

Irem Önder Neuhofer (Arsal), Ph.D.

Associate Professor
Hospitality and Tourism Management
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EDUCATION

Ph.D. in Travel and Tourism Management, 2008
Clemson University, Clemson, South Carolina

MSc. in Information Systems Management, 2002
Ferris State University, Big Rapids, Michigan

BA in Economics, 1999
Marmara University, Istanbul, Turkey

EXPERIENCE

| | |
|---------------------------|---|
| 9/2019 to Current | University of Massachusetts Amherst – Associate Professor |
| 1/2017 to 7/2019 | MODUL University Vienna – Associate Professor |
| 8/2008 to 12/ 2016 | MODUL University Vienna – Assistant Professor |

RESEARCH

A) Publications

Wei, W., Önder, I, & Uysal, M. (2023). “Developing and Validating the Technology Impact Scale: Perceived Impact and Quality of Life in Smart Tourism Destinations”. *Current Issues in Tourism*, 1-24. (ABCD index rank A, Isenberg rank A-).
DOI: <https://doi.org/10.1080/13683500.2023.2296587>

Dogru et al. (2023). “Generative Artificial Intelligence in the Hospitality and Tourism Industry: Developing a Framework for Future Research.” *Journal of Hospitality and Tourism Research*, 35(4), 1284-1303. (ABCD index rank A, Isenberg rank A).
DOI: <https://doi.org/10.1177/10963480231188663>

Dogru, T., Line, N., Hanks, L., Acikgoz, F., Abbott, J. A., Bakir, S., ... & Suess, C. (2023). The implications of generative artificial intelligence in academic research and higher education in tourism and hospitality. *Tourism Economics*. (ABCD index rank A, Isenberg rank A-).
DOI: <https://doi.org/10.1177/13548166231204065>

Wei, W., Baker, M., & Onder, I. (2023) "All without leaving home: Building a conceptual model of virtual tourism experiences." *International Journal of Contemporary Hospitality Management*. (ABCD index rank A, Isenberg rank A). DOI: <https://10.1108/IJCHM-12-2021-1560>

Erol, I., Neuhofer(Onder), I. O., Dogru, T., Oztel, A., Searcy, C., & Yorulmaz, A. C. (2022). "Improving sustainability in the tourism industry through blockchain technology: Challenges and opportunities." *Tourism Management*, 93, 104628. (ABCD index rank A, Isenberg rank Premier). DOI: <https://doi.org/10.1016/j.tourman.2022.104628>

Önder, I. & Berbekova, A. (2022). "Web analytics: More than website performance evaluation?". *International Journal of Tourism Cities*, 8(3), 603-615. (ABCD index rank A, Isenberg rank Unranked). DOI: <https://doi.org/10.1108/IJTC-03-2021-0039>

Weismayer, C., Gunter, U., & Önder, I. (2021). "Temporal variability of emotions in social media posts." *Technological Forecasting & Social Change*, 167, 120699. (ABCD index rank A, Isenberg rank Unranked). DOI: <https://doi.org/10.1016/j.techfore.2021.120699>

Gunter, U. & Önder, I. (2021). "An exploratory analysis of geotagged photos from Instagram for residents of and visitors to Vienna". *Journal of Hospitality & Tourism Research*, 45(2), 373-398. (ABCD index rank A, Isenberg rank A). DOI: <https://doi.org/10.1177/1096348020963689>

Koens, K., Klijs, J., Weber-Sabil, J., Melissen, F., Lalicic, L., Mayer, I., Önder, I., & Aall, C. (2020). "Serious gaming to stimulate participatory urban tourism planning." *Journal of Sustainable Tourism*. (ABCD index rank A, Isenberg rank A). DOI: <https://doi.org/10.1080/09669582.2020.1819301>

Önder, I. & Gunter, U. (2020). "Blockchain: Is it the future for the tourism and hospitality industry?". *Tourism Economics*. (ABCD index rank A, Isenberg rank A-). DOI: <https://doi.org/10.1177/1354816620961707>

Gunter, U., Önder, I., & Smeral, E. (2020). "Are Combined Tourism Forecasts Better at Minimizing Forecasting Errors?", *Forecasting*. (ABCD index rank C, Isenberg rank Unranked). DOI: <https://doi.org/10.3390/forecast2030012>

Gunter, U., Önder, I., & Zekan, B. (2020). "Modeling Airbnb demand to New York City while employing spatial panel data at the listing level", *Tourism Management*. (ABCD index rank A, Isenberg rank Premier). DOI: <https://doi.org/10.1016/j.tourman.2019.104000>

Önder, I., Gunter, U., & Scharl, A. (2019). "Forecasting tourist arrivals with the help of web sentiment: A mixed-frequency modeling approach for big data". *Tourism Analysis*, 24(4): 437-452. (ABCD index rank A, Isenberg rank A-).

