Index

Academia, 114–115
Adaptation, 235–237
Adaptive strategies to COVID-19 pandemic, 235, 237, 240–241
Adaptive theory, 259–260
All-Russian Public Opinion Research Centre (VTsIOM), 212
Alterity
  literature review, 9–13
  Other, 16–17
  Westworld, 13–16
Anti-COVID-19 practices, 95
Apologia, 44
Artificial intelligence (AI), 8–9, 136, 143, 154–155
Artisans, 123–124
Artists, 124–125
Association of Tour Operators of Russia (ATOR), 210–211
Average Variance Extracted criterion (AVE criterion), 101–103

Bahamas, 65–66
Big Data and Artificial Intelligence Systems (BDAI), 143
Brand SA, 51
Buenos Aires Argentina, 77–78
Businesses, 157

Camps, 192
Canary Islands, 98–99
Cape Town's tourism image destroyer, 46–47
Capitalism, 9–10
Caribbean tourism, 58–61
  positive and negative elements, 60
CARICOM, 67
Case study approach, 137
Centrality of tourism in success of wildlife conservancies, 185–186
Chaos theory, 259–260
Charcoal burning, 194
Co-location, 62–63
Coding process, 120
Cognate disciplines, 115–116
Communicative functions of language, 83–84
Community conservancy, 185
Competence development, 140–142
Composite reliability (CR), 101–102
Compositional function, 83–84
Confirmatory Factor Analysis (CFA), 100
  of COVID-19 practices, 101
  of experience during COVID-19, 102
  of intention to visit, 104
  of satisfaction, 103
Conservancies, 183–184
  COVID-19 impacts on conservation, 193–194
  COVID-19 impacts on livelihoods, 191–193
  and response to COVID-19 pandemic in, 189–194
Constructivist grounded methodological approaches, 26–27
Convergent validity, 101–102
Counter-monuments, 83–84
COVID-19, 8–9
  crisis, 1–2
  disease, 94
  outbreak, 114–115

pandemic, 1–3, 22–24, 27–28, 94–95, 115–116, 134, 137, 204, 232
practices, 100–101
Crime
reduction strategies, 47–48
on South Africa's tourism sector, 44–45
Crisis, 42–43, 138, 252–253
communication, 143
types, 253–254
Crisis management, 139–140, 252, 254–255, 257
frameworks, 256–257
Cromañón, 77–78, 85
Cuba, 66–67
Cultural perceptions of risk, 135–138

Dark tourism, 76–78, 80
branding darkness, 83–85
consumption, 77–78
Sacred-Profane, 85–87
Sacred-Sacred, 85–87
theory, 80–83
Dark tourists, 81–82
'Day Zero' Water Crisis, 46–47, 50–51
Death, 76–79, 82–83
Death-Seekers, 207
Destination
competitiveness and restoring confidence in travel business, 142
planners, 138
restoration, 140–142
Destination Management Organisations (DMOs), 138
Diaforisation, 9–10
Digital globalisation, 22–23
Digital innovation, 23–24
Digital skills, 2–3, 24–26
tourism/hospitality recovery and employee well-being post-pandemic, 32
tourism/hospitality recovery and well-being post-pandemic, 28, 31–33
Digital technology, 8–9, 23–24, 156
Digitalisation, 2–3, 153, 156
of hospitality and tourism sector during COVID-19 pandemic, 154–157
in hotel sector, 157–159
hotel sector to Latin America and Caribbean economy, 159–161
in Latin America and Caribbean hotel sector post COVID-19, 161–170
recommendations, 173–175
results, 170–173
review of literature, 153–154
Disaster management tourism framework
competence development and destination restoration, 140–142
cultural perceptions of risk, 135–138
destination competitiveness and restoring confidence in travel business, 142
disasters, trauma and tourism, 138–139
pandemic disaster management plan, 142–143
post-disaster recovery strategies in tourism and hospitality, 139–140
Disasters, 42–43
Discrimination, 48–50
Domestic tourism, 195–196, 209, 235, 237
Dominican Republic, 67

