



International Journal of Contemporary Hospitality Management

Selling rooms online: the use of social media and online travel agents
Alessandro Inversini Lorenzo Masiero

Article information:

To cite this document:

Alessandro Inversini Lorenzo Masiero, (2014), "Selling rooms online: the use of social media and online travel agents", International Journal of Contemporary Hospitality Management, Vol. 26 Iss 2 pp. 272 - 292

Permanent link to this document:

<http://dx.doi.org/10.1108/IJCHM-03-2013-0140>

Downloaded on: 04 September 2014, At: 03:14 (PT)

References: this document contains references to 70 other documents.

To copy this document: permissions@emeraldinsight.com

The fulltext of this document has been downloaded 1710 times since 2014*

Users who downloaded this article also downloaded:

Marco A. Gardini, (2007), "A Study on the Online Sales Efficiency of Upscale and Luxury Hotels in Germany, Switzerland and Austria", *Advances in Hospitality and Leisure*, Vol. 3 pp. 173-192

Hongbum Kim, Sunny Ham, Hyeyoung Moon, (2012), "The impact of hotel property size in determining the importance of electronic distribution channels", *Journal of Hospitality and Tourism Technology*, Vol. 3 Iss 3 pp. 226-237

Wai Mun Lim, Mel Endean, (2009), "Elucidating the aesthetic and operational characteristics of UK boutique hotels", *International Journal of Contemporary Hospitality Management*, Vol. 21 Iss 1 pp. 38-51

Access to this document was granted through an Emerald subscription provided by 284447 []

For Authors

If you would like to write for this, or any other Emerald publication, then please use our Emerald for Authors service information about how to choose which publication to write for and submission guidelines are available for all. Please visit www.emeraldinsight.com/authors for more information.

About Emerald www.emeraldinsight.com

Emerald is a global publisher linking research and practice to the benefit of society. The company manages a portfolio of more than 290 journals and over 2,350 books and book series volumes, as well as providing an extensive range of online products and additional customer resources and services.

Emerald is both COUNTER 4 and TRANSFER compliant. The organization is a partner of the Committee on Publication Ethics (COPE) and also works with Portico and the LOCKSS initiative for digital archive preservation.

*Related content and download information correct at time of download.



Selling rooms online: the use of social media and online travel agents

Alessandro Inversini

School of Tourism, Bournemouth University, Poole, UK, and

Lorenzo Masiero

*School of Hotel and Tourism Management,
The Hong Kong Polytechnic University, Hong Kong*

272

Received 19 March 2013
Revised 12 June 2013
20 August 2013
Accepted 15 September 2013

Abstract

Purpose – This paper aims to focus on the reason why hoteliers choose to be present in online travel agent (OTA) and social media web sites for sales purposes. It also investigates the technological and human factors related to these two practices.

Design/methodology/approach – The research is based on a survey sent to a wide range of hotels in a Swiss touristic region. The empirical analysis involves the specification of two ordered logit models exploring the importance (in terms of online sales) of both social media and the online travel agent, Booking.com.

Findings – Findings highlight the constant tension between visibility and online sales in the web arena, as well as a clear distinction in social media and OTA web site adoption between hospitality structures using online management tools and employing personnel with specific skills.

Practical implications – The research highlights the need for the hospitality industry to maintain an effective presence on social media and OTAs in order to move towards the creation of a new form of social booking technologies to increase their visibility and sales.

Originality/value – This research contributes to understanding the major role played by OTAs and social media in the hospitality industry while underlining the possibility of a major interplay between the two.

Keywords Social media, Hotels technology, Online booking, Online travel agents

Paper type Research paper

Introduction

Information and communication technologies (ICTs) have had an unprecedented impact on the hospitality sector, revolutionizing the way hotel managers' carry out day-to-day business (Law, 2009). Although hoteliers have been slow in adopting ICTs, the impact of new technologies has been acknowledged at both the marketing and selling levels (Buhalis, 2003). Academic debates on hotel web sites as promotional and selling tools (e.g. Chan and Law, 2006) enlivened the research in recent years. Undoubtedly, recent developments such as the advent of social media and the rise of online travel agents (OTAs) are now challenging the industry.

The hotel web site remains the core of their digital strategy (e.g. Baloglu and Pekcan, 2006) but hoteliers understand that the wise management of both social media (O'Connor, 2010) and internet distribution channels (Gazzoli *et al.*, 2008) is a pre-requisite for success.



On the one hand, shrewd hoteliers constantly monitor OTAs, managing their presence, pricing and parity rate in order to maximize profits and occupancy (Toh *et al.*, 2011). On the other hand, hospitality managers must engage in social media to establish a communication channel with tourists, leveraging on the good experiences of past guests and on continuous discussion (Gretzel and Yoo, 2008). Hoteliers are realizing that managing an accommodation structure, which considers these new trends, can give them tremendous benefit with respect to competitors in terms of online sales through online channels (Fileri and McLeay, 2013).

The current study investigated the hotel sector of a touristic region of Switzerland, namely, Canton Ticino. Hoteliers were asked about the importance of social media and OTAs in their business, as well as practical questions related to the choice of OTA partner and/or the number of people employed to manage the online environment. Results describe the growing interest in social media and OTAs as means for selling rooms online.

The study starts with the next section reporting the relevant background, which is useful in highlighting the current research about the adoption of technology in hospitality, primarily focusing on social media and OTAs. The research design is then presented with the data collection details, followed by a brief descriptive analysis of the data and hypotheses for the empirical study. The last two sections focus on the results and conclusions.

Literature review

The dramatic development of ICTs in the travel and tourism arena in the last decade (Buhalis, 2003) had an unpredictable impact on the hospitality domain (Law, 2009; O'Connor and Frew, 2002). As early as 2004, travel and tourism was recognised as the top industry in terms of the volume of online transactions (Werthner and Ricci, 2004). Within the industry, online hotel booking is the second largest sales item after air travel (in terms of revenue generated through online channels) (Marcussen, 2008). Although hoteliers have been reluctant in adopting new technologies (Buhalis, 2003; Law and Jogaratnam, 2005), the advantages resulting from ICT developments have greatly affected the hospitality domain, both in terms of marketing possibilities and sales opportunities (Schegg *et al.*, 2013). According to Buhalis and Law (2008), the modern traveller is more conscious of the opportunities offered by the internet and therefore is more exigent. Besides, recent developments in research into online information searches (Xiang *et al.*, 2008) has also demonstrated that travellers spend time to locate accurate information on the internet, checking different information providers (Inversini and Buhalis, 2009) before choosing the most appropriate tourism product and eventually making their online reservations (Vermeulen and Seegers, 2009).

Although reluctant to adopt new technologies (Buhalis, 2003), hoteliers have needed to acknowledge and embrace the industry shift towards technology-driven management and promotion of their facilities. Actually, in the last decade, hospitality organisations have increased their use of new technology systems as they understood that, besides concurring in reducing some operational costs (e.g. Buhalis, 2003), these tools could increase interaction with prospective guests (e.g. Chan and Guillet, 2011) for marketing and selling purposes. Consequently,

technological innovations have become a prerequisite in the hospitality sector to compete and succeed in the market (Zafiroopoulos *et al.*, 2006).

For years, academics have debated the importance of hotel web sites as focal points of a digital marketing and selling strategy (Phelan *et al.*, 2011; Baloglu and Pekcan, 2006). Recently, part of the academic discussion mostly shifted onto two topics; firstly, the use of social media for engaging with prospective consumers (Filieri and McLeay, 2013), as well as the ability to influence buying behaviour (Vermeulen and Seegers, 2009) is currently being debated. Secondly, the effective use of online travel agents (OTAs – Lee *et al.*, 2013) and general internet distribution systems (IDS – Schegg *et al.*, 2013) has been extensively studied. The following paragraphs describe how these three relevant issues have been discussed in the literature in recent years.

