Journal Of Hospitality And Tourism Management

Journal Update. Confidential
Executive Summary

• Number of submitted articles rose significantly in 2016 with 220 articles submitted, which is a 45% increase on the number of articles submitted in 2015. There have been 125 submissions in 2017, which means JHTM is on track to exceed last year’s submission figures.
• The number of published articles also rose significantly in 2016, up 233% to a total of 60 articles published – this is an excellent improvement. In 2017 YTD there have been 34 articles published, which puts the journal on course to equal or better that total this year.
• In 2017, the overall rejection rate is 77.9% with a desk rejection rate of 54.2%, which is up from an overall rejection rate of 71.5% and desk rejection rate of 45.5% in 2016.
• Submission to acceptance for published articles in 2016 was 29 weeks, which is a marginal increase on the 2015 turnaround times. In 2017 YTD, the average time from submission to acceptance has been 28.4 weeks, which is at a similar level to 2016.
• The number of full text downloads received by the journal increased by 73%, with the full text downloads in 2016 reaching 84,125 – which is an all-time high.
• The top downloaded article in 2016 was ‘Motivating frontline employees: Role of job characteristics in work and life satisfaction’ by X. Zhao, R. Ghiselli, R. Law, J. Ma, which received 2,269 full text downloads.
• The top downloaded article in 2017 YTD is ‘Impact of responsible tourism on destination sustainability and quality of life of community in tourism destinations’ by P. Mathew & S. Sreejesh, which has received 2,351 full text downloads.
• The journal has a CiteScore of 1.97 with a SNIP of 0.997 and 74% of all articles receiving a citation from a Scopus indexed source. This CiteScore ranks WPI as 78th/194 in the Tourism, Leisure and Hospitality Management journals.
• The top cited article in 2014 and 2015 was ‘A hierarchical model of service quality in the airline industry’ by H. Wu & C. Cheng.
Quality / Content Development
CiteScore is a simple way of measuring the citation impact of serial titles such as journals. CiteScore calculates the average number of citations received in a calendar year by all items published in that journal in the preceding three years. The calendar year to which a serial title’s issues are assigned is determined by their cover dates, and not the dates that the serial issues were made available online.

The method of calculation for CiteScore 2015 is illustrated below.

The CiteScore 2015 calculation for JHTM is shown below, along with the journal’s ranking in one of the relevant Scopus category:

For more information on CiteScore please visit: https://www.elsevier.com/editors-update/story/journal-metrics/citescore-a-new-metric-to-help-you-choose-the-right-journal
### Top 10 cited articles 2014, published in IF window (12/13)