E-commerce transactions, 134–135
Ethics of hospitality, 10–11
Events, 187
Experience, 95
Exploratory Factor Analysis (EFA), 100

Fear, 9–11
Food Business Operators (FBOs), 27
Fortress conservation, 183–184

Global South, 41–42
Greater Caribbean Antilles, tourism in, 63
Gross domestic product (GDP), 40, 152–153, 161
Ground zero, 77–78
Group conservancies, 185
Group ranches, 185
Guests, 8–9

Haiti, 58, 61, 63, 66–67
Haitian tourism crisis, 61–62
  comparative method, 64–65
  potential opportunities for tourism in Haiti, 65–67
  tourism, co-location and networking, 62–63
  tourism development in Caribbean, 58–61
  tourism in Greater Caribbean Antilles, 63
HBO Saga *Westworld*, 13
Heritage studies, 82–83
Hospitality, 9, 11, 22–23
Hoteliers, 158, 241
Hotels sector, 97–98
  impact of COVID-19 pandemic, 239–240
  digitalisation in, 157–159
  to Latin America and Caribbean economy, 159–161
  literature review, 233–238
  methodology, 238–239
  results, 239–243
Human-caused disasters, 42

Image repair theory, 43–44
Impact of COVID-19 pandemic, 239–240
Information communication technologies (ICT), 3, 152
  transformation of contemporary tourism, 153–154
Information literacy, 30
Intention to travel, 98
Intention to visit, 95
Internet of things (IoT), 156

Kenya, 23–24, 182–183
Kenya Wildlife Conservancies Association (KWCA), 189, 194
Kenya Wildlife Service (KWS), 194

Latin America and the Caribbean (LAC), 3, 152, 156–157, 162
Livestock keeping, 195
Lodges, 192

Maasai Mara National Reserve, 183
Maasai Mara region, 189
Maasai Mara Wildlife Conservancies Association (MMWCA), 189, 194, 197–198
Machine Learning techniques, 143
Middle East Respiratory Syndrome (MERS), 96
Modal function, 83–84
Multi-destination tourism, 58

Natural disasters, 42
Near Field Communication (NFC), 155, 158–159
Network Readiness Index (NRI), 152, 163, 170
Networking, 62–63
Northern Rangeland Trust (NRT), 189, 197–198

Offline-to-online work environments (O2O work environments), 23–24
Online pedagogy in tourism and cognate disciplines, 115–116
Online purchases, 134–135

Online teaching, 114–115
  data analysis, 120
  data collection, 118–120
  findings, 120–125
  and learning, 115
  limitations, 126–127
  literature review, 115–118
  online pedagogy in tourism and cognate disciplines, 115–116
  policy recommendations, 125–126
  theoretical foundation and conceptual framework of study, 116–118
Other, 9–10, 12–13, 16–17
Other's death, 76–83
Otherness, 8–9

Painters, 120–123
Pakistan Tourism Development Corporation (PTDC), 143–144
Pandemic disaster management plan, 142–143
Pay as you earn (PAYE), 160–161
Pedagogy, 115–116
Personal protective equipment (PPEs), 194
Political instability, 61–62, 187
Political stability, 61–62
Political turmoil, 42
Political violence, 44–45
Post-COVID, 22–23
Post-COVID-19 strategies, 237–238, 242–243
Post-disaster recovery strategies in tourism and hospitality, 139–140
Post-pandemic tourism recovery, 24–25
Post-pandemic tourism well-being, 25–26
Private conservancies, 185
Pro-poor tourism, 59
Protected areas, 184
Public Health Emergency of International Significance (PHEIC), 232
Purposive sampling, 119–120

Questionnaire design, 99–100

Racism, 48–50
Radio Frequency Identification (RFID), 155
Reconstruction and Development Programme (RDP), 40
Recovery strategies, 137
Reduction, readiness, response and recovery (4Rs), 256, 260
Regional tension, 42
Regional wildlife conservancies associations, 189
Representational function, 83–84
Republica de Cromañón, 85
Research question (RQ), 114–115
Resilience, 252, 257, 260
  frameworks, 259–260
  of SMEs, 233–234
Risk
  communication, 136
  cultural perceptions of, 135–138
Robots, artificial intelligence and service automation (RAISA), 156
Robots, 8–9, 136, 154–155
  in tourism, 11–13
Rock Chabon, 86–87
Roll Back Xenophobia campaign (RBX campaign), 49
Root-mean-square error of approximation (RMSEA), 100
Russian tourists, 204
  literature review, 204–208
  methodology, 208–223
  results and findings, 223–225

