# **Strategic Tourism Planning for Communities**

# **BUILDING THE FUTURE OF TOURISM**

#### Series Editor: Anukrati Sharma

The world is entering the Third Millennium in which great changes are expected in all areas of human interest, life, and activity. These changes have been brought on by past and present man-made events, which have had both positive and negative consequences. The coming millennium will be marked by significant social, political, demographic, and technological changes and will definitely differ from the last century. The future will bring more leisure time, a higher standard of living, and a better quality of life for us all. This series examines recent and the most probable changes and gives a wide range of visionary insights as well as operational takeaways.

#### **Forthcoming Volumes**

Meaningful Tourism: Strategies and Futuristic Development Pankaj Kumar Tyagi, Vipin Nadda, and Ajit Kumar Singh

Emerald Handbook of Tourism Economics and Sustainable Development Ahmed Imran Hunjra and Anukrati Sharma

Value Proposition for Tourism "Co-opetition": Cases and Tools Adriana Fumi Chim Miki and Rui Augusto da Costa

Dark Tourism: Theory, Interpretation and Attraction Anukrati Sharma, Shruti Arora, and Parag Shukla

# Strategic Tourism Planning for Communities: Restructuring and Rebranding

**EDITED BY** 

#### ANUKRATI SHARMA

University of Kota, India

**AND** 

#### SHRUTI ARORA

University of Kota, India



Emerald Publishing Limited Emerald Publishing, Floor 5, Northspring, 21-23 Wellington Street, Leeds LS1 4DL

First edition 2024

Editorial matter and selection © 2024 Anukrati Sharma and Shruti Arora. Individual chapters © 2024 The authors.

Published under exclusive licence by Emerald Publishing Limited.

#### Reprints and permissions service

Contact: www.copyright.com

No part of this book may be reproduced, stored in a retrieval system, transmitted in any form or by any means electronic, mechanical, photocopying, recording or otherwise without either the prior written permission of the publisher or a licence permitting restricted copying issued in the UK by The Copyright Licensing Agency and in the USA by The Copyright Clearance Center. Any opinions expressed in the chapters are those of the authors. While Emerald makes every effort to ensure the quality and accuracy of its content, Emerald makes no representation implied or otherwise, as to the chapters' suitability and application and disclaims any warranties, express or implied, to their use.

#### British Library Cataloguing in Publication Data

A catalogue record for this book is available from the British Library

ISBN: 978-1-83549-016-7 (Print) ISBN: 978-1-83549-015-0 (Online) ISBN: 978-1-83549-017-4 (Epub)





This page intentionally left blank

# **Contents**

About the Editors	XI
About the Contributors	xiii
Preface	xxi
Acknowledgment	xxiii
Chapter 1 Local Community Participation and Sustainability of Tourism – A Content Analysis  Anukrati Sharma and Shruti Arora	1
Chapter 2 Community Perception on Tourism Development: A Case Study of Riverston, Matale, Sri Lanka S. P. M. B. Jayakody, R. S. S. W. Arachchi and P. G. S. S. Pattiyagedara	11
Chapter 3 Branding Intangible Cultural Heritage: A Root Reinforcement Model for Tourism Resurgence With Indigenous Doll Making Arup Kumar Baksi and Subhashree Sanyal	23
Chapter 4 Strategic Entrepreneurship and Digital Transformation to Enhance the Tourism Performance Management  Orpha Jane	51
Chapter 5 Microfinance as a Catalyst of Promoting SMEs for Rebuilding Communities: A Roadmap for Achieving SDGs Suggesting Policy Implications  Manpreet Arora	63

