

# ICTR 2024

## 7th International Conference on Tourism Research

18-20 March 2024 hosted by Cape Peninsula University of Technology at Cape Town Hotel School (CTHS), Granger Bay, Cape Town, South Africa

### Mini Track on Tourism & Hospitality ICT

Mini Track Chair: Dr Cândida Silva, PhD, Polytechnic of Porto, Portugal



Information communication technology (ICT) has been transforming Tourism and Hospitality globally. This track focuses on recent trends in using ICT to develop more agile and sustainable processes in Tourism and Hospitality business, offering an efficient management, supporting decision making and creating value for both customers and suppliers. Moreover, the track will also be an open to analyse subjects related with innovation in teaching and learning process in Tourism and Hospitality courses, and tourist behaviour and its relationship with ICT, namely on using technology to discover, plan and share their travel experiences and how this is changing the tourist industry. Therefore, contributors are invited to submit original research papers addressing relevant aspects of sustainable and quality development of Tourism and Hospitality ICT. Topics of interest include, but are not limited to:

- ICT to support Sustainable Tourism & Hospitality
- m-Tourism and e-Tourism
- Gamification in Tourism & Hospitality
- Building an online reputation and use of social media
- Digital government for Tourism
- ICT-driven innovation and challenges in Tourism & Hospitality
- ICT-Based Tourism Marketing
- Smart education in Tourism & Hospitality
- Innovation in teaching and learning process in Tourism & Hospitality



**Dr Cândida Silva** is Professor of Technologies and Information Systems, and President of Technical-Scientific Council, since July 2017, at School of Hospitality and Tourism of Polytechnic Institute of Porto (ESHT/P.PORTO), Portugal. PhD in Information Systems and Technologies by School of Engineering of University of Minho, since July 2015, with the thesis "Knowledge Model for crowdsourcing innovation brokers". Master in Industrial Engineering, since June 2006, and a Degree in Computer Science Engineering, since September 2000, all by School of Engineering of University of Minho. Principal researcher of CiTUR – Centre for Tourism Research, Development and Innovation, since January of 2018. Researcher collaborator in the group of Information Systems and Technologies for the Transformation of Organizations and Society (ISTTOS) of the Algoritmi Centre of the University of Minho, since July of 2015. Founder and president of AIS Student Chapter of University of Minho (2010-2012), where organized two national competitions of case studies in Information Systems. Member of AIS (Association for Information Systems) and of AIS Portuguese Chapter.

### Submission Details

In the first instance a 300-350 word abstract is required. Please read the guidelines at <http://www.academic-conferences.org/policies/abstract-guidelines-for-papers/>

Submissions must be made using the online submission form at <http://www.academic-conferences.org/conferences/ictr/ictr-abstract-submission/>

If you have any questions about this track please email the mini track chair: [candidasilva@esht.ipp.pt](mailto:candidasilva@esht.ipp.pt)

See more about ICTR 2024 at <http://www.academic-conferences.org/conferences/ictr/>