



Tourism and innovation: A literature review

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ARTICLE INFO

Keywords:
 Tourism
 Innovation
 Bibliometric analysis
 Literature Review

ABSTRACT

It is merely evident that innovation is more in the ascendant not only in the practical field but also in theory. However, although innovation seems to be entirely discussed within different business fields, tourism -due to its "service" and "manpower" based nature-, is considered to be one of the relatively stepwise sectors. Thus, this study aims to review 235 articles indexed by SSCI, SCI, SCI-E, ESCI and SCOPUS between 1900-2019 in the context of *tourism-innovation* relationship. In this review, these articles are grouped under the five themes of Schumpeter (1934) as *product innovation*, *process innovation*, *market innovation*, *input innovation* and *organizational innovation*. Among these studies, while *process innovation* was found to be the most studied subject, *product and service innovation* was found to be the least studied subject. The most frequently used keyword was found to be *innovation* itself. Besides it was seen that *sustainability* in *process innovation*, *perceptions of employees and managers* in *organizational innovation*, *business performance* and *customer satisfaction* in *service innovation*, *product development* and *business performance* in *product innovation* are the most frequently used keywords all through the entire tourism literature. These findings highlight that innovation in tourism research is developing as it does in the manufacturing industry. This research might be considered as not only an opportunity for contemporary innovation executives to follow up the developments in the theory and update their practices in the sector but also an inspiration for the theorists to discover the gaps and the relatively disregarded niche areas and contribute to the future researches.

1. Introduction

Innovation, which is one of the *driving forces of development*, is defined as the introduction of a new product or bringing a different feature of an existing product to fore, the development of new techniques during the production process, and the availability of new resources in the supply chain (Schumpeter, 1911; 1934). Some researchers agree that the size of the enterprises has a negative correlation with the innovative activities (Becheikh et al., 2006) therefore it is accepted as a very important tool especially for small and middle sized enterprises (SMEs) (Massa and Testa, 2008). However, regardless of the size, in the knowledge era, innovation might be assumed as a start off on the right foot to win a seat among the rivals.

Despite the fact that, innovation is considered to support the merchandising companies mostly, new developments prove that even the service sector demands the adaptation to innovative practices. Tourism, as being one of the service sector members, faces new technologies, new customers and their changing consumption patterns, new rivals, new environmental expectations (eg. green energy, sustainability tc). In order to meet the continuous changes within the sector, innovation comes up with a valuable opportunity to shape the future.

It is evident that tourism is in a close relationship with many other sectors. This encounters many difficulties as well as some opportunities. Any shift in nano technology may affect the housekeeping practices; artificial intelligence may trigger new accommodation types; augmented reality may offer a brand-new experience in museums. Although the developments encourage the practitioners to cope up with the speed of innovation, the interest of the theorists in the field is comparatively below the desired level which may be just because of the perceived "factual sense" of the services; touching the experience, touching the soul and touching the needs of the guests.

The aim of this research is to question the emergence of "innovation" in tourism literature. Due to the interest of the practitioners in innovative products, processes and organizations, related theory should be in sync. This research not only questions where the theorists stand but also aims to encourage new researches to enrich the literature and close the existing gap. Innovation should not be only assumed as a tool of the technology and production sectors. Thus, even the service sector needs to adopt the new developments to any product, any process any function and/or any organization.

Therefore, starting by 1900 until today, tourism-innovation related articles were got to the bottom of the lens. 235 articles indexed by SSCI, SCI, SCI-E, ESCI and SCOPUS were gathered together to cradle the old and recent publications and were analyzed to find out the most popular and the least cared variables just to modestly lead the future researches.

2. Literature review

The concept of innovation encompasses such meanings as 'renovation' and 'improvement'. Although the classical economists of the 19th century (e.g. Smith, Ricardo and Marx) prioritised the concept of technological development (technological advance), undoubtedly Schumpeter played the most important role in the adoption of the concept of innovation with positive content; because Schumpeter (1911) was the first researcher to use the concept of innovation in his book titled as '*The Theory of Economic Development*'. In the above-mentioned book, innovation referred to a product which is not yet known by customers or to modifications made to a product or to additional properties of a product. Schumpeter's theory of innovation is, in fact, a starting point (Alsos et al., 2014). The theory, describes innovation as researching, discovering, developing, improving, accepting and commercialising the new processes, new products,

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Received: 18 September 2019; Received in revised form 02 December 2019; Accepted 28 December 2019

new organizational structures and procedures (Hjalager, 2002; Nordin, 2003; Hjalager, 2010). Schumpeter (1934) examined innovation under; (a) new product and service creation (product and service innovation), (b) new process of manufacturing (process innovation), (c) new markets (market innovation), (d) new suppliers (input innovation) and (e) changing system of organisation or administration (organisational innovation).

Product innovation is recognized as an innovation strategy that enables the growth, sustainability and competitiveness of modern organizations in the market through the improvement on the features of existing goods and services to the market in a better and different way (Hart, 1996; John, 1999; Dengiz and Belgin, 2007; İpçioğlu and Gönüllüoğlu, 2008). This type of innovation is important to develop, differentiate and improve the intended use of the product, which can be adapted to different markets before it is placed (Hjalager, 2002).

Process innovation is expressed as the generation of new ideas to eliminate an existing problem in production methods (Ottenbacher and Gnoth, 2005). It is also considered as the new methods for reducing costs and increasing productivity in an enterprise. Process innovation addresses the entire production line to effectively deliver the goods or services to the market and improve the quality of the product offered (Avermaete, 2003; İpçioğlu and Gönüllüoğlu, 2008; Coşkun et al., 2013).

Organizational innovation is defined as the methods used to make competitive advantage sustainable, to improve product quality and external relations activities (Damanpour et al., 1989; Caroli and Van Reenen, 2001; Grenan, 2003; Fagerberg et al., 2005; Dengiz and Belgin, 2007; Acül, 2008). Tuzcu (2008) emphasized that the success of innovation has a positive relationship with the accuracy of organizational activities. In their study, Armbruster et al. (2008) stated that organizational innovation is not a technical process, whereas OECD (2005) states that the processes in the organization's business activities are considered as changing the business structure. In summary, organizational innovation covers all the performances of companies to gain a competitive advantage (Damanpour et al., 1989; Piva and Vivarelli, 2002; Greenan, 2003).

Service innovation is defined as the strategy put into practice to gain a competitive advantage, which includes the activities proposed to improve the ever-changing customer demands (Faria and Gomes, 2016). Gaining a competitive advantage in existing markets and increasing the quality of services provided emphasize the importance of service innovation (Hussain et al., 2016). Service innovation is also an important element in increasing quality and productivity in enterprises, developing new service designs and developing new solutions to strengthen operational performance (Jeong and Oh, 1998; Jian and Zhou, 2015). Tian (2016) stated that service innovation requires the development of new service activities or the improvement of existing services to meet the needs of both employees and suppliers to maintain the competitive advantage of the enterprise in the market.

The framework of *management innovation* has been limited by Kimberly (1981) to managers and their activities. Kimberly (1981), who emphasized that the decision-making party is the managers, accepted the decision-making stages of the change process as management innovation. At the same time, management innovation is thought to encompass everything that brings about change, as it aims to advance traditional management affairs in accordance with organizational objectives (Hamel and Bren, 2007). Bernhut (2001) emphasized that management innovation will maintain the competitive advantage of enterprises in the market by moving away from conventional management principles. In summary, management innovation is a form of management that enables processes, work structures and strategies to focus on efficiency by linking changes in administrative systems to an innovative activity (Brikinshaw, 2008; Walker et al., 2011; Vaccaro et al., 2012; Damanpour and Aravind, 2012). Lynch (2007) considered management innovation as a catalyst for strengthening and sustaining relationships with other stakeholders that surround a business.

On the other hand, the advantages innovation offers firms can be listed as; increase in efficiency, superiority in sustainable competition, solutions to the problems encountered in the balance of payments, raising awareness of social responsibility in the society and improving it, expanding the range of loyal customers, securing institutionalisation and branding and directing firms into good quality output promised by research and development. There are almost no areas in which competition is not available today. The most effective instrument of sustainable competition in this atmosphere is the strategies created from an innovative perspective. Innovation-oriented economies fed with high technology contribute significantly to the growth and thus to the balance of payments (Işık, Dođru, and Sirakaya-Turk, 2018; Dođru, Işık, and Sirakaya-Turk, 2019;).

There are important strategic factors in securing growth and sustainable development for every sector. The major elements in the tourism sector in which especially the market is in the hard competition are innovation and new service development properties (Peters and Pikkemaat, 2006). Tourism sector goes through severe change due to differing product types and strong market growth. The changes and transformations oblige businesses in the service sector to innovate (Alsos, Eide and Madsen, 2014); because innovation plays significant roles in promoting the quality of service in the tourism industry (Hjalager, 2002; Aldebert, Dang and Longhi, 2011). Innovation research did not attract much interest in the 90s, and researchers mostly concentrated on the issue as technological novelties observed in the manufacturing sector. (De Jong 2013). While innovation research in the service sector did not attract much attention until the 1990s, researchers focussed on the issue rather in the manufacturing sector in the form of technological innovations (De Jong 2013).

The fact that tourism area is vast, and it is versatile, dynamic and variable due to the structure of service, sector, prioritises innovation in tourism sector (Zengin and Dursun, 2017). Tourism sector has always been fast in adopting technological innovations from product development to marketing to serve its customers better (Miralles, 2010). Tourism enterprises need to innovate continuously to be competitive, to adapt to the changing technologies and to continue offering its customers attractive service (Hall and Williams, 2008; Razafindravelo, 2017). In addition to creating a new product or service, those innovations also contribute to the innovations offered or planned to be offered in other areas of management (Razafindravelo, 2017). The integration of new technologies into businesses (especially in information and communication) reduces errors significantly and increases service quality and efficiency (Sharmistha, 2001). Evaluated in general, innovations enable improvements in productivity and thus increase in welfare and income. For this reason, the central role of innovation as the driving force of long-term growth should be stressed (Boycheva, 2017).

It is necessary to detect gaps in an area and problems to be able to start a scientific study detecting the gap in the field is possible through a detailed review of relevant literature. Thus, an examination of this study compiling the international studies available in the theme of innovation by all the researchers setting innovation as their main subject of study or as the sub-topic of their study would be beneficial in detecting the above-mentioned problems Besides, the studies offering detailed information containing; a) the number of studies available on innovation, b) distribution according to years, c) the relative topics throughout literature are not available. Therefore, it is assumed that researching this subject and piling up the so far applied researches would definitely contribute to the existing tourism literature and strengthen the future researches. This study is expected to guide prospective researchers to analyse and see the areas the innovation – tourism relationship concentrated more intensely and the incomplete and rarely touched sides.

3. Methodology

Bibliometrics is defined as the analysis of scientific information-sharing tools such as published books, journals and articles by mathematical and statistical techniques (Pritchard, 1969). The main purpose of bibliometric studies can be expressed as developing scientific information and communication opportunities from printed documents by quantitative analysis technique (Osareh, 1996). Bibliometric studies help to make the meaning, importance and forms understandable by synthesizing the materials of the related fields. While this approach increases methodological sensitivity for researchers, it helps to develop reliable knowledge by gathering information from a wide range of studies for managers and practitioners (Tranfield et al., 2003). This study is important for researchers who will examine the relationship between tourism and innovation, as it aims to reveal the distribution, intensity, methods and gaps of the literature. Moreover, the fact that it presents the information needed in the tourism sector by synthesizing the data obtained from many studies makes it important for business managers and practitioners.

To collect the research data, the top 50 journals in the ISI Journal Rankings on Tourism, Leisure and Hospitality were scanned in Scopus and Google Academic. To find the right articles, three combinations of keywords related to the concept of tourism and innovation were used. The keywords generated are 'innovation and tourism', 'tourism and innovation' and 'tourism innovation'. While scanning, these words were found in keywords or abstracts of a wide number of articles. Hence, in the process of data collection, the process is resolved by focusing on the article titles. Until 2019 (January 31), 333 articles have been identified examining the relationship between tourism and innovation. Since these academic documents will be accepted as certified information (Van Raan, 2003), 235 articles indexed by Social Sciences Citation Index (SSCI), Science Citation Index (SCI), Science Citation Index-Expanded

(SCI-E), Emerging Sources Citation Index (ESCI) and SCOPUS were analysed from the data obtained.

4. Findings

There is no common consensus on the definition of innovation in the literature. Many researchers define innovation as the sum of successful individual and organizational activities that start with the emergence of new ideas and continue until the commercialization of these ideas (Goldhar, 1980; Rogers, 1983; Dosi, 1988; Hjalager, 2002; Reddy, 2002; Jacob et al., 2003; Novelli et al., 2006; Chen and Huang 2009; Hall, 2008; Hall, 2009; Williams and Shaw, 2011; Rodriguez et al., 2014; Gomezelj, 2016; Isik, 2019). When the literature is examined, it is seen that innovation is an important factor for maintaining the sustainability of enterprises and gaining a competitive advantage (Voss, 1994; Bettis and Hitt, 1995). Researchers emphasize the importance of innovation, highlighting changes in customer demands, and social and economic conditions (Hjalager, 2015). Therefore, to provide a stable and sustainable competitive advantage in a dynamic environment, it is a strategic necessity for enterprises to improve their innovation capabilities (Sharif and Huang, 2012). In this context, innovation is one of the basic prerequisites for the long-term success, growth, increase of resources and sustainability of enterprises (Jimenez and Sanz-Valle, 2011). Even if the tourism industry is not a pioneering sector in innovation, it uses new ideas and information immediately and adapts them to the sector (Hjalager, 2015).

When the studies investigating the relationship between tourism and innovation are examined, it is seen that the innovations made in the fields of business (Poon, 1988; Hjalager, 1997; Lynn, 2004) and management (Jafari, 1981; Hjalager, 2005) are intense. Therefore, to explain the relationship between tourism and innovation, examining the structure and economic impacts of the tourism sector will make this relationship more understandable.

Tourism has attracted the attention of the public administration because of its economic contributions rather than its socio-cultural effects. The reason for this importance given to tourism is that it is one of the fastest-growing industries in the world. The importance given to tourism stems from its being one of the fastest-growing industries in the world. In addition, the average growth rate of the tourism sector in OECD countries in the last two decades and the fact that it generates more income than most non-OECD countries are stated to be effective in this regard (OECD, 2010). These evaluations reveal the importance of the tourism sector both in economic development and regional growth.

It is strategically important that the tourism sector, which is an important value for the economy, can innovate to sustainable growth and development (Greve and Taylor, 2000). Innovation and new service development are also important to ensure growth and sustainability in every sector (Peters and Pikkemaat, 2006). Otherwise, it will cease to be an attractive sector with a stagnation that will cause economic downsizing. This situation may distract the investor and therefore the consumer from the market. In order to maintain its competitiveness in the global tourism market, it needs strategies supporting innovation (OECD, 2010).

When the structural features of tourism are examined, we see that the processes of production and marketing differ from the manufacturing industry and often show specific features that create constraints or problems (Korres, 2007). Tourism is an integrated industry that includes different activities such as accommodation, transportation, food and beverage services and retail trade, as well as the characteristics of the service sector, such as the participation of the customer in the service process and the simultaneous production and consumption (Olali and Korzay, 1993; 6).

These structural features of tourism have led innovation to focus on such areas as product, process, service, technology and social innovation as well as business and management (Hjalager, 2010; Kuscer, 2013; Guttentang, 2015). In addition, when the innovation literature is examined, it is seen that *clustering* (Tseng, et al., 2008; Fundeanu, 2015; Backman, et al., 2017), *cooperation* (Mei, et al., 2015; Alegre and Berbegal-Miraben, 2016; Giacosa, et al., 2016; Booyens and Rogerson, 2017), information sharing (Kim and Shim, 2018) and business-to-business network connections (Sorensen, 2007; Romero and Costa, 2010; Booyens, 2016; Patluang, 2017; Koffler, et al., 2018) come to the fore. This situation demonstrates the importance of innovation in order to eliminate the problems arising from the structural characteristics of the sector, to ensure synchronization in the sector and to enable enterprises to achieve a sustainable competitive advantage by dealing with change.

The market structure of the tourism sector has become more saturated, especially in the recent period, where customers choose products and services from all over the world. This change has made innovation a more important

and prior strategy (Peters and Pikkemaat, 2006). Because it is seen that most companies that are effective in the tourism sector today are more preferred than their competitors with their innovative and needs-oriented service approaches towards consumers (İşik, 2018;62).

In recent years, the concentration of demand on experience-based products (Sundbo et al., 2007) increased sensitivity to the protection of the natural environment (Hjalager 1997) and strong growth in the market (Lordkipanidze et al., 2005) have made innovation a necessity for the tourism sector. In this context, when the results of the studies on the relationship between customer satisfaction and innovation in the literature are examined (Su, 2011; Çevre and Omerzel, 2015; Jin, et al., 2016; Bharwani and Mathews, 2016; Tajeddini, et al., 2017; Sipe, 2018; Verreynne, et al., 2019), it is observed that the relationship between the two variables is positive. In addition, innovations on *sustainability* (Carlsen and Edvard, 2008; Huibin and Marzuk, 2012; Kuscer, 2013; Ali and Frew, 2014; Spenceley and Snyman, 2017; Aquino, et al., 2018), *environment* (Carlsen and Edvard, 2008; Huibin and Marzuk, 2012; Kuscer, 2013; Ali and Frew, 2014; Spenceley and Snyman, 2017; Aquino, et al., 2018) and *eco-tourism* (Almeida, 2016; Pozo, et al., 2016; Rosario, et al., 2017) have been found to have an impact on consumer behavior and satisfaction.

The importance of the tourism industry, which plays an important role in social, economic and environmental developments in today's world, is determined by developing innovations, activities and projects that meet the needs or expectations of individuals along with social changes and developments. Tourism offers growth and job opportunities for economics in the new world order (Doğru and Bulut, 2018; Isik, Dogru and Sirakaya-Turk, 2018). Employment and innovative approaches create the infrastructure for a dynamic eco-system which is influential in the emergence of new ideas. Many researchers describe innovation as the whole of successive individual and organisational behaviours in the process starting at the emergence of new ideas and continuing until the commercialisation of those ideas (Goldhar, 1980; Rogers, 1983; Dosi, 1988; Hjalager, 2002; Reddy, 2002; Jacob et al., 2003; Novelli et al., 2006; Chen and Huang 2009; Hall, 2008; Hall, 2009; Williams and Shaw, 2011; Rodriguez et al., 2014; Gomezelj, 2016; Isik, 2019). Innovation puts businesses into an advantageous position in terms of their importance in economic growth since it is an economic process. In other words, innovation creates the resource for growth and makes it possible to develop and spread new technologies (Schumpeter, 1932, 1934, 1939).

An examination of the studies investigating the correlations between tourism and innovation demonstrates that the correlations are heavily in innovations made in the areas of business (Poon, 1988; Hjalager, 1997; Lynn, 2004) and administration (Jafari, 1981; Hjalager, 2005). In this process, the goal is to increase business performance (Tajeddini, 2010; Chen and Chiu, 2018) and to have an administration which is open to innovations (Sipe, 2016). Increasing performance through time is considered to be in parallel to developing the quality of service and responding to customers' demands, needs and expectations. This caused businesses to focus on such types of innovation as product, process, service, technological and social innovations (Hjalager, 2010; Kuscer, 2013; Guttentang, 2015). Tourism sector which has made progress in business performance and service quality has become aware of the fact that the environment was an important factor in sustainable tourism, and it offered activities about eco, rural and environmental tourism-mainly about green innovation. Hjalager (1997) classifies innovation taking Schumpeter's grouping of innovation into consideration. Hjalager (2002), who performed a new conceptual study to make up the deficiency of innovation in the sector of tourism, adapted the innovation model available in the study conducted by Aberthany and Clark (1985) to determine the effects of competitive innovations of the automotive sector into tourism sector and thus divided innovation into five. Accordingly, innovations are classified as architectural (structural), regular, niche and revolutionary innovations. Architectural innovations do not only imply changes in the industry and also describe the changes in the society where they are used. Regular innovations are the ones which are the least radical. Niche innovations tend to be against cooperative structures except for core competence. Researchers and practitioners in the field of tourism focus on the opportunities this category offers. Revolutionary innovations have radical effects on competence without changing external structures. In this, respect, architectural innovations tend to change all the structures and they form new rules changing the concept of tourism (Hjalager, 2002).

A review of literature on tourism and innovation shows that product and service innovation increases performance in England (Viladimirov and Williams, 2018), service innovation in Wales has positive impacts on sustainability (Warren, Becken and Coghlan, 2018), the right strategies of innovation in Taiwan provides competitive advantages and have positive

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4.1. General Findings

This study includes the relations between tourism and innovation which have been published in top 50 journals ranked according to "ISI Journal Rankings on Tourism, Leisure and Hospitality 2010" and in other indexed journals which are still issued by Social Sciences Citation Index (SSCI), Science Citation Index (SCI), Science Citation Index-Expanded (SCI-E), Emerging Sources Citation Index (ESCI) and SCOPUS.