Chapter 6 The Significance of the Relationship Between Novel Coronavirus (COVID-19) and Smart Transportation System	
Applications for Tourism Activities	81
Betül Yılmazer, Ömer Saraç, Hüseyin Pamukçu and Orhan Batman	
Chapter 7 Collective Nuance of Culture and Tourism in the 21st Century: A Case Study of Neighbourhood Museum in Delhi Sarah Chauhan and Nusrat Yasmeen	95
Chapter 8 Using "Drama Gong" as a Communication Channel on Implementation of Pro-Poor Tourism in Pemuteran Village, Bali Province, Indonesia  I Made Sarjana and I Gde Pitana	105
Chapter 9 Sustainable Tourism in India: An Integrative Approach for Economic Development and Poverty Alleviation  Parag S. Shukla and Sofia Devi Shamurailatpam	121
Chapter 10 COVID-19 Impact on Tourism Industry: A Bibliometric Study  Azamat Maksüdünov and Kyialbek Dyikanov	143
Chapter 11 Green Labeling and Green Scapes in the Hospitality and Tourism Industry: A Perspective Study of Industrial Employees Attracting Brand Mark of Hospitality Organizations in UT Regions Saanchi Grover, Sanjeev Kumar and Ankit Dhiraj	163
Chapter 12 Ayurveda Wellness Tourism: An Overview of the Sri Lankan Context R. L. T. D. S. Rajapakshe and R. S. S. W. Arachchi	173
Chapter 13 Redefining and Revitalized Community-Based Tourism: An Evaluation of Green Tourism Practises in Turkey Elif BAK ATEŞ and Gül ERKOL BAYRAM	197
Chapter 14 Transforming Women's Role for the Opportunity in Tourism  Priya Sodani (Choudhary) and Shruti Arora	211

Chapter 15 Motivation in Community-Based Tourism: Linking Locals to Internationals in Promoting Community Development and Conservation of Natural Resources  Md. Wasiul Islam, Shakil Ahmed and Raisa Tasnim Mahin	221
Chapter 16 Strategizing the Entrepreneurial Ecosystem of Start-ups for Rebuilding Communities  Manpreet Arora and Vaishali Dhiman	247

This page intentionally left blank

# **About the Editors**

Dr Anukrati Sharma is the Head and Associate Professor of the Department of Commerce and Management at the University of Kota (a State Govt. University) in Kota, Rajasthan, India. She is the *Director* of the Skill Development Center of the same university. She is also *Dean* (Honorary) of two faculties, Tourism and Hospitality and Aviation and Aerospace at Rajasthan Skill University (a Govt. State University) in Jaipur. In 2015, she received a Research Award from the University Grants Commission (UGC), New Delhi, for her project "Analysis of the Status of Tourism in Hadoti and Shekhawati Region/Circuit (Rajasthan): Opportunities, Challenges, and Future Prospects." Her doctorate from the University of Rajasthan is in Tourism Marketing, and she completed her dissertation research on Tourism in Rajasthan - Progress & Prospects. She has two postgraduate degree specialties - one in International Business (Master of International Business) and the other in Business Administration (Master of Commerce). Her special interest areas are Tourism, Tourism Marketing, Strategic Management, and International Business Management. She is appointed as the Official Partner of the BRICS Funded Project for the years 2022-2024. Dr Sharma is a Routledge featured author. Dr Sharma is the Book Series Editor for "Building the Future of Tourism" published by Emerald Publishing, UK. She is also the Book Series Editor of "Routledge Insights in Tourism Series," Routledge, UK. She also serves as Book Series Editor for "Perspectives and Anthropology in Tourism and Hospitality (PATH)," Apple Academic Press (CRC Press a Taylor and Francis Group). She has edited books on Tourism – Opportunities and Ventures, on Maximizing Business Performance and Efficiency through Intelligent Systems, under IGI Global (Scopus Indexded), Tourism Sustainable Tourism Development Futuristic Approaches under Apple Academic Press (CRC Press a Taylor and Francis Group), USA, under the series Advances in Hospitality and Tourism and book titled Tourism Events in Asia Marketing and Development Routledge, USA, under Advances in Events Research Series, Sustainable Destination Branding and Marketing: Strategies for Tourism Development under CABI, UK, Future of Tourism: An Asian Perspective, under Springer, Singapore, Over-tourism as Destination Risk: Impacts and Solutions *Emerald Publishing*, UK, under the Tourism Security - Safety Series, Over-tourism, Technology Solutions and Decimated Destinations, Springer, Singapore, Event Tourism in Asian Countries: Challenges and Prospects under Apple Academic Press (Taylor and Francis Group), USA and The Emerald Handbook of ICT in Tourism and Hospitality under Emerald Publishing, UK. She also authored a book entitled "Event xii

