Index

Access, 25 Accessibility-related facilities, 48 Accommodation facilities, 60 Acquiescence bias, 100 Activities, 63 Aesthetics, 12 Affordable (as a dimension of tourism destination quality), 112–113, 152, 168–170 Age (as a factor affecting tourists' perception of destination quality), 61-62 Air pollution, 170 All-weather (as a dimension of tourism destination quality), 113-114, 178-180 Allocentrics, 64, 180–181 Amenities-related facilities, 48 Analysis of Variance (ANOVA), 104-105, 136, 142 Angkor Wat, 165 Antagonism, 177-178 Antarctic Treaty System (ATS), 203 Antarctica, 203 Apathy, 177–178 Assemblage thinking, 38 Association of South East Asian Nations (ASEAN), 170 Assurance, 187 Attractions, 48, 174-175 Attributes of tourism destination quality, 130-134 Authentic (as a dimension of tourism destination quality), 114-115, 148-152, 163-166, 185 Automatic teller machine (ATM), 25

Bali, 201 Barcelona, 200 Birmingham, 198 Birmingham Marketing Partnership (BMP), 198 Brand, 19–20 Brighton, 194 Brum, 198 Butler's Tourism Area Life Cycle, 58-59 Case studies, 194-205 Child-friendly (as a dimension of tourism destination quality), 115-116, 146, 181-182 Children, 116, 137 Cluster, 37 Communication, 26, 187 Competence, 25 Competing on quality, 2 Competitive advantage, 2 Competitiveness, 37, 42 Competitor, 2 Concentrate here (part of Importance Performance Analysis), 35 Conceptualising quality, 10-11, 44 Conditions (regarding tourism destination quality), 110-111 Conformance, 12 Conformance to requirements, 9-10 Conformance to specifications, 8 Conservation, 165 'Constant comparison' technique, 84.92 Construct, 11–13, 18–19 Consumers, 2, 165–166 Corporate quality, 29-31 Courtesy, 25, 187

Covid-19, 167 Credibility, 26 Cronbach's alpha coefficient, 134-135 Crosby, 8-10, 13-14 Crowding, 174-175 Customers, 27 Data collection techniques effectiveness and efficiency, 86 qualitative, 69 qualitative, 73-80 usefulness, 84-87 Deming, 2, 8, 10, 13, 46 Dependability, 24 Dependables. See Psychocentrics Depth and detail, 80, 86 Descriptive quantitative data analytical techniques for TDQ study, 103 Destination Life Cycle, 58 Destination management organisations (DMOs), 213-214 Destination product quality, 36, 191-192 Destination service quality, 36, 186-188 Destinations International, 214 Diagnostic tool, 3, 212-220 Dimensions (of quality), 11 destination product quality, 36 destination service quality, 36 place quality, 36-38 product quality, 36 service quality, 15, 18-22, 36 of tourism destination quality, 134-136 DNext tool, 214, 215 Doxey's theory, 178 Durability, 12, 185 Economic durability, 12 Ecotourism, 165 Effect size statistic, 107 Effectiveness, 80, 86

Efficiency, 80, 86 Empathy, 187 Entertainment, 170 Eta squared (n2), 107, 137, 140, 144 Euphoria, 177-178 Expectancy-disconfirmation theory, 18 - 22Expectations, 20-21 Exploratory study, 72, 109 F-scores, 142 Facilities, 48 Features, 11, 185 Financial safety, 26 Focus group interviews, 74–75, 83 - 84Formal interviewing process, 91 Functional quality, 28-29 Future research agenda, 210-211 'Gap' (in expectation-experience theory), 19 Garvin's theory, 185 Gender (as a factor affecting tourists' perception of destination quality), 60 Geographical perspective, 36–39 Goods, 16-18 Goods-services continuum, 17 Gronroos, 2, 15, 21, 28–29, 188–189 Grounded theory, 67-68 Haze, 170-171 Heritage tourism, 165 Holistic, 38, 193 Honestly Significant Different post-hoc test (HSD post-hoc test), 106 Hospitable (as a dimension of tourism destination quality), 117–118, 177–178, 185, 187

Hypotheses (in the TDQ study), 136–157 Image quality, 28–29 Implications for practice (of the TDQ study), 211-212 Importance-performance analysis (IPA), 34–35 tool. 215 In-depth interviews, 75-76, 82-83 Income (as a factor affecting tourists' perception of destination quality), 62 'Index of Irritation' (Irridex), 177-178 Industrial clusters theory, 37 'Information rich' subjects, 81 Informative (as a dimension of tourism destination quality), 118–119, 153, 172–173, 187 Intangibility, 16 Intangibles, 31 Interactive quality, 29-30 International Organization for Standardization (ISO), 10 - 11Interpretation, 172 Interpretative techniques, 73 Interpretivism, 67-68 Interpretivists, 68 Interval scale, 102