DOI: <https://doi.org/10.3727/108354219X15652651367442>

Gunter, U., Önder, I., & Smeral, E. (2019). "Scientific value of econometric tourism demand studies?" *Annals of Tourism Research*. (ABCD index rank A, Isenberg rank Premier).

DOI: <https://doi.org/10.1016/j.annals.2019.06.005>

Önder, I., Gunter, U., & Gindl, S. (2019). "Utilizing Facebook statistics in tourism demand modeling and destination marketing" *Journal of Travel Research*. (ABCD index rank A, Isenberg rank A).

DOI: <https://doi.org/10.1177/0047287519835969>

Zekan, B., Önder, I., & Gunter, U. (2018). "Benchmarking of Airbnb Listings: How Competitive Is the Sharing Economy Sector of European Cities?" *Tourism Economics*. (ABCD index rank A, Isenberg rank A-).

DOI: <https://doi.org/10.1177/1354816618814349>

Önder, I., Weismayer, C., & Gunter, U. (2018). "Spatial price dependencies between the traditional accommodation sector and the sharing economy". *Tourism Economics*. (ABCD index rank A, Isenberg rank A-).

DOI: <https://doi.org/10.1177/1354816618805860>

Gunter, U., Önder, I., & Gindl, S. (2018). "Exploring the predictive ability of LIKES of posts on the Facebook pages of four major city DMOs in Austria". *Tourism Economics*. (ABCD index rank A, Isenberg rank A-).

DOI: <https://doi.org/10.1177/1354816618793765>

Lalicic, L. & Önder, I. (2018). "Residents' Involvement in Urban Tourism Planning: Opportunities from a Smart City Perspective". *Sustainability*, 10 (6), 1-16. (ABCD index rank A, Isenberg rank Unranked).

DOI: <https://doi.org/10.3390/su10061852>

Önder, I. & Treiblemaier, H. (2018). "Blockchain and tourism: Three research propositions". *Annals of Tourism Research*. (ABCD index rank A, Isenberg rank Premier).

DOI: <https://doi.org/10.1016/j.annals.2018.03.005>

Gunter, U. & Önder, I. (2018). "Determinants of Airbnb Demand in Vienna and their Implications for the Traditional Accommodation Industry". *Tourism Economics*, 24(3) 270–293. (ABCD index rank A, Isenberg rank A-).

DOI: <https://doi.org/10.1177/1354816617731196>

Matteucci, X., & Önder, I. (2018). "Using Drawings to Explore Images of Vienna". *Tourism Analysis*, 23 (4), 517-531. (ABCD index rank A, Isenberg rank A-).
DOI: <https://doi.org/10.3727/108354218X15391984820495>

Önder, I. (2017). "Forecasting Tourism Demand with Google Trends: Accuracy Comparison of Countries versus Cities". *International Journal of Tourism Research*. (ABCD index rank A, Isenberg rank A).
DOI: <https://doi.org/10.1002/jtr.2137>

Önder, I. (2017). "Classifying Multi Destination Trips in Austria with Big Data". *Tourism Management Perspectives*, 21, 54-58. (ABCD index rank A, Isenberg rank Unranked).
DOI: <https://doi.org/10.1016/j.tmp.2016.11.002>

Önder, I, & Marchiori, E. (2017). "A comparison of pre-visit beliefs and projected visual images of destinations". *Tourism Management Perspectives*, 21, 42-53. (ABCD index rank A, Isenberg rank Unranked).
DOI: <https://doi.org/10.1016/j.tmp.2016.11.003>

Önder, I, Wöber, K., & Zekan, B. (2017). "Towards a sustainable urban tourism development in Europe: The role of benchmarking and tourism management information systems – A partial model of destination competitiveness". *Tourism Economics*, 23(2): 243-259. (ABCD index rank A, Isenberg rank A-)
DOI: <https://doi.org/10.1177/1354816616656247>

Gunter, U. & Önder, I. (2016). "Forecasting City Arrivals with Google Analytics". *Annals of Tourism Research*, 61: 199-212. (ABCD index rank A, Isenberg rank Premier).
DOI: <https://doi.org/10.1016/j.annals.2016.10.007>

Önder, I. & Gunter, U. (2016). "Forecasting Tourism Demand with Google Trends for a Major European City Destination". *Tourism Analysis*, 21 (2-3):202-230. (ABCD index rank A, Isenberg rank A-).
DOI: <https://doi.org/10.3727/108354216X14559233984773>

Sabou, M., Önder, I., Brasovenau, A., & Scharl, A. (2016). "Towards Cross-domain Decision Making in Tourism: A Linked Data based Approach". *Journal of Information Technology and Tourism*, 16(1): 71-101. (ABCD index rank A, Isenberg rank Unranked).