After a review of literature on tourism and innovation, 235 studies in total which had been indexed in Social Sciences Citation Index (SSCI), Science Citation Index (SCI), Science Citation Index-Expanded (SCI-E), Emerging Sources Citation Index (ESCI) and SCOPUS were reached. The studies were divided into five themes. Aiming to compile the studies on tourism-innovation relations in international literature, this study divides the studies into themes labelled as product innovation, process innovation, management innovation, service innovation and organizational innovation according to the types of tourism. The distribution of the studies according to years is shown in Chart 1 below.

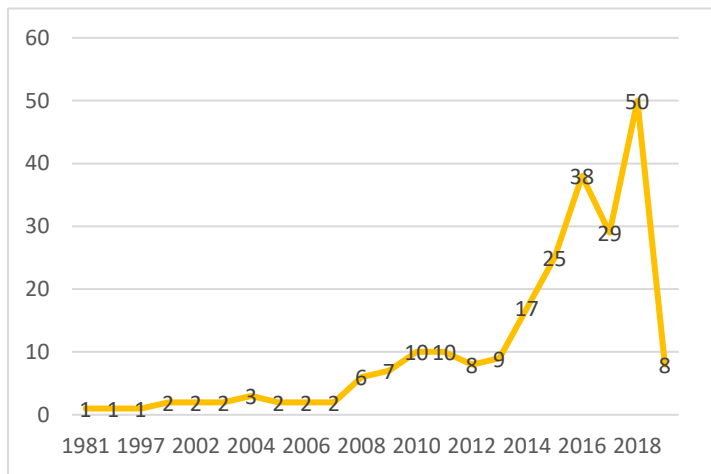


Figure 1: Distribution of the studies

According to chart 1, the number of studies on tourism and innovation has increased in the last ten years and international literature has focussed more on the subject in the last five years. These data were obtained by analysing a total of 72 journals. The number of studies on tourism and innovation published in these journals has been analysed and the first eleven journals and article frequencies are shown in Chart 2.

It is seen that most of the studies on this subject are published in Tourism Management (34 articles), International Journal of Hospitality Management (27 articles) and International Journal of Contemporary Hospitality Management (22 articles).

Chart 3 shows the number of publications related to the theme of tourism and innovation according to the citation indexes. It was seen that the majority of the studies included in the study (178) were published in SSCI indexed journals.

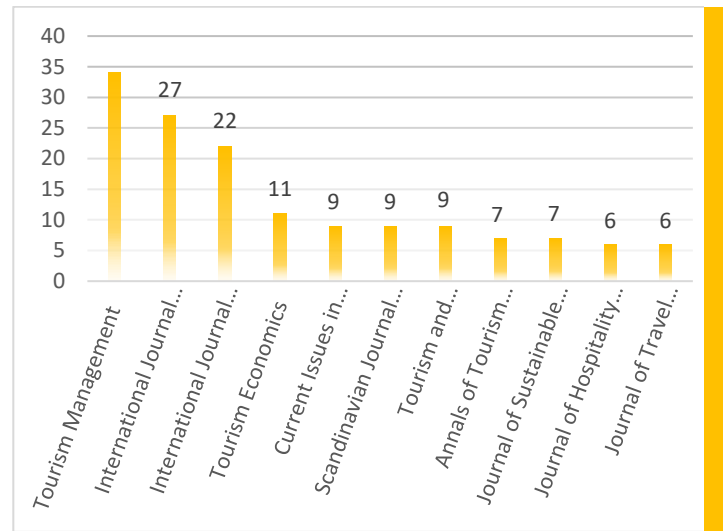


Figure 2: Distribution of the number of studies according to journals

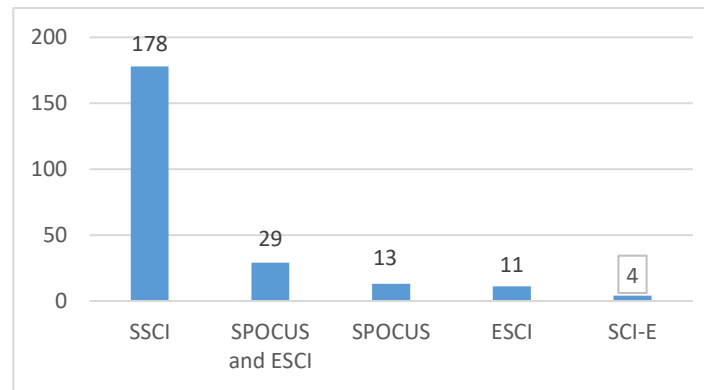


Figure 3: Distribution articles according to citation indexes

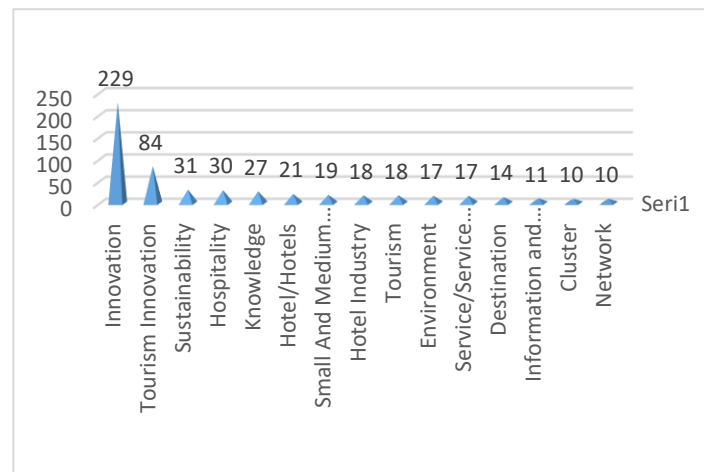


Figure 4: Distribution of articles according to keywords (top 15).

Graph 4 shows the results of the analysis of keywords in tourism and innovation-themed articles. The total number of keywords subject to this graph is 1116. Among these keywords, in the studies on the relationship between tourism and innovation, it was found that *innovation* (229) and *tourism innovation* (84) were the most commonly used keywords. It was concluded that the other frequently used keywords are sustainability, hospitality, knowledge, hotel/hotels, small and medium enterprises (SMES), hotel industry, tourism, environment, service/service innovation, destination, information and communication technology (ICT), cluster and network.

4.1.1. Findings Regarding the Product Innovation Theme

Twenty-six (26) studies have been reached under the theme of product innovation. Further information on the articles in this theme can be found in Appendix 1. The distribution of the journals in which these studies were published (top 3) is given in Table 1 below.

Table 1: Top 3 Journals which published articles about Product Innovation

No	Journal Name	Number of Articles
1	Tourism Management	4
2	International Journal of Contemporary Hospitality Management	3
	Annals of Tourism Research	2
	Journal of Travel Research	2
3	Scandinavian Journal of Hospitality and Tourism	2
	Tourism Economics	2

When Table 1 is examined, the names of the publications related to the theme of product innovation and the journals in which they are published are seen. Most of the articles on the theme of product innovation have been published in the journals indexed by SSCI such as *Tourism Management*, *International Journal of Contemporary Hospitality Management*, *Annals of Tourism Research*, *Journal of Travel Research*, *Scandinavian Journal of Hospitality and Tourism*, and *Tourism Economics*. Apart from these journals, there were also articles related to product innovation in the journals such as *Current Issues in Tourism*, *International Journal of Hospitality and Tourism Administration*, *International Journal of Hospitality Management*, *International Journal of Materials Engineering Innovation*, *International Journal of Tourism Research*, *Journal of Hospitality and Tourism Management*, *Journal of Hospitality and Tourism Technology*, *Journal of Teaching in Travel and Tourism*, *RAI Revista de Administração e Inovação*, *The Service Industries Journal*, and *Tourism Planning and Development*.

Table 2: Number of articles by index

Index	Frequency
SSCI	21
SCOPUS and ESCI	4
SCOPUS	1

Table 2 shows the distribution of articles within the theme of product innovation according to indexing. As a result of the research, it is seen that the studies within the theme of product innovation were mostly published in the journals indexed by SSCI. A total of 97 keywords were identified in 26 articles under the theme of product innovation. These keywords are classified under 57 topics.

Table 3: Distribution of keywords (Top 5)

No	Keywords	Frequency
1	Innovation	18
2	Tourism Innovation	7
3	Knowledge	5
4	Hospitality	6
5	Product	3

Table 3 presents the most commonly used keywords for publications related to the theme of product innovation.

The top keywords in publications related to the theme of product innovation are;

- Innovation (innovativeness, innovation configuration, innovation impacts, innovativeness, open innovation, process innovation, technological innovation),
- Tourism Innovation (tourism clusters, tourism community, tourism education, tourism innovation, tourism innovation, typology, tourism industry)
- Knowledge (knowledge bases, knowledge management, knowledge transfer, knowledge-based destination),
- Hospitality (hospitality sector, hospitality industry), Product (product advantage, product development, product innovation)

Apart from these keywords, keywords such as Brand, Hotel, Information and Communication Technology (ICT), Small and Medium Enterprises (SMEs) were found to be used in the articles within the theme of product innovation.

When the initial studies on product innovation were examined, it was found that the definition of product development (Tseng, et al., 2008) and the complexity of product development (Rodgers, 2008) were emphasized. In subsequent studies, it was stated that product development can be improved with the effective use of technology in this process (Racherla, et al., 2008; Liburd and Hjalager, 2010; Aldebert, et al., 2011). The results of the studies showed that product innovation has positive relationship with business performance (Sandvik, et al., 2011; Sipe, 2017; Viladimirow and Williams, 2018). In addition, cooperation between organizations (Romero, et al., 2018) and open innovation (Sanchez, et al., 2019) have been reported to contribute positively to new product development. Therefore, it can be said that when it comes to innovation, it is necessary for enterprises to suppress their feelings of competition and exchange information with each other about new product development.

4.1.2. Findings regarding the Process Innovation Theme

Eighty-two (82) articles were reached under the theme of process innovation. Further information on the articles in this theme can be found in Appendix 1. The distribution of the articles and the top 5 journals in this theme are given in Table 4 below.

Table 4. Top 3 Journals which published articles about Process Innovation

No	Journal Name	Number of Articles
1	Tourism Management	11
2	International Journal of Hospitality Management	10
3	Current Issues in Tourism	6
4	Annals of Tourism Research	5
	Journal of Sustainable Tourism	4
5	Tourism and Hospitality Research	4

Most of the work on the theme of process innovation has been published in the journals indexed by SSCI, SCOPUS and ESCI such as *Tourism Management*, *International Journal of Hospitality Management*, *Current Issues in Tourism*, *Annals of Tourism Research*, *Journal of Sustainable Tourism*, *Tourism and Hospitality Research* (Table 5).

Table 5: Number of articles by index

Index	Frequency
SSCI	65
SCOPUS and ESCI	9
SCOPUS	5
ESCI	2
SCI-E	1

Table 5 presents the distribution of the articles in the process innovation theme according to the indexing. As a result of the analysis, it is seen that the studies reached within the theme of process innovation have been published in the journals which were indexed in SSCI. When the keywords of 82 studies under the theme of process innovation were examined, a total of 394 keywords were identified. These keywords are classified under 191 topics.

Table 6. Distribution of Keywords

No	Keywords	Frequency
1	Innovation	71
2	Tourism Innovation	35
3	Sustainability	12
4	Environment	11
	Knowledge	9
5	Small and Medium Enterprises (SMEs)	9

Table 6 presents the most commonly used keywords for publications related to the theme of product innovation. The top 6 used keywords in publications related to the theme of process innovation are;

- Innovation (innovation economy, innovation in services, innovation journey, innovation management, innovation networking, innovation performance, innovation process, innovation system, innovations, innovative, innovative capabilities, innovative firm, innovativeness etc.),
- Tourism Innovation (tourism, tourism and hospitality, tourism clusters, tourism complexity, tourism development, tourism firms, tourism innovation, tourism innovation systems, tourism industry, tourism marketing, tourism organizations etc.),
- Sustainability (sustainability, sustainability culture and climate, sustainability transitions, sustainable development, sustainable tourism, sustainable),
- Environment (environment, environmental innovation, environmental management, environmental performance, environmental responsibility, environments),
- Knowledge (knowledge, knowledge management, knowledge network, knowledge transfer),
- Small and Medium Enterprises (SMEs) (micro and small enterprises (MSEs), micro organizations, microenterprise, small enterprises, small firms, smart specialization, SMEs collaboration)

Apart from these keywords, the keywords such as Destination, Hotel, Cluster, Cultural Tourism, Hospitality, Network, Regional tourism, Rural tourism, community, Entrepreneurship, Experience, Eco-innovation, Information and Communication Technology (ICT), Management, Marketing, Social capital, Customer, Ecotourism, Local Tourism, Mountain Destinations, Nature-Based Tourism, Social Network, Social Enterprise, Social Exchange were found to be used in the articles within the theme of product innovation.

The studies on process innovation have been found to be mostly related to sustainability (Carlsen and Edvard, 2008; Huibin and Marzuk, 2012; Kuscer, 2013; Ali and Frew, 2014; Spenceley and Snyman, 2017; Aquino, et al., 2018), environment (Hernandez and Leon, 2001; Andereck, 2009; Lawton and Weaver, 2010; Razumova, et al., 2015; Kuscer, et al., 2016; Batle, et al., 2018) and eco-tourism (Almeida, 2016; Pozo, et al., 2016; Rosario, et al., 2017; Buijtenjka Blomb, et al., 2018). The results also showed that innovations within the scope of process innovation have an impact on consumer behavior and satisfaction (Ali and Frew, 2014; Hjalager, 2015; Wang, et al., 2018).

4.1.3. Findings Regarding the Management Innovation

Forty-four (44) articles were reached under the theme of management innovation. Further information on the articles in this theme can be found in Appendix 1. The distribution of the articles and top 4 journals in this theme are given in Table 7 below.

Table 7. Top 4 Journals which published articles about Management Innovation

No	Journal Name	Number of Articles
1	International Journal of Hospitality Management	9
2	Tourism Management	8
3	International Journal of Contemporary Hospitality Management	5
	Annals of Tourism Research	2
	Current Issues in Tourism	2
4	Journal of Sustainable Tourism	2
	Tourism Analysis	2

Most of the work on the theme of management innovation has been published in the journals indexed by SSCI, SCOPUS and ESCI such as International Journal of Hospitality Management, Tourism Management, International Journal of Contemporary Hospitality Management, Annals of Tourism Research, Current Issues in Tourism, Journal of Sustainable Tourism, Tourism Analysis (Table 7).

Table 8. Number of articles by index

Index	Frequency
SSCI	34
SCOPUS and ESCI	5
ESCI	3
SCOPUS	1
SCI-E	1

Table 7 presents the distribution of the articles in the management innovation theme according to the indexing. As a result of the analysis, it is seen that the studies reached within the theme of management innovation have been published in the journals which were indexed in SSCI. When the keywords of 44 studies under the theme of management innovation were examined, a total of 214 keywords were identified. These keywords are classified under 133 topics.

Table 9: Distribution of Keywords

No	Keywords	Frequency
1	Innovation	38
2	Tourism	11
3	Hotel/Hotels	10
4	Hotel Industry	6
5	Sustainability	5

Table 9 presents the most commonly used keywords for publications related to the theme of management innovation. The top 5 used keywords in publications related to the theme of product innovation are;

- Innovation (innovation, innovations, innovation adoption theory, innovation behavior, innovation management, innovation policy, innovation practices, innovation results, innovation strategy, innovation regional development, innovativeness, performance expectancy),

- Tourism (tourism, tourism companies, tourism complexity, tourism complexity, tourism sector),
- Hotel Industry (hotel industry, hotel sector),
- Hotel/Hotels (hotel management, hotel services),
- Sustainability (sustainable development, sustainable HRM, sustainable tourism)

Apart from these keywords, keywords such as Customer Orientation/Satisfaction, Management Innovation, Hospitality, Leadership, Performance, Balearic Islands, Competitiveness, Green Innovation / Practices, Social Responsibility were found to be used in articles within the theme of product innovation.

When the studies on process innovation were examined, it was found that, unqualified personnel (Jakop, et al., 2003), resistance to change within the company (Jakop, et al., 2003), deficiencies in the managers' understanding of innovation (Ros and Sintes, 2009, Eide, et al., 2017) and lack of consensus (Smerecnik and Andersen, 2010, Louh, 2014), were obstacles to innovation. On the contrary, it has shown that innovation has a positive effect on the business practices (Ros and Sintes, 2012) and has a positive effect on enterprise performance (Martín and Herrero, 2012; Grisseemann, et al., 2013; Compo, et al., 2014, Lee, et al., 2016; Sipe, 2017).

4.1.5. Findings Regarding the Service Innovation Theme

Forty-four (44) articles were reached under the theme of service innovation. Further information on the articles in this theme can be found in Appendix 1. The distribution of the articles and the top 5 journals in this theme are given in Table 10 below.

Table 10: Top 5 Journals which published articles about Service Innovation

No	Journal Name	Number of Articles
1	Tourism Management	11
2	International Journal of Contemporary Hospitality Management	9
3	International Journal of Hospitality Management	9
4	Scandinavian Journal of Hospitality and Tourism	6
5	Tourism Economics	5

Most of the work on the theme of service innovation has been published in the journals indexed by SSCI such as Tourism Management, International Journal of Contemporary Hospitality Management, International Journal of Hospitality Management, Scandinavian Journal of Hospitality and Tourism, Tourism Economics (Table 11).

Table 11: Number of articles by index

Index	Frequency
SSCI	57
SCOPUS and ESCI	11
ESCI	5
SCOPUS	4
SCI-E	2

Table 12 presents the distribution of the articles in the service innovation theme according to the indexing. As a result of the analysis, it is seen that the studies reached within the theme of service innovation have been published in the journals which were indexed in SSCI. When the keywords of 44 studies under the theme of service innovation were examined, a total of 383 keywords were identified. These keywords are classified under 207 topics.

Table 12: Distribution of Keywords

No	Keywords	Frequency
1	Innovation	59
2	Tourism Innovation	24
3	Service/Service Innovation	17
4	Hospitality	12
5	Sustainability	11

Table 12 presents the most commonly used keywords for publications related to the theme of service innovation. The top 5 used keywords in publications related to the theme of product innovation are;

- Innovation (innovation, innovation behavior, innovation capacity, innovation diversity, innovation gaps, innovation image, innovation impacts, innovation market dynamism, innovation process, innovation research, innovation system, innovative behavior, innovative solution, innovativeness, social innovation, radical innovation, open innovation, strategic innovation
- Tourism Innovation (tourism accommodation establishments, tourism community, tourism competitiveness, tourism education, tourism firms, tourism history, tourism impact, tourism innovation, tourism management, tourism methodology, tourism planning, tourism spin-offs, tourism strategy, tourist hotels),
- Service/Service Innovation (service, service experiences, service innovation, service innovation culture, service innovation performance, service innovativeness, service improvement, service industries, service innovative behavior, service-dominant logic),
- Hospitality (hospitality sector, hospitality industry),
- Sustainability (sustainability, sustainability innovations, sustainable development, sustainable development, sustainable tourism)

Apart from these keywords, keywords such as Hotel Industry, Knowledge, Destination, Cluster, Social capital, Competitive Advantage, Diffusion of Innovations, Ecotourism, Experience Economy, Green innovation, Hotel/Hotels, Marketing, New Product Development, Airbnb, Capabilities, Co-creation, Content analysis, Cultural Tourism, Disruptive Innovation, Eco-Innovation, Evolutionary game theory, Information and Communication Technology (ICT), Leadership, Learning Orientation, Performance, Proactive Personality, Small firms, SMEs were found to be used in the articles within the theme of product innovation.

The first study on service innovation was seen by Poon (1988) and stated that the all-inclusive system positively affected the performance of the enterprise. Recent days, the all-inclusive system has been the number one topic of the debates concerning with service quality and sustainability. But in earlier researches, this system was seen as an innovation. In another study, Hjalager (2005) stated that innovation in tourism developed parallel to the other sectors. Sintes et al. (2005) found that high category hotels were more innovative than low category hotels. Otenbacher (2007) found that market performance affects service performance within the scope of service innovation. Racherla et al. (2008) stated that the use of innovative information and communication technologies plays an important role in the development of destinations. Hu et al. (2009) found that knowledge sharing, and team culture have a significant impact on service innovation performance. Hjalager (2010) and Chen (2011) found that lack of skills was the biggest obstacle to innovation, while Iplik et al. (2014) consider costs as the reason for this. In the following period, the relationship between service innovation and customer satisfaction was examined and the relationship between the two variables was found to be positive (Su, 2011; Čivre and Omerzel, 2015; Jin, et al., 2016; Bharwani and Mathews, 2016; Tajeddini, et al., 2017; Sipe, 2018; Verreynne, et al., 2019).