Management and Marketing Theory, Practical Approaches and Planning." Another book she wrote is entitled "International Best Practice in Event Management," and it was published by United Kingdom Event Industry Academy Ltd and Prasetiya Mulya Publishing, Indonesia. Her current projects include editing a book on "COVID-19 and Tourism Sustainability: Ethics, Responsibilities, Challenges and New Directions" for Routledge, USA, "Festivals and Event Tourism: Building Resilience and Promoting Sustainability" for CABI, UK, The Emerald Handbook of Destination Recovery in Tourism and Hospitality, Emerald Publishing, UK, COVID-19 and the Tourism Industry: Sustainability, Resilience & New Directions Routledge, UK, Event Tourism & Sustainable Community Development: Advances, Effects and Implications, Apple Academic Press, USA, Crisis, Resilience and Recovery in Tourism and Hospitality Springer Nature, Singapore, Dynamics of Tourism Industry Post-Pandemic and Disasters, Apple Academic Press, USA, and Resilient and Sustainable Destinations after Disaster: Challenges and Strategies, Emerald Publishing, UK. She is also working on a Major Research Project under Mahatma Gandhi National Council of Rural Education, Ministry of Human Resource Development Government of India. A member of 7 professional bodies, she has attended a number of national and international conferences and presented 45 papers. She has been invited as Keynote, Speaker, and Panel member by different countries such as Sri Lanka, Uzbekistan, Nepal, and Turkey. She has been invited as Visiting Professor at Kazakhstan and Uzbekistan.

**Dr Shruti Arora** is currently working as an Assistant Professor (Guest Faculty) in the Department of Commerce and Management, University of Kota, Kota, Rajasthan, India, and has an experience of 14 years in education industry. Her core subjects are Marketing, General Management, International Business and Customer Relationship Management. She has attended various international conferences, and her publication includes various chapters in edited books like Routledge, Emerald, and Springer and research papers in National and International UGC approved and peer-reviewed journals. She has authored a book on "Event Management and Marketing: Theory, Practical Approaches and Planning" with ISBN: 978-93-86608-61-1 in 2018 and two edited book under Apple Academic Press, CRC Press. She is working as a Co-PI with Dr Anukrati Sharma on a major research project under Mahatma Gandhi National Council of Rural Education, Ministry of Human Resource Development Government of India. She is appointed as the BRICS Community of Practice (CoP) Researcher for promoting cross-BRICS nations' collaborations in co-authorship, co-supervision, co-examining, co-publishing in DHET and SCOPUS Accredited Journals, co-conferencing participation and hosting rotating BRICS workshops, seminars and guest lectures in the academic years 2023 and 2024. The term "Food Walk Tourism" is included in Encyclopedia of Tourism Management and Marketing, editor in Chief, Professor Dimitrios Buhalis: Bournemouth University, Edward Elgar Publishing Limited, ISBN: 9781800377479, e-ISBN: 9781800377486 in 2022.

# **About the Contributors**

Shakil Ahmed, currently studying at Forestry and Wood Technology Discipline of Khulna University, Bangladesh. He intends to pursue a career in nature-based tourism. His passion is to help the local community by ensuring sustainable forest management. Participatory forest management, nature-based tourism, and wildlife management are some of his research interests. He enjoys participating in voluntary work and has volunteered for a number of organizations, including Bangladesh Youth Initiative (BYI), Forestry and Wood Technology Club, and Bangladesh Tourism Board.

