

## **INNOVATION AND RESILIENT DESTINATIONS: A LITERATURE REVIEW**

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**Abstract.** This study aims to advance knowledge on innovation processes and destination resilience in the post-pandemic world, adopting a systematic literature review through *Bibliometrix* software. Based on an abductive analysis, this work shows the findings of peer-reviewed studies published in leading hospitality and tourism journals between 2005 and 2023. The data was subjected to thematic analysis and clustered under five main categories based on the distribution of articles by publication year, research topic, author contributions, articles by journal, and articles by country. The original value of this study lies on the identification of innovation forces able to enhance destination resilience.

**Keywords:** destination, resilience, hospitality and tourism, innovation, systematic literature review, Bibliometrix.

**JEL Classification:** L83, O32.

### **Introduction**

Tourism is an essential and growing industry that plays a key role in the economic development of many countries (Naseem, 2021). In recent years, the concept of resilience has gained increasing attention in the tourism-related literature (Corbisiero & Monaco, 2021), as tourist destinations are exposed to severe disruptions and challenges, such as natural disasters, economic downturns, political instability and pandemics (Kirant Yozcu & Cetin, 2019). These shocks affect not only their sustainability and competitiveness but impact the whole local tourism economy, often resulting in economic losses, social disruption, and environmental degradation (Technical meeting on COVID-19 and sustainable recovery in the tourism sector [TMSRSTS], 2022). Resilience involves not only the capacity to resist and recover from unforeseen events, but also the ability to anticipate and prepare for them, to learn from past negative experiences and to innovate and diversify to create new opportunities and value for all the stakeholders involved (Mazzucato, 2018). Since the concept of resilience is mostly considered in disaster management studies and is mainly associated with responses to major disasters and crises (Martinelli et al., 2018), there

is a need for new studies aimed at investigating the role of innovation in the development of resilient destinations. The extant literature recognises a positive influence of innovation in fostering destination resilience in several ways. By introducing new and innovative products, destinations can attract new targets of tourists and reduce their reliance on traditional products, thereby increasing their resilience to economic downturns or changes in consumer preferences (Streimikiene et al., 2021; Kuščer et al., 2022). Moreover, innovative and more sustainable practices and technologies can contribute to the environmental impact of tourism activities (e.g., Walker et al., 2021). These can include the use of renewable energy, implementation of smart transportation systems and application of sustainable waste management practices. As suggested by Agarwal et al. (2022), smart technologies, such as digital platforms and mobile applications, can enable real time monitoring of tourism activities, support contactless transactions, and enhance communication among stakeholders during emergencies. In this direction, this study aims to contribute to the debate on the resilience of tourist destinations by identifying innovation forces able to enhance resilience and seeks to develop a conceptual framework of innovative resilient destinations.

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## 1. Theoretical background

In the last decades, the academic and decision makers' interest in the topic of resilience has been growing, as a result of the increasing uncertainty within urban settings and its implications for travel and tourism (Gong et al., 2020; Keter et al., 2022). The term "resilience" was introduced by Holling (1973) to describe the capacity of a system in absorbing disturbances and recovering from them. Since this theme has been investigated across several disciplines over the years, at the current state of research there is no single and universally validated definition of resilience (Hall et al., 2017). In this regard, Fromhold-Eisebith (2015) argues that resilience dynamics differ according to the features of industrial sectors. The tourism industry is characterised by uncertainty due to its fragile nature and exposure to different types of risks (Pappas et al., 2023). In the tourism studies, resilience issues have been addressed to different groups of stakeholders by conducting multilevel analyses (Bui et al., 2021). In particular, Prayag (2020) adopted a three-level approach (micro, meso and macro) to analyse the impact of Covid-19 pandemic on various aspects of tourism resilience. According to the author, micro-level focuses on both tourists and employees working in the tourism industry; meso-level concentrates on tourism organisations resilience; macro-level involves tourism systems, destinations, and host communities. In relation to the concept of resilience, some literature has been conducted at destination level, but there has not been a comprehensive review and analysis (Wang et al., 2022). This is also evidenced by the differing definitions reported in the Table 1. Regarding the definitions collected, the theme of resilience is not strictly linked to that of innovation. As we can see in Lebel et al. (2006), resilience is the ability to cope and adapt, and the preservation of sources of

innovation and renewal. In more recent times, the need for a multi-stakeholder approach to adequately address transformational innovation has become evident (Moore et al., 2018). Other authors have used the adaptive cycle as a theory of how systems can implement innovation to ensure resilience (McCarthy et al., 2014).