Since the advent of the internet, the topic of hotel web sites had received much attention by academics and practitioners because of their possibility for triggering marketing and selling initiatives (Phelan *et al.*, 2011; Buhalis, 2003). Chan and Law (2006) suggested that the hotel web site has become a basic requirement for an increasing number of communication and business strategies. Particular attention was given by scholars to several research topics, such as:

- hotel web site design (e.g. Rosen and Purinton, 2004);
- performance (e.g. Chung and Law, 2003);
- quality (e.g. Law and Cheung, 2006); and
- dimensions and attributes (e.g. Law and Hsu, 2006).

Furthermore, a number of studies analysed the issue of the quality of online information on hotel web sites (e.g. Chung and Law, 2003; Law and Cheung, 2006). The studies highlighted the extreme importance of content and the relevance of quality in determining a meaningful visit and a possible conversion. Chung and Law (2003) developed an information quality evaluation model for measuring the performance of hotel web sites. The model is developed based on a conceptual framework comprising five major dimensions of hotel web sites:

- (1) facility information;
- (2) customer contact information;
- (3) reservation information;
- (4) surrounding area information; and
- (5) web site management.

Law and Hsu (2006) proposed an exploratory study applying the information quality evaluation model developed in Chung and Law (2003) to enable analysis of the different perceptions of online purchasers and browsers towards specific hotel web site attributes.

Furthermore, the advent of Web2.0 (e.g. O'Reilly, 2007) and social media (e.g. Haiyan, 2010) has changed the way hoteliers promote their facilities. Although the hotel web site remains the focus of the online strategy (Baloglu and Pekcan, 2006), travellers also rely on different information sources available in the long tail (Buhalis and Law, 2008; Inversini and Buhalis, 2009) to support their decision process. Recent studies have cited the importance of social media as a channel for maintaining

relationships with web sites users and as a new marketing medium (Schmidt *et al.*, 2008). In addition, online reviews (ORs) published both on specialized web sites (e.g. TripAdvisor.com), as well as on OTA web sites (e.g. booking.com), are becoming an important focus of research into marketing, eCommerce and eTourism (Fileri and McLeay, 2013). ORs' high level of credibility (Gretzel and Yoo, 2008; Fotis *et al.*, 2012) may affect room sales (Ye *et al.*, 2009; Vermeulen and Seegers, 2009) and act as a traveller's confidence booster, thus reducing the risk attached to booking a given accommodation (Gretzel *et al.*, 2007). Recently, the European Travel Commission (2010) expressly recommended that hotels undertake actions to enhance online interaction with their clients. Nevertheless, even if it is demonstrated that positive comments on social media can improve consumers' attitudes towards hotels (Vermeulen and Seegers, 2009), the hospitality industry continue to struggle with incorporation of online interaction tools into their communication (Dwivedi *et al.*, 2011). A growing number of researchers (e.g. Escobar-Rodríguez and Carvajal-Trujillo, 2012) view the integration between hotel online communication (i.e. hotel web sites) and interactive media (i.e. social media) as a major development for the hospitality domain. This is because it will enable hoteliers to gain more insights on customers buying behaviour and their decision-making process (Brown *et al.*, 2007), thereby opening new business opportunities (Hsu, 2012). Nevertheless, research on this topic is still lacking (Line and Runyan, 2012); the simple incorporation of social media within the web site seems to be inadequate because social channels need particular attention in terms of strategy and management (Schmallegger and Carson, 2008; Schegg *et al.*, 2013). Social media should be seen both as an interaction tool (i.e. checking and answering customers' reviews), according to O'Connor (2008a), and a "lead generation tool" (i.e. good comments and reviews can boost product and services sales), according to others (Ye *et al.*, 2009; Zhu and Zhang, 2010).

Meanwhile, online distribution and booking technologies have had a great impact on the hospitality industry (O'Connor and Frew, 2002). Since 2001, online distribution has been viewed as a promise of a progressive shift from traditional reservation channels (Kasavana and Singh, 2001) to online channels, stimulating dis-intermediation (Bennett and Lai, 2005; Tse, 2003). Christodoulidou *et al.* (2007) identified the top five issues and challenges in online distribution for hotels, which are:

- (1) rate control;
- (2) staff education;
- (3) customer loyalty;
- (4) hotel web site interface; and
- (5) control of the hotel image.

Another study by Gazzoli *et al.* (2008) highlighted the importance of consumer trust and rate parity as crucial factors of online distribution. According to TravelCLICK (2009), which runs a research based on 30 international major brands and chains, 48 per cent of reservations were made via the internet, 27 per cent were made from brick-and-mortar travel agents and 25 per cent were made by voice (e.g. telephone and/or walk-ins). Only a few of the 48 per cent reservations made via the internet were made on the hotel web site, as most were actually made through OTAs. OTAs, which emerged in the 1990s (e.g. Expedia, Travelocity, Priceline), play a crucial role in online

distribution. They are third-party companies that have become increasingly more powerful than hotels in terms of internet readiness (Morosan and Jeong, 2008) and economic force, putting hotels in the disadvantaged position of selling a large portion of their inventory through third-party intermediaries at heavily discounted rates (Carroll and Siguaw, 2003). Compared to hotels' web sites, OTAs have the advantage of offering to consumers a one-stop-shop for book hotel rooms and even buying the entire holiday (O'Connor, 2008b), mostly at a convenient price (Lee *et al.*, 2013). Additionally, OTAs have built their success on economies of scope, aggregating products and reducing costs to provide the final consumers with cheaper solutions (Kim *et al.*, 2009) and using data mining, direct mail, and loyalty programs, thus profiling the consumers and pushing travel products to them in different ways (Toh *et al.*, 2011). Finally, the use of different business models (Lee *et al.*, 2013) and smarter business practices related to pricing (Tso and Law, 2005; Enz, 2003) enables OTAs to provide cheaper room rates than those offered by hotel brand web sites (Gazzoli *et al.*, 2008).

Given this background and the relevance of technologies for communication and online commerce purposes, the current research provides a supply-side perspective on the importance of social media and the OTA Booking.com in terms of online sales. In particular, the potential factors influencing the perceived importance stated by hoteliers towards the two technologies are investigated by applying a quantitative approach (i.e. ordered logit class of models) for analysis of ordered categorical variables. The econometric analysis further estimates the relative impact (i.e. marginal effects) of the explanatory factors on the importance of the two technologies investigated in terms of online sales. Additionally, the current research proposes analysis of the importance of social media and OTA for sales within the same sample of hoteliers. This allows the investigation of potential differences in the way hoteliers perceive the importance of social media and OTAs (in this case, as explained below, Booking.com) as generators of online sales. Finally, based on the results obtained from the analysis performed, the current research outlines professional contributions and managerial implications for both the hospitality and OTA industries.

The research was carried out in Ticino, the Italian-speaking region of Switzerland. Switzerland is known as a forerunner country of modern tourism with a long tradition for high quality services in travel and tourism, dating back to the nineteenth century. Ticino is a 2,812.2 km² region with approximately 350,000 inhabitants (UST, 2012). The tourism sector is relatively complex with the presence of 11 local destination management organisations, 1 regional destination management organisation and 2 hotel and restaurant associations, namely, Hotellerie Suisse Ticino and Gastro Ticino. The total number of hotels in the region is 511, spread within different categories. Ticino witnessed a huge touristic demand in the 1950s, but the trend with respect to arrivals and night stays is constantly decreasing. According to the Regional Tourism Observatory (O-Tur, 2012), Ticino had 1,058,948 arrivals in 2011 (– 4.3 per cent with respect to 2010) and 2,372,103 night stays (– 4.6 per cent with respect to 2010). Thus, the present research is grounded in a fertile environment where the hospitality sector is experiencing a decline while simultaneously starving for innovation.