R. S. S. W. Arachchi graduated from Sabaragamuwa University of Sri Lanka before receiving his Master's degree from Colombo University, Sri Lanka, and PhD degree from Management and Science University in Malaysia. He is currently working as a Professor in Tourism Management at the Department of Tourism Management, Faculty of Management Studies, Sabaragamuwa University of Sri Lanka, Belihuloya. He was involved in various administrative activities at the university and contributed his service to various government and private sector tourism projects as a consultant and a resource person in various His major teaching and research areas are ecotourism, community-based tourism, sustainable tourism development, responsible tourism, environment and tourism resources and homestay tourism in Asian Countries. He has published nearly 40 articles in well-recognized journals both in Sri Lanka and overseas. Prof Arachchi is an editorial board member of the Journal of Tourism and Hospitality Management, International Journal of Education Humanities and Social Science and a member of Global Association for Humanities and Social Science Research. Prof Arachchi is also a leading consultant in sustainable tourism, community-based eco-tourism and regulatory advice, curriculum development and quality parameters development projects in Sri Lanka.

Manpreet Arora, Senior Assistant Professor of Management in the School of Commerce and Management Studies, Central University of Himachal Pradesh Dharamshala, India. Her areas of research interest include Accounting and Finance, Strategic Management, Entrepreneurship, Qualitative Research, Case Study Development, Communication Skills, and Microfinance. She has been guiding research at the doctoral level and has worked in the area of Microfinance. Having published more than 25 papers in various journals of national and international repute (including SCOPUS, WOS, and Category Journals), she has also worked as a Content Developer of MHRD "e-PG Pathshala" Project and

xiv

OER's for IGNOU. She has written 30 book chapters in national as well as international books/handbooks/volumes published with Routledge, CABI, Apple Academic Press, IGI, Taylor and Francis and latest with Springer Nature, etc. With four edited books in her credit, she is a persistent researcher in the field of Management.

Elif BAK ATEŞ, born in Ordu in 1989. She received her Bachelor's degree from Nevşehir University and her Master's and Doctorate degrees in Tourism Management from Mersin University. Between 2014 and 2020, she worked as a Research Assistant at Mersin University, Faculty of Tourism, Department of Tourism Management. She became a Professional tourist guide in English language in 2019. It is an active tourist guide affiliated to Trabzon Guides Chamber. Her research areas are intercultural communication, sustainable tourism, and tourist guidance. She has national and international book chapters and articles in national journals. She presented oral and full text papers in many national and international congresses.

Arup Kumar Baksi is working as a Professor in the Department of Management and Business Administration, Aliah University, Kolkata, West Bengal, India. Prof Baksi has 22 years of academic and four years of corporate experience. He has published more than 100 research papers in various national and international journals of repute and 31 book chapters. Prof Baksi is engaged as reviewer of several international journals published by reputed publishers. He has accomplished research projects funded by All India Council of Technical Education, ICSSR and State and Central Universities. He has developed MOOC modules for the SWAYAM portal of UGC. Prof Baksi has conducted a number of Research Methodology courses sponsored by ICSSR, SPSS, etc. and has enacted as a Resource Person in State and Central Universities across India.

**Orhan Batman**, Professor at the Department of Tourism and Hotel Management at Sakarya University of Applied Sciences. He earned his Bachelor's and Master's degree from Balıkesir University. He earned a PhD degree from the Department of Organization And Business Policy at Istanbul University. In Tourism and Management field, he has more than 100 articles, proceedings and books. Until now, he has supervised 10 doctoral and almost 40 master theses. Some of his selected works include, tourism policy and strategy; philosophy, theory, applications of Halal tourism; hotel management, international hotel management.

Gül ERKOL BAYRAM, Associate Professor in School of Tourism and Hotel Management, Department of Tour Guiding, University of Sinop, Sinop, Turkey. Her doctorate is in Tourism Management from the Sakarya University, Turkey, and she completed her dissertation research on Tour Guiding in Turkey. Her core subjects are tourism, tour guiding, tourism policy and planning, and women studies. Erkol Bayram has also worked as a Professional Tour Guide in the tourism sector. She has many book chapters and articles in national and international arena. She has been invited for many talks/lectures/panel discussions by different universities.