Gunter, U. & Önder, I. (2015). "Forecasting international city tourism demand for Paris: accuracy of uni- and multivariate models employing monthly data". *Tourism Management*, 46, 123-135. (ABCD index rank A, Isenberg rank Premier).
DOI: <https://doi.org/10.1016/j.tourman.2014.06.017>

Önder, I., Koerbitz, W., & Hubmann-Haidvogel, A. (2014). "Tracing tourists by their digital footprints: The case of Austria". *Journal of Travel Research*, 55(5): 566-573. (ABCD index rank A, Isenberg rank A).

DOI: <https://doi.org/10.1177/0047287514563985>

Önder, I. & Wöber, K. (2014). "Citytourismbenchmark, un système d'aide à la décision pour les acteurs du tourisme". *Espaces-Populations-Societes*, Jan-Feb 2014 issue. (ABCD index rank A, Isenberg rank Unranked).

Sabou, M., Önder (Arsal), I. & Brasovenau, A. (2013) "TourMISLOD: a Tourism Linked Data Set", *Semantic Web Journal* 4(3): 271-276. (ABCD index rank A, Isenberg rank Unranked).

URL: <https://www.semantic-web-journal.net/sites/default/files/swj273.pdf>

Önder (Arsal), I., Woosnam, K., Baldwin, E. & Backman, S. (2010). "Residents as travel destination information providers: An online community perspective". *Journal of Travel Research*, 49(4), 400 – 413. (ABCD index rank A, Isenberg rank A).

DOI: [10.1177/0047287509346856](https://doi.org/10.1177/0047287509346856)

Önder (Arsal), I., Baldwin, E., & Backman, S. (2009). "Member reputation and its influence on travel decisions: A case study of an online travel community". *Journal of Information Technology and Tourism*, Volume 11, Issue 3, p.235 - 246. (ABCD index rank A, Isenberg rank Unranked).

DOI: <https://doi.org/10.3727/109830509X12596187864035>

B) Books

Onder, I. & Acikgoz, F. (2023). *Blockchain for Tourism and Hospitality Industries*.

Routledge, Taylor & Francis Group. ISBN 9781032399041

<https://www.routledge.com/Blockchain-for-Tourism-and-Hospitality-Industries/Onder-Acikgoz/p/book/9781032399041>

C) Other publications:

Gunter, U., Önder, I., Gindl, S. (2018): Using Facebook Likes and Google Trends Data to Forecast Tourism. In: *EViews Econometric Analysis Insight Blog*, URL: <http://blog.eviews.com/2018/08/using-facebook-likes-and-google-trends.html>

D) Invited symposiums and conferences:

- Hospitality and Tourism Scholars Symposium – Exploring Sustainable Futures. March 15-17, 2024, Texas A&M University, College Station, TX.
- International Academy for the Study of Tourism – Transformational Tourism in Disruptive Times, May 14-17, 2024, Orlando, FL.

E) International Conferences (Refereed)

Onder, I. & Topsakal, Y. (2024). "Localization Matters: A Cross-Cultural Comparative Analysis of Mobile Hotel Reservation Applications Priorities in the United States of America versus Türkiye". NENA Spring Conference, April 4-6, 2024, Portland, ME, USA.

Acikgoz, F., Onder, I., Wei, W. & Stylos, N. (2023). "Understanding Data Commodification from Theory of Planned Behavior and Surveillance Capitalism". Conference on Managing Tourism Across Continents, March 15-18, Istanbul, Turkey.

Acikgoz, F., Stylos, N., & Onder, I. (2023) Exploring the Drivers of Post-Adoption Behaviors for Blockchain-based Decentralized Applications (dApps). Academy of Marketing conference. 3-6 July 2023, Birmingham, UK.

Wei, W. & Önder, I. (2022). "A Systematic Literature Review of Topic Modeling in Hospitality and Tourism Research". ICHIRE conference, August 3-6, 2022, Washington, D.C, USA.