4.1.4. Findings Regarding the Organizational Innovation Theme

Forty-eight (48) articles were reached under the theme of organizational innovation. Further information on the articles in this theme can be found in Appendix 1. The distribution of the articles and the top 5 journals in this theme are given in Table 13 below.

Table 13. Top 5 Journals which published articles about Product Innovation

No	Journal Name	Number of Articles
1	Tourism Economics	4
2	Tourism Management	4
3	International Journal of Contemporary Hospitality Management	3
4	Journal of Hospitality and Tourism Management	3
	Current Issues in Tourism	2
	European Planning Studies	2
	International Journal of Hospitality Management	2
	Journal of Sustainable Tourism	2
5	Procedia Economics and Finance	2
	The Service Industries Journal	2
	Tourism and Hospitality Research	2
	Tourism Geographies	2
	Tourism Management Perspectives	2

Most of the work on the theme of organizational innovation has been published in journals indexed by SSCI, ESCI and SCOPUS such as Tourism Economics, Tourism Management, International Journal of Contemporary Hospitality Management, Journal of Hospitality and Tourism Management, Current Issues in Tourism, European Planning Studies, International Journal of Hospitality Management, Journal of Sustainable Tourism, Procedia Economics And Finance, The Service Industries Journal, Tourism and Hospitality Research, Tourism Geographies, Tourism Management Perspectives (Table 14).

Table 14. Number of articles by index

Index	Frequency
SSCI	35
SCOPUS and ESCI	6
SCOPUS	4
ESCI	3

Table 15 presents the distribution of the articles in the organizational innovation theme according to the indexing. As a result of the analysis, it is seen that the studies reached within the theme of organizational innovation have been published in the journals which are indexed in SSCI. When the keywords of 48 studies under the theme of organizational innovation were examined, a total of 229 keywords were identified. These keywords are classified under 122 topics.

Table 15. Distribution of Keywords

No	Keywords	Frequency
1	Innovation	43
2	Tourism Innovation	25
3	Environment	6
4	Knowledge	6
5	Competition	5
	Network	5

Table 15 presents the most commonly used keywords for publications related to the theme of organizational innovation. Top 6 used keywords in the publications related to the theme of product innovation are;

- Innovation (innovation, innovation behavior, innovation configuration, diffusion of innovation, marketing innovation, organizational innovation, technological innovation, consumer innovativeness, social innovation, innovation diffusion model, innovation management, innovation networking, innovation strategy, innovation systems, innovations networks),
- Tourism Innovation (tourism cluster, tourism companies, tourism development, tourism innovation, tourism innovation systems, tourism learning, tourism planning, tourism sector),
- Environment (environment, environmental innovation, environmental responsibility, environments),
- Knowledge (knowledge, knowledge management, knowledge network, knowledge sharing, knowledge transfer),
- Competition (competition, competitive advantage, competitiveness),
- Network (networking, networks, social networks)

Apart from these keywords, the keywords such as Hospitality, Hotel Industry, Information and Communication Technologies (ICT), Small and Medium Enterprises (SMEs), Community, Sustainability, Cluster, Business Model Innovation, Destination Competitiveness, Model Development, National Government, Regional Competitiveness, Social Network Analysis were found to be used in the articles within the theme of product innovation.

When the studies on organizational innovation are examined, it is seen that clustering (Tseng, et al., 2008; Fundeanu, 2015; Backman, et al., 2017), developing cooperation between state and private sector (Mei, et al., 2015; Alegre and Berbegal-Miraben, 2016; Giacosa, et al., 2016; Booyens and Rogerson, 2017), increasing cooperation and knowledge sharing between enterprises (Kim and Shim, 2018) and business-to-business network (Sorensen, 2007; Romerio and Costa, 2010; Booyens, 2016; Patluang, 2017; Koflera, et al., 2018) are important factors to accomplish organizational innovation.

5. Conclusion

In this study, the articles on tourism and innovation concepts are examined under five classes as: (1) product innovation, (2) service innovation, (3) process innovation, (4) management innovation and, (5) organizational innovation. This classification is also accepted as an instrument to understand innovation activities in the tourism sector.

It is emphasized that keeping up with the developing technology within the scope of product development is an extremely important point. When the results of the studies are examined, it is seen that there is a positive relationship between product innovation and business performance. This shows how important product innovation is to achieve business objectives. Service innovation has come to the forefront as another type of innovation that is important in the tourism sector. In the labor-intensive tourism sector, businesses can achieve a competitive advantage by differentiating their services. At this point, it is important to work with a team with high innovation skills. When the results of the studies are examined, it is seen that there is a positive relationship between service innovation and customer satisfaction. This emphasizes the importance of service innovation in achieving business objectives.

Process innovation addresses all processes related to business activities. Improvement of the processes will ensure the smooth running of operational activities. Another important aspect of process innovation is its multiplier effect on other types of innovation. Collaboration is the basis of organizational innovation. The cooperation between the private sector and the state or the cooperation between private sector enterprises is important for achieving economic goals. In today's highly competitive business environment, it is ironically necessary to achieve a competitive advantage through knowledge sharing and collaboration. The biggest obstacle to innovation is the enterprise itself. Negative factors such as resistance to change in business components and conflicts of ideas also affect the success of innovation negatively. Management innovation aims to eliminate these negative factors.

Innovation is a key concept for the realization of highly popular approaches such as competitive advantage, sustainability, internal entrepreneurship and learning organization. The advantages innovation offers firms can be listed as an increase in efficiency, superiority in sustainable competition, solutions to the problems encountered in the balance of payments, raising awareness of social responsibility in the society and improving it, expanding the range of

institutionalisation and branding and directing firms into good quality output promised by research and development.

In addition to all the study results, it is seen in the literature that, innovation approaches in tourism research is highly influenced by conventional manufacturing industries. This can be accepted as the main finding of this study. It is seen in this review that there are few studies on the experience, which is the most important product of tourism.

Research gaps and an agenda for future research

The journey of the idea of this article started by considering the fact that tourism enterprises needed innovation in dealing with their customers' demands and needs. Thus, it was stated by several researchers in international literature that tourism industry is often innovated so that it could operate as a labor-intensive sector, so that businesses could compete and so that they could differ from others and have competitive advantage (Işık, 2019). In this context, considering the place innovation occupies and the significance it has, this article is believed to be reflective of the situation in the tourism sector in terms of innovation. This study, which compiled the studies concerning the correlations between tourism and innovation and published in international journals aimed to investigate the level of studies on innovation in tourism and the issues which they focus.

This study, like other studies, had a number of restrictions and research gaps. The research was limited to the studies using the keywords of tourism, innovation, hotel and innovation which had been published in 50 high ranking tourism journals which were indexed by SSCI, SCI, SCI-E, ESCI and SCOPUS. This study is expected to shed light on the future researchers intending to perform a study on the correlations between tourism and innovation which has been studied in this study and how often they have been studied in the literature and what topics have been studied less often, and to save time. In other words, it is believed that this study will guide researchers on the topics which need to be studied in terms of innovation in tourism. This study confined itself to analyzing a certain number of journals- which is a limitation of this study. The number of journals to be analyzed could be increased, all the studies could be reached, and a complete portrait of the area could be drawn.

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No	Authors	Year	Title	Country / City	Variables	Methods	Results	Theme	Keywords	Journal Published	Indexing
1	Busser, Shulga and Kang (2019)	2019	Customer Disposition to Social Exchange in Co-Innovation	United States Las Vegas	Customer Disposition, Social Exchange, Co-Innovation	Survey, Exploratory factor, Multivariate Analysis of Variance	Findings showed that customers experienced higher loyalty and trust when the tourism and hospitality provider-initiated co-innovation. Overall, the results demonstrated that co innovations' initial interaction added to the success of relationship development between customers and a company.	Process Innovation	Co-innovation, Social exchange ideology, Satisfaction, Loyalty, Trust	International Journal of Hospitality Management	SSCI
2	Wikhamn (2019)	2019	Innovation, Sustainable HRM and Customer Satisfaction	Sweden Gothenburg	Innovation, Customer Satisfaction, HRM	Survey, Chi-Square, Variance Analyses	The study concludes that sustainable HR practices enhance a hotel's capability to innovate and to have satisfied customers. The relationship between sustainable HR practices and innovation is discussed.	Management Innovation	Sustainable HRM, Innovation, Customer satisfaction, Hotels, Sweden	International Journal of Hospitality Management	SSCI
3	Martin-Rios and Ciobanu (2019)	2019	Hospitality Innovation Strategies: An Analysis of Success Factors and Challenges	Switzerland Lausanne	Technological and Non-technological Innovation, Innovation Strategies, Performance	Survey, Linear Regression Analyses, Univariate Anova	The study concludes that the level of innovation varies from sector to sector and that innovation strategies can have different effects on performance depending on the sector.	Management Innovation	Innovation strategy, Innovation management, Innovation practices, Non-technological innovation, Technological innovation, Hospitality, Service firms, Sales turnover, Performance, CIS data	Tourism Management	SSCI
4	Hoarau-Heemstra and Eide (2019)	2019	Values and Concern: Drivers of Innovation In Experience-Based Tourism	Iceland, Norway	Differentiation in Tourism, Innovation, Value, Concern	Document Review, Interview, Content Analysis		Organizational Innovation	Innovation, Drivers, Experience-based tourism, Values, Concern	Tourism and Hospitality Research	SCOPUS and ESCI
5	Garcia, Cortes, Lajara, Lillo and Saez (2018)	2018	Continuous Innovation in The Hotel Industry: The Development Of Organizational Ambidexterity Through Human Capital And Organizational Culture in Spanish Hotels	Spain	Performance, High performance work system, Organizational ambidexterity, Ambidextrous organizational culture	Partial Least Squares	The results of the research confirm that HPWSs exert a direct influence on organizational ambidexterity.	Management Innovation	Performance, High performance work system, Organizational ambidexterity, Ambidextrous organizational culture	International Journal of Contemporary Hospitality Management	SSCI

6	Kallmuenzer (2018)	2018	Exploring Drivers of Innovation in Hospitality Family Firms	Western Austria	Collaboration, Innovation, Family business, Qualitative, Hospitality	Qualitative Text Analysis	Results show that the entrepreneurial family and employees are key drivers for innovation as actors internal to the firm, but also the guests and regional competitors as external drivers provide comprehensive innovation input.	Organizational Innovation	Collaboration, Innovation, Family business, Qualitative, Hospitality	International Journal of Contemporary Hospitality Management	SSCI
7	Kim and Shim (2018)	2018	Social Capital, Knowledge Sharing and Innovation of Small and Medium-Sized Enterprises in A Tourism Cluster	South Korea	Innovation, Social capital, Knowledge sharing, Tourism cluster, SME	Correlation and Bootstrapping Analysis	This study confirms that knowledge sharing positively affects SME performance through innovation.	Organizational Innovation	Innovation, Social capital, Knowledge sharing, Tourism cluster, SME	International Journal of Contemporary Hospitality Management	SSCI
8	Marasco, De Martino, Magnotti and Morvillo (2018)	2018	Collaborative Innovation in Tourism and Hospitality: A Systematic Review of The Literature	Italy	Collaborative innovation, Thematic analysis, Tourism and hospitality, Systematic review.	Literature review	Based on a qualitative thematic analysis, five groups of articles were identified: cooperative behavior of innovating firms, co-creation, collaborative networks for innovation, knowledge transfer and innovation policies.	Process Innovation	Collaborative innovation, Thematic analysis, Tourism and hospitality, Systematic review.	International Journal of Contemporary Hospitality Management	SSCI
9	Nieves and Meneses (2018)	2018	Knowledge Sources and Innovation in The Hotel Industry: Empirical Analysis on Gran Canaria Island, A Mature Mass-Tourism Destination	Spain Gran Canaria	Innovation, Radical innovation, Hotel industry, Knowledge management, Incremental innovation, Intra-organizational knowledge, Sources of external knowledge.	Descriptive statistics, Principal component analysis, Multiple regression analysis.	The findings suggest a dissociation between innovations adopted by directly incorporating the specific knowledge provided by external agents and innovations that require the mediation of intraorganizational collaboration for their development.	Service Innovation	Innovation, Radical innovation, Hotel industry, Knowledge management, Incremental innovation, Intra-organizational knowledge, Sources of external knowledge.	International Journal of Contemporary Hospitality Management	SSCI
10	Nysveen, Oklevik and Pedersen (2018)	2018	Brand Satisfaction: Exploring the Role of Innovativeness, Green Image and Experience in the Hotel Sector	Norway	Brand innovativeness, Hotel, Green image, Brand experience, Guests' satisfaction	Coleration Analysis	The study also shows a positive influence of perceived brand innovativeness on perceived green image.	Product Innovation	Brand innovativeness, Hotel, Green image, Brand experience, Guests' satisfaction	International Journal of Contemporary Hospitality Management	SSCI
11	Wikhamn, Armbrecht and Wikhamn (2018)	2018	Innovation in Swedish Hotels	Sweden	Innovation, Hotels, Hospitality, Sweden	Chi-square Test, Regression Analysis	Most common are service/product and marketing innovations. A hotel's likelihood of innovating depends largely on structural independence (non-chain), having an explicit	Product Innovation	Innovation, Hotels, Hospitality, Sweden	International Journal of Contemporary Hospitality Management	SSCI

innovation strategy and investing in non-traditional R&D.											
12	Kallmuenzer and Peters (2018)	2018	Innovativeness and Control Mechanisms in Tourism and Hospitality Family Firms: A Comparative Study	Austria Innsbruck	THFF Tourism/Hospitality Family Firms, Non-THFF, Innovativeness, Financial performance	Content Analysis	Findings show that innovativeness in Tourism/Hospitality Family Firms (THFF) is as relevant for performance as in non-THFF. However, only in non-THFF control mechanisms show to be relevant, but have a significant negative moderating effect on the innovativeness-performance relationship.	Process Innovation	Tourism, Hospitality, Family business, Innovativeness, Control mechanisms, Social embeddedness, Quantitative	International Journal Of Hospitality Management	SSCI
13	Kim, Tang and Bosselman (2018)	2018	Measuring Customer Perceptions of Restaurant Innovativeness: Developing and Validating A Scale	USA Blacksburg	Customer Perceptions, Restaurant Innovativeness, Measuring	Interviews, Confirmatory Factor Analysis	The study illuminates the procedure for developing a complete scale for future hospitality research.	Process Innovation	Innovativeness, Restaurant innovativeness, Customer perceptions, Scale development	International Journal of Hospitality Management	SSCI
14	Kuo, Tseng and Chen (2018)	2018	Choosing Between Exiting or Innovative Solutions For Bed and Breakfasts	Taiwan	Bed and Breakfast Businesses, Innovative Solution, Exit	Interviews, A Grounded Theory		Service Innovation	Bed and breakfast, Exit strategy, Innovative solution, Grounded theory	International Journal of Hospitality Management	SSCI
15	Liu & Cheng (2018)	2018	Exploring Driving Forces of Innovation in The MSEs: The Case of The Sustainable B&B Tourism Industry	Taiwan Nantou	Tourism Innovation, Micro and Small Enterprises (Mses), Bed and Breakfast Industry	In-depth Interviews, Documentary Research	The results show that the B&B owners' lifestyles and customers are key drivers of innovation. On the other hand, employees, family and friends are less frequently mentioned.	Process Innovation	Tourism Innovation, Micro and Small Enterprises (Mses), Bed and Breakfast Industry	International Journal of Hospitality Management	SSCI
16	Uen, Chang, McConville and Tsai (2018)	2018	Supervisory Mentoring and Newcomer Innovation Performance in The Hospitality Industry	Taiwan	Supervisory Mentoring Function, Newcomers, Innovation Performance	Survey, Correlation	The conclusion is that mentoring is a powerful strategy that can be used to encourage innovation and also firms innovation performance will enhanced when organizations develop their mentoring processes.	Process Innovation	Mentoring function, Newcomer, Innovation performance, Social capital theory, Hospitality industry	International Journal of Hospitality Management	SSCI
17	Akgunduz, Alkan and Gök (2018)	2018	Perceived Organizational Support, Employee Creativity and Proactive Personality: The Mediating Effect of Meaning of Work	Turkey Izmir	Proactive Personality, Employee Creativity, Meaning of Work, Perceived	Structural Equation Model	It was stated that the creativity of the employees is positively related to the occupancy level.	Organizational Innovation	Proactive personality, Employee creativity, Meaning of work, Perceived organizational support	Journal of Hospitality and Tourism Management	SSCI

Organizational Support.											
18	Zopiatis and Theocharous (2018)	2018	PRAXIS: The Determining Element of Innovation Behavior in the Hospitality Industry	Cyprus	Praxis Innovation, Human capital	Structural Equation Modeling	Praxis, which is defined as action informed by theory and experiences, is a vital element of innovation behavior in the hospitality industry.	Process Innovation	Praxis, Innovation, Human capital, SEM, Mediation analysis	Journal of Hospitality and Tourism Management	SSCI
19	Aquino, Lück & Schänzel (2018)	2018	A Conceptual Framework of Tourism Social Entrepreneurship For Sustainable Community Development	New Zealand Auckland	Tourism, Social Entrepreneurship, Sustainable Community Development	Content Analysis, Literatur Review	This conceptual framework demonstrates TSE for sustainable community development as a process and activity led by tourism social entrepreneurs engaging with local communities, institutions, and decision-makers.	Process Innovation	Community capitals framework, Community development, Conceptual framework, Social enterprise, Social innovation, Tourism social entrepreneurship	Journal of Hospitality and Tourism Management	SSCI
20	Panzer-Krause (2018)	2018	Networking Towards Sustainable Tourism: Innovations Between Green Growth and Degrowth Strategies	Germany Hildesheim	Green Growth, Burren Ecotourism Network, Innovations	Documentary Research, Interviews, Survey, Content Analysis, Social Network Analysis	As a consequence, members on the modernists' side tended to engage more often in conventional entrepreneurial activities making use of socio-ecological arguments to raise revenue. On the other hand, Burren Ecotourism Network members on the conservatives' side were likely to show commitment in voluntary working groups.	Process Innovation	Regional Sustainability Transition, Networks, Evolutionary Approach, Green Growth, Degrowth, Business-Led Grassroots Innovations	Regional Studies	SSCI
21	Chen and Chiu (2018)	2018	Correlation between Innovation Strategy and Operational Performance in Tourism based on Competitive Advantage	Taiwan Taichung	Tourism, Innovation Strategy, Competitive Advantage, Operational Performance.	Correlation Analysis		Organizational Innovation	Tourism, Innovation Strategy, Competitive Advantage, Operational Performance.	Revista de Cercetare si Interventie Sociale	SSCI
22	Pons-Morera, Cano's-Daro's and Gil-Pechuan (2018)	2018	A Model of Collaborative Innovation between Local Government and Tourism Operators	Spain	Collaborative Innovation, Public Private Partnership, Technological Services, Tourism	Concept Mapping, Cluster Analysis, Method of Linkage, Ward's Method		Process Innovation	Collaborative Innovation, Public Private Partnership, Technological Services, Tourism	Service Business	SSCI

23	Weidenfeld (2018)	2018	Tourism Diversification and Its Implications for Smart Specialisation	England Coventry	Tourism Diversification, Smart Specialisation, Tourism Innovation	Dokümant Research, Literatür Review	Diversification strategies should be approached at product / market, regional and sectoral levels. Diversification and sectoral focus are proposed in the context of lack of resources to collect information on economic growth and new markets.	Process Innovation	tourism diversification, smart specialisation, tourism innovation, related variety	Sustainability	SSCI
24	Jung and Yoon (2018)	2018	Improving Frontline Service Employees' Innovative Behavior Using Conflict Management in The Hospitality Industry: The Mediating Role of Engagement	Republic of Korea Seoul	Conflicts, Engagement, innovative behavior	Survey	The results show that, the conflict management, as perceived by frontline employees, significantly affects their levels of engagement and innovative behavior.	Service Innovation	Conflict management, Engagement, Innovative behavior, Frontline employee, Hospitality industry,	The Mediating Role of Engagement. Tourism Management	SSCI
25	Bağırın Özşeker (2018)	2018	Towards a Model of Destination Innovation Process: An Integrative Review	Turkey İzmir	Innovation in Tourism, Cluster Theory, Innovation Systems	Integrative, Literature Review		Process Innovation and Organizational Innovation	Innovation İn Tourism, Cluster Theory, Innovation Systems, Networks, Knowledge Management	The Service Industries Journal	SSCI
26	Henderson, Avis and Tsui (2018)	2018	Testing Discontinuous Innovations in The Tourism Industry: The Case of Scenic Airship Services	New Zealand Queenstown	Discontinuous Innovation, Scenic Tourism, Consumer Interest, Product Development	Focus Group Interview, Descriptive Analysis, T-test, Chi-square Analysis, Simple Linear Regression Analysis, Wilcoxon and Friedman Test Analysis	Significant consumer interest was shown for scenic airship services and a descriptive model of what drove this interest was created for the tourism market of Queenstown, New Zealand.	Product Innovation	Discontinuous innovation, Scenic tourism, Consumer interest, Product development, Scenic airship services	Tourism Management	SSCI
27	Divisekera and Nguyen (2018)	2018	Determinants of innovation in tourism evidence from Australia	Australia Melbourne	Determinants of Innovation, Inputs and Outputs of Innovation	Survey, Chi-Square, Logistic Regression	Consequently, firms taking part in collaboration are more likely to introduce innovations than are firms that do not collaborate and a highly qualified and well-trained workforce is more likely to recognise the value of previously unexploited knowledge, opportunities, and ideas that lead to the generation of innovation.	Service Innovation	Tourism, Determinants of innovation, Innovation process, Service innovation, Marketing innovation, Logistic regression, Australia	Tourism Management	SSCI