Sarah Chauhan, Researcher (NET-JRF-2019) in the Department of Tourism, Hospitality and Management Studies, Jamia Millia Islamia University, New Delhi, India, in the field of Tourism with a specialization in Museology. She gets her inspiration from current and past events pertaining to Museums and Heritage since her schooling days. A budding scholar, she is looking forward to more opportunities in the near future to promote the Indian culture in the field of Tourism. She is a member of ICOM and ICOMOS; both the fields are contributing towards the development of culture and heritage at the national and international level. She also served as a mentor to NET-JRF aspirants. She has attended many conferences in the field of Tourism, Museums and Heritage. Sarah is quite passionate about arts and history while keeping in mind her background. She did her Bachelor's in History from St Stephens College and Master's in Museology from the National Museum Institute and has been associated with these fields ever since.

Vaishali Dhiman, Research Scholar in HPKVBS, in the School of Commerce and Management Studies, Central University of Himachal Pradesh Dharamshala, India. She is working in the area of Entrepreneurship and Incubation. Her areas of interest include various dimensions of entrepreneurship, start-ups, venture creation, incubation, and creativity.

Ankit Dhiraj is currently a Senior Research Fellow at the School of Hotel Management and Tourism, Lovely Professional University, Punjab, India. He has completed his regular three years Bachelor's degree in Business Management from Magadh University Bodhgaya, a Masters's in Tourism Management from Alagappa University, Tamil Nadu and pursuing PhD in Tourism Management at the School of Hotel Management and Tourism, Lovely Professional University, Punjab, India. His area of research interest is Buddhist tourism, wellness tourism and sustainable practices. He has experience working with different universities in India as a business development associate. Ankit Dhiraj has also participated in various national and international conferences, seminars and research workshops. He has published more than 10 research papers in Scopus Indexed, UGC Approved and peer-reviewed Journals.

**Kyialbek Dyikanov**, PhD candidate and part-time lecturer at Kyrgyz – Turkish Manas University and General Director of LLC Bars International in Kyrgyz Republic. He completed his MBA degree in Cyprus International University (North Cyprus). His research interests are tourism, entrepreneurship and marketing.

Saanchi Grover, Lecturer of GRD Group of Colleges Punjab teaching hotel management subjects' inclusion of front office, food safety and commodities and a PhD Research Scholar of Lovely Professional University Punjab and an author of reputed publications in edited books alongside UGC care listed journals as well as a professional member of tourism and hospitality conferences and workshops and have separate knowledge of hotel and travel industry.

Md Wasiul Islam, a Professor of Forestry and Wood Technology Discipline of Khulna University, Bangladesh. He has accomplished his PhD from Business School (Tourism Cluster) of The University of Queensland, Australia, where he conducted research titled "Adaptive co-management as an approach to tourism destination governance – a case of protected areas in Bangladesh." Before his PhD, Prof Wasiul completed his second MSc in Master of Science in Forest and Nature Conservation (Minor in Leisure, Tourism and Environment) from the Wageningen University and Research Center, the Netherlands. He has done his first MSc and BSc from Forestry and Wood Technology Discipline, Khulna University. He has working experience in Bangladesh Forest Department where he was involved in several research projects on nature-based tourism and wildlife management. His research interests include participatory protected area management (particularly comanagement approach), governance, social learning, nature conservation, and nature-based tourism.

Orpha Jane, born at Gorontalo, October 6th, 1970. She has graduated from Parahyangan Catholique University (Unpar) for her Bachelor's, Padjadjaran University (Unpad) for her Master's and Indonesia University (UI) for her Doctoral program. From 1996 until now, she has taught and facilitated the Student Undergraduate and Graduate Program of Business Administration Department Faculty of Social and Political Unpar in Strategic Management. Besides that, she also taught and facilitated students in Digital Transformation and Business Global topics. As a lecturer's primary duty, she is doing research and community service on those topics frequently. Jane also has been responsible for managerial assignments for around 10 years at Unpar.

