

Index

- Accommodation sector, 50–51, 308–309
 - literature review, 51–52
 - methodology, 52–54
 - qualitative findings, 58–61
 - quantitative findings, 54–58
- Adaptive capacity, 115–116
- airBaltic, 19
- Airline sector, 309–310
- Airspaces, 71
- Andalucia tourism, 148
- Archaeological sites, 38
- Argentina, tourism industry in, 76–80
- Artificial intelligence (AI), 204
- Association of Uganda Tour Operators (AUTO), 102, 107
- Attractions, 310–311
- Avian Influenza, 26

- Bali Statistic Agency (BSA), 28
- Bali tourism, 26–28
- Baltic Bubble, 14–15
- Baltic states, 12–13, 15
- Bangladesh, 114
 - tourism resilience framework for, 120–121
- Behavioral intentions (BIs), 275
- Big data, 93
- Biosecurity threats, 50
- Bird flu, 71–72
- Border reopening (BR), 130–131
- Border reopening: polarised opinions, 135–139

- Camel Derby, 262–263
- Case study method, 1–3

- Central bank rate (CDR), 106
- Certification measures, 94
- Change management approach to navigate through COVID-19, 318–319
- Civil society organizations, 161–162
 - community-based tourism, 162–163
 - literature review, 163–165
 - methodology, 165
 - study findings, 165–169
- Classic of hospitality, 74–75
- Cleanness, hygiene and sanitation (CHS), 33
- Coding method, 16
- Cold water' islands, 51–52
- Combined reliability (CR), 194–195
- Communal Areas Program for the Indigenous Resources (CAMPFIRE), 163
- Communication strategy, 325
- Community of practice, 326
- Community-ased management (CBM), 162–163
- Community-based organizations (CBOs), 161–162
- Community-based tourism (CBT), 162–165
- Compound annual growth rate (CAGR), 225
- Compressed natural gas (CNG), 284
- Confirmatory factor analysis, 193
- Content analysis, 295
- Coping strategies, 62
- Coronavirus, 38, 150, 235
 - pandemic, 246–247
- Cost risk (COS risk), 189–190

- COVID-19, 26–27, 29–30, 38–40, 50, 70–71, 86, 161–162, 174, 187–188, 246–247, 304–305, 330
- cases in Baltic states, 16
 - change management approach to navigate through, 318–319
 - crisis, 13, 188–189
 - education sector and, 316
 - educational policies and rules in COVID-19 educational crisis, 319
 - epidemic, 274
 - and golf, 227
 - and implications on tourism education, 294–295
 - key players in travel and tourism education in, 319–320
 - learning in times of, 321
 - negative effects, 72–73
 - observed impact of COVID-19 pandemic, 236–241
 - outbreak, 1, 3, 51
 - pandemic, 12–13, 100, 102, 114, 130, 203, 291–292
 - pandemic on social sustainability, 249–250
 - perceived risk of travelling and travel evasion due to, 305–306
 - physical from digital spaces in, 320
 - sustainability, 275–276
 - and tourism finances, 91–94
 - and tourism industry in Argentina, 76–80
 - in tourism supply chain, 86–87
 - and tourist experience, 88–89
- Creative industries, 223
- Crisis, 50, 276
- destination management, 26–27
 - management, 13
- Cultural heritage, 38, 202
- findings, 262–265
 - interpretation of cultural heritage attractions, 42
 - literature review, 203–205
 - literature review, 259–261
 - methodology, 205–207
 - research methodology, 261
 - results, 207–216
 - sites in Egypt, 39
 - tourism, 38
- Cultural heritage tourism product (CHTP), 258–260
- benefits, 260
- Cultural products, 261
- Cultural sites' carrying capacity, 41–42
- Cultural tourism, 26–27, 260
- Cultural tourists, 260
- Culturally attracted tourists, 260
- Culturally inspired cultural tourists, 260
- Culturally motivated tourists, 260
- Culture, 260
- Cyprus, 93
- Decision-making, 149
- Degrowth tourism, 72–73
- Destination management, 114
- finding, 28–33
 - health protocol assessment and practice, 33
 - research method, 28
 - theoretical background, 26–27
- Destination management organisations (DMOs), 92, 197
- Destination marketing organizations (DMOs), 306
- Destinations, 1
- management approaches, 1–3
- Digital technologies, 78, 202
- enhancing cultural heritage through, 203–205