Therefore, this research seeks to provide a twofold contribution. First, the reasons behind the adoption of social media and OTA in online sales are investigated to explain the main criteria driving the adoption of these innovations. Second, the research aims

to provide insights and business recommendations for exploiting these particular media for the day-to-day activities of hoteliers.

Research design

3.1 Data

Data collection. Starting from the above outlined literature, an online survey has been developed. Following the work of Schegg *et al.* (2013), the questionnaire was designed with one question concerning the distribution channels (i.e. OTAs and destination-related channels), in which hoteliers were asked to specify the monetary share required by each channel. Meanwhile, a different question asked for the share of rooms sold associated with OTAs available in the market, such as Booking.com, Expedia and HRS. Moreover, the hoteliers were asked to confirm the reasons underlying the selection of a given distribution channel according to a five-point Likert scale (from “not at all important” to “very important”). Further questions probed the importance of OTAs (i.e. booking.com) and UGC and social media web sites (i.e. tripadvisor.com) in selling online allotments (Filiari and McLeay, 2013). Next, following a discussion on multichannel management (Kracht and Wang, 2010; Koo *et al.*, 2011), hoteliers were asked about the management of online channels, particularly the use of channel managers (i.e. a tool for updating room availability) and the use of hotel-owned web-booking engines (i.e. integrated into the web site) was investigated. Finally, hoteliers were asked about the human resources (i.e. full-time personnel) dedicated to online sales management and web site management (Lam *et al.*, 2007). The final part of the survey comprises questions about star rating and the size of the hotel in terms of room numbers (Hashim *et al.*, 2010).

The questionnaire was developed by ticinoinfo SA, the regional competence centre for technology in the tourism and hospitality sector. The questionnaire was electronically sent to the hotels in the region between June and September 2011 with the endorsement of Hotellerie Suisse Ticino and Gastro Ticino. The communication was addressed to the managing directors of the hotels (including a small proportion of bed and breakfasts, holiday homes, hostels and campsites), which were listed on the regional web site, ticino.ch. Among 511 hotel questionnaires, 110 were returned (21.5 per cent response rate), of which 97 were usable for the following analysis. In this context, Hung and Law (2011) proposed an overview of internet-based surveys in hospitality and tourism journals and identified the majority of the articles analysed reported response rates between 10 per cent and 19 per cent and between 20 per cent and 29 per cent. Moreover, by comparing the sample descriptive statistics with official statistics, it was possible to validate the data collected according to key variables describing the hotel sector in the destination.

Descriptive analysis. Ticino's hoteliers (Table I – Hotels' specific characteristics) are managing relatively small hotels with a mean of 43.2 rooms, but distinguishing properties with 1 room to 430 rooms, describing a highly diversified market (standard deviation = 52.9), is possible. Moreover, respondents were mostly operating three-star hotels (45.0 per cent). Regarding the specific hotel type, 85 per cent of the sample refers to hotels while bed and breakfasts (5 per cent), holiday homes (4 per cent), hostels (4 per cent) and campsites (2 per cent) represent the rest. According to the official statistics reported by the Regional Tourism Observatory, hotels are characterised by an average capacity of 22, 36 and 70 rooms for 0/2-star, 3-star and 4/5-star hotels,

Variable	Mean	Percentage	SD	Min	Max
<i>Hotel-specific characteristics</i>					
Room capacity ^a	43.16		52.88	1	430
Category (zero-two stars)		0.31			
Category (three stars)		0.45			
Category (four-five stars)		0.25			
<i>Importance of specific factors in selection of an online platform^b</i>					
Commission	2.88		1.10	0	4
Importance of the platform	3.52		0.95	0	4
Effectiveness of marketing and resources	3.37		0.83	1	4
Popularity	3.54		0.85	0	4
Information on the hotel	3.33		0.93	0	4
Data management (front office interface)	3.18		1.07	0	4
Functionality of booking technology	3.20		1.10	0	4
Convenience for the customer	2.96		1.14	0	4
<i>Importance for online sales^b</i>					
Booking.com for sales	2.91		1.53	0	4
Social media for sales	2.49		1.27	0	4
<i>Online management</i>					
Channel manager		0.28			
Booking engine on hotel web site		0.53			
<i>Full time personnel dedicated to:</i>					
Web site management ^c	0.81		1.01	0	5
Online sale management	0.82		0.66	0	3

Table I.
Descriptive statistics

Notes: ^a Two cases missing; ^b 0 = not at all important, 4 = very important; ^c Three cases missing

respectively (O-Tur, 2012). The average capacity for the hotels represented in the sample amounts to 21, 39 and 67 rooms for 0/2-star, 3-star and 4/5-star hotels, respectively, supporting the validity of the data.

When dealing with bookings, 79.4 per cent of the reservations are made online or are internet-mediated (e.g. OTA, e-mail, booking on the hotel web site and so on), whereas only 20.6 per cent are carried out using traditional channels (walk-ins, fax, letter, telephone and so on). Among OTAs, the most popular platform is Booking.com; 51.2 per cent of the interviewed hoteliers utilize this platform to engage with the online market, paying an average commission of 10.9 per cent. Commission rate does not seem to be among the most important issues for hoteliers in choosing to allocate rooms on a given OTA web site. Hoteliers focus more on the popularity and importance of the platform as well as the marketing effectiveness and resource of the platform itself (Table I – Importance of specific factors in selection of an online platform).

When asked about the importance in terms of sales, hoteliers indicated Booking.com as the most important among OTAs (51.2 per cent of the respondents ranked it as the most important online platform) and rated it as an important channel for generating online sales (Table I – Importance for online sales). Nonetheless, social media are also popular and somewhat important (note the small SD) in driving sales within the sample.

Finally, when asked about the management of the “online domain”, responses were quite surprising. Barely half (53.0 per cent) of the hoteliers interviewed had a booking engine on the hotel web site and less than one in three (28.0 per cent) used a channel manager to update the different sales channels (Table I – Online management). With regard to the full-time personnel dedicated to the management of the “online domain”, 70.0 per cent of the hoteliers have at least one part-time employee taking care of the web site, whereas 78.0 per cent have at least one part-time employee dedicated to online sales management. (Table I – Full time personnel dedicated to)

3.2 Method

The empirical analysis involves the specification of two ordered logit models reflecting on two main research objectives, namely:

- (1) the importance of social media in terms of online sales; and
- (2) the importance of OTAs (particularly booking.com) in terms of online sales.

The importance of social media and OTAs is also tested against online management styles (Schegg *et al.*, 2013) and adoption factors (Lam *et al.*, 2007; Hashim *et al.*, 2010). Particularly, three sets of hypotheses have been formulated and successively tested through model estimation.

