Index

accommodation businesses, 85–87 Lets of God. See Natural disasters accu-Mossoró Fruticultor Pole, 244 agreste-Trairí Pole, 246 Lir Paradise International, Bali's proud airline, 65 Alpine contract, 166 Lito Douro Wine Region, 115 Apodi-Mossoró River, 251–253 Lireia Branca, 242–244 municipalities, 247 territories, 245 Lirmando Ribeiro Gonçalves Dam,	Barroso, 264 Behavioural studies, 312 Blue Tourism, 228–229 Business crisis, 82–83 Carbon dioxide (CO ₂), 163, 183, 186 Case study method, 93 Catastrophe, 191 Christchurch earthquake sequence, 187–189 CiteSpace, 86–87 Climate change, 163, 181, 183, 186 brief presentation of related researches, 171–174
251–253 SEAN, 73	causes, 166–168 effects of, 163
Agents (ASITA), 67	effects of climate change on tourism and tourism demand, 169 effects of climate change on tourism
rairro Alto, 263–264 rali, 61 crisis and recovery in Island of PARtoE, 63–67 reliance on tourism, 62	international organizations and sustainable tourism development, 166 tourism and physical environment, 164–166
resilience post-crisis, 69–70 tourism recovery and sustainable redevelopment, 73–74 tree analogy in tourism crisis	Community involvement, 260 Competitor crisis, 94 Computerization, period of, 146 Consequence management, 104–105
ali Hotel Association (BHA), 67 ali Hotels and Restaurant Association Indonesia (PHRI), 67 ali Tourism Board (BTB), 66–67 ali Tourism Hospitality Task Force, 66–67	Copra typology, 8 Costa Branca, 239 environmental risks, 250–254 Pole, 246 territorial dynamics of coast of study area, 240–250 tourist potential, 245–250 Costa das Dunas Pole, 246
apodi-Mossoró River, 251–253 Areia Branca, 242–244 municipalities, 247 territories, 245 Armando Ribeiro Gonçalves Dam, 251–253 ASEAN, 73 Assessment of leadership, 29 Association of Indonesian Travel Agents (ASITA), 67 Sairro Alto, 263–264 Sali, 61 crisis and recovery in Island of PARtoE, 63–67 reliance on tourism, 62 research design, 62–63 resilience post-crisis, 69–70 tourism recovery and sustainable redevelopment, 73–74 tree analogy in tourism crisis management, 67–73 Sali Hotel Association (BHA), 67 Sali Hotels and Restaurant Association Indonesia (PHRI), 67 Sali Tourism Board (BTB), 66–67 Sali Tourism Hospitality Task Force,	187–189 CiteSpace, 86–87 Climate change, 163, 181, 183, 186 brief presentation of related researches, 171–174 causes, 166–168 effects of, 163 effects of climate change on tourisr and tourism demand, 169 effects of climate change on tourisr in general, 168–169 international organizations and sustainable tourism development, 166 tourism and physical environment, 164–166 Combustion of solid fuels, 167 Community involvement, 260 Competitor crisis, 94 Computerization, period of, 146 Consequence management, 104–105 Copra typology, 8 Costa Branca, 239 environmental risks, 250–254 Pole, 246 territorial dynamics of coast of study area, 240–250 tourist potential, 245–250

Court of Justice of the European	literature review, 86–93
Union ('CJEU'), 138	methodological framework of
COVID-19. See also Post-COVID-19	survey, 108–110
crisis recovery	process, 104–105
and accessibility of destinations, 286	research, 93–96
and destination cost, 287	in tourism, 259
and destination image, 289	tourism and COVID-19 pandemic
and infrastructure development, 286	in Greece, 106–108
and intention to visit, 288	useful mechanism for, 45-46
and local community participation,	Cruise ships, 115
287	economic aspects, 121–123
and management of religious	environmental aspects, 124-125
monuments, 288–289	limitations and future research,
and marketing mix, 288	125–126
pandemic, 103–104	literature review, 115–120
and relaxation and recreational	methodology, 120-121
activities, 289	results, 121–125
and spirituality level in people,	sociocultural aspects, 123-124
286–287	Cruise tourism, impacts of, 116–118
and stress level in people, 286	Cultural distance, 310–311
and variation observed in spiritual	Customer Relationship Management
tourism motives, 285–289	(CRM), 138
Crisis, 82, 86, 103–104, 156	Cyber security breaches, 134–135
communication, 29	
identification, 104-105	Dark tourism, 221-222, 307-308
preparedness, 104–105	co-occurrences in, 227
and recovery in Island of PARtoE,	dark cases, 230–231
63–67	and disaster management, 225
treatment, 104–105	framework, 222–225
Crisis leadership, 21–22	limitations, 231–232
competencies, 29	methodology, 225
journal of publication, 24	natural disasters and, 228
lessons learned, 30–31	results, 225–230
methodology, 22–23	Data breach, 135–136
research methods, 24, 26	Data Processing Agreement (DPA),
results, 23–32	134
risks, 26–27	Data protection, 132–134
themes of interest, 28–32	Data Protection Officer (DPO), 133,
theoretical perspective/framework,	138
24–25	Deductive approach, 270–272
year of publication, 24	Defence Materiel Organisation
Crisis management, 21–22, 29, 81–82,	(DMO), 191
86, 104	
	Denial-of-service attack (DoS attack), 138
characteristics, 89–91	
findings, 93–96	Desa adat (collectivist style society), 72
importance of, 30	Destination, 146