<table>
<thead>
<tr>
<th>No. of citations (IF)</th>
<th>No. of citations (lifetime)</th>
<th>Article title</th>
<th>Author(s)</th>
<th>Vol/Iss</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>19</td>
<td>A hierarchical model of service quality in the airline industry</td>
<td>Wu H., Cheng C.</td>
<td>20C</td>
</tr>
<tr>
<td>3</td>
<td>6</td>
<td>Does customer orientation mediate the effect of job resourcefulness on hotel employee outcomes? Evidence from Iran</td>
<td>Karatepe O., Douri B.</td>
<td>19/1</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
<td>Effects of co-worker support and customer cooperation on service employee attitudes and behaviour: Empirical evidence from the airline industry</td>
<td>Limpanitgul T., Robson M., Gould-Williams J., Lertthaitrakul W.</td>
<td>20C</td>
</tr>
<tr>
<td>2</td>
<td>6</td>
<td>Volunteer tourism: Powerful programs or predisposed participants?</td>
<td>Bailey A., Russell K.</td>
<td>19/1</td>
</tr>
<tr>
<td>2</td>
<td>4</td>
<td>(Dis)embodied air travel experiences: Disability, discrimination and the affect of a discontinuous air travel chain</td>
<td>Darcy S.</td>
<td>19/1</td>
</tr>
<tr>
<td>2</td>
<td>4</td>
<td>Benefits of cross-functional training: Three departments of hotel line supervisors in Taiwan</td>
<td>Chen L., Tseng C.</td>
<td>19/1</td>
</tr>
<tr>
<td>2</td>
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<td>Job attitudes and prosocial service behavior: A test of the moderating role of organizational culture</td>
<td>Limpanitgul T., Jirotmontree A., Robson M., Boonchoo P.</td>
<td>20C</td>
</tr>
<tr>
<td>1</td>
<td>8</td>
<td>De-marginalising tourism research: Indigenous Australians as tourists</td>
<td>Peters A., Higgins-Desbiolles F.</td>
<td>19/1</td>
</tr>
<tr>
<td>1</td>
<td>7</td>
<td>Critical pedagogies: A reflexive approach to knowledge creation in tourism and hospitality studies</td>
<td>Fullagar S., Wilson E.</td>
<td>19/1</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>Exploring sustainable tourism education in business schools: The honours program</td>
<td>Schweinsberg S., Wearing S., Mcmanus P.</td>
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This slide is a list of the top ten papers published in 2012-2013 based on 2014 citations. These papers contributed to the 2014 Impact Factor (Scopus data).
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<td>Wu H., Cheng C.</td>
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<td>5</td>
<td>8</td>
<td>Effects of stress, LMX and perceived organizational support on service quality: Mediating effects of organizational commitment</td>
<td>Garg S., Dhar R.</td>
<td>21C</td>
</tr>
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<td>4</td>
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<td>Who booked five-star hotels in Macau? A study of hotel guests’ online booking intention</td>
<td>Qi S., Law R., Buhalís D.</td>
<td>20C</td>
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<td>3</td>
<td>5</td>
<td>Technical efficiency and environmental management: The Tunisian case</td>
<td>Hathroubi S., Peypoch N., Robinot E.</td>
<td>21C</td>
</tr>
<tr>
<td>2</td>
<td>4</td>
<td>International visitor dining experiences: A conceptual framework</td>
<td>Wijaya S., King B., Nguyen T., Morrison A.</td>
<td>20C</td>
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<td>Schweinsberg S., Wearing S., Mcmanus P.</td>
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<td>1</td>
<td>2</td>
<td>Training needs assessment in a hotel using 360 degree feedback to develop competency-based training programs</td>
<td>Horng J., Lin L.</td>
<td>20C</td>
</tr>
<tr>
<td>1</td>
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<td>Empirical testing of the theory of partial industrialisation in tourism</td>
<td>Backer E., Barry B.</td>
<td>20C</td>
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</table>

This slide is a list of the top ten papers published in 2013-2014 based on 2015 citations. These papers contributed to the 2015 Impact Factor (Scopus data).
Manuscript flow
Submitted manuscripts & decisions made

Overview of articles received and processed by the editorial team. Note that withdrawn manuscripts are not included and the accept and reject decisions will be on articles submitted within that year and also the previous year/s.

The Rejection Rate shows the number of rejected articles as a percentage of the sum of rejected and accepted papers.
Number of published articles

<table>
<thead>
<tr>
<th>Content type:</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscription</td>
<td>10</td>
<td>14</td>
<td>18</td>
<td>60</td>
<td>34</td>
</tr>
</tbody>
</table>

This refers to all articles (Subscription and Open Access) published. Articles in Press in open Vol/issues have not been included.
Geographical breakdown of accepted articles

Top 5 countries (2016)

- AFR = Africa; ASIA = Asia; OCE = Oceania; EU = Europe; LAC = Latin America & Caribbean; NA = North America

Number of accepted articles by region of the corresponding author
Speed
Average editorial speed for all submitted manuscripts

Here we can view the milestones for time measurements:

First Decision: Average time from submission until decision of first assigned editor of original submission.

Total Author revision time: Time the author takes to revise his/her article on the basis of comments made by the reviewers(s). If there are several rounds of revisions, these are all added up to calculate the total revision time.

Final Disposition: Average time from submission until final decision.
Number of decisions per editor 2016-2017 YTD

- **Deery, Margaret**
  - 2016: 29
  - 2017: 158

- **Sigala, Marianna**
  - 2016: 94
  - 2017: 35

- **Dale, Naomi F**
  - 2016: 8
  - 2017: 0

**Year:**
- Orange: 2016
- Blue: 2017

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*Graph showing the number of decisions per editor for 2016 and 2017 Year-to-Date with the following key counts:*

- **Deery, Margaret**: 158 (2017), 29 (2016)
- **Sigala, Marianna**: 35 (2017), 94 (2016)
- **Dale, Naomi F**: 0 (2017), 8 (2016)
Editorial speed per editor 2016-2017 YTD