Wei, W. & Önder, I. (2022). "An Exploratory Study of Consumers' Travel-Related Concerns About COVID-19" ENTER conference, January 11-14, 2022, Nankai, China.

Önder, I. & Sheel, A. (2020). "Identifying the impact of COVID-19 on hotel revenues: The influence of information and Big Data." 5th RevME Hospitality Revenue Management and Analytics Conference, December 8-9, 2020, University of South Carolina, USA.

Önder, I. (2020). "Blockchain: Challenges and Opportunities for Tourism and Hospitality Industry". MTCN: Conference on Managing Tourism Across Continents. Antalya, Turkey

Lidija Lalacic, Irem Önder, Ko Koens, & Jessika Weber (2019). "Serious gaming: An Innovative method to engage stakeholders with sustainable tourism planning". AIAEST conference, Varna, Bulgaria. *Awarded the PETER KELLER AWARD for the best contribution uniting theory and practice.*

Zekan, B., & Önder, I. (2018). "An Efficiency Assessment of DMOs' Facebook Pages: A Benchmarking Study", *DEA40: International Conference on Data Envelopment Analysis*, Birmingham, UK.

Önder, I., Gunter, U. & Zekan, B. (2018). "Modeling Airbnb demand to New York City employing panel data at the listing level." 38th Annual International Symposium on Forecasting, Boulder, Colorado, USA.

Gunter, U. & Önder, I. (2018). "Exploring the predictive ability of LIKES on the Facebook pages of four major city DMOs in Austria." 38th Annual International Symposium on Forecasting, Boulder, Colorado, USA.

Gunter, U. & Önder, I. (2017). "Determinants of Airbnb Demand in Vienna and its Implications on the Local Hotel Industry" IATE, Rimini, Italy.

Zekan, B., Önder, I., & Gunter, U. (2017). "Benchmarking of Airbnb Providers: How Competitive Are European Cities?" IATE, Rimini, Italy.

Zekan, B., Önder, I., & Gunter, U. (2017). "Competitiveness of European cities in the time of Sharing Economy". Workshop on Analytics in Tourism Design, Vienna, Austria.

Önder, I. (2017). "Geotagging research in Tourism". European Travel Commission Marketing Intelligence Group meeting, Budva, Montenegro. (Invited Keynote speaker).

Gunter, U. & Önder, I. (2016). "Destination Image – Web Sentiment – Projected Tourism Demand of Vienna: A Mixed-Frequency Modeling and Forecasting Approach for Big Data" Urban Planning and Tourism Consumption Conference, Jerusalem, Israel.

Önder, I., Gunter, U. & Scharl, A. (2016). "Forecasting Tourist Arrivals with the Help of Web Sentiment: A Mixed-Frequency Modeling Approach for Big Data" ÖSG-Statistiktag 2016, Vienna, Austria. (invited speaker).

Lalicic, L., Önder, I., & Scharl, A. (2016). "Destination Media Coverage: A Brand Personality Approach", EMAC 2016, Oslo-Norway.

Önder, I. & Gunter, U. (2016). "Forecasting Tourist Arrivals with the Help of Web Sentiment: A Mixed-Frequency Modeling Approach for Big Data" 36th Annual International Symposium on Forecasting, Santander, Spain.

Gunter, U. & Önder, I. (2015). "Forecasting city arrivals with Google Analytics: the merits of big data shrinkage techniques and forecast combination" 35th Annual International Symposium on Forecasting, Riverside, CA, USA.

Önder, I. & Smeral, E. (2015). "Comparison of Forecasting Accuracy in City Tourism using Different Models". 5th Conference of the International Association for Tourism Economics, Hong Kong, China.

Önder, I. & Gunter, U. (2014). "Forecasting Tourism Demand with Google Trends: The Case of Vienna". The 8th International Conference on Computational and Financial Econometrics (CFE 2014), Pisa, Italy.

Önder, I. & Gunter, U. (2014). "Forecasting Tourism Demand with Google Trends: The Case of Vienna". 34th Annual International Symposium on Forecasting, Rotterdam, Netherlands.

Gunter, U. & Önder, I. (2013). "Forecasting international city tourism demand for Paris: accuracy of uni- and multivariate models while employing monthly data". Tourism & Management Studies International Conference, Algarve, Portugal.

Önder, I. & Smeral, E. (2013). "Comparison of univariate time series forecasting methods to predict tourism demand in Vienna". 4th Conference of the International Association for Tourism Economics, Ljubljana, Slovenia.