The first set of hypotheses (*H1* and *H2*) regards the relationship between social media and OTAs and online sales (Filiari and McLeay, 2013; Gazzoli *et al.*, 2008). On the one side, literature suggests that social media are playing a crucial role in fostering online bookings for hotels (Ye *et al.*, 2009); online reviews have been proven to be influential in selling products also outside the tourism domain (e.g. Chevalier and Mayzlin, 2003; Zhu and Zhang, 2006). Actually, social media are not only enabling two-way communication between firms and customers (Gretzel *et al.*, 2007) but they are also playing a crucial role in influencing consumers’ buying behaviour (Vermeulen and Seegers, 2009). On the other side, OTAs are playing a key role within the hospitality sector (Kim *et al.*, 2009) and online distribution channels have gradually become a common way to make travel arrangements (Law *et al.*, 2007). Moreover, the hospitality field is witnessing massive use of OTAs, both by travellers (e.g. to find the premium price - Lee *et al.*, 2013) and by hoteliers (i.e. to dis-intermediate - Tse, 2003). Thus, to investigate the relationship between the importance of social media and Booking.com (the most used OTA in the sample – please refer to Table I), the following two hypotheses are formulated:

- H1a.* The importance of social media for online sales is influenced by the importance hoteliers perceive about Booking.com.
- H1b.* The importance of Booking.com for online sales is influenced by the importance hoteliers perceive about social media.

For the specific factors influencing the importance of either social media (Gretzel and Yoo, 2008) or Booking.com for online sales, additional hypotheses are formulated based on possible factors affecting the adoption of a given OTA portal, such as commission (Toh *et al.*, 2011) and the importance and popularity of the online platform (Schegg *et al.*, 2013):

H2a. The importance of social media for online sales is influenced by the importance of specific factors hoteliers consider when selecting an OTA.

H2b. The importance of Booking.com for online sales is influenced by the importance of specific factors hoteliers consider when selecting an OTA.

The second set of hypotheses, regard the management styles of hoteliers (H3). According to Kracht and Wang (2010), the advances of ICT have not reduced the number of “middle men” in the hospitality distribution funnel but rather resulted in an increasingly complex array of intermediaries (Kracht and Wang, 2010). This is leading to so-called multichannel management (Neslin and Shankar, 2009), a practice that allows hoteliers to provide products/contingencies on various internet-based reservation channels trying to facilitate the encounter with the potential consumers (Koo *et al.*, 2011). Recent research has defined different online management styles (e.g. Schegg *et al.*, 2013), focusing on the technology adopted by hoteliers for this purpose (e.g. channel managers). *H3* considers as a key factors for determining the level of online management, the use of a channel manager and the integration of booking engines on hotel web sites.

H3a. The importance of social media for online sales is influenced by the online management implemented by the hotel.

H3b. The importance of Booking.com for online sales is influenced by the online management implemented by the hotel.

The last set of hypotheses (*H4* and *H5*) investigates the relationship among technology adoption factors and the use of social media and the given OTA. Recent studies (e.g. Wang and Qualls, 2007) have demonstrated that the technology adoption process in the hospitality field may encounter two different kind of challenges. The first is human factor barriers, which include both employees and managers related issues (e.g. Hasan, 2003; Lam *et al.*, 2007; Lee and Miller, 1999; Thompson and Richardson, 1996), while the second is hotel characteristics, such as size, star rating and affiliation (e.g. Hashim *et al.*, 2010; Murphy *et al.*, 2006; Orfila-Sintes *et al.*, 2005). Therefore, the *H4* hypotheses are related to human resources actually dedicated to the management of the technologies.

H4a. The importance of social media for online sales is influenced by the personnel dedicated to web site and online sales management.

H4b. The importance of Booking.com for online sales is influenced by the personnel dedicated to web site and online sales management.

Hypotheses *H5* are related to hotels characteristics (Chevalier and Mayzlin, 2003) that may influence the use of social media and OTA.

H5a. The importance of social media for online sales is influenced by hotel-specific characteristics.

H5b. The importance of Booking.com for online sales is influenced by hotel-specific characteristics.

According to the categorical ordered nature of the dependent variables underlying the two sets of hypotheses, namely the importance of social media and Booking.com for online sales, the ordered logit class of models is considered for the estimation. Indeed, the use of traditional statistical methods, such as the linear regression, would fail to recognize the ranking nature of the discrete dependent variable (Greene, 2003), leading to bias in estimates. In particular, the ordered logit model is specified as follows:

$$y_i^* = \sum_k \beta_k x_{ik} + \varepsilon_i, \quad (1)$$

where β_k are the coefficients associated with the independent variables x_k . The dependent variable y^* is expressed as an unobserved continuous latent variable, linked to the five observed discrete ordered outcomes (y_j), considered in the present survey, as follows:

$$\begin{aligned} y &= 0 \text{ if } y^* \leq 0, \\ y &= 1 \text{ if } 0 < y^* \leq \mu_1, \\ y &= 2 \text{ if } \mu_1 < y^* \leq \mu_2, \\ y &= 3 \text{ if } \mu_2 < y^* \leq \mu_3, \\ y &= 4 \text{ if } y^* > \mu_3. \end{aligned} \quad (2)$$

where the threshold parameters μ_s are unknown and estimated within the specified model. The error term ε is assumed to follow a standard logistic distribution. In this context, the probability that respondent i selected outcome j , given the observed variables x_i , is calculated as follows:

$$prob(y_i = j | x_i) = [\Lambda(\mu_j - \beta'x_i) - \Lambda(\mu_{j-1} - \beta'x_i)] > 0. \quad (3)$$

where $\Lambda(\cdot)$ indicates the cumulative distribution function of the logistical distribution.

The estimation of coefficients β_k and threshold parameters μ_s relies on maximisation of the following likelihood function:

$$\begin{aligned} \ln L(\beta, \mu | y, x) &= \sum_i \sum_j prob(y_i = j | x_i) \\ &= \sum_i \sum_j \ln [\Lambda(\mu_j - \beta'x_i) - \Lambda(\mu_{j-1} - \beta'x_i)]. \end{aligned} \quad (4)$$

To boost the interpretation of the coefficients estimated in the models, the related marginal effects are further derived as follows:

$$\frac{\partial prob(y_i = j | x_i)}{\partial x_i} = [\Lambda(\mu_{j-1} - \beta'x_i) - \Lambda(\mu_j - \beta'x_i)] \times \beta. \quad (5)$$

For model specification, the methodology applied follows backward selection; therefore, only the significant variables appear in the final model. The estimation of the model for the importance of Booking.com is performed on the full set of data, whereas the model for the importance of social media relies on a subset of 92 observations due to a total of five missing values in two of the independent variables used.

Results

Two ordered logit models have been estimated to investigate the hypotheses within the two research questions formulated in the previous sections. The model results are reported in Table II. The first column refers to the model estimated on the importance of social media (model "SocialMedia") for online sales, whereas the model estimating the importance of Booking.com for online sales is reported in the second column (model

	Importance for online sales			
	SocialMedia		Booking.com	
	Coeff.	(t-ratio)	Coeff.	(t-ratio)
Constant	-2.6519	(-2.58) ^a	-2.8546	(-2.29) ^b
<i>Importance for online sales</i>				
Booking.com	0.6922	(4.78) ^a		
Social media			0.8738	(3.94) ^a
<i>Importance of specific factors in selection of an online platform</i>				
Commission	-	-	-0.4140	(-1.69) ^c
Importance of the platform	-	-	0.5856	(1.90) ^c
Effectiveness of marketing and resources	0.3965	(1.59) [*]	-0.6886	(-1.79) ^c
Popularity	-	-	0.8313	(2.33) ^b
Information on the hotel	-	-	-	-
Data management (front-office interface)	-	-	-	-
Functionality of booking technology	0.5674	(2.76) ^a	-	-
Convenience for the customer	-	-	-	-
<i>Online management</i>				
Channel manager	-	-	-	-
Booking engine on the hotel web site	1.4210	(3.36) ^a	-	-
<i>Full-time personnel dedicated to</i>				
Web site management	0.4733	(1.72) ^c	-	-
Online sales management	-0.9000	(-2.08) ^b	0.7856	(1.96) ^b
<i>Hotel-specific characteristics</i>				
Category (three stars)	-	-	1.4300	(2.66) ^a
Category (four to five stars)	-	-	0.1902	(0.33)
Room capacity	0.0083	(1.45) ^{**}	-	-
<i>Threshold parameters</i>				
Mu(1)	1.1913	(4.26) ^a	-	-
Mu(2)	3.2247	(12.60) ^a	0.6512	(3.18) ^a
Mu(3)	4.8501	(15.20) ^a	1.8720	(6.15) ^a
<i>Model fits</i>				
Number of observations (N _{Tot})	92		97	
lnL _{Restricted}	-139.156		-110.611	
lnL _{Model}	-110.447		-85.757	
McFadden pseudo R ²	0.206		0.225	
Count R ²	0.500		0.650	
Adjusted Count R ²	0.303		0.210	