- Sigala, Marianna:
  - 2016: 4.7
  - 2017: 2.2

- Dale, Naomi F:
  - 2016: 22.1
  - 2017: 5

- Deery, Margaret:
  - 2016: 0
  - 2017: 17

Year: 2016 - 2017

No. of weeks:

- 0
- 5
- 10
- 15
- 20
Publication speed

Citable web publication time: average time from submission of an article to its appearing online in a citable and downloadable format.
Usage
Articles published in the journal are made available online via the ScienceDirect platform. Elsevier tracks the number of full text downloads received by each journal. Although not a guarantee that the article was read, it gives a good indication of the trend in usage. The ScienceDirect data is COUNTER compliant (www.projectcounter.org) and only include usage by the access types: Free Access, Gold Open Access & Paid Access.
## Top 10 most downloaded articles from ScienceDirect in 2016 (regardless of when published)

<table>
<thead>
<tr>
<th>Downloads</th>
<th>Article title</th>
<th>Author(s)</th>
<th>Publication Year</th>
<th>Vol/Iss</th>
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</thead>
<tbody>
<tr>
<td>2,269</td>
<td>Motivating frontline employees: Role of job characteristics in work and life satisfaction</td>
<td>X. Zhao, R. Ghiselli, R. Law, J. Ma</td>
<td>2016</td>
<td>27</td>
</tr>
<tr>
<td>2,137</td>
<td>Destination marketing and image repair during tourism crises: The case of Egypt</td>
<td>G. Walters, D. Beirman, E. Avraham</td>
<td>2016</td>
<td>28</td>
</tr>
<tr>
<td>1,635</td>
<td>The impact of perceived crowding on customer satisfaction</td>
<td>A. Zehrer, F. Raich</td>
<td>2016</td>
<td>29</td>
</tr>
<tr>
<td>1,528</td>
<td>Tourists' perceived value and satisfaction in a community-based homestay in the Lenggong Valley World Heritage Site</td>
<td>S. M. Rasoolimanesh, N. Dahalan, M. Jaafar</td>
<td>2016</td>
<td>26</td>
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<tr>
<td>1,465</td>
<td>Understanding travel motivations of Chinese tourists visiting Cairns, Australia</td>
<td>Y. Zhang, Y. Peng</td>
<td>2014</td>
<td>21</td>
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<tr>
<td>1,459</td>
<td>Tourism in Switzerland: How perceptions of place attributes for short and long holiday can influence destination choice</td>
<td>G. Q. Mussalam, K. Tajeddini</td>
<td>2016</td>
<td>26</td>
</tr>
<tr>
<td>1,413</td>
<td>The impact of event advertising on attitudes and visit intentions</td>
<td>S. Kim, J. Jun</td>
<td>2016</td>
<td>29</td>
</tr>
<tr>
<td>1,375</td>
<td>Service experience through the eyes of budget hotel guests: Do factors of importance influence performance dimensions?</td>
<td>A. Mohsin, J. Lengler</td>
<td>2015</td>
<td>23</td>
</tr>
<tr>
<td>1,343</td>
<td>Exploring the travel patterns, preferences and recommendations of Chinese university students living in Australia</td>
<td>K. Hughes, J. Wang, M. Shu</td>
<td>2015</td>
<td>23</td>
</tr>
<tr>
<td>1,298</td>
<td>A formative model of the relationship between destination quality, tourist satisfaction and intentional loyalty: An empirical test in Vietnam</td>
<td>L. C. Cong</td>
<td>2016</td>
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<td>2,351</td>
<td>Impact of responsible tourism on destination sustainability and quality of life of community in tourism destinations</td>
<td>P. Mathew, S. Sreejesh</td>
<td>2017</td>
<td>31</td>
</tr>
<tr>
<td>1,688</td>
<td>Motivating frontline employees: Role of job characteristics in work and life satisfaction</td>
<td>X. Zhao, R. Ghiselli, R. Law, J. Ma</td>
<td>2016</td>
<td>27</td>
</tr>
<tr>
<td>1,300</td>
<td>A review on critical success factors in tourism</td>
<td>M. Marais, E. du Plessis, M. Saayman</td>
<td>2017</td>
<td>31</td>
</tr>
<tr>
<td>1,288</td>
<td>Destination marketing and image repair during tourism crises: The case of Egypt</td>
<td>G. Walters, D. Beirman, E. Avraham</td>
<td>2016</td>
<td>28</td>
</tr>
<tr>
<td>1,167</td>
<td>The effect of employee advocacy and perceived organizational support on job embeddedness and turnover intention in hotels</td>
<td>Y. Akgunduz, S. Sanli</td>
<td>2017</td>
<td>31</td>
</tr>
<tr>
<td>1,099</td>
<td>Returning to paradise: Investigating issues of tourism crisis and disaster recovery on the island of Bali</td>
<td>G. Walters, D. Beirman, Y. Gurtner</td>
<td>2016</td>
<td>28</td>
</tr>
<tr>
<td>1,059</td>
<td>Online positioning through website service quality: A case of star-rated hotels in Taiwan</td>
<td>C. Hung</td>
<td>2017</td>
<td>31</td>
</tr>
<tr>
<td>1,024</td>
<td>How organizational culture influences market orientation and business performance in the restaurant industry</td>
<td>G. Jogaratnam</td>
<td>2017</td>
<td>31</td>
</tr>
<tr>
<td>1,007</td>
<td>Challenges in hospitality management education: Perspectives from the United Kingdom</td>
<td>P. Lugosi, S. Jameson</td>
<td>2017</td>
<td>31</td>
</tr>
</tbody>
</table>
Innovation / Elsevier initiatives
Reviewer recognition platform