Zekan, B. & Önder, I. (2013) "CTO/CVB Benchmarking: Stakeholders' Say on Optimal Variables". 4th Conference of the International Association for Tourism Economics, Ljubljana, Slovenia.

Gunter, U. & Önder, I. (2013). "Forecasting foreign tourism demand in four major European cities: accuracy of uni- and multivariate models while employing monthly data". 33rd International Symposium on Forecasting, Seoul, Korea.

Önder, I. & Koerbitz W. (2013). "Where to go next? Mapping Multi destination trips using geotagged photographs". European Marketing Academy 42nd Annual conference, Istanbul, Turkey.

Koerbitz W., Önder, I. & Hubmann-Haidvogel, A. (2013). "Analyzing tourism behavior using geotagged photographs", General Online Research Conference, Mannheim, Germany.

Sabou, M., Brasovenau, A. & Önder, I. (2012). "Supporting Tourism Decision Making with Linked Data" (2012), Linked Data Cup Challenge, I-Semantics 2012 (8th International Conference on Semantic Systems), September 2012 Graz. (*First prize*).

Önder (Arsal), I., Croce, V, Költringer, C. & Dickinger, A. (2009). "Cultural Heritage Shaping Online Destination Image Over Time", in: European Cities Marketing Annual Conference & General Assembly, Events and Meetings in the City, Conference Proceedings, Research Symposium, Larson, M. and Vujcic, Gothenburg Sweden, ISBN 978-91-978258-0-1.

Önder (Arsal), I. & Backman, K. (2007). "Identifying Tourist Icons of Tanzania, Uganda and Kenya: A tool for International Tourist Development." The 5th ATLAS Africa Conference 2007, Kampala, Uganda.

Backman, K., Nzuki, A., & Önder (Arsal), I. (2007). "Potential Community Ecotourism Development in Tanzania: A Study of the Perceptions of International Visitors." The 5th ATLAS Africa Conference 2007, Kampala, Uganda.

Önder (Arsal), I., Backman, S., & Backman, K. (2007). "Identifying Tourist icons of Tanzania: Online Travel Community's Perspective." Illustrated paper accepted for

presentation at Travel & Tourism Research Association 2007 Conference, Las Vegas, NV.

Önder (Arsal), I., Dixon, A., & Backman, S. (2007). "Destination Competitiveness: SWOT analysis of Myrtle Beach." Poster accepted for presentation at the 2007 Southeast Chapter of Travel and Tourism Research Association (SETTRA) Annual Conference & Tourism Research Symposium, Biloxi, MS.

Woosnam, K. M., Önder (Arsal), I. McElroy, K.E., Krohn, B.D., & Norman, W. C. (2006). "Collaborative tourism planning: An application of shrimp tourism across multiple coastal regions in South Carolina." Southeast Chapter of Travel and Tourism Research Association (SETTRA) Annual Conference & Tourism Research Symposium, Sarasota, FL.

Önder (Arsal), I & Dixon, A. "Using PDAs to Evaluate Services." (2005) North Carolina and South Carolina Recreation and Park Association Joint Conference, Asheville, NC.

Önder (Arsal), I & Dixon, (2005) "A Present and Future Research Objectives of Clemson University's Department of Parks, Recreation and Tourism Management". College of Health, Education and Human Development Annual Presentation, Clemson, SC.

Aybar-Damali, B. Z., Önder (Arsal), I., Backman, S., & McGuire, F. A. (2005). "A map of Journal of Leisure Research: Citation and trend analysis." Illustrated paper presented at Clemson University Research Forum, Clemson, SC.

F) Book Chapters

Onder, I. (2023). Play: Tourism. In: Jafari, J., Xiao, H. (eds) Encyclopedia of Tourism. Springer, Cham. https://doi.org/10.1007/978-3-319-01669-6_900-1

Wei, W. & Onder, I (2022). "Well-being as a Function of Technology and Smart Economy: A Municipality-Level Study" in Handbook of Tourism and Quality-of-Life Research II (International Handbooks of Quality-Life), Muzaffer Uysal and M. Joseph Sirgy (Eds), Springer

Önder, I (2021). "Benchmarking" in Encyclopedia of Tourism Management and Marketing. Editor Buhalis, D. Edward Elgar Publishing Limited ISBN: 9781800377479 (In Press).

Önder, I & Wei, W. (2021). "Forecasting tourism demand with time series analysis" in Gretzel, U. & Egger, R. (Eds) Tourism on the Verge. Springer (In press).

