Editorial

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Biographical notes: Abdelaziz Bouras is currently a Professor at Qatar University, holding the ictQATAR Chair position. He is also coordinating the EU Erasmus-Mundus programme on Sustainable eTourism between 11 universities from EU and Southeast Asia, and the IFIP WG5.1 working group on ICT and lifecycle engineering. His current research deals with semantic web and ICT for products lifecycle (ontologies, reputation …).

Kit Jenkins is Emeritus Professor of International Tourism at the Business School, University of Strathclyde, Glasgow. By training an economist, his areas of expertise are in the formulation of tourism policies and plans, human resource development, institutional restructuring and tourism legislation. His main focus of activity is in developing countries and he has undertaken assignments for most of the international development institutes in over 70 countries.

JiLiu Zhou is currently the President of Chengdu University. His current research deals with artificial intelligence and information modelling, computational intelligence, and computer graphics and image processing fields. He did outstanding contributions in Sichuan Province and got many professional awards. He also wrote four monographic books which won excellence of the National Science and Technology Progress Award. He is currently a member of the Educational Supervision Committee of the Ministry

of Education in Software Engineering and Deputy Director of the Association of Intellectual CAD and Digital Arts of the Chinese Association for Artificial Intelligence.

This issue presents a group of papers dealing with aspects of information and communication technologies (ICTs) for tourism. It expands the understanding and promotion of the efforts in this area and concerns both management methodologies and ICT infrastructures aiming to identify, explain and demonstrate new projects in an e-tourism environment.

Some of the targeted subjects for this issue were to establish competitive capabilities to increase the competitiveness of partners in obtaining new opportunities in the tourism industry; and to ensure equitable involvement of the community and promote local expertise in sharing local knowledge and promoting cultural inheritances.

All submissions were evaluated for their novelty, significance and soundness. A focus is made on some criteria such as the statement of the purpose, theory, methodology, results and possible socio-economic implications of the study.

The first paper of the issue, written by E. Pantano and V. Corvello describes a new tool for the tourism sector based on virtual reality techniques, used to promote a touristic destination for a wider population. The study specifically explores the use of virtual tours for supporting tourism towards destinations with high cultural and archaeological value. This is important as the fragmented nature of findings and ruins for instance usually requires a mental effort for being fully understood. This effort usually discourages the younger part of the population. The paper of M.P. Latorre-Martínez et al. considers some image-focused social media (Flickr and Instagram mainly) as reliable source to perform a market study of tourism consumption. Examples, using geoposition indicators and hashtags, explain how these social media can provide quantitative and qualitative information about tourists(that use these applications), and which tourist resources in the city they are most interested in. W-T. Pan investigates Chinese mainland tourists' satisfaction with all types of service qualities in the Taiwanese tourism industry, and their satisfaction with the cultural topic and the scenic spot facility topic. On the other side, C. Liu et al. focus on helping the on-line customers to analyse and evaluate the tourism products and services. The core proposal of the paper concerns the collection of customer feedbacks and a reputation evaluation framework based on some optimisation models and an e-tourism web-based application. The paper by J.V. Estêvão et al. contributes to clarify the frontiers between destination management organisations applications and destination management systems (DMS) and provides some guidelines to the development of DMS. It highlights the need to develop DMS including a more varied range of transactional and communication/relationship functionalities. Finally, the paper of K-C. Ting et al. deals with travel blogs which play an important role for travellers when planning their trips. The paper focuses on the need for the bloggers to share their thoughts on these travel blogs and argues that positive factors such as perceived usefulness, reputation, altruism and trust influence the attitudes towards sharing.

The guest editors would like to thank all the authors who submitted papers for the special issue and the reviewers who reviewed the papers in a timely fashion and with great care.