28	Makkonen, Williams, Weidenfeld and Kaisto (2018)	2018	Cross-Border Knowledge Transfer and Innovation in The European Neighbourhood: Tourism Cooperation at The Finnish-Russian Border	Finland Tampere	EU Funding, Knowledge Transfer, innovation	Interview	While language issues, and differences in business culture and administrative/legislative systems between the two countries, constitute barriers for practical cross-border cooperation, it is cross-border differences in culture and technological capabilities that drive cross-border knowledge transfer and innovation in the cross-border region.	Process Innovation and Organizational Innovation	Cross-border region, European neighbourhood, Finland, Innovation, Knowledge transfer, Russia, Tourism	Tourism Management	SSCI
29	Pikkemaat, Peters & Chan (2018)	2018	Needs, Drivers and Barriers of Innovation: The Case of an Alpine Community-Model Destination	Austria Innsbruck	Need of Innovation, Drivers of Innovation, Obstacles of Innovation, Destination Management Organizations	Interview	The results demonstrate the importance of cooperation and networking of small and medium enterprises in destinations.	Organizational Innovation	Alpine tourism, Barriers of innovation, Community-model destination, Drivers of innovation, Needs of innovation, Small and medium enterprises (SMEs)	Tourism Management Perspectives	SSCI
30	Reid (2018)	2018	Wonderment in Tourism Land: Three Tales of Innovation	Sweden Helsingborg	Entrepreneurship, Innovation, Story-Telling	Open In-depth Interviews, Content Analysis	The study highlights the importance of knowledge in innovation, also illuminating an important relationship to entrepreneurial passion.	Product Innovation and Process Innovation	Entrepreneurship, Entrepreneurship, Innovation, Tourism, Narrative, Story-Telling	Journal of Teaching in Travel & Tourism	SCOPUS and ESCI
31	Zuniga-Collazos (2018)	2018	Analysis of Factors Determining Colombia's Tourist Enterprises Organizational Innovations	Colombia	Organizational Innovations, Tourist Enterprises	Correlation Matrix, Regression Analysis	The findings show that "Directing and Management (The way of directing and managing company)" and "Commercialization and Sales (The way to directing and managing the commercialization and sales of a company)" have a significant relationship with Colombia's tourist enterprises organizational innovations.	Organizational Innovation	Tourism, Innovation, Organizational Innovation, Colombia	Tourism and Hospitality Research	SCOPUS and ESCI
32	Weaver (2018)	2018	Creative Periphery Syndrome? Opportunities For Sustainable Tourism Innovation in Timor-Leste, An Early Stage Destination	China Liaoning	Tourism Innovation, Sustainable	Case Study		Service Innovation	Timor-Leste, Small Islands, Peripherality, Sustainable Tourism, Tourism Planning	Tourism Recreation Research	SCOPUS and ESCI
33	Alfiero, Giudice and	2017	Street Food and Innovation: The Food Truck Phenomenon	Italy	Innovation, Street Food, Efficiency, Performance,	Data Envelopment Analysis		Service Innovation	Innovation, Data Envelopment analysis, Street Food, Efficiency Performance,	British Food Journal	SCI-E

	Bonadonna (2017)				Gourmet Food Truck, Traditional Food Truck				Gourmet Food Truck, Traditional Food Truck		
34	Victoria, Puig and Loureiro (2017)	2017	Clustering, Innovation and Hotel Competitiveness: Evidence from the Colombia Destination	Colombia	Competitiveness, Hotel industry, Mediation, Cluster, Management innovation	Structural Modeling and Partial Least Squares.	Clustering has a positive direct impact on hotel competitiveness and innovation, and there is a positive effect of innovation on competitiveness.	Management Innovation	Competitiveness, Hotel industry, Mediation, Cluster, Management innovation	<i>International Journal of Contemporary Hospitality Management</i>	SSCI
35	Zebryte and Jorquera (2017)	2017	Chilean Tourism Sector “B Corporations”: Evidence of Social Entrepreneurship and Innovation	Chile Temuco	Latin America, Social entrepreneurship, Social innovation, Business models, B Corporation	Case Study, In-depth interviews.	The three businesses analyzed in this paper work in permanent cooperation with each other in order to more positively impact vulnerable communities.	Process Innovation and Service Innovation	Latin America, Social entrepreneurship, Social innovation, Business models, B Corporation	International Journal of Entrepreneurial Behavior & Research	SSCI
36	Prezenza, Abbate, Casali and Perano (2017)	2017	An Innovative Approach to The Intellectual Property in Haute Cuisine	Australia	Culinary Innovation Process, Creativity Protection	Survey	The paper identifies five barriers against imitation by competitors: “listening to clients’ needs”; “chef’s own creativity”; “systematic approach to creativity”; “knowledge based feasibility” and “accumulated professional skills”.	Product Innovation	Creativity protection, Idea generation, Idea transformation, Michelin starred chefs, Professional skills, Systematic approach	International Journal of Hospitality Management	SSCI
37	Claudino, Dos Santos, Cabral and Pessoa (2017)	2017	Fostering and Limiting Factors of Innovation in Micro and Small Enterprises	Brazilian Picos	Innovation, Micro and Small Enterprises (MSE), Fostering and limiting factors of innovation	Interview		Product Innovation	Innovation, Micro and Small Enterprises (MSE), Fostering and limiting factors of innovation	RAI Revista de Administração e Inovação	SSCI
38	Liu (2017)	2017	Creating Competitive Advantage: Linking Perspectives of Organization Learning, Innovation Behavior and Intellectual Capital	NetherlandsAmsterdam	Exploratory and Exploitative Learning, Innovation Behavior, Human Capital, Hotel Managers	Survey, Mediation-Moderation Model	Intellectual Capital theory confirmed that social capital and relational capital will strengthen the relationship between innovation behavior and human capital.	Service Innovation and Organizational Innovation	Learning orientation, Innovation behavior, Intellectual capital, Opportunity capture, Competitive advantage,	Sustainability	SSCI
39	Erkuş and Öztürk (2017)	2017	Related Variety and Innovation: Evidence from The Tourism Industry	Turkey Antalya	Related Variety, Unrelated Variety, Innovation, Tourism	Correspondence and Chi-square	The findings show a significant difference in the relationship between company innovations and the two proxies for related variety, unrelated variety and intra-industry relations, namely	Process Innovation	Related Variety, Unrelated Variety, Innovation, Tourism	Tijdschrift voor Economische en Sociale Geografie	SSCI

investment behaviour and recruitment of personnel.											
40	Booyens and Rogerson (2017)	2017	Networking and Learning for Tourism Innovation: Evidence from The Western Cape	South Africa	Tourism innovation, Tourism planning, Innovation networking Knowledge, Tourism Innovation Systems, Regional competitiveness	Interview	This investigation demonstrates that even though tourism firms mostly use internal resources for innovation, external, non-local knowledge is significant for enhancing novel innovation.	Process Innovation and Organizational Innovation	Tourism Innovation, Tourism Planning, Tourism Learning, Innovation Networking, Knowledge, Tourism Innovation Systems, Regional Competitiveness, South Africa	Tourism Geographies	SSCI
41	Zach and Hill (2017)	2017	Network, Knowledge And Relationship Impacts On Innovation In Tourism Destinations	ABD Washington	Innovation, Networks	Survey, Coleration Analysis	Results show that promoters of innovation within a destination should leverage brokerage position to improve the in-flow of ideas while encouraging the firms that share knowledge and trust to collaborate to apply those ideas.	Process Innovation	Destination management, Innovation, Network structure, Knowledge, Relational trust,	Tourism Management	SSCI
42	Eide, Fuglsang and Sundbo (2017)	2017	Management Challenges With the Maintenance of Tourism Experience Concept Innovations: Toward A New Research Agenda	Denmark Roskilde	Management, Innovation, Repair (maintenance), Experience Concept, Experience System, Responsibility, Experience Based Tourism.	Experience Theory, Experience System, Internal Participation and External Participation, Analytical Model	In addition to the problems arising from the lack of competence and understanding of the managers, it was stated that the management system stemmed from both the experience system and the shortcomings in internal and external relations.	Management Innovation	Management, Innovation, Repair (maintenance), Experience Concept, Experience System, Responsibility, Experience Based Tourism.	Tourism Management	SSCI
43	Gu, Duverger and Yu (2017)	2017	Can Innovative Behavior Be Led By Management? A Study From The Lodging Business	China Beijing	Organizational Commitment, Leadership, Employee Innovative Behavior	Survey	Organizational commitment mediated the relationship between leadership and innovative behavior.	Management Innovation	Leadership, Innovative behavior, Organizational commitment, Tenure, Moderated mediation	Tourism Management	SSCI
44	Li, Wood and Thomas (2017)	2017	Innovation Implementation: Harmony and Conflict in Chinese Modern Music Festivals.	United Kingdom Leeds	Chinese Modern Music Festivals, Implementation of Innovation,	Case Studie	The findings of six detailed case studies show identity, equality, guanxi, and a range of specific contextual factors, affect innovation implementation, notably by influencing the acquisition and use of	Process Innovation	Innovation, Events, Social Exchange, Guanxi	Tourism Management	SSCI

knowledge and other resources essential to the process.											
45	Spenceley and Snyman (2017)	2017	Protected Area Tourism: Progress, Innovation and Sustainability	South Africa Johannesburg	Innovation, Sustainability	Theoretical Analysis, Quantitative Research		Process Innovation		Tourism and Hospitality Research	SCOPUS and ESCI
46	Patluang (2017)	2017	Network Mining for Marketing Innovation: Evidence from Tourism Community Enterprises	Thailand	Community enterprise, Knowledge network, marketing Innovation, Microenterprise, Social network, Thailand, Tourism.	Factor Analysis, Hierarchical regression analysis.	Findings from quantitative analyses of data of Thai tourism community enterprises point to significant positive effects of networks on the innovation.	Process Innovation and Organizational Innovation	Community enterprise, Knowledge network, marketing Innovation, Microenterprise, Social network, Thailand, Tourism.	Polish Journal Of Management Studies	ESCI
47	Sakdiyakorn and Sivarak (2016)	2016	Innovation Management in Cultural Heritage Tourism: Experience from the Amphawa Waterfront Community, Thailand	Thailand	Cultural Heritage, Innovation Management	Case Study	The “willingness” and “capability” of those involved in a community-based cultural heritage initiative are key to fostering a multitude of innovations.	Process Innovation	Cultural Heritage, Innovation , Management, Sustainable, Tayland	Asia Pacific Journal of Tourism Research	SSCI
48	Narduzzo and Volo (2016)	2016	Tourism Innovation: When Interdependencies Matter	Italy Brunico, BZ	Innovation management, Tourism complexity, Interdependencies.	Literature review	Innovation in settings characterized by interdependencies is an underresearched area, and tourism suffers the same condition.	Process Innovation and Management Innovation	Innovation management, Tourism complexity, Interdependencies.	Current Issues in Tourism	SSCI
49	Torrent-Sellens, Ficapal-Cusi, Boada-Grau, Vigil-Colet (2016)	2016	Information and Communication Technology, Co-Innovation, and Perceived Productivity In Tourism Small and Medium Enterprises: An Exploratory Analysis	Spain Catalonia	Perceived Firm Productivity, Innovation, Tourism Small and Medium Enterprises (Smes)	Exploratory Factor Analysis		Process Innovation	Perceived Firm Productivity, ICT, Co-Innovation, Tourism Small And Medium Enterprises (Smes), Questionnaire, Statistical Evaluation	Current Issues in Tourism	SSCI
50	Perez, Villaverde and Elche (2016)	2016	The Mediating Effect of Ambidextrous Knowledge Strategy between Social Capital and Innovation of Cultural Tourism Clusters Firms	Spain	Innovation, Hospitality, Social capital, Cluster, Cultural tourism, Ambidextrous knowledge strategy	Partial Least Squares	The combination of bonding and bridging capital yields higher innovation performance through ambidextrous knowledge strategy.	Process Innovation and Service Innovation	Innovation, Hospitality, Social capital, Cluster, Cultural tourism, Ambidextrous knowledge strategy	International Journal of Contemporary Hospitality Management	SSCI

51	Sipe (2016)	2016	How Do Senior Managers Influence Experience Innovation? Insights From A Hospitality Market Place.	USA San Diego	Senior Managers, Innovation	An Exploratory Sequential Mixed Method	Findings from executives in four segments of a hospitality marketplace suggest three organizational capacities are associated with continuous innovation of memorable experiences.	Management Innovation	Experience economy, Innovation, Leadership, Hospitality, Measures	International Journal of Hospitality Management	SSCI
52	Sanjeev (2016)	2016	Innovations Mount up in the Indian Hospitality Industry: Summing up	India	Innovation, Hospitality, Customer Service, Technology, Culinary, Revenue Management	Interview		Organizational Innovation	Innovation, Hospitality, Customer Service, Technology, Culinary, Revenue Management	Worldwide Hospitality and Tourism Themes	ESCI
53	Tang (2016)	2016	Making Innovation Happen Through Building Social Capital and Scanning Environment	Taiwan	Environmental Scanning, Social Capital Building	Survey	The results show that environmental scanning and social capital fully mediate the relationship between proactive personality of managers and capacity for service innovation	Service Innovation	Proactive personality, Social capital, Scanning environment, Service innovation, Service improvement	International Journal of Hospitality Management	SSCI
54	Booyens and Rogerson (2016)	2016	Tourism Innovation in the Global South: Evidence from the Western Cape, South Africa	South Africa Cape Town	Tourism Innovation Typology, Firm Level Tourism Innovation, Tourism Systems	Interview, Literature Review		Product Innovation	Tourism Innovation Typology, Firm Level Tourism Innovation, Tourism Systems	International Journal of Tourism Research	SSCI
55	Booyens and Rogerson (2016)	2016	Unpacking The Geography of Tourism Innovation in Western Cape Province, South Africa.	South Africa West Cape	Tourism Innovation, Local Tourism, Innovation Networks	Interview, Survey, Frequency Analysis		Process Innovation	Tourism Innovation, Local Tourism Innovation Networks, Nature-Based Tourism, External Networking, Local Embeddedness.	International Journal of Tourism Research	SSCI
56	Zach (2016)	2016	Collaboration For Innovation in Tourism Organizations: Leadership Support, Innovation Formality, and Communication.	USA Washington	Leadership Support, Innovation, Cooperation	Survey, Correlation Analysis		Process Innovation and Service Innovation	Innovation, Leadership, Interorganizational Relationships, Micro Organizations, Destination Marketing Organizations	Journal of Hospitality & Tourism Research	SSCI
57	Kuščer, Mihalič and Pechlaner (2016)	2016	Innovation, Sustainable Tourism And Environments in Mountain Destination Development: A Comparative Analysis Of Austria, Slovenia And Switzerland	Austria Slovenia Switzerland	Mountain Destinations, Innovation, Environments, Tourism Development, Sustainability	Kruskal-Wallis, Mann-Whitney U/Post-Hoc, Tek Yönlü Varyans Analizi,		Process Innovation and Organizational Innovation	Mountain Destinations, Innovation, Environments, Tourism Development, Sustainability	Journal of Sustainable Tourism	SSCI

58	Liu, Yen, Tsai and Shuo Lo (2016)	2016	A Conceptual Framework for Agri-Food Tourism as an Eco-Innovation Strategy in Small Farms	Taiwan Kaohsiung	Agrifood, Eco-Innovation, Tourism	Qualitative Research, Case Study		Service Innovation	Agri-Food; Eco-Innovation; Supply Chain; Tourism	Sustainability	SSCI
59	Tugores and Valle (2016)	2016	Innovation, Hotel Occupancy, and Regional Growth	Spain Balears	Hotel Occupancy, Innovation, Tourism Impact	Interviews Descriptive analysis Regression models		Service Innovation	Hotel Occupancy, Innovation, Tourism Impact	Tourism Economics	SSCI
60	De la Peña, Núñez-Serrano, Turrión and Velázquez (2016)	2016	Are Innovations Relevant For Consumers in The Hospitality Industry? A Hedonic Approach For Cuban Hotels.	Cuba Holguín	Innovative Activity, Willingness to Pay	Content Analysis, Variance Decomposition, Hedonic Price Function	The results shows two lines of action for tourism businesses, First it seems evident that policies leading to increased quality greater diversity in tourism activities, Second, in order to provide more conclusive results, qualitative variables on the innovative activity of hotels and the educational attainment of employees should also be considered.	Product Innovation	Innovation, Hospitality industry, Prices, Hedonic pricing method	Tourism Management	SSCI
61	Dhar (2016)	2016	Ethical Leadership And Its Impact on Service Innovative Behavior: The Role of LMX and Job Autonomy	India Uttarakhand	Ethical Leadership, Service Innovative Behavior	Survey, Hierarchical Regression	Findings of the study revealed that ethical leadership promoted service innovative behavior of the hotel employees mediated through leader-member exchanges. Further, it was also found that the level of service innovative behavior was commensurate to the perception of employee job autonomy.	Service Innovation	Ethical leadership, Leader-member Exchange, Service innovative behavior, Job autonomy, Tourist hotels, India	Tourism Management	SSCI
62	Erkuş-Öztürk and Terhorst (2016)	2016	Innovative Restaurants in A Mass-Tourism City: Evidence from Antalya	Turkey Antalya	Innovation, Location, Restaurants	Interview, Correspondence, Chi-Square Analysis.	The main result of the empirical research is that high-quality restaurants, visited by a mix of locals and tourists, and are located in a specific urban places, are most innovative.	Service Innovation	Restaurants, Innovation, Mass-tourism cities, Diversification, Area differentiation	Tourism Management	SSCI
63	Varma, Jukic, Pestek, Shultz and Nestorov (2016)	2016	Airbnb: Exciting Innovation or Passing Fad ?	USA Chicago	Airbnb, Hotels, Lodging choice.	Online Survey, In-Depth Interview, Factor analysis, A Principal Component	There are significant differences between the type and motivation of customers that book Airbnb compared to those that book traditional hotels.	Management Innovation	Airbnb, Hotels, Lodging choice.	Tourism Management Perspectives	SSCI

											Analysis, ANOVA test.
64	Booyens (2016)	2016	Global-Local Trajectories For Regional Competitiveness: Tourism Innovation in The Western Cape	South Africa Cape Town	Information Networks, Tourism Innovation, Regional Competitiveness	Case Study, Content Analysis	The results of this investigation point to the critical need for regional policy to focus on strategic networking linkages to access global knowledge flows, as well as the need to develop tourism as core regional competency, and to strengthen the capacity of local institutions to foster regional innovation, competitiveness and growth in the Western Cape economy.	Organization al Innovation	Core Competencies, Extra-Regional Networking, Regional Competitiveness, Regional Innovation, Tourism Innovation, Western Cape	Local Economy	SCOPUS and ESCI
65	Čivre and Omerzel (2015)	2015	The Behaviour of Tourism Firms in The Area of Innovativeness	Slovenian	Tourism Firms, Market Orientation, Entrepreneurial Orientation, Innovativeness, Performance	Descriptive Statistics, Structural Equation Modelling, Explorative and Confirmative Factor Analysis	The results of the study reveal the positive impact of a market and entrepreneurial orientation on innovativeness, the positive relationship of innovativeness with firm performance, and the importance of antecedents of innovativeness and their impacts on performance.	Service Innovation	Tourism, Tourism Firms, Market Orientation, Entrepreneurial Orientation, Innovativeness, Performance	Economic Research-Ekonomska Istraživanja	SCOPUS
66	Duverger (2015)	2015	Crowdsourcing Innovative Service Ideas: The Effect of Negative Interactions on Ideation Forums' Effectiveness	USA Maryland	Ideation Forums, Negative Interactions, Crowdsourcing, Innovative Service Ideas, Hoteliers	Survey, Correlation	The results demonstrate that mood-incongruent interactions have different effects on different groups of participating customers. Negatively worded innovative ideas are rated lower by satisfied customers, despite their superior merit.	Product Innovation and Service Innovation	Tourism, Groupthink, User-generated content, Ideation Forums, Negative Interactions, Crowdsourcing,	Journal of Hospitality and Tourism Technology	SCOPUS and ESCI
67	Román, Tamayo, Gamero and Romero (2015)	2015	Innovativeness and Business Performances in Tourism Smes	Spain Andalusia	Tourism industry, Innovative firm, Innovativeness, Profitability.	A multiple linear regression, Two-stage interactive model, Exploratory analysis, Z-Fisher test.	The model has undergone various hypothesis tests, thus demonstrating its validity, the importance of the main explanatory variables and the existence of a positive linear relationship between innovative outcomes in products and processes, and business profitability.	Product Innovation and Process Innovation	Tourism industry, Innovative firm, Innovativeness, Profitability.	Annals of Tourism Research	SSCI
68	Mei, Arcodia and Ruhanen (2015)	2015	The National Government as The Facilitator of Tourism Innovation: Evidence from Norway	Norway	Tourism innovation, Destination competitiveness, National government,	Case study, In-depth interviews, Thematic analysis.	The results verify the fact that the national government does have a key facilitating role to play in terms of providing the framework in which the private sector can innovate although true innovation and successful outcomes will depend on the	Process Innovation and Organization al Innovation	Tourism innovation, Destination competitiveness, National government, Facilitator, Norway.	Current Issues in Tourism	SSCI