Zekan, B. & Önder, I (2021). "Data governance for smart city destinations" in Coca-Stefaniak, J. A. & Gretzel, U. (Eds) Routledge Handbook of Smart Tourism. (In press).

Önder, I. & Zekan, B. (2020). "Urban tourism development in Europe: a double-edged sword for the cities?" In Morrison, A. M. and Coca-Stefaniak, J. A. (eds) Routledge Handbook of Tourism Cities. Routledge, New York, NY.

Önder, I., Zekan, B., & Araz, N. (2020). "An Efficiency Assessment of DMOs' Facebook Pages: A Benchmarking Study". In Neidhardt and Worndl (eds) *Information and Communication Technologies in Tourism 2020* (pp. 92-102). Springer, Cham. ISBN: 978-3-030-36737-4

Treiblmaier, H. & Önder, I. (2019). "The Impact of Blockchain on the Tourism Industry: A Theory-based Research Framework". In Treiblmaier, H., Beck, R. (Eds), *Business Transformation through Blockchain, Vol 2*, Palgrave Macmillan, Switzerland.

Scharl, A., Lalicic, L., & Önder, I. (2017). "Web Intelligence and Visual Analytics for Supporting Decisions of Tourism Stakeholders". In Xiang, Z., Alzua, A., and Fesenmaier, D. (Eds), *Designing Tourism Spaces – Analytics in Tourism Design* (pp. 165-178), Springer.

Nixon, L., Popova, A., & Önder, I. (2017). "How Instagram influences Visual Destination Image – a case study of Jordan and Costa Rica". In Schegg, R., and Stangl, B. (Eds.), *Information and Communication Technologies in Tourism 2017* (pp. 361 – 376). Springer. ISBN: 978-3-319-51167-2

Marchiori, E. & Önder, I. (2015). "Reframing the Image of a Destination. A Pre-Post Study on Social Media Exposure". In Tussyadiah, I., and Inversini, A. (Eds.), *Information and Communication Technologies in Tourism 2015* (pp. 335 – 348). Springer. ISBN: 978-3-319-14343-9

Sabou, M., Brasoveanu, A.M.P. & Önder, I. (2015). "Linked Data for Cross-Domain Decision-making in Tourism" (full paper). ". In Tussyadiah, I., and Inversini, A. (Eds.), *Information and Communication Technologies in Tourism 2015* (pp. 197 – 212). Springer. ISBN: 978-3-319-14343-9

Koerbitz, W. & Önder, I. (2014). "Destination benchmarking with geotagged photographs". In Xiang, Z., and Tussyadiah, I. (Eds.), *Information and Communication Technologies in Tourism 2014* (pp. 201 – 212). Springer. ISBN: 978-3-319-03972-5

Koerbitz W., Önder, I. & Hubmann-Haidvogel, A. (2013). "Identifying Tourist Dispersion in Austria by Digital Footprints". In Cantoni, L., and Xiang, Z. (Eds.), *Information and Communication Technologies in Tourism 2013* (pp. 495 – 506). Springer. ISBN: 978-3-642-36308-5

Bauernfeind, U., Önder (Arsal), I., Aubke, F., & Wöber, K. (2009). "Assessing the Significance of City Tourism in Europe". In Mazanec, J, and Wöber, K. (Eds.) 2nd ed. *Analysing International City Tourism*. Springer. ISBN: 978-3-211-09415-0

Önder (Arsal), I., Backman, S., & Baldwin, E. (2008). "Influence of an online travel community on travel decisions". In O'Connor, P, Höpken, W., Gretzel, U. (Eds.), *Information and Communication Technologies in Tourism 2008* (pp. 82 – 93). Springer. ISBN: 978-3-211-77279-9

Below is a list of my working papers that have been submitted to various journals:

- A Blockchain-Based Model for Monitoring Carbon Footprint in the Hospitality Industry Using Smart Contracts. *International Journal of Contemporary Hospitality Management* (A). Revise and resubmit.
- Pioneering Value Co-Creation: The Case of Token-Based Ticketing with Semi-Fungible Tokens in Tourism and Hospitality. *International Journal of Tourism Research* (A-). Submitted.
- Facilitating the Pursuit of Digital Detox Tourism with Authentic Personality. *Journal of Travel and Tourism Marketing* (A). Under review.
- Rough Interval Valued Neutrosophic Force Field Theory of Change and ISM-MICMAC for Exploring Resilience in Tourism Supply Chains. *International Journal of Hospitality Management* (A). Under review.
- Modeling Mobile Hotel Reservation Application Users' Attitudes: Mobile Service Quality, Technology Acceptance, and Personalization-Privacy-Risk Theory. *Journal of Hospitality and Tourism Technology* (Unranked). Under review.