cost, 287	External risks, 26–27
management system, 207-208	
Destination management organization	Facebook, 146
(DMO), 47	Faulkner Disaster Management
Disasters, 3–4, 6–7	Framework, 8–9
attraction, 230–231	Fear destinations, 224
management, 191	Feira do Fumeiro, 265–267
risk assessment, 222-223	Flooding, risk of, 251
Doing crisis leadership, 31	Fumeiro Products, 266–267
Dominant Social Paradigm (DSP),	
269–270	General Data Protection Regulation
Douro river, 115	(GDPR), 129–131
Doxey Irridex model, 201	cyber security breaches, 134-135
	data breach, 135-136
EBSCO, 164	data protection and hotel sector,
Economy recovery, 145–146	132–134
Education as tool to foster tourism	General Secretariat for Civil Protection
sustainability, 44–45	(GSCP), 108, 110
Educational orientation, new trends	Generalization effect, 307
and perspectives, 42–44	Global crisis, 181
Effective crisis leadership, 30	methodology, 182-183
Emergency, 5–6	post-disaster recovery and
events, 4	reconstruction tourism
faced by Jordanian hotels, 10	management, 190-192
management, 6-7, 10, 12	research studies, 184-185
planning for disasters, 4–5	risk management in tourism
Endogenous development frameworks,	businesses, 187–189
39–40	sustainability tourism, 189-190
Enhanced anthropogenic greenhouse	tourism management and climate
effect, 167	change, 183-186
Environmental awareness, 268–270	Google Maps, 310
Environmental risks, 250, 254	Great East Japan Earthquake, 228–229
conceptual aspects, 250	Great Tangshan Earthquake (1976),
risks associated with sea, 251–253	228–229
territorial dynamics and risks,	Greece
250–251	tourism and COVID-19 pandemic
Environmentalism, 268	in, 106–108
European Community Network for	tourism education and training
Environmental Travel and	system in, 41–42
Tourism, 166	Greek Ministry of Tourism, 103–104
European Union (EU), 129, 166	Green tourism, 156
Exogenous development frameworks,	Greenhouse effect, 163, 189–190
39–40	Greenhouse gas emissions (GHG
Experimental approach, 260	emissions), 167
Extensive communication, 145	Gross domestic product (GDP), 164, 189–190

Jordan, 5

Grossos, 242–243 hospitality industry in, 3, 5–6 municipalities, 245, 247 territories, 245 Karma Phala, 67 Hellenic Ministry of Education and Leadership Religious Affairs, 41–42 behaviour, 30 Hospitality industry, 82–83, 129 roles/styles in crises, 30 findings, 9-12 Lisbon neighbourhoods, 261-264 in Jordan, 3, 5-6 Local community participation, 287 literature review, 5–9 Lockdown, 286 methodology, 9 Hotel industry, 129 Malaysia Tourism Statistics, 143–144 Hotel manager on management Man-made disasters, 4, 73–74 process, 94 Marketing, 281 mix. 288 Hotel sector, 132–134 Human behavior, 267 Mass tourism, 116 Human capital Maximal crises, 93–94 critical role of education and Media Centre, 67 training in tourism, 40-44 Media influence, 145 with education and training, 42 as mediating, 146 educational needs, 39 Mediterranean, 168 generated results, 48-51 Methane (CH₄), 167 research framework of case study, Micro-level approach, 281 Minimal crises, 93-94 47-48 survey findings, 50 Ministry of Tourism, 108 sustainable tourism development, Mitigation, 86 44-47 Mobility, 307–308 Montalegre, 264–267 Human resources crisis, 93 Mossoro, 240 Infrared atmospheric window, 167 Mount Agung Eruption, 65–66, 72 Mouraria, 263 Infrastructure development, 286 Integrated analysis model, 248 Intelligent Travel, 191 Natural disasters, 4, 73–74 New Ecological Paradigm scale (NEP Intention to visit, 288 Intergovernmental Panel on Climate scale), 269, 272, 277 Change (IPCC), 167, 183, Ngurah Rai Airport in Bali, 73 186-187 9/11 attack, 306-307 Internal risks, 26-27 Non-participation, 261 International organizations, 166 International SOS, 191 Operational crisis, 93 International System, 260 Organizational actions, 8-9 **International Tour Operators** Overtourism. See also Spiritual Federation, 166 tourism, 199-201 Intervention, 86 consequences of overtourism in destinations, 210