Sacred-Profane, 85–87
Sacred-Sacred, 85–87

Safety-Seeking Travellers, 207
Sampling method, 99, 238–239
Satisfaction, 95, 97, 99–100
Self-check-in kiosks and automated services, 136
Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), 94
Siem Reap province, 239–240
Small and medium-sized enterprises (SMEs), 2–3, 233–234, 260–261
Small tourism businesses, 252, 260–261
  crisis management, 252, 257
  resilience, 257–260
Small-and medium-sized tourism enterprises (SMTEs), 23–24, 260–261
  causes of stress, 29–30
  digital skills and post-pandemic tourism recovery, 24–25
  digital skills and post-pandemic tourism well-being, 25–26
  findings, 27–33
  literature review, 24
  research methodology, 26–27
Social crime, 42
Social distancing norms and restrictions, 134–135
Social networking media, 208
Social networks, 208
South Africa, 44–48
South Africa Human Rights Commission (SAHRC), 49
'Spanish' flu, 96
Spillover effects, 58
Sustainability factors affecting tourism, 186–188
Sustainable development, 24
Sustainable Development Goals (SDGs), 59

Technology, 9, 11
Technoreference, 24
Terrorism, 42
Thanaptopic element, 76–77, 79–80
Thanatopsis, 76–78, 80
Thematic analysis method, 239
3-phase management approach, 140–142
Tourism, 1–2, 62–63, 134, 138–139, 232, 252
  development in Caribbean, 58–61
  education, 116
  in Greater Caribbean Antilles, 63
  growth, 58
  industry, 8–9, 22–23, 204
  planners, 137
  potential opportunities for tourism in Haiti, 65–67
  recovery, 254–255
  resilience, 137
  robots in, 11–13
  in Siem Reap, 240
  studies on SARS, 96
Tourism crisis management, 41–42
  Cape Town's tourism image destroyer, 46–47
  impact of crime and violence on South Africa's tourism sector, 44–45
  literature review, 42–43
  policies and strategies, 47–51
  theoretical framework, 43–44
  xenophobic attacks on foreign nationals, 45–46
Tourism disaster management framework (TDMF), 43
Tourism information centres (TICs), 48
Tourist
  destination, 136
  experience during COVID-19 pandemic, 96–97
  motivation, 204
  satisfaction, 97–98
Transformation theory, 259–260
Transformative intellectuals, 125–126
Trauma, 138–139
Traumascape, 83–84
Travel, 232

Trends in tourism, 209
TTCI, 171–172

Uncertainties, 183
United Nation World Conference (UN World Conference), 49
United Nation World Tourism Organisation (UNWTO), 114–115
United Nations High Commissioner for Refugees (UNHCR), 49
United Nations World Tourism Organization (UNWTO), 233–234
Universal 2030 Agenda for Sustainable Development, 1–2
User-generated content (UGC), 30

Vacations in Russia, 214
Violence on South Africa's tourism sector, 44–45
Virtual Reality (VR), 136
Virtual tourism, 134, 136–137

War, 42
Water conservation and water demand management (WC/WDM), 50
Well-being challenges to SMTE workforce in tourism sector, 27–28
Westworld, 13–16
Wildlife conservancy-based tourism, 183
  building blocks for resilient and sustainable, 194–198
  centrality of tourism in success of wildlife conservancies, 185–186
  conceptual issues, 183–185
  research methodology, 188–189
  results, 189–198
Wildlife Management and Conservation amendment Act, 184–185
Wildlife tourism, 183
Workforce recovery, 26–27
World Trade Center (WTC), 85
World Travel and Tourism Council (WTTC), 22–23

Xenophobia, 48–50
Xenophobic attacks on foreign nationals, 45–46