**S. P. M. B. Jayakody**, an undergraduate of the Department of Tourism Studies at UvaWellassa University, currently reading BBM in Hospitality, Tourism and Events Management, has a keen interest in sustainable tourism and inclusive tourism to be integrated with Destination Management of which his major research specialization domains are. With his aspirations to serve world tourism to switch onto sustainability, he continues to further his studies to bring more sustainable discussions to the table.

**Sanjeev Kumar**, Professor and Head of Department (HOD) of Lovely Professional University Punjab. Having 18 years of experience in industry and academic with research orientation, publish research paper in Scopus listed journals, attended more than 15–17 conferences and Co-editor of Journal in LPU and care list journal.

Raisa Tasnim Mahin, a senior student of Forestry and Wood Technology Discipline of Khulna University, Bangladesh. She is a positive and creative individual who loves to take challenges and is very enthusiastic about learning and discovering new things. She loves nature and enjoys working for the environment, wildlife, collaborative forest management, and tourism. Her research interest is nature-based tourism. She has done some volunteer work for several organizations as well as worked as a research assistant for a nature-based tourism

project. She has a great passion for writing and is able to deliver a consistent approach throughout a challenging period of development.

Azamat Maksüdünov, Assistant Professor at Kyrgyz Turkish Manas University, Department of Management, Faculty of Economics and Management. Dr Maksüdünov received his MS and PhD degree in Business Administration from the Kyrgyz – Turkish Manas University. He carried out his doctoral thesis on service marketing and service quality. His research interests are in the fields of service marketing, tourism marketing, e-marketing and entrepreneurship. He has also visited foreign universities as a researcher including Entrepreneurship Development Institute of India, Sivas Cumhuriyet University, Turkey, Potsdam University of Applied Sciences, Germany, Florida Atlantic University, USA. He gives lectures both to undergraduate and graduate levels and has many publications in national and international peer-reviewed journals and conference proceedings.

Hüseyin Pamukçu, Bachelor's degree from Mustafa Kemal University in 2011 and his Master's degree from Afyon Kocatepe University in 2014 and his doctorate from Sakarya University 2017. He started his academic career at Kastamonu University in 2013. He started to work as a Research Assistant in 2013 and as a Doctor Lecturer in 2018 in the Department of Tourism Management of the Faculty of Tourism at the University of Kastamonu. As of February 2021, he has continued his studies at the Faculty of Tourism, University of Afyon Kocatepe as Assist Professor. In May 2021, he was successful in the Inter-University Board exam and received the title of Associate Professor. Pamukçu, who continues to work as an Associate Professor in the Department of Gastronomy and Culinary Arts at the same university, is married and has two children.

- **P. G. S. S. Pattiyagedara**, Lecturer at the Department of Tourism Studies, Faculty of Management, UvaWellassa University of Sri Lanka. She obtained her first degree from UvaWellassa University Sri Lanka with a titled, BBM (Special) in Hospitality, Tourism and Event Management with second-class upper division honors. Currently, she is delivering lectures to the undergraduates following BBM in Hospitality Tourism and Events Management Degree Program. Her main research specialization areas are Sustainable Tourism, Responsible Tourism and Destination Marketing and Management.
- I. Gde Pitana, Professor in Tourism Science at Udayana University, Bali, Indonesia. His background education is Socioeconomic Department in Faculty of Agriculture Udayana University (1984), Master's degree at Department of Sociology, Ateneo de Manila University, Manila, Philippines (1989), and a Doctoral degree at Department of Social Anthropology, the Australian National University, Canberra, Australia (1998). He got some strategic positions in the Ministry of Tourism and Creative Economy of the Republic of Indonesia from 2005 to 2019. One of his strategic positions was as a deputy of the minister in international tourism marketing development (2015–2018). He has already written some academic articles and books. One of his books was published in 2021

with the title: "PariwisataSpiritual DalamTeori dan Aplikasi (Spiritual Tourism on Theory and Application)."