Juran, 8-10

'Keep up the good work' (part of Importance Performance Analysis), 35 Kruskal Wallis test, 104–106, 136, 142

Lehtinen and Lehtinen, 22–23, 28–31, 188–189 Length of stay (as a factor affecting tourists' perception of destination quality), 62 Levene's statistic, 142, 149, 155 Levene's test, 104–105 Likert scales, 98 Limitations (of the TDQ study), 210-211 Local people, 48, 117 Long-stay tourists, 62 Long-term tourists, 62 Lower priority (part of Importance Performance Analysis), 35 Mann-Whitney U test, 104-105, 136 - 137Marketing, 1 Maslow theory of motivation, 166 Maslow's hierarchy of needs, 172 Mass tourism, 1 Measuring quality, 8-36, 38-39 Midcentrics. 64 Mixed methods, 72 Motivations (as a factor explaining differences in tourists' perception of destination quality), 63-64 Mountain tourism, 179 Namibia, 204 National Exhibition Centre (NEC), 198 Near allocentrics, 64 Near psychocentrics, 64 Nominal scales, 77-78 Non-parametric tests, 102 Non-verbal response probes, 91 Nordic School. 23 dimensions, 28-31 Nordic School, 46 Normative standards, 20–21 North American School, 23 dimensions. 23-28 Novel (as a dimension of tourism destination quality), 120-121, 180-181 Novelty, 181 Null hypothesis, 105-106, 149 One-way between-groups, 104

Open-ended questionnaires, 74, 82 Opportunity, 47, 51-52 Origin of tourists (as a factor affecting tourists' perception of destination quality), 60-61 Outcome quality, 31 Overtourism, 178 Parametric tests, 102, 103 Parasuruman, 15, 19, 20, 23-25, 27, 32, 53, 187, 191 Perceived quality, 12 Performance, 11, 52, 185 Personality (as a factor explaining differences in tourists' perception of destination quality), 64 Physical accessibility, 25 Physical quality, 29-30 Physical safety, 26 Pilot study analysing qualitative pilot study results. 84 implications, 88-90 issues with piloting of research techniques, 82-84 qualitative phase, 80-90 qualitative pilot study results, 84-87 sampling plan and procedures for, 81-82 Place making, 36–38 Place quality, 36–38, 189–190 Plog, 180-181 Positivism, 67-68 Possible overkill (part of Importance Performance Analysis), 35 'Post-hoc' tests, 106, 151 Pre-testing, 78-79 Preservation, 165 Previous travel experience (as a factor affecting tourists' perception of destination quality), 63 Price, 45-46 Probes. 91

Process quality, 31 Product life cycle theory, 58-59 Product quality, 36, 185-186 Psychocentrics, 64 Pull factors, 63 Push factors, 63 Pyramids, 165 Qualitative approach, 69-70, 72-73 advantages, 69 disadvantages, 70 Qualitative exploratory TDQ study, 90-95 data analysis for, 91-95 fieldwork for, 91 sampling procedures, 90-91 Qualitative phase of TDQ study, 72-95, 109 construction, 79-80 data collection techniques, 73-80 developing questions, 76-79 emergent attributes and dimensions of tourism destination quality, 110-127 pilot study, 80-90 qualitative exploratory TDQ study, 90-95 rationale for, 72–73 respondents' profile, 109, 110 Qualitative research approach, 24-27 Quality, 7 conceptualising, 8-38 contribution of leading quality management scholars, 8 - 11definition, 9 of experience, 51-52 gurus, 8, 10, 13–14 of intangibles, 39 management, 8-15, 38-39 measurement, 8-38 of natural environment, 165 of opportunity, 51-52 product quality construct, 11–13

service quality, 15, 18–22 in tourism, 41-46 Quantitative approach, 70-71 advantages, 70-71 disadvantages, 71 Quantitative phase of TDQ study, 95-107, 129 attributes of tourism destination quality, 130-134 data analysis for, 102-103 dimensions of tourism destination quality, 134-136 research approach, 96-107 respondents' profile, 129-130 sampling plan and procedures for, 101 - 102testing for differences, 136-157 Quantitative research, 71 Questionnaire, 71 Questions (deign of), 43-44 Reflection probes, 91 Relaxing (as a dimension of tourism destination quality), 121-122, 153, 173-174 Reliability, 11, 24 Reliability, Tangibility, Responsiveness, Assurance and Empathy (RATER), 27, 32, 42, 44 Requirements, 9-10 Research philosophy, 67–72 combining qualitative and quantitative approaches, 71 - 72qualitative approach, 69-70 quantitative approach, 70-71 Resort, 47 Respondents' profile qualitative, 109–110 quantitative, 129-130 Responsiveness, 24-25, 187 Rest, 121 Restaurants, 116