					Facilitator, Norway.		involvement and drive from actors in both the private and public sectors.				
69	Kessler, Pachucki, Stummer, Mair and Binder (2015)	2015	Types of Organizational Innovativeness and Success in Austrian Hotels	Austrian	Innovation, Success, Hotel industry, Austria, Innovation results, Organizational innovativeness	Factor and Cluster Analysis.	Results show that a balanced configuration of organizational innovativeness combined with a cautious approach is connected with greater (innovation) success.	Management Innovation	Innovation, Success, Hotel industry, Austria, Innovation results, Organizational innovativeness	International Journal of Contemporary Hospitality Management	SSCI
70	Qin, Li and Yu (2015)	2015	Management Innovations in a Chinese Hotel Company: The Case of 7 Days Inn	China	Organizational culture, Strategic advantage, Management innovation, 7 Days Inn	Interview, Content Analysis	This study identified seven major innovative management practices developed by 7 Days Inn. Most of these innovations arose from the company's idiosyncratic collective mindset.	Management Innovation	China, Hotels, Organizational culture, Strategic advantage, Management innovation, 7 Days Inn	International Journal of Contemporary Hospitality Management	SSCI
71	Fundeanu (2015)	2015	Innovative Regional Cluster, Model of Tourism Development	Romania Oltenia	Tourism, Cluster, Model Development, Regional Development	Literature Review, Four Clover Leaves Model		Process Innovation and Organizational Innovation	Tourism, Cluster, Model Development, Regional Development, Competition	Procedia Economics And Finance	SCOPUS
72	Hjalager (2015)	2015	100 Innovations That Transformed Tourism	Denmark	History of Tourism, Product Innovation	Qualitative Research Literature Study, Reflection and Sampling		Product Innovation and Process Innovation	History Of Tourism, Innovation Dissemination, Product Innovation, Process Innovation, Institutional Change	Journal of Travel Research	SSCI
73	Eriksen (2015)	2015	Experience Innovation for Small Food and Tourism Firms	Zealand	Experience Innovation, Experience Economy, Food, Tourism, SMEs.	Empirical material consist of observations, Semi-structured interviews, Documents	The findings suggest that the two experiments included elements that support the emergence of an idea generation process.	Process Innovation and Service Innovation	Experience Innovation, Experience Economy, Food, Tourism, SMEs.	Scandinavian Journal of Hospitality and Tourism	SSCI
74	Mathisen and Garnes (2015)	2015	Boards of Directors in Tourism Organizations: Roles and Innovative Climates	Norway Oslo	Ttourism, Boards of directors, Board roles, Innovation, Climate for innovation.	Descriptive statistics, T-test, Multivariate analysis of variance.	The results of our study demonstrate a statistically significant difference between directors from limited liability companies and other tourism organizations regarding board roles.	Management Innovation	Tourism, Boards of directors, Board roles, Innovation, Climate for innovation.	Scandinavian Journal of Hospitality and Tourism	SSCI

75	Fraj, Matute and Melero (2015)	2015	Environmental Strategies and Organizational Competitiveness in The Hotel Industry: The Role of Learning and Innovation as Determinants of Environmental Success	Spain Zaragoza	Environmental Strategies, Organizational Capabilities, Competitiveness	Interview, Structural Equation Modeling, Partial Least Squares, Correlation	The findings confirm that a proactive environmental strategy and innovation favor organizational competitiveness. However, a learning orientation does not directly predict organizational competitiveness	Management Innovation	Proactive environmental strategy, Learning orientation, Innovativeness, Organizational performance, Hotel industry	Tourism Management	SSCI
76	Maravic, Križaj and Lesjak (2015)	2015	Innovation In Slovenian Tourism Organisations	Slovenia	Innovation, Innovation Climate, Tourism Organisations, Tourism	Descriptive Statistical Methods		Process Innovation	Innovation, Innovation Climate, Tourism Organisations, Tourism, Slovenia.	Tourism and Hospitality Management	SCOPUS and ESCI
77	Joppe, Brooker and Thomas (2015)	2015	Drivers of Innovation in Rural Tourism: The Role of Good Governance and Engaged Entrepreneurs	Canada Ontario	Rural Tourism, Governance, Innovation	Qualitative Research, Survey		Service Innovation	Rural Tourism, Governance, Engaged Entrepreneur, Innovation, Leadership	Journal of Rural and Community Development	ESCI
78	Ali and Frew (2014)	2014	Technology Innovation And Applications in Sustainable Destination Development	England	Information and Communication Technology, Sustainable Tourism, Innovation, Destination Management	Interview, Online Survey, Descriptive Analysis		Process Innovation and Service Innovation	Information and Communication Technology, Sustainable Tourism, eTourism, Innovation, Destination Management	Information Technology and Tourism	SCOPUS and ESCI
79	Halkias, Pizzurno, De Massis and Fragoudakis (2014)	2014	Halal Products and Services in The Italian Tourism and Hospitality Industry: Brief Case Studies of Entrepreneurship and Innovation	Italy Bergamo	Halal Tourism, Hotel Services, Innovation	Case Study	The study shows that Islamic societies tend to visit Muslim countries because they feel comfortable. However, a consideration of other matters hints at practical 'barriers,' such as the size of accommodation units.	Service Innovation	Halal, Islamic tourism, Italy, Hospitality	Journal of Developmental Entrepreneurship	SCOPUS and ESCI
80	Rodriguez, Williams and Hall (2014)	2014	Tourism Innovation Policy: Implementation and Outcomes.	Spain Alicante	Applications of Innovation Policies, Types and Results of Innovation, Obstacles	Content Analysis, Document Analysis	The findings show the contradictions of this hybrid model of implementation with mixed outcomes of successful collaborations and abandoned trajectories.	Management Innovation	Applications of Innovation Policies, Types and Results of Innovation, Obstacles	Annals of Tourism Research	SSCI
81	Luoh, Tsaur and Tang (2014)	2014	Empowering Employees: Job Standardization and Innovative Behavior	Taiwan	Psychological empowerment, Frontline employee, Innovative	Regression Analysis	The results show that job standardization had a negative effect on employee innovative behavior.	Management Innovation	Tourism, Hotel, Taiwan, Psychological empowerment, Frontline employee,	Empowering Employees: International Journal of Contemporary	SSCI

					behavior, Job standardization			Innovative behavior, Job standardization	Hospitality Management		
82	Cassel and Pashkevich (2014)	2014	World Heritage and Tourism Innovation: Institutional Frameworks and Local Adaptation	Swedish Falun	Innovation, World Heritage, Tourism	Interview, Content Analysis		Organizational Innovation	Innovation, World Heritage, Tourism, Institutional Frameworks, Local Adaptation	European Planning Studies	SSCI
83	Campo, Díaz and Yagüe (2014)	2014	Hotel Innovation and Performance in Times of Crisis	Spain	Performance, Innovation, Spain, Crisis, Hotel sector	Reliability and Validity Analysis	The results obtained indicate that the tendency of a hotel to innovate does not contribute directly and positively on short term performance.	Management Innovation	Performance, Innovation, Spain, Crisis, Hotel sector	International Journal of Contemporary Hospitality Management	SSCI
84	Kasim, Gursoy, Okumus, Wong (2014)	2014	The Importance of Water Management in Hotels: A Framework for Sustainability Through Innovation	Malaysia Langkawi	Tourism, Hotel management, Innovation	Case Study		Management Innovation	corporate environmentalism, responsible tourism, hotel management	Journal of Sustainable Tourism	SSCI
85	Brooker and Joppe (2014)	2014	Developing a Tourism Innovation Typology: Leveraging Liminal Insights.	Kanada Ontario	Tourism Innovation, Typology	Interview, Content Analysis, Interpretive Methods	Article suggest a three-level typology, the concept of liminality and its role in the search for tacit knowledge through weak network ties; and the need to ask ultimate (why) rather than proximate (what, how) questions.	Process Innovation	innovation, liminality, artist, liminal innovation, typology	Journal of Travel Research	SSCI
86	Carson, Carson, and Hodge (2014)	2014	Understanding Local Innovation Systems in Peripheral Tourism Destinations	Austria Burra	Networking, Collaboration, Information Exchange	Interview, Observation, Content Analysis	The paper concludes that effective regional destination development in peripheral areas needs to be better informed by more detailed understandings of local tourism systems and their capacities to engage.	Process Innovation	local innovation system, regional innovation system, spatial scale, peripheral areas, rural tourism, destination boundaries, South Australia, Clare Valley	Tourism Geographies	SSCI
87	Aarstad, Ness and Haugland (2014)	2014	Innovation, Uncertainty, and Inter-Firm Shortcut Ties in A Tourism Context	Norway	Uncertainty, Innovation	Interview	Innovating firms that perceive uncertainty have network ties across destinations, which can contribute to increased learning and adoption of best practices beyond a local destination.	Management Innovation	Destination, Innovation, Inter-firm networks, Path-length, Shortcut ties, Uncertainty	Tourism Management	SSCI
88	Thomas and Wood (2014)	2014	Innovation in Tourism: Re-Conceptualising and Measuring The Absorptive	United Kingdom	Innovation, Innovation Policy, Absorption Capacity, Information	Frequency Analysis, Confirmatory Factor Analysis	The expected four factors (acquisition, assimilation, transformation and exploitation) emerged from the data, indicating that this absorptive capacity	Management Innovation	Innovation, Innovation Policy, Absorption Capacity, Information Management, Hotels.	Tourism Management	SSCI

		Capacity of The Hotel Sector		Management, Hotels.		was qualitatively different in the hotel sector.					
89	Carvalho and Sarkar (2014)	2014	Market Structures, Strategy And Innovation in Tourism Sector	Portugal Évora	Market Structures- Strategies, Innovations	PCA, Factor Analysis		Management Innovation	Strategy, Innovation, Tourism, Portugal, Market structures, Service sector	International Journal of Culture Tourism and Hospitality Research	ESCI
90	Grissemann, Plank and Sperdin (2013)	2013	Enhancing Business Performance of Hotels: The Role of Innovation and Customer Orientation	Alpine	Innovation Behavior, Innovativeness, Customer Orientation, Financial Performance, Customer Retention Reputation	Correlation Analysis	Mediation analysis shows that innovation behavior partially mediates the effect of customer orientation on business performance	Management Innovation	Innovation Behavior, Innovativeness, Customer Orientation, Financial Performance, Customer Retention Reputation	International Journal of Hospitality Management	SSCI
91	Mattsson and Orfila-Sintes (2012)	2013	Hotel Innovation and Its Effect on Business Performance	France Denmark Spain	Business Performance, Innovation	Descriptive and Descriptive Statistics, Correlation Analysis, Regression Analysis		Management Innovation	Business Performance, Innovation	International Journal of Tourism Research	SSCI
92	Dinica (2013)	2013	International Sustainability Agreements: Are They Politically Influential for Tourism Governance Innovations?	Finland Oulu	International Sustainability Agreements, Innovations, National Tourism Sectors, Governance	Document Analysis Literature Review, Content analysis.	The challenge for governance innovation addressed is that of horizontal policy integration across four policy domains: environmental protection, nature conservation, recreation, and tourism. The international agreements are assessed as having the effect of Persuasion mechanisms on both political decision makers..	Management Innovation	International Sustainability Agreements, Innovations, National Tourism Sectors, Governance	Tourism Analysis	SCOPUS and ESCI
93	Muñoz and Collazos (2013)	2013	Tourism And Innovation in China And Spain: A Review Of Innovation Research On Tourism	Çin İspanya	Tourism Innovation, China and Spain Comparison	Comparison- Meta Analysis	Spanish innovation needs are more focused on improving tourist competitiveness and expanding the range of tourist experiences and segments. China, however, might be more interested in innovation activities contributing to the development of the tourist offer through innovation, paying special	Service Innovation	tourism innovation, innovation research, tourism competitiveness, China, Spain	Tourism Economics	SSCI

						attention to efficiency, service quality and sustainability.					
94	Romão, Rodrigues and Guerreiro (2013)	2013	Innovative Integration in Tourism	Southwest Europe	Tourism, Innovation, Differentiation, Nature, Regional Tourism	Panel Data Model Analysis	The most important conclusion that arises from this analysis is that the conditions for innovation in tourism activities play an important role on the attractiveness of tourism destinations of Southwest Europe. A positive statistical relation between the efforts on innovation and the regional touristic attractiveness suggests that regions with more developed innovation networks are using this competitive advantage in order to create innovative tourism products.	Management Innovation	Tourism, Innovation, Differentiation, Nature, Regional Tourism	Journal of Spatial and Organizational Dynamics	ESCI
95	Grissemann, Pikkemaat and Weger (2013)	2013	Antecedents of Innovation Activities in Tourism: An Empirical Investigation of The Alpine Hospitality Industry.	Austria Innsbruck	Innovation Behavior, Antecedents, Hospitality Firms	Survey, Regression Analysis, Factor	Analysis revealed firm and firm internal dimensions influencing innovation behavior: Employee engagement, customer participation, information technologies, innovation management, and innovation networks.	Management Innovation	innovation management; hotels; new service development; Alpine tourism	Turizam: međunarodni znanstveno-stručni časopis	SCOPUS and ESCI
96	Hjalager and Flagestad (2012)	2012	Innovations in Well-Being Tourism in the Nordic Countries	Norway Oslo	Innovation, Diversification, Technology	Empirical and Case Study		Management Innovation	innovation, diversification, technology, institutions, Nordic countries, well-being	Current Issues in Tourism	SSCI
97	Ros and Sintes (2012)	2012	Training Plans, Manager's Characteristics and Innovation in The Accommodation Industry	Spain Madrid	Innovation, Hotels, Training, Managerial characteristics.	Descriptive statistics, Empirical analysis.	Results suggest that training plans positively affect innovation-related decisions and the extent of their implementation	Management Innovation	Innovation, Hotels, Training, Managerial characteristics.	International Journal of Hospitality Management	SSCI
98	Tajeddini and Trueman (2012)	2012	Managing Swiss Hospitality: How Cultural Antecedents Of Innovation and Customer-Oriented Value Systems Can Influence Performance in The Hotel Industry	Switzerland	Cultural Dimensions, Customer Orientation, Innovativeness, Hospitality Industry	Structural Equation Modeling		Management Innovation	Cultural dimensions, Customer orientation, Innovativeness, Hospitality industry	International Journal of Hospitality Management	SSCI

99	Martín and Herrero (2012)	2012	Influence of The User's Psychological Factors on The Online Purchase Intention in Rural Tourism: Integrating Innovativeness to The UTAUT Framework	Spain	Online purchase intention Innovativeness Performance expectancy Effort expectancy Social influence Facilitating conditions Rural tourism	Corellation Analys	The innovativeness construct has a moderating effect on the relationship between performance expectancy and online purchase intention.	Management Innovation	Online purchase intention, Innovativeness Performance expectancy, Effort expectancy, Social influence, Facilitating conditions, Rural tourism	Tourism Management	SSCI
100	Plaza, Galvez and Flores (2011)	2011	Orchestrating Innovation Networks in E-Tourism: A Case Study	Spain	Innovations networks, SMEs, knowledge transfer, learning processes, R&D management, ICTs, e-tourism.	Case Study, Interview	E-tourism innovation networks, although composed of micro-firms, can exert international reach, to the extent that intra network peer coaching and Knowledge Intensive Business Services (KIBS) play a key role in innovation transfer to SMEs.	Organization al Innovation	Innovations networks, SMEs, knowledge transfer, learning processes, R&D management, ICTs, e-tourism.	South African Journal of Business Management	SCOPUS
101	Williams and Shaw (2011)	2011	Internationalization and Innovation in Tourism	England Londra	Tourism, Internationalization , Innovation	Document Analysis Content Analysis		Process Innovation	Tourism, Internationalization, Innovation	Annals of Tourism Research	SSCI
102	Eraqi (2010)	2010	Social Responsibility as An Innovative Approach for Enhancing Competitiveness of Tourism Business Sector in Egypt	USA Maryland	Corporate Social Responsibility, Tourism Business Sector	Survey, Z test, ANOVA	The research results explained that tourism business sector managers' attitudes towards CSR (Corporate Social Responsibility) criteria are positive. They actually have defined policies regarding CSR and practice activities regarding CSR issues.	Management Innovation	COMPETITIVENESS, EGYPT, INDICATORS, MEASUREMENTS; SOCIAL RESPONSIBILITY; TOURISM	Tourism Analysis	SCOPUS and ESCI
103	Paget, Dimanche and Mounet (2010)	2010	A Tourism Innovation Case an Actor-Network Approach	France	Winter sports resorts, Destination management, SME, case study research, Qualitative research.	A Multi- Methods Research, A Content Analysis, A thematic analysis.	The company's growth is related to the implementation of new associations between actors and non-human entities	Management Innovation	Winter sports resorts, Destination management, SME, case study research, Qualitative research.	Annals of Tourism Research	SSCI
104	Erkuş-Öztürk (2010)	2010	The Significance Of Networking and Company Size In The Level of Creativeness of Tourism Companies: Antalya Case	Turkey Antalya	Networking, Company Size,Creativeness, Tourism Companies	Survey,Corresp ondence analysis, chi- square	The findings of the paper reveal that there is a relationship not only between the associational and global levels of networking and creativeness, but also between the size of a tourism company and its level of creativeness.	Organization al Innovation	Networking, Company Size,Creativeness, Tourism Companies	European Planning Studies	SSCI