While much research has been conducted to study sustainability, resilience and destination, there is a significant lack of research assessing the relationships between these elements and innovation. Our study thus aims to overcome this gap and to identify how the concepts are interlinked. Such a review will not merely consolidate the findings of the existing studies but also provide insights and directions for future researchers to focus on the appropriate issues plaguing the sector. The above discussion drives our motivation to perform a review of the resilient response that has been put in place by destinations through the use of new technologies. The research questions for our study are set as follows:

RQ1. What are the main research constituents of literature on destination resilience and innovation?

RQ2. What are the main frameworks proposed by the identified papers addressed to analyse destination resilience?

## 2. Methodology

To conduct a systematic literature review, the study first performs a bibliometric analysis, which is a robust methodology, due to its degree of objectivity, used in many disciplines, which allows scientific research to be systematised (Donthu et al., 2021). The analysis is conducted through Bibliometrix, an open access R package software for academic research (Aria & Cuccurullo, 2017). The research is developed according to a precise workflow: Identification, Screening, Eligibility, Inclusion (Xiao & Watson, 2019).

### 2.1. Word string identification

At this stage, we proceeded to the identification of the most suitable keywords according to study purposes. Subsequently, we entered the following search string into the Web of Science database: "TS = ((Touris\* or destination\* or cit\*) AND resilien\* AND innov\*)".

These precise keywords have been chosen for delimiting the research field. The word "Touris\*" has been selected in order to define our research domain, while the words "destination\*" and "cit\*" are used as synonyms, as suggested by Handoyo et al. (2018). Furthermore, the word "resilien\*" has been added to better identify the research topic. Finally, since the aim is to investigate in a broad sense how innovation can foster destination responses to negative events, the word "innov\*" rather than other words related to the field of "technology" has been included. Also, in this way different pathways to innovation are considered, such as in terms of partnerships (open innovation), data sharing, digital solutions, and experiential innovation, as fundamental conditions.

Table 1. Definitions of resilience

Author(s) and year	Definition of resilience
Walker et al., 2004	The capacity of a system to absorb disturbance and reorganise while undergoing change so as to still retain the same function, structure, identity and feedback.
Tyrrell and Johnston, 2008	The ability of social, economic or ecological systems to recover from tourism induced stress.
Amore et al., 2018	The intrinsic ability of objects, places, and people to absorb and recover from external stressors.
Badoc-Gonzales et al., 2022	It involves the employment of actions for disaster-stricken tourism destinations to recover from the impacts of either various disasters and/or tourism-induced stresses.
Su et al., 2022	Perceived destination resilience is the perception of the destination's ability to respond adaptively to destination negative publicity, to ensure tourism sustainability for the foreseeable future.

As a result, 5.161 documents have been gathered. Data collection has been performed on 16/01/2023.

## 2.2. Document screening

Some filters are applied to narrow the field of analysis. The first one concerned the type of document, selecting only published articles, because book chapters, doctoral thesis and conference proceedings are considered not sufficiently relevant (Hart, 2018). In this way, we obtained 3.992 results. The second filter concerned the language of documents. Only English-written articles are included. This is in line with the assumption that English is considered as the lingua franca of academic research (Jenkins et al., 2011). Thus, the sample decreased to 3.938. Finally, we applied filters to the Web of Science categories, choosing the most relevant to our research purpose: "Hospitality Leisure Sport Tourism"; "Business"; "Management"; "Economics". The database counts 394 articles.

## 2.3. Eligibility and inclusion

After an analysis of the sample obtained from the first two phases, 124 articles were excluded from the systematic literature review because: they do not offer a guide to the literature review, they have a review methodology irrelevant to planning, they are off-topic, or the full text is not available. Working in this way, the final sample contains 270 articles.