NEWS ARTICLES

- "For better or for worse, some pandemic prompted travel changes are forever" by Jon Marcus. 8.11.2021, Boston Globe
- "Mit Flickr Urlauber-Ströme Analysieren" 11.March.2015. Die Presse Newspaper
- "Flickr-Fotos liefern Touristik-Branche Daten über Urlauber-Ströme" 11.March.2015 Der Standard newspaper
- "Tourismus kann von Social Media Profitieren" 11.March.2015.Die Computerwelt article

INDUSTRY REPORTS

Wöber, K., Önder, I., & Zekan, B. (2019). "The European Cities Marketing Benchmarking Report: 15th official edition". ECM, 2019.

Wöber, K., Önder, I., & Zekan, B. (2018). "The European Cities Marketing Benchmarking Report: 14th official edition". ECM, 2018.

Wöber, K., Önder, I., & Zekan, B. (2017). "The European Cities Marketing Benchmarking Report: 13th official edition". ECM, 2017.

Wöber, K., Önder, I., & Dietrich, L. (2016). "The European Cities Marketing Benchmarking Report: 12th official edition". ECM, 2016.

Wöber, K., Önder, I., & Tschoell, P. (2015). "The European Cities Marketing Benchmarking Report: 11th official edition". ECM, 2015.

Wöber, K., Önder, I., & Shanaman, E. (2014). "The European Cities Marketing Benchmarking Report: 10th official edition". ECM, 2014.

Wöber, K., Önder, I., & Zekan, B. (2013). "The European Cities Marketing Benchmarking Report: 9th official edition". ECM, 2013.

Wöber, K., Önder, I., & Zekan, B. (2012). "The European Cities Marketing Benchmarking Report: 8th official edition". ECM, 2012.

Wöber, K., Önder, I., & Zekan, B. (2011). "The European Cities Marketing Benchmarking Report: 7th official edition". ECM, 2011.

GRANTS & PROJECTS

Flex Learning Fellowship (2022-2023) –Center for Teaching and Learning University of Massachusetts. (\$29.700)

Smart City Hospitality/SCITHOS. (2016-2019). Project partners NHTV Breda, University of Applied Sciences, West Norway research Institute, Worldline, and MODUL University Vienna. Funded by European Union (€ 1.659.162).

Förderungsansuchen des Programms Forschungskompetenzen für die Wirtschaft (Applications for funding of the program Research competences for the economy). Project partners Technical University Vienna, Accor Hotels, and Hotel Sacher Wien. (FFG – Austrian research funding institute) (€ 255. 371).

The Sharing Economy: The Competitive Standing of Viennese Airbnb Accommodations. (2017-2018). Funded by Vienna Chamber of Commerce (€ 7.500).

Well-Known Public Places and 'Hidden Gems' in Vienna – Estimating and Forecasting Visitor Numbers with Geotagged Photos, funded by Hochschuljubiläumsstiftung der Stadt Wien (2017-2018) (€ 10.000)

The Sharing Economy: The Competitive Standing of Viennese Airbnb Accommodations. (2017). Funded by Vienna Chamber of Commerce (€ 7.500).

Status Quo of Airbnb in Vienna and in its Main Competitors, funded jointly by Michaeler & Partner, PKF hotelexperts, and the Vienna Tourist Board (8/2016 - 1/2017)

City Tourism Performance Monitor. (2016). Funded by UNWTO and World Tourism Cities Federation (€ 15.000).

Website Analytics and Benchmarking NTO Websites. (2016). Funded by European Travel Commission (€ 15.000).

Forecasting EU tourist arrivals and bednights (2016-2018). Funded by European Travel Commission (€ 15.000).

Forecasting Tourism Demand for Vienna with Google Trends. (2014). Funded by Vienna Chamber of Commerce (€ 6.200).

Exposing Tourism Indicators as High-Quality Linked Data (ETIHQ) (2013), Funded by European Union, PlanetData, Network of Excellence (€ 42.500).
(<http://www.etihq.eu/>)

LGBT perception of Vienna - a joint study with Vienna Tourist Board (2013).

Bus stop project for Vienna Chamber of Commerce (2009). (Bewertung der Zufahrtsmöglichkeit zum Stephansplatz für Touristenbusse).

