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Nota di contenuto	Tourism Crisis and DisasterManagement in theAsia-Pacific; Copyright; Contents; Contributors; Acknowledgements; List of Figures; List of Tables; Part I Introduction; 1 Major Themes and Perspectives; 1.1 Introduction; Conceptualizing tourism crises and disasters; An Asia-Pacific focus; 1.2 Book Aim and Content; Aim; Content; 1.3 Conclusion; References; Part II Planning and Preparedness; 2 Conceptualizing Organizational Resilience in Tourism Crisis Management; 2.1 Introduction; 2.2 Destination Management Organizations (DMOs) and Shifting Foci; 2.3 Tourism Crisis Management Framework 2.4 Organizational ResilienceImportance and definition of organizational resilience; Organizations and crisis; 2.5 Organizational Resilience Management Framework; 2.6 Tourism Crisis Management: A New Perspective; Proactive planning and strategy formulation; Scanning to planning; Strategy evaluation and strategic control; Crisis

communication and control; Resource management; Understanding and collaborating with stakeholders; Resolution and normality; Organizational learning and feedback; 2.7 Putting Things in Perspective; 2.8 Conclusion; References

3 Theoretical Perspectives on Crimes Against Tourists 3.1 Introduction; 3.2 Rational Choice/Deterrence Theory; 3.3 Routine Activities Theory and Hot-spot Theory; 3.4 Social Disorganization Theory; 3.5 Anomie or Strain Theory; 3.6 Subcultural Theories; 3.7 Symbolic Interaction Theories; 3.8 Conclusion; 3.9 End Note; References; 4 The Influence of Organizational Culture on Crisis Planning: An Application of the Competing Values Framework (CVF) in Chinese Hotels; 4.1 Introduction; 4.2 Literature Review; Organizational culture; Culture influence on crisis management behaviour

The development and use of the Competing Values Framework (CVF) 4.3 Method; 4.4 Preliminary Results and Discussion; 4.5 Implications and Conclusion; 4.6 Appendix: The Organizational Culture Assessment Instrument (Cameron, 2004); Dominant characteristics; Organizational leaders; Management of employees; Organizational glue; Strategic emphases; Criteria of success; References; 5 How Does Crisis Leadership Influence Effective Crisis Readiness (CR)?; 5.1 Introduction; 5.2 Literature Review; Crisis Leadership (CL); Crisis Readiness (CR); 5.3 Methodology; Grounded Theory (GT)

Background: the Red Shirt crisis Setting for the study; Data collection and analysis; 5.4 Findings; Preliminary phases of data gathering; Crisis experience; Crisis experience competency; Multi-faceted nature of Crisis Leadership (CL); Experiential Learning (EL); Experiential Learning (EL): Living Manual; Experiential Learning (EL): learned routineness; Experiential Learning (EL): forward planning; Moderating influence of institutional memory; 5.5 Implications and Conclusions; Crisis Leadership (CL) efficacy is enhanced by crisis experience and Experiential Learning (EL)

Crisis Readiness (CR) will reduce the impact of negative outcomes

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Sommario/riassunto

The Asia-Pacific area is one of the fastest growing tourism regions and a major driver of global tourism in general. Tourism industries in Asia Pacific have been challenged in recent years by a number of major crises and disasters including terrorism, outbreaks (e.g. SARS and Bird Flu), natural disasters (e.g. tsunamis, bushfires, flooding), and political crisis (e.g. protests and political instability). This book contributes to the understanding of crisis and disaster management generally, but with a specific focus on the Asia Pacific. With contributions by international scholars and practiti

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