Table II.
Model results

Notes: ^a= prob < 1percent; ^b= prob < 5percent; ^c= prob < 10percent; * significant at 11 per cent; ** significant at 15 per cent

“Booking.com”). The bottom part of the table indicates the estimates for the threshold parameters and the model fits, the latter is represented in terms of log-likelihood function at the initial point where only the constant is included ($\ln L_{Restricted}$) and at convergence ($\ln L_{Model}$), *McFadden pseudo R^2*

$$\left(\text{calculated as : } 1 - \frac{\ln L_{model}}{\ln L_{Restricted}} \right),$$

Count R^2

$$\left(\text{calculated as : } \frac{N_{correct\ predictions}}{N_{Tot}} \right)$$

and *Adjusted Count R^2*

$$\left(\text{calculated as : } \frac{N_{correct\ predictions} - N_{Most\ frequent\ outcome}}{N_{Tot} - N_{Most\ frequent\ outcome}} \right).$$

The log-likelihood function at convergence consistently increases for both models supporting the validity of the explicative variables used in the model specifications, as confirmed by the *McFadden pseudo R^2* . Furthermore, the measure *Count R^2* indicates that 50 per cent of the predictions are correctly estimated by model “SocialMedia” (65 per cent by model “Booking.com”). The threshold parameter results are all significantly different from zero. In this context, we note that for model “Booking.com”, the outcomes “not at all important” and “not important” have been appropriately merged due to the statistically insignificant difference between the two related threshold parameters (leading to the estimation of only two threshold parameters).

Looking at the estimates across the two models, a significant and positive relationship between the importance of Booking.com and the importance of social media for online sales is observed, which is confirmed by both models estimated because the two variables enter both models (either as dependent or independent variables). This result supports hypothesis *H1* (i.e. *H1a* and *H1b*), indicating a direct relationship between the importance of OTAs and social media being perceived by hoteliers in terms of online sales.

An interesting analysis involves the comparison of influential factors across the two models, estimated in order to investigate potential differences in the way hoteliers perceive the importance of social media and OTA Booking.com in terms of online sales. In this context, the estimates obtained for each single model suggest a differentiated pattern for the significant factors influencing the two variables under investigation. In particular, for model “SocialMedia”, only two of the aspects driving the selection of an online platform turned out to be significant. Specifically, a positive relationship is observed between the importance of social media for online sales and the importance associated with both the functionality of booking technology and the effectiveness of marketing and resources of an online platform. Although this result supports *H2a* only marginally, it represents an interesting finding. Indeed, innovative forms of booking technology, together with effective marketing, can facilitate the link between OTAs and social media. Conversely, for model “Booking.com”, four significant aspects driving the selection of an online platform and influencing the importance of

Booking.com for online sales are evident, suggesting partial support of *H2b*. In particular, the more hoteliers evaluate aspects such as “popularity” and “importance of the platform” as important, the more Booking.com is rated as important for online sales. Conversely, a negative relationship is observed between the importance of Booking.com and the importance of the aspects “effectiveness of marketing and resources” and “commission”. Hence, although these two aspects are considered important in the selection of a generic online platform, they are negatively associated with the specific importance of online sales generated by the platform Booking.com. Particularly interesting is the negative effect observed for the importance of commission, suggesting, from a hotelier perspective, the willingness to give up part of the marginal profit in exchange for gaining a larger overall volume of bookings (or overall revenue) expected by the use of a popular and important online travel agency platform.

Focusing on hotel online management and personnel, we find that the presence of an integrated booking engine in the hotel web site increases the likelihood to rate social media as an important tool for online sales. This finding is indeed coherent with the expectation because the implementation of a booking engine can enhance the dynamic characteristics of social media. We can therefore support *H3a*, while rejecting *H3b*, because no significant impacts are evident between hotel online management and the importance of Booking.com for online sales. In terms of full-time personnel, a substantial duality captured by the estimates obtained across the two models is observed. For the model “Booking.com”, a significant and positive impact is associated with the personnel dedicated to online sales management, whereas for the model “SocialMedia”, a significant and positive impact is verified in relation to the personnel dedicated to web site management. A counter effect for the model “SocialMedia” is further associated with the personnel dedicated to online sales management. These findings reflect the different tasks (and efforts) underlying the two managerial roles, providing proof of the robustness of the models proposed and, hence, supporting both *H4a* and *H4b*.

Interestingly, with regard to hotel-specific characteristics, the importance of social media for online sales is positively influenced (at an alpha level of 0.15 per cent) by hotel room capacity, whereas the hotel category affects the perceived importance of Booking.com. In particular, considering that the coefficients associated with hotel categories are normalized with respect to the lower category (i.e. zero to two stars), a higher likelihood to rate Booking.com is observed to be important for hoteliers belonging to the three-star category, whereas the four- to five-star category does not show any significant difference compared to the normalized category. This result suggests a different underlying perception of hoteliers towards the two online technologies, in which social media seems to be related to hotel capacity (e.g. an effective instrument for increasing the occupancy rate as much as possible). Conversely, the use of the online platform Booking.com seems rather demand-driven (e.g. an instrument particularly effective for certain quality categories, such as three-star hotels). Hence, both *H5a* and *H5b* are supported by our analysis.

To gain a better understanding of the relative impact of the significant variables obtained for the two models presented in Table II, the corresponding marginal effects are further calculated and proposed in Table III. Table III reports the change in the

	Importance for online sales	
	SocialMedia $y_j = 4$	Booking.com $y_j = 4$
<i>Importance for online sales</i>		
Booking.com	0.102	
Social media		0.214
<i>Importance of specific factors in selection of an online platform</i>		
Commission	–	– 0.102
Importance of the platform	–	0.144
Effectiveness of marketing and resources	0.058	– 0.169
Popularity	–	0.204
Functionality of booking technology	0.083	–
<i>Online management</i>		
Booking engine on hotel web site	0.201	–
<i>Full-time personnel dedicated to</i>		
Web site management	0.070	–
Online sales management	– 0.132	0.193
<i>Hotel-specific characteristics</i>		
Category (three stars)	–	0.334
Room capacity	0.001	–

Table III.
Marginal effects

probability of the outcome “very important” ($y_j = 4$) associated with a unit change (of the mean value) of the independent variables (x_i).

Regarding the marginal effects obtained from the model “SocialMedia”, we note that a unit increase in the importance of Booking.com increases the probability to rate social media as “very important” for online sales by 10.2 per cent. Between the two significant aspects in the selection of an online platform, a stronger effect is found for the functionality of booking technology (compared to the effectiveness of marketing and resources). This is providing that a unit increase in its importance results in a 8.3 per cent increase in the probability of rating social media as “very important” (compared to a 5.8 per cent increase associated with the effectiveness of marketing and resources). Furthermore, the presence of a booking engine in the hotel web site consistently increases the probability of perceiving social media as “very important” by 20.1 per cent. Interestingly, an additional person dedicated to web site management increases the probability of social media to be “very important” by 7.0 per cent, against a 13.2 per cent decrease of the same probability if the additional person is dedicated to online sales management. A smaller impact is associated with an increase in room capacity, in which 10 additional rooms would bring a 1 per cent increase of the social media being evaluated as “very important”.