- Disasters, 50
 management, 293
- Domestic tourism, 44
- Dwarapala*, 31
- ‘Eat Out to Help Out’ discount scheme, 93
- Ebola virus, 89
 tourism industry’s response and recovery from, 104
- Ecological justice, 73–74
- Ecological resilience, 118
- Economic fears, 138, 143
- Economic losses, 189
- Economic recession, 50
- Economic resilience, 118
- Education sector and COVID-19, 316
- Educational content, 326
- Educational crisis, 319
- Egypt, cultural heritage sites in, 39
- Egyptian e-marketplace, 44
- Egyptian tourism industry, 39
- Electronic word of mouth (e-WoM), 149
- Emotional distress, 137–138, 143
- Emotional solidarity for tourism, 132
- Emotional solidarity theory (EST), 130
- Employment in tourism, 174–175
- Engineering resilience, 116
- Enhancement of cultural heritage, 215
- Environment Protection and Pollution Control Board (EPPCB), 241
- Environmental resilience, 118
- Equipment risk (EQU risk), 189–190
- Estonia, 13–14, 20
- Eurocentric approach, 27
- Exhibited destinations, 43
- Exploratory factor analysis (EFA), 191
- Fears, 137–139
- Federazione Italiana Golf study (FIG study), 225
- Feminist gender approach, 176–177
- Feudalization of world, 80
- Financial risk, 189–190
- Food Safety and Standards Authority of India (FSSAI), 305
- Foreign tourist arrival (FTA), 237
- Gender disparities, 174
 literature review, 174–176
 research method, 177
 results, 177–181
 theoretical framework, 176–177
- Gender gap in tourism, 175–176
- General management (GM), 174
- Global Golf Tourism Market, 225–226
- Global Sustainable Tourism Criteria for Destinations (GSTC-D), 276
- Global tourism, 100, 233–234
 industry, 329–330
- Goa Lawah temple, 26, 28, 30
 visitor management system, 31–33
- Golf tourism, 224–225
 COVID and, 227
 magic moment of Golf tourism in Italy, 226
- Good to Go’ initiative, 93
- Governance, 118
- Gross domestic product (GDP), 174
- Guidelines, 307–309
- H5N1, 71–72
- Hand-held devices, 204
- Heads of departments (HODs), 317
- Health, 89
 crisis, 129–130, 133
 impacts, 130–131
 protocol assessment and practice, 33
 safety, 27
- Health and safety certification, 93
- Health sector professionals (HSPs), 135
- Health-related fears, 143
- Heritage tourism, 38–39
 findings, 41
 literature review, 38–40

- management-related challenges, 41–43
- marketing-related challenges, 43–44
- methodology, 40–41
- promoting, 44
- Higher tourism education in India, 295
- HIV/AIDS, 71–72
- Hospitality, 50, 74–75
- Hotel sector, 236–237
- Hygiene, 43
- Idumi*, 264
- Immersive reality headsets, 204
- Impacts, 239
 - of COVID-19, 50–52
- India, 246–247, 274–275
 - higher tourism education in, 295
- Indian transport system, 237
- Individual resilience, 118
- Industry survival, 135–137
- Influencer, 150
- Information communication technologies (ICTs), 202
- Information technology (IT), 149, 202
- Innovative multidimensional enhancement models, 204–205
- Insecurities, 89–91
- Institutional resilience, 118
- Intangible heritage, 38–39
- Inter-disciplinary approach, 1–3
- International Air Transport Association (IATA), 51–52, 274
- International health procedures, 33–34
- International Labour Organization (ILO), 175
- International sport system, 222
- Interpretation of cultural heritage attractions, 42
- Invisible enemy, 142–143
- Island tourism. *See also* Heritage tourism, 62–63
- Islands, 51–52
- Italy, 50
 - magic moment of Golf tourism in, 226
- Kaiser–Meyer–Olkin measure (KMO measure), 278–280
- Kedarnath disaster, 248
- Kenya, 162, 261
- Kenya Tourism Board (KTB), 258, 262
- Kenya Wildlife Service (KWS), 167–168
- Kruskal–Wallis H test, 177
- Kubler-Ross change 5-stage curve, 318–319
- Lamu festivals, 263–264
- Latvia, 13–14
- Learning environment, 321
 - process, 325
 - in times of COVID-19, 321
- Liquid modernity, 70–71
- Lithuania, 13–14, 19–20
- Local community, 4, 239–240
- Local inhabitants (LIs), 135
- Local organizations, 163
- Luhya initiation ceremonies, 264–265
- Macrointerventions, 60
- Management Standard of Bali Cultural Tourism, 28
- Mann–Whitney U test, 177
- Marburg virus in Uganda, tourism industry's response and recovery from, 104
- Marketing, 43
- Mass tourism, 86
- Maulidi festivals, 263–264