R. L. T. D. S. Rajapakshe, an Ayurvedic Medical Officer currently serving as a Medical Officer in Sabaragamuwa Province, Sri Lanka. She holds a Bachelor of Ayurveda Medicine and Surgery (BAMS second Class Upper) degree from the Institute of Indigenous Medicine, University of Colombo, Sri Lanka and a postgraduate Diploma in Shalyathantra from Gampaha Wickramarachchi Ayurveda University, Sri Lanka. Currently, she is an undergraduate in Master of Ayurvedic Hospital Management degree at the Sabaragamuwa University of Sri Lanka. Her areas of interest are Ayurveda, Shalyathantra, Wellness tourism, and Ayurveda tourism.

**Dr Subhashree Sanyal** is currently serving as an Assistant Professor at the Dept. of Social Work at Visva-Bharati Santiniketan. She has been a Social Work Academic and Practitioner for the last 14 years with over 10 years of teaching experience in different Central Universities of India. Dr Sanyal has published widely in distinguished books and journals and with widely known houses like Sage, Routledge, Oxford and Springer. A number of Government Projects, Collaborations and numerable workshops and seminars add to her academic credit. She has been one of the few leading in the field of mental health and social work in teaching research and practice for the last few years in Eastern India. Dr Sanyal is passionate about poetry and music. She enjoys reading as her hobby and traveling. She currently lives and works in Santiniketan, West Bengal.

Ömer Saraç, Bachelor's degree from Mustafa Kemal University in 2011 and his Master's degree from Kastamonu University in 2017 and his doctorate from Sakarya University of Applied Sciences in 2020. He started his academic career as a Lecturer at Kastamonu University CideRıfatIlgaz Vocational School in 2015. After receiving his doctorate, he continued his career at Sakarya University of Applied Sciences. He is currently working as an Asst Prof Dr in the Department of Tourism Management of the Faculty of Tourism at the Sakarya University of Applied Sciences. Throughout his academic career, the author has attended many national and international symposiums and congresses. The author has book and book chapter authorship as well as national/international articles published in various journals.

I. Made Sarjana, Researcher at the Center of Excellence in Tourism at Udayana University, Bali, Indonesia. His background education is Socioeconomic Department in Faculty of Agriculture Udayana University (1997), Master's degree in Master Program in Leisure, Tourism and Environment Wageningen University and Research (MLE-WUR) the Netherlands (2011), and Doctoral Department of Tourism Faculty Udayana University (2021). Therefore, he has focused on integrating agriculture and tourism as a theme or core study for years. Before joining as a lecturer or researcher at Udayana University, he worked as a journalist for Bali Post Daily. As an impact of job experience acculturation as a researcher and journalist, he prefers to use qualitative methods in his research projects. He has already written some academic articles and books. One of his

books was published in 2020 with the title: "Agrowisata: Pariwisata Berbasis Pertanian (Agritourism: Tourism Based on Agriculture)."

Sofia Devi Shamurailatpam holds a PhD in Economics with specialization in the area of Banking and Financial Economics. Currently, she is serving as an Assistant Professor in the Department of Banking and Insurance, Faculty of Commerce, the Maharaja Sayajirao University of Baroda. She has published several research papers in her credit and authored a book entitled "Banking Reforms in India: Consolidation, Restructuring and Performance," published by Palgrave Macmillan, UK (2017). Her major research area of interests includes Economics of Banking, Financial Economics, Economics of Gender, Agricultural Economics and Development Economics particularly Contemporary issues on Sustainability.

Parag S. Shukla holds a PhD degree in Commerce and Business Management with focus on Strategic Marketing in the area of "Retailing." He has been working as an Assistant Professor in the Maharaja Sayajirao University of Baroda since 2009. He has presented and published many research papers in contemporary areas of Marketing in National and International Journals. He is also an author in a book entitled "Retail Shoppers' Behavior in Brick and Mortar Stores – A Strategic Marketing Approach" which is published by a reputed publisher. His major research area of interests includes Retailing, Services Marketing and Consumer Behavior to name a few.