Focusing on the marginal effects derived from model “Booking.com”, larger magnitudes of the effects are observed if compared to those obtained from model “SocialMedia”. In particular, a unit increase in the importance of social media results in a 21.4 per cent increase in the probability to evaluate Booking.com as “very important”. Among the factors influencing the selection of an online platform, the largest marginal effect is associated with the popularity of the platform itself, indicating a 20.4 per cent

increase in the probability to rate Booking.com as “very important” as a result of a unit increase in the importance of the online platform’s popularity. In contrast, a unit increase in the importance of the “effectiveness of marketing and resources” in the selection of an online platform decreases the probability to rate Booking.com as “very important” for online sales by 16.9 per cent. In terms of dedicated personnel, a 19.3 per cent increase is observed in the probability of Booking.com being perceived as “very important” for each additional person dedicated to hotel online sales management. Finally, the consistent effect underlying the hotel categories is noted, in which hoteliers belonging to the three-star category show a 33.4 per cent higher probability to rate Booking.com as “very important” compared to hoteliers belonging to other categories, which are zero to two stars and four to five stars, respectively.

Discussion and conclusions

Academic contributions and practical implications for the industry can be drawn from the above-presented analysis.

First, despite the ever-growing literature in this field, no studies have yet concentrated on analysis of the combined social media and OTA effects on online sales specifically focusing on:

- online platform choice criteria;
- online sales channels management;
- human resources involvement; and
- hotels characteristics.

The quantitative approach (i.e. ordered logit class of models) used in the study represents a rigorous method for analysis of ordered categorical variables, allowing for appropriate estimation of the factors influencing the importance of both social media and OTA for online sales and the associated marginal effects. In particular, this research highlights the fact that, in terms of importance for online sales, hoteliers perceived a direct relationship between OTAs and social media, where the latter has a stronger effect on the importance of OTAs than OTAs have on the importance of social media. The probability of perceiving social media and OTAs important for online sales further varies according to several other factors, which, interestingly, are different across the two variables investigated. For the importance of social media, we noted the centrality of:

- the presence of booking engine technologies on the hotel web site;
- personnel dedicated to web site management; and
- room capacity.

For the importance of the OTA Booking.com, relevant factors include:

- the popularity of online channels;
- personnel dedicated to online sales management; and
- hotel category.

Second, it is noted that innovative forms of booking technology, together with effective marketing, could facilitate the link between OTAs and social media. Thus, three different conclusions with practical implications have been drawn.

- (1) The interplay between OTAs and social media reflects the tension (and in some respect, the dilemma) between visibility and revenue, leading to the possibility of creating new distribution strategies.

Active social media presence and the presence on OTA portals are essential factors for modern hoteliers who, on the one hand need to engage with former and prospective clients to raise awareness of and interest in their property and, on the other hand, need to find a convenient commercial outlet for their property. A particularly interesting aspect of this last issue is the negative effect observed for the importance of commission, which suggests, from a hotelier perspective, the willingness to lose part of the marginal profit in exchange for gaining a larger overall volume of bookings (or overall revenue) expected by the use of a popular and important online travel agency platform. This result highlights a tension between visibility and sales volume, suggesting the possibility of envisaging more sophisticated distribution systems based on the peculiar characteristics of social media (to increase the visibility), rather than on those of OTAs (to increase sales volume). Thus, it would be possible to tackle directly the issue of disintermediation in the near future by leveraging on social media communication and exposure (e.g. real-time booking, experience customization) to sell rooms online.

- (2) The implementation of hotel-owned software to sell and manage online distribution influences the interest of hoteliers in the use of social media.

Particularly, the use of a hotel-owned booking engine increases the likelihood to rate the social media as an important tool for online sales. This finding is indeed coherent with the expectation because the implementation of selling technologies within the accommodation environment can enhance the dynamic characteristics and predisposition of hoteliers towards social media. The more the hotelier is inclined to adopt technological solutions to enter the online competitive arena, the higher the likelihood of exploiting the possibilities of leveraging on social media communication and using it as a proper selling channel. Hoteliers need to enter the online arena taking care of online sales as well as online communication and marketing. A professional, coherent and consistent presence both on online selling channels and online discussion channels (i.e. social media) will foster online sales.

- (3) The centrality of the human factor and the related different competencies needed is crucial for the hospitality industry to operate in OTAs and social media.

With regard to hotel online management and personnel, the human factor emerged as a key issue for hoteliers. Being effectively active, both in social media and in OTAs, implies having personnel with different skills and training needs. A counter effect for the model "SocialMedia" is further associated with the personnel dedicated to online sales management. These findings reflect the different tasks (and efforts) underlying the two managerial roles, providing proof of the robustness of the models proposed and, hence, supporting both *H4a* and *H4b*. In particular, considering the coefficients

associated with hotel categories are normalized with respect to the lower category (i.e. zero to two stars), a higher likelihood to rate Booking.com is observed to be important for hoteliers belonging to the three-star category, whereas the four- to five-star category does not show any significant difference compared to the normalized category. This result suggests a different underlying perception of hoteliers towards the two online technologies, in which social media seem to be related to hotel capacity (e.g. an effective instrument for increasing the occupancy rate as much as possible). Conversely, the use of the online platform Booking.com seems rather demand-driven (e.g. an instrument particularly effective for certain quality categories, such as three-star hotels). Finally, while the current research suggests that hoteliers show a different perception toward the factors influencing the importance of social media and OTA for online sales, the results obtained are confined to the destination under study. Further research in different geographical and touristic contexts is encouraged in order to support the findings and provide a wider generalizability of the results.

References

- Baloglu, S. and Pekcan, Y.A. (2006), "The website design and internet site marketing practices of upscale and luxury hotels in Turkey", *Tourism Management*, Vol. 27 No. 1, pp. 171-176.
- Bennett, M.M. and Lai, C.-W.K. (2005), "The impact of the internet on travel agencies in Taiwan", *Tourism and Hospitality Research*, Vol. 6 No. 1, pp. 8-23.
- Brown, J., Broderick, A.J. and Lee, N. (2007), "Word of mouth communication within online communities: conceptualizing the online social network", *Journal of Interactive Marketing*, Vol. 21 No. 3, pp. 2-20.
- Buhalis, D. (2003), *ETourism: Information Technology for Strategic Tourism Management*, Financial Times Prentice Hall, Harlow.
- Buhalis, D. and Law, R. (2008), "Progress in information technology and tourism management: 20 years on and 10 years after the internet – the state of etourism research", *Tourism Management*, Vol. 29 No. 4, pp. 609-623.
- Carroll, B. and Siguaw, J. (2003), "The evolution of electronic distribution: effects on hotels and intermediaries", *The Cornell Hotel and Restaurant Administration Quarterly*, Vol. 44 No. 4, pp. 38-50.
- Chan, N.L. and Guillet, B.D. (2011), "Investigation of social media marketing: how does the hotel industry in Hong Kong perform in marketing on social media websites?", *Journal of Travel & Tourism Marketing*, Vol. 28 No. 4, pp. 345-368.
- Chan, S. and Law, R. (2006), "Automatic website evaluations: the case of hotels in Hong Kong", *Information Technology & Tourism*, Vol. 8 Nos 3-4, pp. 255-269.
- Chevalier, J.A. and Mayzlin, D. (2003), "The effect of word of mouth on sales: online book reviews" (Working Paper No. 10148), National Bureau of Economic Research, available at: www.nber.org/papers/w10148
- Christodoulidou, N., Brewer, P., Feinstein, A.H. and Bai, B. (2007), "Electronic channels of distribution: challenges and solutions for hotel operators", *FIU Hospitality and Tourism Review*, Vol. 25 No. 2, pp. 92-100.
- Chung, T. and Law, R. (2003), "Developing a performance indicator for hotel websites", *International Journal of Hospitality Management*, Vol. 22 No. 1, pp. 119-125.
- Dwivedi, M., Yadav, A. and Venkatesh, U. (2011), "Use of social media by national tourism organizations: a preliminary analysis", *Information Technology and Tourism*, Vol. 13 No. 2, pp. 93-103.