- Mauritius, 130–131
 case study and methodology, 133
 findings, 134–142
 literature review, 131–132
- Mauritius Examination Syndicate (MES), 317
- Meetings, incentives, conferencing and exhibitions (MICE), 51
- Meta-analysis study, 130
- MIBACT website news page, 205
- Micro, Small and Medium Enterprises (MSME), 239
- Middle East Respiratory Syndrome (MERS), 71–72, 89, 100
- Middle East respiratory syndrome-related coronavirus (MERS-CoV), 304
- Minister of Finance, Planning and Economic Development (MFPED), 104
- Ministry of Education (MoE), 317
- Ministry of Tourism, 38
- Ministry of Tourism, Wildlife and Antiquities (MTWA), 102, 106
- Mount Agung eruptions, 26
- “Mukhyamantri Swarojgar Yojana” scheme, 250–251
- Multiple cases study approach, 206
- Museo Archeologico Nazionale di Napoli (MANN), 214
- Museums, 203, 205
- National Development Plan (NDP), 174
- National Museums and Heritage Act, 259
- National Museums of Kenya (NMK), 262
- Natural disasters, 50
- Natural environment, 38
- Natural heritage, 38
- Nature and environment, 240–241
- Nongovernmental organizations (NGOs), 161–162
- Nonpharmaceutical interventions (NPIs), 233–234
- Novel coronavirus, 304
- Online travel agents (OTAs), 87
- Pandemic(s), 38–39, 50, 86, 114–115, 246–247, 274, 330
- Perceived risk, 189
 literature review, 189–190
 reliability and validity of scales, 191–195
 research methodology, 190–195
 results, 195–197
 of traveling, 190
 of travelling and travel evasion due to COVID-19, 305–306
- Perceived tourism impacts, 139–142
- Perceptions of employability, 177
- Performance risk (PER risk), 189–190
- Personal protective equipment (PPE), 137
- Physical distancing, 51
- Physical risk (PHY risk), 189–190
- Policies, 181, 307, 309
- Political instability, 50
- Post-COVID-19. *See also* COVID-19
 development, 261
 sport, 222–223
 studies, 101
 tourism recovery, 119–120
- Post-modern theory, 258
- Potential tourists, 274–275
- Private Secondary Education Authorities (PSEA), 317
- Product diversification, 258
- Professional Golfers’ Association (PGA), 226
- Psychological risk (PSY risk), 189–190
- Purposive sampling method, 133

- Qualitative methodology, 130–131
- Quantitative screening method, 190–191
- Rapid situation analysis (RSA), 102
- Recovery
 - Baltic states and present state of tourism, 13–15
 - golf tourism, 222–223
 - literature review, 13
 - methodology, 15–16
 - model for tourism industry, 103
 - results, 16–20
 - sport tourism, 222–223
 - strategies, 293–294
 - survey design and respondents, 16
 - tactics, 12
- Regional Agency for Employment, 52
- Residents, 147–148
 - data collection and analysis, 150–151
 - findings, 151–154
 - methodology, 150–151
 - in social networks, 152–154
 - study area, 150
 - support for tourism, 131
 - tourism and social networks, 149–150
- Resilience, 115–117, 292
 - COVID-19 and implications on tourism education, 294–295
 - findings, 296–298
 - higher tourism education in India, 295
 - literature review, 293
 - methodology, 295–296
 - strategies, 293–294
 - of tourism to disease outbreaks and pandemics, 103–107
- Revenue per available room (REVPAR), 51
- Revival measures, 307–309
- Risk dimensions, 190
- Risk perception, 189–190
- Robots, 93
- Ryder Cup, 224
- ‘Safe Travels’ protocols, 92
- Safety, 43, 91, 94, 323
 - concerns, 86–89
- Sanitary measures for border reopening, 134–135
- Search strategy, 16
- Security, 89, 91, 94, 323
 - concerns, 86–89
- Severe acute respiratory syndrome (SARS), 26–27, 50, 71–72, 87, 100, 304
- Site accessibility, 42–43
- Small and medium enterprises (SMEs), 107
- Social exchange theory (SET), 130–131
- Social fears, 138, 143
- Social media, 214
- Social network sites (SNSs), 204–205
- Social networks, 147–150
- Social resilience, 116
- Social risk (SOC risk), 189–190
- Social sustainability, 246–247
 - impact of COVID-19 pandemic on, 249–250
 - government initiatives, 250–251
 - learning from Uttarakhand experience, 251–252
 - literature review, 247–248
 - methodology, 248
 - study area, 248
- Solutions, 93
- Spatial fears, 143
- Sport events
 - COVID and Golf, 227
 - Global Golf Tourism Market, 225–226
 - Golf tourism, 224–225
 - magic moment of Golf tourism in Italy, 226
 - theoretical background, 219–220