A platform where reviewers can:
- track their reviewer status & performance
- Collect their rewards
- Share their status & performance with their communities

Regular email to reviewers in which they will find link to customized pages, displaying their status per journal, and rewards and perks, such as certificates and discount codes.

- No need to log-in
- Automatic updates after each new review
- Historical overview of reviews
Designed to give researchers free access to online lectures, interactive training and professional advice on a range of topics, Publishing Campus represents a new way for Elsevier to connect meaningfully with (early career) researchers.

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Online lectures and interactive training courses to boost your publishing and research skills

College of Big Ideas
Community discussions on the latest trends and innovations in publishing and academia

College of Networking
Understand how to make the most of every opportunity and promote your research to your peers

College of Research Solutions
Discover new ways and train yourself for effective and efficient research skills

College of Career Planning
From starting a PhD to navigating your way to becoming a journal editor. Planning your academic career starts here

College of Recommended Organizations
A range of professional organizations supporting your career
Faster Author Proofing

**Aims & Benefits**
- Enhance author service proofs
- Achieve a competitive speed of proof creation
- Goal is to ensure authors get proofs within **24-72 hours** after acceptance.
- Contributes to a much faster overall production time
- Set a challenging environment to typesetters to really automate where possible
- Acknowledge lessening importance of print product
- Ensure the level of copy & language editing is kept
- Aim to roll out a few 100 journals into LeMans

**How is it done?**
- Get files immediately from EES: currently two manual steps (ASA – DA) – autotransmittal
- Typesetter performs structuring and editing using more automation
- Automated pagination (as opposed to true typesetting): slight changes ~ white spaces and auto-positioning of figures & tables. Final outcome looks same, changes hardly visible
- Structured/edited file proceeds into ProofCentral
Article Enrichments at Elsevier: bringing the article into the 21\textsuperscript{st} century
Why Article Enrichments? Because modern-day research is not just about text and images

Research is increasingly digital, and new forms of research output are important in research communication
• Authors need a platform to express their research beyond text and images: data, code, multimedia, ...
• Readers need the best tool to find research that is relevant for them and build deep insights fast

We need to improve the traditional format of the scholarly article to better address the needs of researchers in the digital age
Article Enrichments benefits authors, readers, editors, societies and customers

- It benefits **authors**: offering an optimal platform to present their research in all its (digital) dimensions
- It benefits **readers**: enabling them to build insights efficiently and effectively
- It benefits **editors, societies, and customers**: increasing the value of journals and by better serving researchers
An example – or “Article Enrichments in a nutshell”

From scientists printing out PDF and using a ruler to get to a data point…

… to interactive plots embedded in the article!

- Breaking away from “ink on paper” print legacy
- Enable authors to better express their research
- Use modern web technology for an optimal reading experience
In-article interactive viewers increase content utility, engage our readers

- Extend the format of the article to also capture data (as well as computer code, multimedia files, etc.)
- Offer authors the best possible way to present their work
- Enabling other researchers explore and engage with rich articles

Interactive plots...  Google Maps...  3D models...  Virtual Microscope...

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- All journal homepages feature links to Content Innovations available for that journal
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