- Enz, C.A. (2003), "Hotel pricing in a networked world", *The Cornell Hotel and Restaurant Administration Quarterly*, Vol. 44 No. 1, pp. 4-5.
- Escobar-Rodriguez, T. and Carvajal-Trujillo, E. (2012), "An evaluation of Spanish hotel websites: informational vs relational strategies", *International Journal of Hospitality Management*, Vol. 33, June, pp. 228-239.
- European Travel Commission (2010), "World usage patterns & demographics", *ETC – New Media Trend Watch*, available at: www.newmediatrendwatch.com/world-overview/34-world-usage-patterns-and-demographics (accessed 2 March 2013).
- Filieri, R. and McLeay, F. (2013), "E-WOM and accommodation: an analysis of the factors that influence travelers' adoption of information from online reviews", *Journal of Travel Research*, doi: 10.1177/0047287513481274.
- Fotis, J., Buhalis, D. and Rossides, N. (2012), "Publications", in Fuchs, M., Ricci, F. and Cantoni, L. (Eds), *Information and Communication Technologies in Tourism 2012, Vienna, Austria*, pp. 13-24.
- Gazzoli, G., Kim, W.G. and Palakurthi, R. (2008), "Online distribution strategies and competition: are the global hotel companies getting it right?", *International Journal of Contemporary Hospitality Management*, Vol. 20 No. 4, pp. 375-387.
- Greene, W.H. (2003), *Econometric Analysis*, 5th ed., Pearson Education, Harlow.
- Gretzel, U. and Yoo, K.H. (2008), "Use and impact of online travel reviews", in O'Connor, D.P., Höpken, D.W. and Gretzel, D.U. (Eds), *Information and Communication Technologies in Tourism 2008*, Springer, Vienna, pp. 35-46.
- Gretzel, U., Yoo, K.H. and Purifoy, M. (2007), "Online travel review study: role and impact of online travel reviews", Laboratory for Intelligent Systems in Tourism, Department of Recreation, Park and Tourism Sciences, Texas A&M University, College Station, TX, available at: www.tripadvisor.com/pdfs/OnlineTravelReviewReport.pdf
- Haiyan, C. (2010), "An impact of social media on online travel information search in China", *2010 International Conference on Information Management, Innovation Management and Industrial Engineering (ICIII)*, Vol. 3, pp. 509-512, presented at the 2010 International Conference on Information Management, Innovation Management and Industrial Engineering (ICIII).
- Hasan, B. (2003), "The influence of specific computer experiences on computer self-efficacy beliefs", *Computers in Human Behavior*, Vol. 19 No. 4, pp. 443-450.
- Hashim, N.H., Murphy, J., Purchase, S. and O'Connor, P. (2010), "Website and email adoption by Malaysian hotels", *International Journal of Hospitality Management*, Vol. 29 No. 1, pp. 194-196.
- Hsu, Y.-L. (2012), "Facebook as international eMarketing strategy of Taiwan hotels", *International Journal of Hospitality Management*, Vol. 31 No. 3, pp. 972-980.
- Hung, K. and Law, R. (2011), "An overview of internet-based surveys in hospitality and tourism journals", *Tourism Management*, Vol. 32 No. 4, pp. 717-724.
- Inversini, A. and Buhalis, D. (2009), "Information convergence in the long tail: the case of tourism destination information", in Höpken, W., Gretzel, U. and Law, R. (Eds), *Information and Communication Technologies in Tourism 2009*, Springer, Vienna, pp. 381-392.
- Kasavana, M.L. and Singh, A.J. (2001), "Online auctions", *Journal of Hospitality & Leisure Marketing*, Vol. 9 Nos 3-4, pp. 127-140.
- Kim, J., Bojanic, D.C. and Warnick, R.B. (2009), "Price bundling and travel product pricing practices used by online channels of distribution", *Journal of Travel Research*, Vol. 47 No. 4, pp. 403-412.

- Koo, B., Mantin, B. and O'Connor, P. (2011), "Online distribution of airline tickets: should airlines adopt a single or a multi-channel approach?", *Tourism Management*, Vol. 32 No. 1, pp. 69-74.
- Kracht, J. and Wang, Y. (2010), "Examining the tourism distribution channel: evolution and transformation", *International Journal of Contemporary Hospitality Management*, Vol. 22 No. 5, pp. 736-757.
- Lam, T., Cho, V. and Qu, H. (2007), "A study of hotel employee behavioral intentions towards adoption of information technology", *International Journal of Hospitality Management*, Vol. 26 No. 1, pp. 49-65.
- Law, R. (2009), "Disintermediation of hotel reservations: the perception of different groups of online buyers in Hong Kong", *International Journal of Contemporary Hospitality Management*, Vol. 21 No. 6, pp. 766-772.
- Law, R. and Cheung, C. (2006), "A study of the perceived importance of the overall website quality of different classes of hotels", *International Journal of Hospitality Management*, Vol. 25 No. 3, pp. 525-531.
- Law, R. and Hsu, C.H.C. (2006), "Importance of hotel website dimensions and attributes: perceptions of online browsers and online purchasers", *Journal of Hospitality & Tourism Research*, Vol. 30 No. 3, pp. 295-312.
- Law, R. and Jogaratnam, G. (2005), "A study of hotel information technology applications", *International Journal of Contemporary Hospitality Management*, Vol. 17 No. 2, pp. 170-180.
- Law, R., Chan, I. and Goh, C. (2007), "Where to find the lowest hotel room rates on the internet? The case of Hong Kong", *International Journal of Contemporary Hospitality Management*, Vol. 19 No. 6, pp. 495-506.
- Lee, H., Guillet, B.D. and Law, R. (2013), "An examination of the relationship between online travel agents and hotels a case study of choice hotels international and Expedia.com", *Cornell Hospitality Quarterly*, Vol. 54 No. 1, pp. 95-107.
- Lee, J. and Miller, D. (1999), "People matter: commitment to employees, strategy and performance in Korean firms", *Strategic Management Journal*, Vol. 20 No. 6, pp. 579-593.
- Line, N.D. and Runyan, R.C. (2012), "Hospitality marketing research: recent trends and future directions", *International Journal of Hospitality Management*, Vol. 31 No. 2, pp. 477-488.
- Marcussen, C.H. (2008), "Trends in European internet distribution – of travel and tourism services. Trends in European internet distribution – of travel and tourism services", available at: <http://195.130.87.21:8080/dspace/handle/123456789/864> (accessed 2 February 2013).
- Morosan, C. and Jeong, M. (2008), "Users' perceptions of two types of hotel reservation web sites", *International Journal of Hospitality Management*, Vol. 27 No. 2, pp. 284-292.
- Murphy, J., Schegg, R. and Olaru, D. (2006), "Investigating the evolution of hotel internet adoption", *Information Technology & Tourism*, Vol. 8 Nos 3-4, pp. 161-177.
- Neslin, S.A. and Shankar, V. (2009), "Key issues in multichannel customer management: current knowledge and future directions", *Journal of Interactive Marketing*, Vol. 23 No. 1, pp. 70-81.
- O'Connor, P. (2008a), "Electronic distribution", *Handbook of Hospitality Operations and IT*, Routledge, London.
- O'Connor, P. (2008b), "User-generated content and travel: a case study on TripAdvisor.Com", in O'Connor, D.P., Höpken, D.W. and Gretzel, D.U. (Eds), *Information and Communication Technologies in Tourism 2008*, Springer, Vienna, pp. 47-58.
- O'Connor, P. (2010), "Managing a hotel's image on TripAdvisor", *Journal of Hospitality Marketing & Management*, Vol. 19 No. 7, pp. 754-772.