- tourism and, 220–222
- tourism and post-COVID sport, 222–223
- Stakeholders, 86, 130
 - of tourism, 16
- Standard operating procedures (SOPs), 103–104, 305
- Support for tourism through emotional solidarity, 132
- Support system, 321
- Sustainability, 115, 234
 - COVID-19 crisis and, 275–276
 - of tourism to disease outbreaks and pandemics, 103–107
- Sustainable development, 235
 - future challenges, 241–243
 - methodology, 235
 - result, 236–243
- Sustainable tourism. *See also* Heritage tourism, 234, 275
 - COVID-19 crisis and sustainability, 275–276
 - literature review, 275–277
 - research methodology, 277
 - results, 278–283
 - tourists behavior
 - post-COVID-19, 277
- Swine flu, 26
- SWOT analysis, 265

- Tallinn, 15
- Tangible heritage, 38–39
- Teaching process, 325
- Technology, 44, 93
- Terroristic attacks, 50
- Thematic/conceptual approach, 122
- Time risk, 189–190
- Tirta Empul temple, 26, 28
 - visitor management system, 31–33
- Tirtha*, 31
- Tour operator, 238–239

- Tourism, 1, 12, 26, 29–30, 50, 86, 129–130, 148–150, 163, 187–188, 234, 274, 291–292
 - COVID-19 and implications on tourism education, 294–295
 - COVID-19 and tourism industry in Argentina, 76–80
 - COVID-19 in tourism supply chain, 86–87
 - curriculum, 295–296
 - disaster preparedness post-COVID-19 pandemic, 75–76
 - employment in, 174–175
 - finances, 91–94
 - hospitality, 74–75
 - perspective, 3–4
 - policy and planning frameworks to support post-COVID-19 pandemic recovery and resilience, 107–108
 - and post-COVID sport, 222–223
 - post-COVID-19 crisis, 176
 - present state, 13–15
 - response, recovery and sustainability strategies, 102
 - response and recovery from Marburg virus in Uganda, 104
 - sector, 161–162, 174
 - service providers, 12
 - and sport, 220–222
 - virus and tourism, 71–74
 - vulnerability, 129–130
- Tourism industry, 1, 3, 13, 114, 274–275
 - in Argentina, 76–80
 - and disease outbreaks in Uganda, 101
 - response and recovery from Ebola virus, 104
 - response to COVID-19 pandemic, 104–107
- Tourism professionals (TPs), 135

- Tourism resilience. *See also* Resilience, 114–116
 domains, 116–118
 findings, 119–121
 framework for Bangladesh, 120–121
 implications, 121–122
 literature review, 115–118
 methodology, 119
 problem statement, 115
- Tourist
 behavior, 187–188
 behavior post-COVID-19, 277
 destination region, 86–87
 experience, 88–89
- Tourist Destination Kenya (TDK), 258
- Training and education importance in post-COVID-19 times, 306–307
- Transformation, 13
- Transit zone, 86–87
- Transport industry, 237–238
- Travel, 12
 adapt, adopt or perish, 325
 agent, 238–239
 assumptions, 317
 change management approach to navigate through COVID-19, 318–319
 communication strategy, 325
 community of practice, 326
 distribution of computer hardware and online resources, 323
 educational content, 326
 educational policies and rules in COVID-19 educational crisis, 319
 findings and analysis, 322
 key players in travel and tourism education in COVID-19, 319–320
 learning in times of COVID-19, 321
 methodology, 321–322
 pedagogical problem, 316–317
 physical from digital spaces in COVID-19, 320
 plans, 275
 proposals to policymakers, 322–323
 proposals to schools administration, 323–325
 rationale, 317
 restrictions, 188–189
 safety and security, 323
 support system, 321
 teaching and learning process, 325
 and tourism education, 316
 and tourism educators, 322
- Traveller generating zone, 86–87
- Turkey, 188
- Uganda
 methods, 102
 response, resilience and sustainability of tourism to disease outbreaks and pandemics, 103–107
 socioeconomic impacts of diseases, 101
 tourism industry and disease outbreaks in, 101
 tourism response, recovery and sustainability strategies, 102
- Uganda Hotel Owners Association (UHOA), 102
- Uganda Tourism Association (UTA), 102
- Uganda Tourism Board (UTB), 102, 106
- Uganda Wildlife Authority (UWA), 102
- Uganda Wildlife Conservation and Education Centre (UWEC), 102
- UMEED network, 250–251
- United Nations (UN), 175
- United Nations Environment Program (UNEP), 275

- United Nations World Tourism Organization (UNWTO), 1, 51, 114, 219–220, 246–247, 274, 305
- Uttarakhand, 248–250
 - learning from Uttarakhand experience, 251–252
- Value added tax (VAT), 106
- Virtual reality, 204–205
- Visitor management system, 31–33
- Visual communication tools, 204
- Vulnerability, 115–116
- Word of mouth (WoM), 149
- World Health Organization (WHO), 6, 50, 88, 305
- World Travel and Tourism Council (WTTC), 51, 187–188, 236–237
- Xenos, 74–75