105	Tajeddini (2010)	2010	Effect of Customer Orientation and Entrepreneurial Orientation on Innovativeness: Evidence from the Hotel Industry in Switzerland	Switzerland	Customer Orientation, Entrepreneurship, Innovativeness, Hotel Industry	Descriptive Statistics, Factor Analysis, Chi-Square Difference Tests, Reliability Analysis	Specifically, customer orientation, entrepreneurial orientation coupled with innovativeness was found to have a significant and positive effect on performance in the long-term.	Process Innovation	Customer orientation, Entrepreneurship, Innovativeness, Hotel industry, Switzerland	Tourism Management	SSCI
106	Hall (2009)	2009	Innovation and Tourism Policy in Australia and New Zealand: Never The Twain Shall Meet?.	New Zealand Christchurch	Tourism, Innovation, National Policies	Document Analysis Content Analysis	It is concluded that in spite of tourism's economic significance to both countries, broader innovation policy also does not recognise tourism as being neither a particularly innovative field, nor an area which can contribute to innovation and competitiveness.	Organizational Innovation	Australia; New Zealand; innovation; policy; competitiveness	Journal of Policy Research in Tourism, Leisure and Events	SCOPUS and ESCI
107	Lopez (2009)	2009	Innovation In The Spanish Tourism Industry: Factors Determining The Innovative Capacity of The Spanish Hotel Sector, Using The Approach of The Strategic Management Process	Spain Huelva		Strategic Management Model	It was stated that the factors determining the strategic management process have a positive effect on innovation.	Process Innovation	Innovation, Spanish Tourism Industry, Factors Determining, Innovative Capacity, Strategic Management Process	Emerging Markets Finance and Trade	SSCI
108	Moscardo (2008)	2008	Sustainable Tourism Innovation: Challenging Basic Assumptions	Austria Townsville	Sustainability, Tourism Innovation	Content Analysis		Management Innovation	sustainable development, sustainable tourism, innovation, regional development	Tourism And Hospitality Research	SCOPUS and ESCI
109	Novelli, Schmitz and Spencer (2006)	2006	Networks, Clusters And Innovation In Tourism: A UK Experience	England Eastbourne	Clustering, Networks, Healthy Lifestyle Tourism	Content Analysis		Process Innovation	Network, Cluster Innovation, Inter-firm synergies, Knowledge transfer, SMEs collaboration, Healthy Lifestyle Tourism	Tourism Management	SSCI
110	Peters and Pikkemaat (2006)	2006	Innovation in tourism	Austria Innsbruck	Tourism, Innovation	Documant Analysis Content Analysis		Service Innovation	Tourism, Innovation	Journal of Quality Assurance in Hospitality & Tourism	ESCI
111	Hjalager (2005)	2005	Innovation in Tourism from a Welfare State Perspective	Denmark	Social Tourism, History of Tourism	Qualitative Research, Case Study		Service Innovation	Social tourism, innovation, welfare, regulations, history of	Scandinavian Journal of	SSCI

								tourism, internationalisation	Hospitality and Tourism		
112	Sintes, Cladera and Ros (2005)	2005	Innovation Activity in The Hotel Industry: Evidence from Balearic Islands	Spain Balearic Islands	Services innovation, Hotel industry, Balearic Islands.	Descriptive analysis	The results show as higher-categories hotels are more innovative than lower- categories hotels.	Service Innovation	Services innovation, Hotel industry, Balearic Islands.	Tourism Management	SSCI
113	Grant (2004)	2004	Innovation in Tourism Planning Processes: Action Learning to Support a Coalition of Stakeholders for Sustainability	England Bristol	Strategic Planning, Sustainability	Observation		Service Innovation	Innovation, Strategic Planning Processes, Coalition of Stakeholders Sustainability,	Tourism and Hospitality Planning & Development	SCOPUS
114	Lynn (2004)	2004	E-innovation: Internet Impacts on Small UK Hospitality Firms	United Kingdom	Innovation, Internet, Small enterprises, Entrepreneurialism, Hospitality services,	Qualitative Research	These small hospitality firms have adopted the Web and used it; as a result they have changed business processes and personal expectations.	Process Innovation	Innovation, Internet, Small enterprises, Entrepreneurialism, Hospitality services, United Kingdom	International Journal of Contemporary Hospitality Management	SSCI
115	Jacob, Tintore, Aguilo, Bravo and Mulet (2003)	2003	Innovation in The Tourism Sector: Results From A Pilot Study in The Balearic Islands	Spain Mallorca	Tourism Enterprises, Innovation	Case Study		Management Innovation	innovation, tourism sector, pilot study, Balearic Islands	Tourism Economics	SSCI
116	Hassanien and Baum (2002)	2002	Hotel Innovation Through Property Renovation	UK Walsall	Egyptian hotel industry, innovation practices, renovation	Survey, Frequency Analysis	To conclude, the hotel owners do not fully realize the importance of renovation as an effective marketing tool, and its potential for attracting new markets.	Service Innovation	Innovation, new product development, renovation, marketing, hotels, hospitality	International Journal of Hospitality & Tourism Administration	SCOPUS and ESCI
117	Hjalager (2002)	2002	Repairing Innovation Defectiveness in Tourism	Denmark, Aarhus	Types of Innovation, Innovation Model for Tourism	Content Analysis		Process Innovation	Innovation, Driving forces, Knowledge, Transfer processes, Policies	Tourism Management	SSCI
118	Hjalager (1997)	1997	Innovation Patterns in Sustainable Tourism: an Analytical Typology	Denmark, Aarhus	Sustainability, Environment, Tourism, Innovation	Content Analysis		Process Innovation	environmental innovations, typology, reverse product cycle	Tourism Management	SSCI
119	Poon (1988)	1988	Innovation and The Future of Caribbean Tourism	Barbados, Jamaica, Trinidad and Tobago (Caribbean)	Caribbean tourisminnovationa ll-inclusive holidays	Descriptive Analysis	With their 'all-inclusive' innovation, Super Club's performance has far outstripped that of traditional multinational corporations affiliated hotels.	Service Innovation	Caribbean tourism, innovation, all-inclusive holidays	Tourism Management	SSCI

120	Jafari (1981)	1981	Innovations in Tourism Research and Marketing	USA	Tourism Marketing, Innovation	Qualitative Analysis, Case Study		Process Innovation	Tourism Marketing, Innovation	Annals of Tourism Research	SSCI
121	Luu (2019)	2019	Can Diversity Climate Shape Service Innovative Behavior in Vietnamese and Brazilian Tour Companies? The Role of Work Passion.	Australia Hawthorn	Diversity Climate, Employees, Service Innovative Behavior	Survey	Two types of work passion, harmonious passion and obsessive passion, were found to mediate for diversity climate and employees' service innovative behavior.	Organizational Innovation	Diversity climate, Service innovative behavior, Work passion, Group diversity	Tourism Management	SSCI
122	Prezenza, Petruzzelli and Sheehan (2019)	2019	Innovation trough tradition in hospitality. The Italian case of Albergo Diffuso	Italy Termoli	Tradition, Innovations, hospitality Industry	Content Analysis, in-depth Interviews	The findings indicate that identifying and combining tangible and intangible attributes of tradition from various time periods may improve the value of an innovation, especially when it is perceived to enhance the authenticity of the experience for guests.	Process Innovation	Albergo diffuso, Innovation, Tradition Sources of tradition, Authenticity	Tourism Management	SSCI
123	Verreynne, Williams, Ritchie, Gronum and Betts (2019)	2019	Innovation Diversity and Uncertainty in Small And Medium Sized Tourism Firms.	Australia Brisbane	Innovation Diversity, Uncertainty, (SME) Performance	Survey	Innovation diversity mediates the negative direct effect of uncertainty on (SME) performance however, more sales to tourists increases the performance benefit from innovation diversity.	Service Innovation	Innovation Diversity, Uncertainty, SME Performance	Tourism Management	SSCI
124	Sanchez, Correia and Maldonado (2019)	2019	Challenges of Open Innovation in the Tourism Sector	Spain Portugal	Open innovation, New service development (NSD), Social media, Tourism sector, Cocreation environment.	A Cluster Analysis, Analysis of Variance, Multivariate analysis, Descriptive analysis.	The results show positive impact of open innovation in new product development, moreover results derived in terms of turnover and competitiveness improve	Product Innovation	Open innovation, New service development (NSD), Social media, Tourism sector, Cocreation environment.	Tourism Planning and Development	SCOPUS and ESCI
125	Batle, Orfila-Sintes and Moon (2018)	2018	Environmental Management Best Practices: Towards Social Innovation	Spain Mallorca	Environmental Management, Social Innovation, Tourism Hospitality	Survey, Interview Descriptive Analysis	It is stated that social innovation is related to environmental care.	Process Innovation	Environmental Management, Social Innovation, Tourism Hospitality	International Journal of Hospitality Management	SSCI
126	Buijtenlijk, Blomb, Vermeer and Duim (2018)	2018	Eco-Innovation For Sustainable Tourism Transitions As A Process Of Collaborative Co-Production: The Case Of A Carbon Management Calculator For The Dutch Travel Industry	Netherlands	Travel Industry, Eco-Innovation, Carbon Management, Climate Change	Interviews Content Analysis Case Study		Process Innovation	Actor-network theory, carbon management, climate change, corporate social responsibility, eco-innovation, sustainability transitions	Journal of Sustainable Tourism	SSCI

127	Wang, Cole and Chen (2018)	2018	Tourist Innovation in Air Travel	USA Hattiesburg	Tourist Innovation, Air Service,	Survey, Interview, Confirmatory Factor Analysis		Process Innovation	Tourist Innovation, Air Service	Journal Of Travel Research	SSCI
128	Megeed and Zillinger (2018)	2018	Disruptive Network Innovation in Free Guided Tours	Copenhagen	Sharing Economy, Disruptive Network Innovation, Free Guided Tours	Interview, Online Documents Analysis,	The free guided tours based on tips orchestrated within the frame of the sharing economy are not merely a product innovation. They entail disruptive market innovations that circumvent traditional industry structures and ultimately produce disruptive organizational innovations where trust in network is the crux.	Product Innovation	Free guided tours, disruption, networked innovation, sharing economy, trust	Scandinavian Journal of Hospitality and Tourism	SSCI
129	Montresor (2018)	2018	Innovation in Tourism: A Diverging Line of Research in Need of A Synthesis	Italy	Innovation, Services, Tourism.	Literature review	The definitions and conceptualizations of tourism innovation have ended up with having weak reference to the degree of novelty and economic relevance that are required for a change to be considered actual innovation.	Service Innovation	Innovation, Services, Tourism	Tourism Economics	SSCI
130	Romero, Gomez and Zabala (2018)	2018	Cookpetition: Do Restaurants Coopete To Innovate	Spain Sevilla	Restaurant of Enterprises, Innovation	Logistic Regression		Product Innovation	coopetition, hospitality, innovation, restaurant, SME, Spain	Tourism Economics	SSCI
131	Viladimirov and Williams (2018)	2018	Hotel Innovations and Performance – The Mediating Role Of Staff Related Innovations	United Kingdom	Innovation, Performance, Staff	Literature Search, Model Analysis	Innovations and other factors have both direct and indirect effects on performance.	Product Innovation	Innovation, Performance, Staff	Tourism Management	SSCI
132	Sipe (2018)	2018	Towards An Experience Innovation Canvas: A Framework for Measuring Innovation in the Hospitality and Tourism Industry	USA Southern California	Innovation Business Performance.	Interview		Service Innovation	Experience economy, memorable experiences, innovation, measurement, hospitality	International Journal of Hospitality & Tourism Administration	SCOPUS and ESCI
133	S�raphin, Gowreesunkar, Chim, Duplan, and	2018	Tourism Planning and Innovation: The Caribbean Under The Spotlight	ABD Florida Karayipler	Caribbean, Tourism, Cluster, Tourism Planning, Marketing.	Clustering Method	In the Caribbean, the way of clustering targets has meant capacity to attract visitors and geographically closed destinations to bring together similar performance or potential locations.	Process Innovation	Caribbean, Tourism, Cluster, Tourism Planning, Marketing.	Journal of Destination Marketing & Management	SCOPUS

Korstanje (2018)											
134	Chiao, Chen & Huang (2018)	2018	Examining The Usability of An Online Virtual Tour-Guiding Platform For Cultural Tourism Education	Taiwan Taipei	Reality Tour-Guiding Platform, Technology Acceptance, Technology Innovation	Survey	Results indicated learning effectiveness and technology acceptance within the education system. Interaction was an exogenous variable that has an indirect effect on technology use, implying the importance of interaction between people and devices within a digital tour environment.	Process Innovation	Virtual reality, Technology use, Digital tour-guiding, Game-based learning, Cultural tourism, Experience-based tourism	Journal of Hospitality, Leisure, Sport & Tourism Education	SCOPUS
135	Fuglsang and Nordli (2018)	2018	On Service Innovation as an Interactive Process: A Case Study of the Engagement with Innovation of a Tourism Service	Norway	Innovation, Service innovation, Engagement theory, Narrative method, Interactive capabilities.	Case study analysis	The case study shows how combining a variety of types of engagement may be important to the innovation process. It also shows the key role of familiar engagement in service innovation, where actors grasp the environment by means of what is familiar and desirable to them personally.	Service Innovation	Innovation, Service innovation, Engagement theory, Narrative method, Interactive capabilities.	Social Science	SCOPUS
136	Nieves and Quintana (2018)	2018	Human Resource Practices And Innovation in The Hotel Industry: The Mediating Role of Human Capital	Spain	Human Resource Management, Innovation, Recruitment and Selection, Training and Development	Kolmogorov-Smirnov, Correlations Analysis, Regression Analysis	In the hotel industry, some human resource management practices (training, development) affect innovation through their influence on human capital. Recruitment and selection human resource management practices, however, do not enhance the level of human capital of the firms studied, although they do determine their innovation performance.	Process Innovation	Human Resource Management, Innovation, Recruitment and Selection, Training and Development	Tourism and Hospitality Research	SCOPUS and ESCI
137	Spila, Torres, Lorenzo and Santa (2018)	2018	Social Innovation and Sustainable Tourism Lab: An Explorative Model	Spain	Work-based learning, Social innovation, Sustainable tourism, Agile research.	Conceptual paper, SISTOUR-LAB, Agile research model.	As a result of the application of agile research methodology, in the following sections the design of the SISTOUR-LAB is detailed from the standpoints of its key elements (governance, research, learning and innovation) and the dynamics of its social innovation (exploration, experimentation, exploration and evaluation) which promote them.	Process Innovation	Work-based learning, Social innovation, Sustainable tourism, Agile research.	Higher Education, Skills and Work-Based Learning	SCOPUS and ESCI

138	Koflera, Marchera, Volggerb and Pechlaner (2018)	2018	The Special Characteristics of Tourism Innovation Networks: The Case of The Regional Innovation System in South Tyrol	İtalya Otonom Eyaleti Güney Tirol	Innovation, Network, Social Network Analysis, South Tyrol, Tourism.	Social Network Analysis	They expressed the assumption that regional linking could be a distinguishing feature of tourism innovation networks.	Organizational Innovation	Innovation, Network, Social Network Analysis, South Tyrol, Tourism.	Journal of Hospitality and Tourism Management	SSCI
139	Bowie (2018)	2018	Innovation and 19th century hotel industry evolution	UK Oxford	Innovations, English Hotel Evolution	Multi-Level Perspective Methodology	By the end of the century, the English hotel industry had adopted domestic and international innovations, to improve service quality and comfort.	Service Innovation	Hotel industry history, Niche cumulation, Technological transition, Tourism methodology, "Tourism history	Tourism Management	SSCI
140	Gardiner and Scott (2018)	2018	Destination Innovation Matrix: A Framework for New Tourism Experience and Market Development	Australia Gold Coast	Destination Marketing, Destination Management Destination Competitiveness, Tourism Strategy, Tourism Innovation, Domestic Tourism.	Target Innovation Matrix Model, Focus Group, Analysis Case Study	It is stated that the focus of the existing markets or the focus on the new market is to focus on the innovation strategy of the target.	Service Innovation	Destination Marketing, Destination Management Destination Competitiveness, Tourism Strategy, Tourism Innovation, Domestic Tourism.	Journal of Destination Marketing & Management	SCOPUS
141	Sipe (2017)	2017	Leadership Innovation Outputs and Business Performance: A Mixed Methods Study of Senior Managers in the Attractions Industry	USA	İnovasyon Türleri, İşletme Performansı	Descriptive Statistics, Correlations Analysis, Multiple Regression Analysis		Product Innovation and Management Innovation	attractions industry, experience economy, innovation, leadership, mixed methods	International Journal of Hospitality & Tourism Administration	SCOPUS and ESCI
142	Sanchez and Williams and Brotons (2017)	2017	The Innovation Journey of New-to-Tourism Entrepreneurs	Spain	Innovation, Innovation task	Qualitative Research Case Study, Survey		Process Innovation	innovation process, innovation journey, new-to-tourism entrepreneur, start-up, innovation task, sub-process	Current Issues in Tourism	SSCI
143	Chen, Kerr, Chou and Ang (2017)	2017	Business Co-Creation For Service Innovation in The Hospitality and Tourism Industry	Taiwan Malaysia	Travel Agencies, Suppliers, Customers	Explanatory Factor Analysis, Multiple Regression	All the proposed effects were found significant in which trust enhanced the effect of elements of innovation for Taiwan travel agencies.	Service Innovation	Co-Creation dynamic, Service-dominant logic, Service Innovation, relational view	International Journal of Contemporary Hospitality Management	SSCI

144	Sarmah, Kamboj and Rahman (2017)	2017	Co-creation in Hotel Service Innovation Using Smart Phone Apps: An Empirical Study	India Uttarancal	Service Innovation, Hotel, Smart Phone Apps	Structural Equation Modeling, Survey		Service Innovation	India, Co-creation, Service Innovation, Smart Phone Apps, Luxury hotel	International Journal of Contemporary Hospitality Management	SSCI
145	Guttentag and Smith (2017)	2017	Assessing Airbnb as a Disruptive Innovation Relative to Hotels: Substitution and Comparative Performance Expectations	Canada	Airbnb, Sharing economy, Peer-to-peer short-term rentals, Disruptive innovation.	Online survey, Chi-square tests, T-test.	This study found that Airbnb is used almost exclusively as a substitute for existing accommodations, and primarily for hotels.	Service Innovation	Airbnb, Sharing economy, Peer-to-peer short-term rentals, Disruptive innovation.	International Journal of Hospitality Management	SSCI
146	Tajeddini, Altinay and Ratten (2017)	2017	Service Innovativeness and The Structuring of Organizations: The Moderating Roles of Learning Orientation and Inter-Functional Coordination	NetherlandsAmsterdam	Organizational Structure, Service Innovativeness, Learning Orientation, Inter-Functional Coordination, Hospitality Sector	Survey, Regression Analysis	Study show that higher levels of service innovativeness are positively related to higher levels of hotel business performance.	Service Innovation	Organizational Structure, Service Innovativeness, Learning Orientation, Inter-Functional Coordination, Hospitality Sector	International Journal of Hospitality Management	SSCI
147	Backman, Klaesson and Öner (2017)	2017	Innovation in The Hospitality Industry: Firm or Location	Sweden Stockholm	Company, Location, Innovation	Logistic Regression	The results provide important insights regarding firm- versus location-placed innovation policies.	Organizational Innovation	firm characteristics, hospitality industry, innovation, location characteristics	Tourism Economics	SSCI
148	Dzhandzhugazova (2017)	2017	Crowdfunding as a Tool for Promotion and Development of Tourism-related Innovation Projects	Russia Moscow	Innovation economy, Crowdfunding, Tourism, Tourism-related crowdfunding projects.	Methods of desk social study	On the basis of the comparative analysis of Boomstarter.ru crowdfunding projects of 2013-2016 we make a conclusion that despite a small share of tourismrelated crowdfunding projects they have high average values of key figures, which shows their success and adequacy.	Process Innovation	Innovation economy, Crowdfunding, Tourism, Tourism-related crowdfunding projects.	Journal of Environmental Management and Tourism	SCOPUS
149	Fatima, Ghandforoush, Khan and Masico (2017)	2017	Role Of Innovativeness And Self-Efficacy in Tourism M-Learning	Bangladesh Dhaka	Mobile learning, Tourism education, Self-efficacy, Innovativeness, Structural 33 Equation Modeling, Technology acceptance model	Structural Equation Modeling	The findings confirmed the antecedent effect of self-efficacy on the 15 intention to adopt m-learning, the moderating effect of innovativeness was not found to be 16 as significant for the attitude-intention link.	Service Innovation	Mobile learning, Tourism education, Self-efficacy, Innovativeness, Structural 33 Equation Modeling, Technology acceptance model	Tourism Review	ESCI

150	Villaverde, Elche, Perez, Ortega (2017)	2017	Determinants of Radical Innovation in Clustered Firms of the Hospitality and Tourism Industry	Spain	Social Capital, Innovation Market Dynamism, Hospitality, Cultural Tourism, Cluster	Regression Analysis	Specifically, the negative effect of structural social capital on radical innovation worsens when market dynamism perception is higher.	Service Innovation	Social Capital, Innovation Market Dynamism, Hospitality, Cultural Tourism, Cluster	International Journal of Hospitality Management	SSCI
151	Mifli, Hashim and Zainal (2017)	2017	Managing Menu Innovation in A Saturated Market: An Empirical Evidence From The Chain Restaurants in Malaysia	Malaysia Klang Valley	Menu Innovation Process, New Product Development	Yapısal Eşitlik Modellemesi		Service Innovation	Menu innovation process, new product development, product innovation orientations, partial least squares, Klang valley, Malaysia	Tourism and Hospitality Research	SCOPUS and ESCI
152	Cruz, Martines, Hincapie and Torres (2016)	2016	Innovation in Tourism Companies, Where Are They And Where Are They Going? An Approach To The State Of Knowledge	Mexican	Innovation, Tourism Companies, Themes, State of Knowledge	Literature Review	The review shows that papers are concentrated in six broad categories: a) organizational innovation, b) innovation strategies, c) innovation in products and processes, d) technological innovation, e) knowledge management in innovation and f) innovation models.	Management Innovation and Organizational Innovation	Innovation, Tourism Companies, Themes, State of Knowledge	Intangible Capital	SCOPUS
153	Jin, Line and Merkebu (2016)	2016	Examining the Impact of Restaurant Innovativeness on Relationship Quality in Luxury Restaurants	USA	Perception of Restaurant Innovativeness	Confirmatory Factor Analysis, Squared Correlation, Structural Parameter		Service Innovation	innovation image, luxury restaurants, relationship quality, satisfaction	International Journal of Hospitality & Tourism Administration	SCOPUS and ESCI
154	Alegre and Berbegal-Miraben (2016)	2016	Social Innovation Success Factors: Hospitality and Tourism Social Enterprises	Spain Barcelona	Social Innovation, Hospitality, Social Tourism Initiatives	Case Study		Organizational Innovation	Social Innovation, Hospitality and Tourism sector, Social Enterprises, Social business models	International Journal Of Contemporary Hospitality Management	SSCI
155	Omerzel (2016)	2016	A Systematic Review of Research on Innovation in Hospitality and Tourism	Slovenia Koper	Competitiveness, Innovation, Tourism, Bibliometric analysis, Small firms, Hospitality.	Literature review, Bibliometric Analysis.	Reviewing the literature, it was found that, in their studies, many authors mainly addressed innovation in manufacturing, while focused on innovation in the service industry.	Service Innovation	Competitiveness, Innovation, Tourism, Bibliometric analysis, Small firms, Hospitality.	International Journal of Contemporary Hospitality Management	SSCI
156	Pikkemaat and Zehrer (2016)	2016	Innovation And Service Experiences in Small Tourism Family Firm	Netherlands	Medium and Small Family Business, Innovation	Literature Review		Service Innovation	Innovation, Service Experiences, Small Business, Family Businesses	International Journal Of Contemporary	SSCI