Mapping Native American Historic Sites in Upstate South Carolina (2007). Funded by grant from College of HEHD, Clemson Univ. SC. (\$6800).

TEACHING

- Information Technology and Social Media in Hospitality and Tourism (Undergraduate) (**UMass**)
- Strategic Planning for the Hotel Industry (Undergraduate) (**UMass**)
- Big Data and Society (Undergraduate Honors class) (**UMass**)
- Data Science and Machine Learning (PhD) (**UMass**)
- Quality Issues for Publications and Conferences (PhD)
- The Sharing Economy (Masters)
- Smart Destinations (Masters)
- Ecotourism Management –Study tour to Costa Rica (Undergraduate & Masters)
- Tourism Information Technology (Undergraduate)
- Tourism Demand Analysis and Forecasting (Undergraduate)
- Operational Research and Forecasting (Undergraduate)
- Economics of Recreation, Leisure and Tourism (Undergraduate)
- New Media and E-business Applications (Undergraduate)

- Tourism and Hospitality Business Applications (Undergraduate)
- Electronic Business (Undergraduate)
- Information Systems (Undergraduate)
- Web IS Development for Tourism (Undergraduate)
- Web IS Development for Hospitality (Undergraduate)

REVIEWER

A) Academic Journals:

- Annals of Tourism Research (**Editorial board**) 2022-Present
- Annals of Tourism Research Empirical Insights (**Editorial board**) 2020-Present
- Information and Management
- International Journal of Culture, Tourism, and Hospitality Research
- International Journal of Hospitality Management
- International Journal of Information Systems and Management
- International Journal of Tourism Cities (**Editorial board**) 2019-Present
- Event Management Journal (**Associate editor**) 2008 -Present
- Journal of Global Scholars of Marketing Science (**Editorial board**) 2020-Present
- Journal of Hospitality and Tourism Education
- Journal of Hospitality and Tourism Insights (JHTI) (**Associate editor**) 2024-Present
- Journal of Hospitality and Tourism Technology
- Journal of Information Technology and Tourism (**Editorial board**) 2018-Present
- Journal of Sustainable Tourism
- Journal of Tourism Futures
- Journal of Travel Research (**Editorial board**) 2018-Present
- Tourism Economics (**Editorial board**) 2019-Present
- Tourism Management
- Tourism Management Perspectives

B) Conferences:

- Graduate Education and Graduate Student Research Conference in Hospitality and Tourism
- Conference on Managing Tourism Across Continents – Tourism for a better World (MTCO'24)
- International Federation for Information Technology and Travel & Tourism (IFITT) & ENTER (**Board Member** 2017-2019)
- European Marketing Academy (EMAC)
- Consumer Psychology of Tourism, Hospitality, and Leisure Research (CPTHL)
- Building Excellence in Sustainable Tourism Education Network (BESTEN)
- Travel and Tourism Association Conference (TTRA)

ADMINISTRATIVE TASKS

- PhD coordinator for HTM department
- Program director for Learn 6/Work 6 study abroad program in Switzerland for University of Massachusetts Amherst HTM program.
- Member of Generative AI working group at Isenberg.
- Committee member for undergraduate and master's curriculum for HTM department.
- Responsible for HTM Community Relations & Engagement page.
URL: <https://www.isenberg.umass.edu/programs/depts/hospitality-tourism-management/community-relations-and-engagement>

TRAINING AND WORKSHOPS

- *Developing a mentor network: Identifying and Mapping Your Mentoring Needs* – UMass Office of Faculty Development. September 6, 2019.
- *Standing out: Effective Self-Promotion Strategies for New Faculty* - UMass Office of Faculty Development. October 4, 2019.
- *Planning Your Research and Scholarly Activities: Resources for a Successful First Year* - UMass Office of Faculty Development. November 1, 2019.
- *Assessing your teaching: Review, reflect and plan for the next semester*. UMass Office of Faculty Development. December 6, 2019
- Introduction to Python & Web scraping. Workshop, UMass Institute for Social Science Research: June 3-4, 2021.

CERTIFICATES

- *MIT Sloan Blockchain Technologies: Business Innovation and Application Program*. Massachusetts Institute of Technology. March 2022.
- *MIT Media Lab Cryptocurrency*. Massachusetts Institute of Technology. June 2022
- *MIT IDSS Data Science and Machine Learning Program: Data Science and Machine Learning: Making Data-Driven Decisions, April 2023*