Priya Sodani (Choudhary) has done her graduation from Mumbai University, Mumbai, and MBA (IB) and PhD from University of Kota, Kota. She was the gold medalist in Master's in International Business in 2009, University of Kota, Kota. Currently, she is working as a Guest Faculty, Department of Commerce and Management, University of Kota, Kota. Earlier, Dr Sodani has worked as a Lecturer in Modi Institute of Management and Technology, Kota, and also worked as a Guest Faculty of Business Administration in J.D.B. Govt Commerce Girls College, Kota. She has work experience in corporate field for 3 years and education field for 11 years. She is a member of the Indian Accounting Association, Kota Branch. She has contributed 11 research articles to various national and international repute journals. She has presented eight papers in national and international conferences and seminars. Dr Sodani is the author of "Indian women in Economic World," which was published in the year 2018. She has participated in many national and international webinars. She is an active member of social groups - Bharat Vikas Parishad, Rotary Padmini, Upasana Welfare society.

Nusrat Yasmeen, Assistant Professor in the Department of Tourism and Hospitality Management, Jamia Millia Islamia, New Delhi, India. She completed her PhD from Jamia Millia Islamia in Medical Tourism. She also did MPhil in Social Culture of Delhi. She is currently a member of the Faculty Committee and PhD program coordinator in the department. She is supervising the students in the diversity of tourism to date. She obtains life membership in Indian Tourism Congress, Indian Hospitality Congress and Rajasthan History Congress. Other

#### *xx* About the Contributors

than this, she also has a keen interest in topics related to arts, history, culture and heritage too.

**Betül Yılmazer**, Bachelor's degree from Kocaeli University, Department of Gastronomy and Culinary Arts in 2021. She continues her Master's degree in Tourism Management at Sakarya University of Applied Sciences. Yılmazer conducts studies on sustainable tourism and carrying capacity in tourism. She is married and has two children.

# **Preface**

Traditionally, strategic planning has been used for tangible products and not for intangible services like hospitality or tourism.

The new dynamics have altered the working of the service sector, and strategic planning now plays an important role. Numerous nations have long used tourism as a tool for development, from the national to the local level. To succeed, tourism must be strategically planned within a community framework. The viability of a destination is greatly influenced by its tourism strategy.

There is no doubt that external factors have a significant impact on the tourism industry, as the COVID-19 crisis serves to remind us. There is a search for new branding and organizational strategies among destination marketing organizations (DMOs) throughout the globe. They need to plan strategically for upcoming economic, political, and cultural changes. Planning strategically and executing it effectively is essential not only to overcome immediate obstacles but also to establish, enhance, and maintain a destination's competitiveness throughout the long recovery period. As urban and rural communities seek to increase revenue sources by developing or reviving tourist hot spots, rebranding and restructuring tourist attractions are becoming more common. In today's world, tourism cannot be complete without the involvement of the locals. It gives the tourist a distinctive experience in addition to enhancing the livelihood chances for the local population. Encouragement of local community engagement is a key component of tourism development because it is essential to the long-term viability of the sector.

There are many topics included in this edited book, including sustainable tourism planning, community festivals, culture, community development, local communities, COVID-19 impact on the tourism Industry, Ayurvedic wellness, revitalizing community-based tourism, and applications of smart transportation systems to tourism. Creating this edited book was primarily aimed at spreading knowledge about the "Strategic Tourism Planning for Communities: Restructuring and Rebranding."

This book is the culmination of the meticulous efforts of many minds from India, Sri Lanka, Turkey, Indonesia, Kyrgyzstan, and Bangladesh. We wish to thank all the contributors for their hard work.

Dr Anukrati Sharma Dr Shruti Arora This page intentionally left blank

# **Acknowledgment**

We want to acknowledge this book under the major research project entitled "Rural Community Development and Engagement through Rural Tourism: Strategies of Strengthening the Capacity of Rajasthan's Villages" under Mahatma Gandhi National Council of Rural Education (MGNCRE), Department of Higher Education, Ministry of Education, Government of India.