										Hospitality Management	
157	Pace (2016)	2016	How do Tourism Firms Innovate for Sustainable Energy Consumption? A Capabilities Perspective nn The Adoption of Energy Efficiency in Tourism Accommodation Establishments	Malta	Environmental innovation, Capabilities, Engineering consulting firms, Energy efficiency, Tourism accommodation establishments,	Face-to-face interviews.	The findings demonstrate different patterns of innovation adoption amongst the firms in terms of the range of energy technologies and measures adopted that are contingent on the firms' particular combination of capabilities to solve problems around energy efficiency	Service Innovation	Environmental innovation, Capabilities, Engineering consulting firms, Energy efficiency, Tourism accommodation establishments,	Journal of Cleaner Production	SCI-E
158	Clarke, Murphy and Adler (2016)	2016	Celebrity Chef Adoption and Implementation of Social Media, Particularly Pinterest: A Diffusion of Innovations Approach	United States Harrisonburg	Celebrity Chefs, Social Media, Diffusion of innovations	Survey	The study found that of the top 48 chefs, all adopted Facebook, closely followed by 47 adopting Twitter; just 17 adopted Pinterest. The chefs' social media and Pinterest implementation varied widely.	Service Innovation	Celebrity Chefs, Social Media, Diffusion of innovations, Pinterest	International Journal of Hospitality Management	SSCI
159	Bharwani and Mathews (2016)	2016	Customer Service Innovations in The Indian Hospitality Industry	Indian	Innovation, Hospitality, Competitive advantage, Experience economy, Customer service	Interview, Literature Review		Service Innovation	Innovation, Hospitality, Competitive advantage, Experience economy, Customer service	Worldwide Hospitality and Tourism Themes	ESCI
160	Binder, Mair, Stummer and Kessler (2016)	2016	Organizational Innovativeness and Its Results: A Qualitative Analysis of SME Hotels in Vienna.	Austria Wien	Organizational Innovativeness, Innovation Results	Interviews, Content Analysis, Detailed Structure Analysis	The study shows that systematic renewal is promoted by a combination of all dimensions of organizational innovativeness (willingness to innovate, ability to innovate, and possibility of innovation).	Organizational Innovation		Journal of Hospitality & Tourism Research	SSCI
161	Farsani, Sadeghi, Shafiei and Sichani (2016)	2016	Measurement of Satisfaction With Ict Services Implementation and Innovation in Restaurants (Case Study: Isfahan, Iran)	Iran Isfahan	Information and Communication Technology (ICT), Innovation, Restaurant, Tourist behavior	Descriptive Analysis, One Sample t-Tests, Chi-Square Tests.	That tourists and restaurant managers in the city of Isfahan are interested in exploiting the application of innovation and ICT in hotel restaurants.	Management Innovation	Information and communication technology (ICT), innovation, restaurant, tourist	Journal of Travel & Tourism Marketing	SSCI
162	Giacosa, Giachino, Stupino and	2016	A Tour Operator With A Global, Innovative Spirit: The Case of Alpitourworld	Italy Brescia	Tourism sector, Tour operator, AlpitourWorld,	Case study	The research results illustrate that an integrated management of the production and supply chains in the tourist sector can provide a winning approach, making it possible to control	Organizational Innovation	Tourism sector; Tour operator; AlpitourWorld;	Tourism Analysis	SCOPUS and ESCI

	Mazzoleni (2016)				Comprehensive tourist product .		each stage of the process and to create a highly satisfactory product for the client.		Comprehensive tourist product		
163	Nieves, Quintana and Osorio (2016)	2016	Organizational Knowledge, Dynamic Capabilities and Innovation in The Hotel Industry	Spain Gran Canaria	Organizational Knowledge, Innovation	Descriptive Statistics, Correlation Analysis,	The knowledge and knowledge-based processes play an outstanding role to foster innovation in the hotel firms.	Process Innovation	Organizational knowledge, dynamic capabilities, product innovation, process innovation, hotel industry	Tourism and Hospitality Research	SCOPUS and ESCI
164	Bell and Ruhanen (2016)	2016	The Diffusion and Adoption Of Eco-Innovations Amongst Tourism Businesses: The Role of The Social System	Australian	Eco-Innovations, Tourism Businesses Social System	Interview, Content Analysis		Service Innovation	Innovation, diffusion, social system, ecotourism, accreditation	Tourism Recreation Research	SCOPUS and ESCI
165	Lu and Liu (2016)	2016	Cultural Tourism O2O Business Model Innovation-A Case Study of Ctrip	China Beijing	Business Model, Innovation Strategy, Tourism	Qualitative Research, Case Study		Management Innovation	Business Model, Cultural, Innovation Strategy, O2O, Tourism	Journal of Electronic Commerce in Organizations	ESCI
166	Wooliscroft and Wooliscroft (2016)	2016	Diffusion of Innovation: The Case of Ethical Tourism Behavior	New Zealand	Ethical behavior, Diffusion of innovation, Rasch Modeling, Consumer innovativeness, Tourism.	Rasch Modeli	Using the Rasch Model, this research studies the underlying structure of ETB and provides a link between relatively static individual innovativeness and the Diffusion of Innovation's dynamic aspects, a result that future longitudinal studies will have to confirm.	Organizational Innovation	Ethical behavior, Diffusion of innovation, Rasch Modeling, Consumer innovativeness, Tourism.	Journal of Business Research	SSCI
167	Lee, Hallak and Sardeshmukh (2016)	2016	Innovation, Entrepreneurship, and Restaurant Performance: A Higher-Order Structural Model	Australia Adelaide	Innovation, Restaurant performance, Entrepreneurship, Hospitality, Partial Least Squares Structural Equation Modelling.	Post hoc Analysis, Correlation Analysis, Structural Equation Model, Chi-square test, Factor Analysis.	The restaurant's innovation activities have a positive impact on restaurant performance. The introduction of innovation in products, services, and marketing allows restaurants to increase their sales by attracting new customers while retaining their current customer base.	Management Innovation	Innovation, Restaurant performance, Entrepreneurship, Hospitality, Partial Least Squares Structural Equation Modelling.	Tourism Management	SSCI
168	Guttentag (2015)	2015	Airbnb: Disruptive Innovation and The Rise of an Informal Tourism Accommodation Sector	Canada West Waterloo	Disruptive Innovation, Informal Accommodation	Case Study, Content Analysis	Consequently, achieving a greater understanding of Airbnb's disruptive emergence will offer tremendous practical value, and there is every reason to believe that such knowledge will only increase in importance as Airbnb continues to prominently and firmly establish itself within the	Service Innovation	Airbnb, short-term rentals, peer-to-peer accommodation, disruptive innovation, informal economy	Current Issues in Tourism	SSCI

worldwide tourism accommodation sector.											
169	Razumova, Ibáñez and Palmer (2015)	2015	Drivers Of Environmental Innovation in Majorcan Hotels	Spain Majorca	Environment, Process Innovation	Logistic Regression, Hierarchical Regression		Process Innovation	hotels, environmental innovations, Porter hypothesis, Majorca	Journal of Sustainable Tourism	SSCI
170	Gössling and Lane (2015)	2015	Rural Tourism and The Development of Internet-Based Accommodation Booking Platforms: A Study in The Advantages, Dangers and Implications of Innovation	Sweden Helsingborg	Rezervation Platform, Innovation, Rural Tourism	Interview, Comparative Analysis	Results indicate that Booking.com now has a significant role in reservations in rural Norway, with a range of implications for destinations and businesses.	Service Innovation	accommodation, rural tourism, tourism management	Journal of Sustainable Tourism	SSCI
171	Couture, Arcand, Sénécal and Ouellet (2015)	2015	The Influence of Tourism Innovativeness on Online Consumer Behavior	Canada Quebec	Tourism Innovativeness, Consumer Behavior	Descriptive Statistics, Linear Regression	Tourism innovativeness is positively related to the frequency and density of site visits, downloading of information brochures, use of the online purchasing mode, and the volume of online purchases.	Service Innovation	innovativeness, online consumer behavior, buying behavior, information search behavior, communication	Journal of Travel Research	SSCI
172	Chao, Izard and Sellens (2015)	2015	Information and Communication Technologies, Innovation, and Firm Productivity in Small and Medium-Sized Travel Agencies: New Evidence from Spain	Spain Barcelona	Information and Communication Technologies, Innovation	Qualitative Research, Survey		Organizational Innovation	Information and communication technologies (ICT), innovation, firm productivity, small and medium enterprises (SMEs), travel agencies, partial least square–structural equation modeling (PLS-SEM), Spain	Journal of Travel Research	SSCI
173	Jernsand, Kraff and Mossberg (2015)	2015	Tourism Experience Innovation Through Design	Norway Nordland	Experience Innovation, Experience Design	Qualitative Analysis, Empirical		Service Innovation	experience innovation, experience design, experiencescape, prototyping	Scandinavian Journal of Hospitality and Tourism	SSCI
174	Tang, Wang and Tang (2015)	2015	Developing Service Innovation Capability in The Hotel Industry	Taiwan	Social Capital, Knowledge Sharing, Service Innovation Capability	Correlation Analysis, Reliability and Validity Analysis,		Service Innovation	Social Capital, Knowledge Sharing, Service Innovation Capability	Service Business	SSCI

Structural Model Analysis											
175	Tugores and García (2015)	2015	The Impact Of Innovation On Firm's Performance: An Analysis Of The Hotel Sector In Majorca	Spain Mallorca	Innovation, Performance	Descriptive Statistics, Correlation, Regression	Non-environmental innovations and only some particular environmental innovations are found to have a positive impact on hotel performance, and to contribute to an understanding of their relative performance, even when controlling for quality or human capital variables.	Organizational Innovation	innovation; hotel industry; performance impact	Tourism Economics	SSCI
176	Booyens and Rogerson (2015)	2015	Creative Tourism in Cape Town: An Innovation Perspective	South Africa Cape Town	Creative Tourism, Creative Cities, Urban Regeneration, Cape Town	Interview		Process Innovation	Creative Tourism, Creative Cities, Urban Regeneration, Cape Town	Urban Forum	SCOPUS
177	Omerzel (2015)	2015	Innovativeness in Tourism: Model Development	Slovenia Koper	Innovation, Tourism, Model Development	Model Development	With the developed model, it has been stated that it should clarify the concept of innovation in tourism and develop a valid and versatile innovation structure.	Organizational Innovation	Innovation, Tourism, Model Development	Procedia Economics And Finance	SCOPUS
178	Souto (2015)	2015	Business Model Innovation and Business Concept Innovation as The Context of Incremental Innovation and Radical Innovation	Spain	Tourism innovation Hotel innovation Business model innovation Business concept innovation Non-technological innovation Technological innovation Innovation strategy	Interviews	The findings show the effects of business model innovation and business concept innovation. The adoption of new models and concepts that support innovation are shown to be important.	Organizational Innovation	Tourism innovation Hotel innovation Business model innovation Business concept innovation Non-technological innovation Technological innovation Innovation strategy	Tourism Management	SSCI
179	Naidu, Chand and Southgate (2014)	2014	Determinants of Innovation in The Handicraft industry of Fiji and Tonga: An Empirical Analysis From a Tourism Perspective	Oceania Region Fiji, Tonga	Innovation, Handicraft Industry	Interviews, Probit Regression Model, Tobit Regression Model	The results of this study show that eight factors; namely, value adding, design uniqueness, new product development, cultural uniqueness, advanced technology, experience of owner, ability of owner to adapt to trends in market and quality of raw materials have significant impact on level of innovation in handicraft industry of Fiji and Tonga.	Process Innovation and Organizational Innovation	Innovation, Handicraft Industry	Journal of Enterprising Communities: People and Places in the Global Economy	SCOPUS and ESCI

180	Hoarau (2014)	2014	Knowledge Acquisition and Assimilation in Tourism-Innovation Processes	Norway Nordland	Case Study, Qualitative Research	Case Study, Qualitative Research		Product Innovation and Service Innovation	knowledge, innovation, absorptive capacity, nature-based tourism	Scandinavian Journal of Hospitality and Tourism	SSCI
181	İplik, Topsakal and Doğan (2014)	2014	Strategic Innovation: An Empirical Study On Hotel Firms Operating In Antalya Region	Turkey Antalya	Strategic Innovation, Competitive Advantage, Hotel Firms	Frequency Analysis, Reliability Analysis, Factor Analysis, Correlation Analysis		Service Innovation	Strategic Innovation, Competitive Advantage, Hotel Firms, Antalya	Advances in Hospitality and Tourism Research (AHTR)	ESCI
182	Ropret, Jakulin and Likar (2014)	2014	The Systems Approach To The Improvement of Innovation In Slovenian Tourism	Slovenia Koper	Innovation, Sustainable Development, Tourism, Social Responsibility, Slovenia, Systems Approach.	Causal Loop Diagram, Qualitative System Model.	Tourism development model, the development of Slovenia as an isolated system, to achieve the goal of the desired tourism destination, CSR principles, not only in tourism, but in general in the society in the twenty-first century will become an important legal area for the said.	Management Innovation	Innovation, Sustainable Development, Tourism, Social Responsibility, Slovenia, Systems Approach.	Kybernetes	SCI-E
183	Nicolau and Santa-Maria (2013)	2013	The Effect Of Innovation on Hotel Market Value	Spain Alicante	Innovation, Hotel Industry	Qualitative Analysis, Literature Study		Management Innovation	Innovation, Hotel Industry	International Journal of Hospitality Management	SSCI
184	Kuscer (2013)	2013	Determining Factors of Mountain Destination Innovativeness	Slovenia	Destination development, Innovativeness, Mountain destinations, Sustainability.	Exploratory Factor Analysis, Factor Correlation Matrix.	The results show that mountain destination innovativeness incorporates the factors of sociocultural sustainability and stakeholder participation, environmental sustainability (natural environment) and proactiveness.	Process Innovation	Destination development, Innovativeness, Mountain destinations, Sustainability.	Journal of Vacation Marketing	SSCI
185	Makkonen and Hokkanen (2013)	2013	ICT Innovation and Local Economy: Mobile Game as a Tourist Attraction	Finlandia Lieksa	Attraction, ICT innovation, Tourism, Visitor expenditure.	Corelation Analysis, T-tests.	The results show that visitors of the location itself (Pielinen Museum) have a considerable income and employment impact on the local economy of Lieksa	Organizational Innovation	Attraction, ICT innovation, Tourism, Visitor expenditure.	Scandinavian Journal of Hospitality and Tourism	SSCI
186	Camisón and Monfort-Mir (2012)	2012	Measuring Innovation in Tourism From The Schumpeterian And The Dynamic-Capabilities Perspectives	Spain Valencia	Innovative Capabilities, Tourism Performance	Survey, Content Analysis, Schumpeterian Theory,	Study present that serious biases and anomalies hindering the understanding of the situation at the micro level and complicating the issue of international comparability.	Process Innovation	Innovative capabilities, Innovativeness, Innovation performance, Tourism firms	Tourism Management	SSCI

Dynamic Skills Approach											
187	Huibin and Marzuk (2012)	2012	Community Participation of Cultural Heritage Tourism from Innovation System Perspective	Malaysia	Cultural Heritage Tourism, Innovation System	Case Study		Process Innovation and Organizational Innovation	community participation; cultural heritage tourism; CHT; innovation system; tourism development; Penang.	International Journal of Services Technology and Management	ESCI
188	Mei, Arcodia and Ruhanen (2012)	2012	Towards Tourism Innovation: A Critical Review of Public Policies at The National Level	Norway	Innovation, Destination competitiveness, Public policy, National government Norway.	Content and Systematic analysis.	The findings indicate that the policies are mostly general and superficial.	Organizational Innovation	Innovation, Destination competitiveness, Public policy, National government, Norway	Tourism Management Perspectives	SSCI
189	Gebeshuber and Majlis (2011)	2011	3D Corporate Tourism: A Concept for Innovation in Nanomaterials Engineering.	Malaysia Selangor	Nanomaterials, Innovation, Nanotechnology	The Biomimicry Innovation Methodis	The "3D Tourism" concept seems to be especially interesting for development of novel functional nanomaterials and contributes to overcoming the first two of the three gaps between the world of ideas, inventors, innovators and investors as well as the market as introduced for accelerated scientific and technological breakthroughs to improve the human condition.	Product Innovation	bioinspiration, biomimetics, production methods, natural materials, biological engineering, biomimicry, innovation, nanomaterials, nanotechnology, nanofabrication, design, corporate tourism (3) (PDF) 3D Corporate Tourism: A Concept for Innovation in Nanomaterials Engineering. Available from: https://www.researchgate.net/publication/45893977_3D_Corporate_Tourism_A_Concept_for_Innovation_in_Nanomaterials_Engineering [accessed Jul 17 2019].	International Journal of Materials Engineering Innovation	SCOPUS
190	Chen (2011)	2011	Innovation in Hotel Services: Culture and Personality	Taiwan	Service Innovation Culture, Proactive Personality,	Literature Review, Reliability Analysis, Confirmatory		Service Innovation	Service Innovation Culture, Proactive Personality,	International Journal of Hospitality Management	SSCI

					Innovation, Hotel Service	Factorial Analysis, Structural Equation Modeling (SEM) via LISREL 8, Correlation Analysis		Innovation, Hotel Service			
191	Smerecnik and Andersen (2010)	2011	The Diffusion Of Environmental Sustainabil- ity, Innovations in North American Hotels And Ski Resorts	America California	Environmental Sustainability, Extension of Innovation	Factor Analysis, Correlation Analysis		Management Innovation	sustainable tourism, sustainable development, diffusion of innovations, tourism management, hotel, ski	Journal of Sustainable Tourism	SSCI
192	Sandvik, Arnett, and Sandvik (2011)	2011	The Effects of New Product Development Proficiency on Product Advantage and Tourism Business Performance: Evidence from the Norwegian Hotel Industry	Norway	Product Development, Product Advantage, Tourism Performance	Correlation Analysis, Structural Equation Modeling		Product Innovation	new product development advantage, business performance, hotel industry	Journal of Travel Research	SSCI
193	Su (2011)	2011	The Role of Service Innovation and Customer Experience in Ethnic Restaurants	Taiwan	Customer Experience, Service Innovation, Behavioural Intention, Experiential Marketing, Ethnic Restaurant	Descriptive Statistics, Exploratory Factor Analysis, Correlation Analysis, Hierarchical Regression	The results suggest that service innovation has significant effects on behavioural intention and customer experience, and the mediating effect of customer experience on service innovation and customers' behavioural intention was supported.	Service Innovation	Customer Experience, Service Innovation, Behavioural Intention, Experiential Marketing, Ethnic Restaurant	The Service Industries Journal	SSCI
194	Fernández, Cala and Domecq (2011)	2011	Critical External Factors Behind Hotels' Investments in Innovation and Technology in Emerging Urban Destinations	Spain Madrid	Macro-Micro Environmental Innovation	Pestel Analysis		Product Innovation and Service Innovation	critical external factors; ICT; hospitality sector; innovationimpacts; PESTEL model; Porter's five forces model	Tourism Economics	SSCI
195	Aldebert, Dang and Longhi (2011)	2011	Innovation in The Tourism Industry: The Case of Tourism@	France Toulouse	Information Communication Technologies, Tourism Industry	Case Study, Document Analysis		Product Innovation	Tourism, Innovation, Sectoral system of production and innovation, Temporary cluster, Knowledge bases, ICT, Internet	Tourism Management	SSCI