- O'Connor, P. and Frew, A.J. (2002), "The future of hotel electronic distribution: expert and industry perspectives", *Cornell Hotel and Restaurant Administration Quarterly*, Vol. 43 No. 3, pp. 33-45.
- O'Reilly, T. (2007), "What is Web 2.0: design patterns and business models for the next generation of software" (SSRN Scholarly Paper No. ID 1008839), Social Science Research Network, Rochester, NY, available at: <http://papers.ssrn.com/abstract=1008839>
- O-Tur (2012), "Statistica sulla domanda di turismo in Ticino", *Osservatorio Sul Turismo Ticinese*, available at: www.otur.usi.ch/sites/www.otur.usi.ch/files/uploads/o-tur_domanda_dicembre_2011.pdf (accessed 2 February 2012).
- Orfila-Sintes, F., Crespi-Cladera, R. and Martínez-Ros, E. (2005), "Innovation activity in the hotel industry: evidence from Balearic Islands", *Tourism Management*, Vol. 26 No. 6, pp. 851-865.
- Phelan, K.V., Christodoulidou, N., Countryman, C.C. and Kistner, L.J. (2011), "To book or not to book: the role of hotel web site heuristics", *Journal of Services Marketing*, Vol. 25 No. 2, pp. 134-148.
- Rosen, D.E. and Purinton, E. (2004), "Website design: viewing the web as a cognitive landscape", *Journal of Business Research*, Vol. 57 No. 7, pp. 787-794.
- Schegg, R., Stangl, B., Fux, M. and Inversini, A. (2013), "Distribution channels and management in the Swiss hotel sector", in Ng, Z. (Ed.), *Proceedings of Information and Communication Technologies in Tourism 2013, Presented at the ENTER2013, Innsbruck*, Springer, New York, NY, pp. 554-565.
- Schmallegger, D. and Carson, D. (2008), "Blogs in tourism: changing approaches to information exchange", *Journal of Vacation Marketing*, Vol. 14 No. 2, pp. 99-110.
- Schmidt, S., Cantalops, A.S. and dos Santos, C.P. (2008), "The characteristics of hotel websites and their implications for website effectiveness", *International Journal of Hospitality Management*, Vol. 27 No. 4, pp. 504-516.
- Thompson, J. and Richardson, B. (1996), "Strategic and competitive success: towards a model of the comprehensively competent organization", *Management Decision*, Vol. 34 No. 2, pp. 5-19.
- Toh, R.S., Raven, P. and DeKay, F. (2011), "Selling rooms: hotels vs third-party websites", *Cornell Hospitality Quarterly*, Vol. 52 No. 2, pp. 181-189.
- TravelCLICK (2009), available at: www.travelclick.net/information-center/bookings-by-channel.cfm (accessed 1 October 2010).
- Tse, A.C. (2003), "Disintermediation of travel agents in the hotel industry", *International Journal of Hospitality Management*, Vol. 22 No. 4, pp. 453-460.
- Tso, A. and Law, R. (2005), "Analysing the online pricing practices of hotels in Hong Kong", *International Journal of Hospitality Management*, Vol. 24 No. 2, pp. 301-307.
- UST (2012), "La popolazione della Svizzera 2011", available at: www.bfs.admin.ch/bfs/portal/it/index/news/publikationen.html?publicationID=4931 (accessed 2 March 2013).
- Vermeulen, I.E. and Seegers, D. (2009), "Tried and tested: the impact of online hotel reviews on consumer consideration", *Tourism Management*, Vol. 30 No. 1, pp. 123-127.
- Wang, Y. and Qualls, W. (2007), "Towards a theoretical model of technology adoption in hospitality organizations", *International Journal of Hospitality Management*, Vol. 26 No. 3, pp. 560-573.
- Werthner, H. and Ricci, F. (2004), "E-commerce and tourism", *Commun. ACM*, Vol. 47 No. 12, pp. 101-105.

- Xiang, Z., Wöber, K. and Fesenmaier, D.R. (2008), "Representation of the online tourism domain in search engines", *Journal of Travel Research*, Vol. 47 No. 2, pp. 137-150.
- Ye, Q., Law, R. and Gu, B. (2009), "The impact of online user reviews on hotel room sales", *International Journal of Hospitality Management*, Vol. 28 No. 1, pp. 180-182.
- Zafiroopoulos, C., Vrana, V. and Paschaloudis, D. (2006), "The internet practices of hotel companies: an analysis from Greece", *International Journal of Contemporary Hospitality Management*, Vol. 18 No. 2, pp. 156-163.
- Zhu, F. and Zhang, X. (2006), "The influence of online consumer reviews on the demand for experience goods: the case of video games", ICIS 2006 Proceedings, available at: <http://aisel.aisnet.org/icis2006/25>
- Zhu, F. and Zhang, X. (2010), "Impact of online consumer reviews on sales: the moderating role of product and consumer characteristics", *Journal of Marketing*, Vol. 74 No. 2, pp. 133-148.

About the authors

Alessandro Inversini is Lecturer of Marketing and Media Communication at Bournemouth University (School of Tourism). Dr Inversini holds a PhD in Communication Science from the Università della Svizzera italiana (2010), and a Master in Communication Sciences and Communication Technologies in 2004. From 2009 to 2011 Dr Inversini was project manager and then executive director of webatelier.net at Università della Svizzera italiana research and development lab dedicated to the topic of new media in tourism communication. In 2011-2012 Dr Inversini was serving as managing director of TicinoInfo SA, a public-private company active in the field of technological innovation, ePromotion and eMarketing in tourism at regional level (Ticino region, southern Switzerland). Dr Inversini's research interests are where communication, tourism and new media overlap, ranging from design to evaluation of tourism, hospitality and events web sites, from online communication to branding and reputation, from eCommerce to eLearning. Alessandro Inversini is the corresponding author and can be contacted at: ainversini@bournemouth.ac.uk

Lorenzo Masiero is Assistant Professor at The Hong Kong Polytechnic University (School of Hotel and Tourism Management). Dr Lorenzo Masiero received his Bachelor of Arts in Statistics in 2003 and Master of Arts in Statistics and Economics in 2005 from the University of Bologna. He then obtained his PhD in Economics from the University of Lugano in 2010. Dr Masiero has been serving in the University of Lugano as Postdoc Researcher since August 2010 and as Project Manager since September 2010. He has worked as Research Assistant in the same university from 2007 to early 2009 and in 2010. In 2008, he won a scholarship granted by the Swiss National Science Foundation allowing him to join The University of Sydney as Visiting Researcher in early 2009 and up to early 2010. Dr Masiero's main research interests include tourism demand, travel demand, consumer behaviour and choice modelling.