distribution of overtourist	Religious monument management,
destinations by regions,	288–289
203–205	Research design, 151–152
literature review, 199–200	Resilience, 73
reasons and factors, 209	Response aspect, 145
results, 200–210	Restoration of confidence aspect, 144
•	Risk management, 103–105
PATA, 73	in sustainable hotel chain policy, 87
Peneda Gerês National Park (PNPG),	in tourism businesses, 187–189
264–267	Risks, 26–27, 222–223, 250–251, 303,
Perception of leadership, 31	306–307
Personal Data Breach, 131	associated with sea, 251-253
Personally identifiable information	context, 27–28
(PII), 135	of flooding, 251
Physical environment, 164–166	River cruises, 118–119
Piranhas-Açu River, 251–253	River tourism on Douro River,
Post-COVID-19 crisis recovery,	118–120
155–156	Rwa Bhineda, 67
guidelines for actions, 157	
limitations, 158–159	Safety, 304
planning guidelines, 158	Sandy Cliff in Tibau, 253
results, 156–158	Santa Cruz Dam, 251–253
Post-disaster recovery and	ScienceDirect, 164
reconstruction tourism	SCOPUS, 164
management, 190-192	Sea salt, 239, 250–251
Potiguar Basin, 240	Sendai Framework for Disaster Risk
Prefecture of Chania, 40	Reduction, 249–250
Preparedness, 86	Seridó Pole, 246
Preservationist approach, 228	Serrano Pole, 246
Private sector, 27	Sex tourism, 304
Pro-environmental behaviour, 268–269	Situational Crisis Communication
Pseudonymization, 131	Theory (SCCT), 87
Public sector, 28	Smoldering crisis, 84
Python typology, 8	Social distancing, 286
	Socio-technical disasters. See Man-
Qualitative case study approach, 259	made disasters
Qualitative research model, 120	Spillovers, 307
Quantitative case study approach, 259	Spiritual tourism, 282
Quantitative research, 151–152	COVID-19 and variation observed
	in spiritual tourism motives
Recovery, 86, 143	285–289
conceptual model, 146-151	factors conducive to spiritual
literature review, 144-146	tourism consumption, 284
methodology, 151-152	framework, 282–284
Relaxation and recreational activities, 289	limitations, 291

psychological impact of pandemic, 282–283 research and managerial implications, 289–291 impact of spirituality on stress and mental health issues, 283–284 Spirituality level in people, 286–287 Stakeholders, 224 performance of stakeholders aspect, 144 Statistical Package for Social Sciences tool (SPSS-21 tool), 47 Strategies, 8–9 Stress level in people, 286 Surfers, 270 Sustainability, 165 tourism, 189–190 Sustainable competitiveness model, 211 Sustainable development, 210 Sustainable tourism development. See also Dark tourism, 44, 47, 166 education as tool to foster tourism sustainability, 44–45 sustainable dimension of tourism development, 44 tourism destinations post-COVID, 46–47 useful mechanism for crisis management, 45–46 Symbolic meanings and assumptions of risk and safety in tourism, 305–306 Tawur Agung Pamarisudha Karipubhaya ritual, 70–71 Teaching crisis leadership, 31 Territorial dynamics, 250, 251	and tourism, 307–308 Terrorist attacks, 307, 312 Tibau, 242–243 municipalities, 245, 247 Sandy Cliff in, 253 Timanfaya National Park, 226 TITLE-ABS-KEY (Scopus database), 225 Tornado tourism, 231 Tourism, 129, 164, 166, 303 and COVID-19 pandemic in Greece, 106–108 destinations post-COVID, 46–47 development, 165 education and training, 41 education and training system in Greece, 41–42 funding, 191–192 industry, 192, 281 infrastructure, 40 management, 183–186 phobia, 200–201 recovery and sustainable redevelopment in Bali, 73–74 Tourism behaviours ecological attitude, 272–275 interaction between tourists and local communities, 261–267 methodology, 270–272 results, 272–277 socio-demographic characteristics, 272 tourist behaviour and environmental awareness, 268–270 Tourism Crisis and Disaster Management (TCDM), 86–87 Tourism Pagionalization Program, 246
of coast of study area, 240-250	Tourist (s)
Terrorism, 303	behaviour, 268–270
analysis, 309–314	views on risk and safety while
method, 308–309	travelling, 309–312
theory and literature review, 304–308	

views on terrorism as a threat to safety while travelling, 312–314

Toxic tourism, 200–201 Travel agency crisis, 94 Travel inspiration, 155–156 Travel motivation, 155–156 Tree analogy in tourism crisis management, 67–73 Tri Hita Karana, 67 Tsunami, 228–229

United Nations (UN), 189
United Nations Development
Programme, 166
United Nations Environment
Programme, 166

United Nations International Strategy for Disaster Reduction (UNISDR), 105 UNWTO, 73, 199–200 Urban disaster mitigation, 73

'Visit Truly Asia Malaysia 2020' campaign, 144 Volcano tourism, 230–231 VOSviewer software, 225

World Health Organization (WHO), 222–223 World Tourism and Travel Council, 166 World Trade Center Site in New York, 307–308

World Travel & Tourism Council (WTTC), 21, 199–200 World Wide Fund (WWF), 175