196	Chang, Gong and Shum (2011)	2011	Promoting Innovation in Hospitality Companies Through Human Resource Management Practices	Republic of China Shenzhen	Incremental Innovation, Radical Innovation, Human Resource Management Practices	Frequency Analysis, Correlation Analysis, Regression Analysis		Management Innovation	Incremental innovation, Radical innovation, Selection Training, Human resource management practices	International Journal of Hospitality Management	SSCI
197	Weidenfeld, Williams and Butler (2010)	2010	Knowledge Transfer and Innovation Among Attractions	England Cornwall	Knowledge Transfer, Innovations, Tourism Clusters, Tourist Attractions	Framework Analysis		Product Innovation and Process Innovation	Knowledge Transfer, Innovations, Tourism Clusters, Tourist Attractions	Annals of Tourism Research	SSCI
198	Liburd and Hjalager (2010)	2010	Changing Approaches Towards Open Education, Innovation and Research in Tourism	Denmark	Web 2.0, Tourism education, Open Innovation, INNOTOUR	Empirical tests, Meetings and interviews.	We argue that there is a compelling need to build grounded theory and consolidated practice that will advance the quality and efficiency of tourism education through the use of a wide span of interactive technologies and committed teaching methods, facilitating dynamic, interdisciplinary and international learning experiences.	Product Innovation and Service Innovation	Web 2.0, Tourism education, Open Innovation, INNOTOUR	Journal of Hospitality and Tourism Management	SSCI
199	Jacob, Florido and Aguló (2010)	2010	Environmental Innovation As A Competitiveness Factor in The Balearic Islands	Spain Mallorca	Environmental Innovation, Tourism Enterprises	Descriptive Statistics		Organizational Innovation	Environmental innovation, Competitiveness; Accommodation sector, Balearic Islands	Tourism Economics	SSCI
200	Hjalager (2010)	2010	A Review of Innovation Research in Tourism	Denmark	Innovation, Innovation Systems	Empirical study, Qualitative Analysis		Service Innovation	Innovation, Innovation systems, Knowledge, Clusters Policy	Tourism Management	SSCI
201	Hjalager (2009)	2009	Cultural Tourism Innovation Systems – The Roskilde Festival	Denmark	Roskilde Festival, Innovation System	Case Study		Service Innovation	Roskilde Festival, Innovation system, Tourism spin-offs, Policy	Scandinavian Journal of Hospitality and Tourism	SSCI
202	Hu, Horg and Sun (2009)	2009	Hospitality Teams: Knowledge Sharing and Service Innovation Performance	Taiwan	Knowledge Sharing, Team Culture, Service Innovation Performance	Frequency Analysis, Correlation Analysis, Factor Analysis	Bilgi paylaşımı and takım kültürünün, Service Innovation inovasyon performansı üzerinde önemli bir etkisi olduğu bulunmuştur.	Product Innovation, Service Innovation	Knowledge Sharing, Team Culture, Service Innovation Performance	Tourism Management	SSCI

203	Doong, Law and Wang (2009)	2009	An Initial Investigation of Integrating Innovation Diffusion Models for Drawing First-time Visitors	Hong Kong	First-time visitors, Innovation diffusion model, Hong Kong, Marketing.	External Influence Model, Internal Influence Model, Mixed Influence Model, J test, P test.	Empirical results indicated that both the mixed and internal influence models exhibited a significant impact on first-time visitors, and that the mixed influence model had better goodness-of-fit than the internal model.	Process Innovation and Organizational Innovation	First-time visitors, Innovation diffusion model, Hong Kong, Marketing.	Journal of Travel & Tourism Marketing	SSCI
204	Ros and Sintes (2009)	2009	Innovation Activity in the Hotel Industry	Spain	Radical Innovation, Incremental Innovation, Hotel Services, Balearic islands	Empirical Analysis		Management Innovation	Radical Innovation, Incremental Innovation, Hotel Services, Balearic islands	Technovation	SSCI
205	Racherla, Hu and Hyun (2008)	2008	Exploring the Role of Innovative Technologies in Building a Knowledge-Based Destination	Philadelphia	Information and Communication technology, Innovation, Knowledge-based destination, Knowledge management, Tourism community, Wireless networks	The analysis of qualitative data		Product Innovation and Service Innovation	Information and Communication technology, Innovation, Knowledge-based destination, Knowledge management, Tourism community, Wireless networks	Current Issues in Tourism	SSCI
206	Rodgers (2008)	2008	Technological Innovation Supporting Different Food Production Philosophies in The Food Service Sectors	United Kingdom	Food manufacturing processes, Innovation, Fast foods, Fresh foods, Modelling	Model Review		Product Innovation	Food manufacturing processes, Innovation, Fast foods, Fresh foods, Modelling	International Journal of Contemporary Hospitality Management	SSCI
207	Tseng, Kuo and Chou (2008)	2008	Configuration Of Innovation and Performance In The Service Industry: Evidence From The Taiwanese Hotel Industry	Taiwan	Innovation, Innovation Configuration, Hotel Industry, Technological Innovation, Organisational Innovation	Factor Analysis, Reliability Analysis, Cluster Analysis, ANOVA And LSD Multiple Comparison Test		Product Innovation and Organizational Innovation	Innovation, Innovation Configuration, Hotel Industry, Technological Innovation, Organisational Innovation	The Service Industries Journal	SSCI
208	Sørensen (2007)	2007	The Geographies of Social Networks and Innovation in Tourism	Denmark Nykøbing Falster	Social Networks, Innovation, Tourism	Case Study		Process Innovation and	Tourism, Innovation, Social networks, Agglomerations,	Tourism Geographies	SSCI

							Organization al Innovation	Information, Province of Malaga					
209	Ottenbacher (2007)	2007	Innovation Management in The Hospitality Industry: Different Strategies for Achieving Success	Germany	Innovation, New service development (NSD).	Factor analysis, Multiple regression analysis.			This study obtained data on 185 hospitality innovations and identified three performance dimensions: market performance, financial performance, employee and customer relationship enhancement. Of the 23 potential success determinants, 12 were found to be drivers of performance.	Service Innovation	Innovation, New service development (NSD).	Journal of Hospitality & Tourism Research	SSCI
210	Stamboulisa and Skayannis (2003)	2003	Innovation Strategies and Technology for Experience-Based Tourism	Greece	Experience tourism; Innovation; Strategy; Information and communication technologies	Qualitative Research				Process Innovation and Organizational Innovation	Experience tourism; Innovation; Strategy; Information and communication technologies	Tourism Management	SSCI
211	Litvin, Kar and Goldsmith (2001)	2001	Travel Innovativeness and Self-Image Congruity	Singapore	Self-image, Innovator, Diffusion.	Istatistical Analysis, T-test.			The research finds that tourism innovators have a distinctly unique self-image when compared to late adopters and indicated that innovators see themselves as more rugged, exciting, dominating, contemporary, organized, rational, and liberal than do travel followers.	Organizational Innovation	Self-image, Innovator, Diffusion.	Journal of Hospitality and Tourism Management	SSCI
212	Hernandez and Leon (2001)	2001	The Adoption Of Environmental Innovations in The Hotel Industry of Gran Canaria	Spain Gran Canaria	Environmental Innovation, Hotel Businesses	Descriptive Statistics, Regression Analysis				Process Innovation and Organizational Innovation	environmental innovation, tourism, firm behaviour, hotel services	Tourism Economics	SSCI
213	He, He, & Xu (2018)	2018	Evolutionary Analysis of Sustainable Tourism	China Nanjing	Green Innovation, Tourism Enterprises and Tourists, Government, Stakeholder	Content Analysis, Dynamic Differential Analysis Method			Study conclude that tourism enterprises' strategy can be affected by the decisions of both local governments and tourists and when visitor have higher green preference, tourism enterprises would adopt a green innovation strategy, even if local government do not implement supervision policy.	Process Innovation and Service Innovation	Sustainable tourism, Greenpreference, Green innovation, Government incentive mechanism, Evolutionary game theory	Annals of Tourism Research	SSCI

214	Horng, Liu, Chou, Tsai and Hu (2018)	2018	Developing a Sustainable service Innovation Framework for the Hospitality Industry	Taiwan	Innovation, Sustainable development, Hospitality industry, Service industries, Sustainability	FDM Analysis, DEMATEL	The findings of the DEMATEL result indicate that innovation diffusion has direct and indirect effects on dimensions of sustainable innovation and on organizational factors.	Service Innovation	Innovation, Sustainable development, Hospitality industry, Service industries, Sustainability	International Journal of Contemporary Hospitality Management	SSCI
215	Zach, Krizaj and McTier (2018)	2018	Learning From Press Releases: Implications for Hospitality Innovation	USA	Innovation, Cluster analysis, Content analysis, Event study, LBIO, Press releases	Cluster and Content Analysis	Cluster analysis identified four lodging innovation types: property and location, marketing, strategic development and guest experiences. The event study found that the typology was useful in determining the market value effects of an innovation.	Service Innovation	Innovation, Cluster analysis, Content analysis, Event study, LBIO, Press releases	International Journal of Contemporary Hospitality Management	SSCI
216	Singjai, Winata & Kummer (2018)	2018	Green Initiatives and Their Competitive Advantage for The Hotel Industry in Developing Countries	Australia Queensland	Green Innovation, Proactive Environmental Strategy, Hotel Industry	Partial Least Squares, Structural Equation Modeling	The results show that green strategies lead directly to positive environmental performance in terms of the consumption of utilities, waste management, and environmental risk management, leading to cost competitiveness and competitive advantage through differentiation.	Process Innovation	Proactive environmental strategy, Learning orientation, Innovativeness, Quality management, Environmental performance, Competitive advantage	International Journal of Hospitality Management	SSCI
217	Hjalager, Kwiatkowski and Larsen (2018)	2018	Innovation Gaps in Scandinavian Rural Tourism	Scandinavia Denmark Norway Sweden	Rural tourism, Customer demand, Innovation gaps, Innovation capacity, Scandinavia.	Factor Analysis, Statistical Analysis, Correlation Analysis.	The results also indicate the existence of several innovation gaps, as potential future tourists demonstrate demands for higher quality and product service variation than current customers.	Service Innovation	Rural tourism, Customer demand, Innovation gaps, Innovation capacity, Scandinavia.	Scandinavian Journal of Hospitality and Tourism	SSCI
218	He, He, Xu, & Shi (2018)	2018	Sustainable Tourism Modeling: Pricing Decisions and Evolutionarily Stable Strategies For Competitive Tour Operators	China Nanjing	Traditional Tourism Strategy, Green Tourism Innovation Strategy, Tour Operators	Content Analysis, A One-Shot Duopoly Game Model, Two Evolutionary Game models	Results show that when the environmental preference of tourists is sufficiently low, no tour operators' would adopt the strategy green tourism innovation; when it is moderate, only the tour operators with cost advantage would adopt when it is sufficiently high, both tour operators would select the strategy green tourism innovation.	Service Innovation	Evolutionary game theory, Government subsidy, Green tourism innovation, Hotelling model, Pricing	Tourism Economics	SSCI
219	Horng, Liu, Chou, Tsai	2017	From Innovation to Sustainability: Sustainability	Taiwan	Diffusion of Innovations, Environmental Marketing Strategy,	Corelation Analysis	The present study found relationships among innovation diffusion, environmental marketing strategy and sustainability innovations, and a	Service Innovation	Diffusion of Innovations, Environmental Marketing Strategy, Hotel, Organizational	International Journal of	SSCI

	and Chung (2017)		Innovations of Eco-Friendly Hotels in Taiwan		Hotel, Organizational Environment, Sustainable Development, Sustainability Innovations		mediating effect of environmental marketing strategy.		Environment, Sustainable Development, Sustainability Innovations	Hospitality Management	
220	Rosario, Patricia and Rene (2017)	2017	Eco-Innovation and Organizational Culture in the Hotel Industry	Mexico Oaxaca	Innovation Management, Sustainability Culture and Climate, Environmental Responsibility	Regression and Correlation Analyses	The implications of these results for firms tend towards the convenience of adopting an adhocracy culture, which facilitates the implementation of eco-innovation at different levels and potentiates both environmental and organizational results.	Process Innovation and Organizational Innovation	Innovation Management, Sustainability Culture and Climate, Environmental Responsibility	International Journal of Hospitality Management	SSCI
221	Del Rosario, Patricia and René (2017)	2017	Eco-Innovation and Organizational Culture in The Hotel Industry	Netherlands Amsterdam	Organizational Culture, Eco-Innovation	Survey, Regression, Correlation	The results show adopting an adhocracy culture provides implementation of eco-innovation at different levels and potentiates both environmental and organizational results.	Process Innovation and Organizational Innovation	Innovation management, Sustainability, Culture and climate, Environmental responsibility	International Journal of Hospitality Management	SSCI
222	Carson and Carson (2017)	2017	International Lifestyle Immigrants and their Contributions to Rural Tourism Innovation: Experiences from Sweden's far North	Australia Sweden	International Lifestyle Migration, Lifestyle Tourism Entrepreneurs, Local Tourism Innovation System, Rural Tourism, Social Network Analysis, Sparse Population North.	Case Study	It has been stated that immigrants emerge as important driving forces of new tourism products, processes and markets, and offer a range of new ideas, skills and external networks to the region.	Process Innovation and Service Innovation	International lifestyle migration, Lifestyle tourism entrepreneurs, Local tourism innovation system, Rural tourism, Social network analysis, Sparsely populated north	Journal of Rural Studies	SSCI
223	Nieves and Meneses (2016)	2016	Antecedents and Outcomes of Marketing Innovation: An Empirical Analysis in the Hotel Industry	Spain	Marketing, Innovation, Hotel Industry, Knowledge Management, Performance Measures	Structural equation modelling	Collective knowledge has a direct influence on marketing innovation and an indirect effect through the learning capability.	Service Innovation	Marketing, Innovation, Hotel industry, Knowledge Management, Performance measures	International Journal of Contemporary Hospitality Management	SSCI
224	Pozo, Ollero and Cappa (2016)	2016	ECO-Innovation And Economic Crisis: A Comparative Analysis Of Environmental Good Practices And Labour	Spain	Hotel Eco-innovation Economic crisis Environmental	Descriptive Analysis	The two estimates of the production function for 2008 and 2012 show that the introduction of eco-innovative measures had a positive and significant influence on labour	Process Innovation	HotelEco-innovation, Economic crisis, Environmental	Journal of Cleaner Production	SCI-E

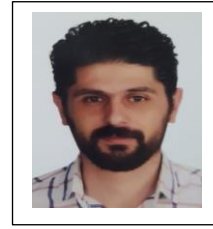
			Productivity In The Spanish Hotel Industry		Management Productivity		productivity, despite the fact of the economic crisis reduced the productivity growth observed for each additional eco-innovative practice implemented by the hotels from 8.15% in 2008e7.45% in 2012		management,Productivity		
225	Razumova, Rey-Maquiteira and Lozano (2016)	2016	The Role of Water Tariffs As A Determinant of Water Saving Innovations in The Hotel Sector	Spain Mallorca	Water Tariffs, Water Saving Innovations, Hotels	Case Study	The results show that hotels in the areas with the highest water tariffs are more likely to implement water-saving innovations than hotels in other locations.	Process Innovation and Service Innovation	Water tariffs, Hotels, Environmental innovations, Majorca	International Journal of Hospitality Management	SSCI
226	Almeida, Rocafort and Borrajo (2016)	2016	Shedding Light on Eco-Innovation in Tourism A Critical Analysis	Spain Madrid	Eco-innovation, Qualitative Research Method, Content Analysis, Innovation, Ecology, Eco-tourism, Delphi Analysis, Hospitality.	Theoric	They stated that the tourism industry is mainly focused on product eco-innovations.	Process Innovation and Service Innovation	eco-innovation, qualitative methodology, content analysis, innovation, ecology, Delphi analysis, ecotourism, hospitality	Sustainability	SSCI
227	Lopez and Ramos (2015)	2015	Innovation in Services: The Case of Rural Tourism in Argentina	Argentina Patagonia	Rural Tourism, Innovation in Services, Social Innovation, Coordination Failures, Productive Development Policies	Factoral Analysis	The fact that Rural Tourism groups are formed by small and micro producers located in rural and often poorly connected areas is the main obstacle for innovation.	Process Innovation and Service Innovation	Rural Tourism, Innovation in Services, Social Innovation, Coordination Failures, Productive Development Policies	Emerging Markets Finance and Trade	SSCI
228	Tolstad (2014)	2014	Development of Rural-Tourism Experiences Through Networking: An Example From Gudbrandsdalen, Norway	Norway Gudbrandsdalen		Interviews Case Study	The analysis indicates that networking was beneficial for the firms, for several reasons. An economic benefit in the initial phase of the firms and of the network resulted from joint marketing.	Process Innovation	Innovation, Network, Rural tourism, Small firms	Norsk Geografisk Tidsskrift – Norwegian Journal of Geography	SSCI
229	Choua, Chena and Wang (2012)	2012	Green Practices in The Restaurant Industry From An Innovation Adoption Perspective: Evidence From Taiwan	Taiwan	Green Practices, Innovation	Structural Analysis	Attitude and perceived behavioural control have positive effects on behavioural intention while social influence is insignificant. Perceived innovation characteristics have direct positive effects on attitude and indirect positive impacts on behavioural intention to adopt green	Management Innovation	Green practices, Innovation adoption theory, Theory of planned behaviour, Green restaurant, Green innovation	International Journal of Hospitality Management	SSCI

							practices. Managerial implications are discussed.				
230	Romerio and Costa (2010)	2010	The Potential of Management Networks in The Innovation and Competitiveness of Rural Tourism: A Case Study on The Valle del Jerte (Spain)	Spain	Rural tourism, Co-management, Cooperation, Innovation	Case Study, Social Network Analys	The results demonstrate that these networking structures contribute towards the creation of a cohesive destination, whereby the sharing of resources enables innovativelocal responses to the global market challenges.	Process Innovation and Organization al Innovation	Rural tourism, Co-management, Cooperation, Innovation, Social network analysis, Spain	Current Issues in Tourism	SSCI
231	Lawton and Weaver (2010)	2010	Normative and Innovative Sustainable Resource Management at Birding Festivals	Australia	Birding festivals, Sustainable tourism, Resource managemen, Ecotourism, Event management, Events, Festivals.	Cluster analysis, e-survey, Chi-squared test, Visual analysis.	We conclude that birding festivals, because of their 'green' attendee proclivities, identification with ecotourism, and non-profit orientation, are amenable to a higher level of SARM engagement more in keeping with the rhetoric of sustainability. Of particular interest is the experience of implementing radical innovations such as the prohibition of motorised vehicles and allowing visitors to participate in the production of recycled goods.	Process Innovation and Service Innovation	Birding festivals, Sustainable tourism, Resource management, Ecotourism, Event management, EventsFestivals	Tourism Management	SSCI
232	Andereck (2009)	2009	Tourists' Perceptions of Environmentally Responsible Innovations at Tourism Businesses	ABD Arizona Springerville Holbrook	Environment, Responsible Tourism, Nature-Based Tourism, Visitor Attitudes	Frequency Analysis, MANOVA, Bonferroni t-test, Chi-square Analysis, ANOVA test		Process Innovation and Organization al Innovation	Environment, Responsible tourism, Nature-based tourism, Visitor attitudes	Journal of Sustainable Tourism	SSCI
233	Carlsen and Edvard (2008)	2008	BEST EN Case Studies: Innovation for Sustainable Tourism	Arizona	Sustainable Tourism, Innovation	Case Study		Process Innovation and Service Innovation	Innovation, Sustainable Tourism, Case Study	Tourism and Hospitality Research	SCOPUS and ESCI
234	Prats, Guia and Molina (2008)	2008	How Tourism Destinations Evolve: The Notion of Tourism Local Innovation System	Spain	Networks, Clusters , Industrial Districts , Innovation Systems, Destinations	Model Analysis	Tourism Local Innovation System (TLIS) model can be used to assess the innovation capacity of tourism destinations and, also, to design relational network structures that favour innovation.	Service Innovation	Networks, Clusters, Industrial districts, Innovation systems, Destinations	Tourism and Hospitality Research	SCOPUS and ESCI

235	Macbeth, Carson and Northcote (2004)	2004	Social Capital, Tourism and Regional Development: SPCC as a Basis for Innovation and Sustainability	Australia	Social capital, Regional tourism, Impacts of tourism development, Innovation in tourism development, Sustainable development.	Literature review	This paper has argued the need to consider SPCC from two perspectives in order to conceptualise the ways in which communities can more effectively harness tourism for regional development purposes.	Process Innovation and Service Innovation	Social capital, Regional tourism, Impacts of tourism development, Innovation in tourism development, Sustainable development	Current Issues in Tourism	SSCI
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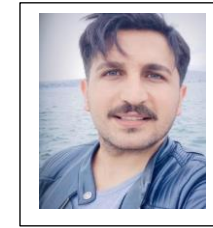
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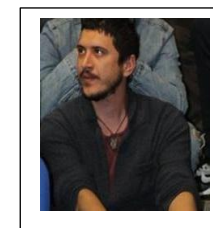
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