Safe (as a dimension of tourism destination quality), 122-123, 147-148, 154, 157, 166-168, 186-187 Sampling (use of in the TDQ study), 81 - 82qualitative study, 81 quantitative study, 81-82 'SARS-Induced Panic', 167 Satisfaction, 51, 53-57, 63 Security, 26, 186-187 Self-administered questionnaire technique, 96–97 designing, 97-100 Self-completion. See Self-administered questionnaire technique Sense of place, 38 Sequential research design, 2-3 Service providers, 24 Service quality, 15, 18-22, 36, 186-189 construct, 22-31 dimension, 23 measurement, 31-36 Service quality model (Gronroos), 28 - 29Service style, 31 Serviceability, 12, 185 Services, 16–18 Services accessibility, 25 Services marketing, 15–36, 38–39, 41 - 46limitations, 43-46 theory of quality, 49-51 SERVPERF scale, 34 SERVQUAL scale, 31-34, 42-44, 53 Seven-point Likert-type rating scale, 98 Severe acute respiratory syndrome (SARS), 167 Shopping, 53 Short-stay tourists, 62 'Soft' data, 69 Stakeholders, 49–50 Standard F-statistics, 144

Statistical data analytical techniques for comparing groups in TDQ study, 103-107 Statistical Process Control (SPC), 14 Stonehenge, 165 Strategic choice, 212 management, 212 options, 1 planning, 213–214 quality, 3 Strategy, 2 Strength of association, 107 Strengths, Weaknesses, Opportunities, Threats analysis (SWOT analysis), 194, 197 Survey research, 96 t-test (use of in the TDQ study), 104, 136-137 Tamhane's T2 test, 144 Tangibility, 27 Tangibles, 31 Technical durability, 12 Technical quality, 28-29 Theoretical contribution (of the TDQ study), 208-210 Theoretical sampling, 90-91 Theory, 207 Total Quality Management (TQM), 14 Tour guides, 172–173 Tourism Area Life Cycle theory (TALC theory), 58, 179 Tourism destination, 2, 47-49 case studies of, 194-205 Tourism destination quality (TDQ), 3, 49-52, 161, 207 attributes, 3, 54-56, 130-134 conceptualising, 47-59 definition, 3, 5 diagnostic tool for attaining, 217 - 220

diagnostic tool to help destinations in achieving quality, 212-220 dimensions, 3, 134-136 emergent attributes and dimensions of, 110–127 factors influencing, 60-64 findings, 161-163 implications for practice, 211–212 limitations and directions for future research, 210-211 perspectives, 58-59 qualitative phase, 72-95 with quality constructs, 182-192 quantitative phase of TDQ study, 95-107 research philosophy, 67-72 study, 2-3 theoretical contributions, 208-210 tourists associating dimensions with, 163-182 Tourism services. 46 Tourist(s), 1, 44-45, 167 age, 61-62 behavioural intentions, 4 experience, 4 gender, 60 income, 62 information, 113 loyalty, 2 origin, 60-61 personality, 64 perspective, 58, 192-194 Trafalgar Square, 90 Triangulation of places of data collection, 81-82 TripAdvisor, 45 Tukey's HSD test, 106, 144, 151 Two-dimensional framework of destination product, 53–57 Uncrowded (as a dimension of tourism

Jncrowded (as a dimension of tourism destination quality), 124, 146–147, 174–175 Understanding/knowing the Customer, 26–27 Unhappy tourists, 1 Uniqueness of data generated, 80, 86 Unitisation, 92–93 Unsafe (in relation to destination quality), 167

Value, 11

Varied (as a dimension of tourism destination quality), 124–126, 147, 154, 175–177 Venturers. See Allocentrics Verifiability, 70

Well-kept (as a dimension of tourism destination quality), 126–127, 145–146, 154–157, 170–171 Winter sports, 179

Zeithaml, 11, 15, 16, 17, 21–22, 25, 98 Zone of indifference, 22 Zone of tolerance, 21–22 Zone of uncertainty, 22