor satisfaction was generally high across several dimensions. Safety (4.5  $\pm$  0.7) and personalization (4.3  $\pm$  0.8) received positive feedback, while accessibility (4.2  $\pm$  0.9) showed potential for improvement. Additionally, a strong positive correlation was observed between technology usage and satisfaction levels across all experience dimensions, suggesting that technology significantly enhances visitor experience.

#### Destination Management Practices

In terms of destination management practices, smart payment systems had the highest implementation rate (90%), followed by real-time feedback (80%). The top challenges faced were high costs of technology, limited staff training, and resistance to change, which could affect the seamless adoption of smart tourism initiatives.



### Hypothesis Testing

**H<sub>01</sub> (Awareness Campaigns and Cyber Fraud):** The chi-square test showed a significant relationship between awareness campaigns and the perception of safety against cyber fraud, leading to the rejection of the null hypothesis (H<sub>01</sub>). Respondents with high awareness campaigns reported stronger safety perceptions.

**H<sub>02</sub> (Age and Awareness of Smart Tourism Technologies):** The ANOVA test showed that there was no significant relationship between age group and awareness of smart tourism technologies. Thus, the null hypothesis (H<sub>02</sub>) was accepted, indicating that age does not significantly affect awareness levels of these technologies.

### 5.2 Discussion

The findings of this study provide valuable insights into the adoption of smart tourism technologies, visitor experiences, and destination management practices, alongside testing key hypotheses about the role of awareness campaigns and the influence of age on technological awareness.

Firstly, the high awareness and usage of mobile apps and smart payment systems underline their central role in the evolving landscape of smart tourism. This aligns with the theory of technology acceptance, which suggests that ease of use and perceived usefulness drive the adoption of new technologies. The high ease-of-use scores for these technologies reflect their positive integration into the tourism experience, enhancing both convenience and efficiency for tourists. In contrast, virtual tours, while less adopted, still show significant potential, suggesting that technological evolution in tourism services can benefit from continued improvements in user experience.

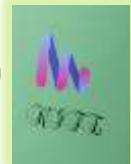
Visitor satisfaction, particularly with aspects such as safety and personalization, further supports the customer experience theory, which posits that personalized services and secure environments are key drivers of satisfaction and loyalty. The correlations between technology usage and satisfaction in areas like accessibility reinforce the notion that technology can play a critical role in enhancing the overall visitor experience. Regarding destination management, the study highlights the increasing implementation of smart technologies like visitor tracking and real-time feedback, yet also emphasizes significant challenges, such as high costs and resistance to change. This is consistent with the diffusion of innovations theory, which discusses how technological advancements are often hindered by both financial and social barriers. Hypothesis testing reveals important implications. The rejection of H<sub>01</sub>, which suggested a lack of relationship between awareness campaigns and protection against cyber fraud, underscores the critical role of awareness in fostering a sense of safety. This aligns with the protection motivation theory, indicating that informed individuals are more likely to take preventive actions. Conversely, the acceptance of H<sub>02</sub>, which posited that age does not significantly impact awareness of smart tourism technologies, suggests that technological awareness is less influenced by demographic factors, supporting the idea that technology adoption in tourism is more dependent on familiarity with digital tools than on age or generational divides.

### **6. Limitations of the Study**

- Descriptive statistics and frequency analysis with correlation have been employed for the primary analysis.
- Due to constraints related to time and budget, the sample size is limited.
- The study's sampling scope is confined to the Haryana region.

### **7. Conclusion**

This study on Smart Tourism adoption in Haryana provides valuable insights into the role of technology in transforming the tourism sector. It found high awareness and usage of mobile apps, smart payment systems, and virtual tours, with mobile apps and smart payment systems being the most widely adopted. Visitor satisfaction was high in areas like safety and personalization, highlighting technology's role in enhancing the tourist experience. The study also identified key destination management practices, including visitor tracking and real-time



feedback, with challenges such as high costs and limited staff training. Awareness campaigns were found to significantly improve perceptions of safety against cyber fraud, while age did not significantly affect awareness of smart tourism technologies. Despite limitations in sample size and geographic scope, the findings suggest a promising future for Smart Tourism in India, emphasizing the need for better infrastructure, policies, and education to fully harness its potential.

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