## 3. Empirical findings

In the following paragraphs, only those statements and empirical results of the empirical study conducted, which are most relevant to the research objective and theory improvement, are presented and discussed. The presentation of the empirical results is divided into three sections: In section 3.1 the main information about data is presented, in 3.2 the scientific production by country, in 3.3 thematic trends are presented and commented on. After presenting these results, some managerial considerations and theoretical advancement will be presented in the discussion section.

### 3.1. Main information about data

The total of the sample counts 270 articles. The timespan ranges from the year 2005, the year to which the oldest scientific article with filters applied refers, to 2023. As showed in the Figure 1, the trend was upward, especially in the years when the economic (2008) and covid-19 pandemic (2020) became more pressing.

The average year of publication is 3.58, while the average citations per document is 15.24 and the average citations per year per doc corresponds to 3.80. This suggests how much the subject is in turmoil. The total number of authors is 851. Single-authored documents are 37, while the average authors per document is 3.15, which brings the collaboration index to 3.5. This is due to the topic lending itself well to cooperation, including international cooperation, as shown in section 3.2.

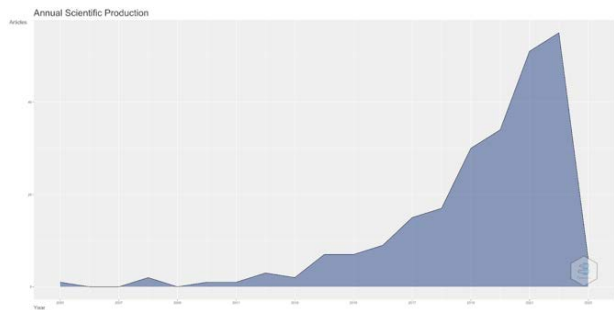


Figure 1. Scientific production trend

As concerns the most prolific journals, one third of the scientific production is published by the first three journals in Table 2, which are Technological Forecasting and Social Change (16%), Journal of Sustainable Tourism (10%) and Current Issues in Tourism (8%).

Table 2. Most prolific journals

Journals	%
Technological Forecasting and Social Change	16
Journal Of Sustainable Tourism	10
Current Issues In Tourism	8
Disaster Prevention And Management	5
International Journal of Contemporary Hospitality Management	5
Journal Of Hospitality and Tourism Management	5
Tourism Geographies	5
European Journal of Operational Research	4
Infrastructure Asset Management	4
International Journal of Hospitality Management	4

### 3.2. Scientific contributions by country

Most contributing countries are reported in the Table 3. The most productive country is the United Kingdom (20%), followed by the United States (11%) and Australia (7.9%), China (6.8%), Italy and Spain (6.4%), Netherlands (5.3%) and New Zealand (4.7%). The other countries contribute less than 3% of the publications each.

Table 3. Most contributing countries

Countries	N. of papers
United Kingdom	94
USA	52
Australia	37
China	32
Italy	30
Spain	30
Netherlands	25
New Zealand	22
Germany	15
Indonesia	15

Cross-country cooperation (ref. Figure 2) occurs most frequently between Norway and Sweden (5 times), the UK and Australia (5 times), the UK and the US (5 times), and the US and New Zealand (5 times).

Country Collaboration Map

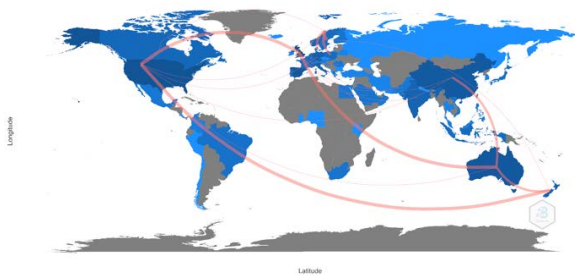


Figure 2. Country contribution map

### 3.3. Thematic trends

With regard to the major topics emerging from the literature (ref. Figure 3), 25% of the sample focus on the macro-area of Resilience, which includes the topics of Destination Resilience (e.g. Leon Carmelo et al., 2021; Bethune et al., 2022), Business Resilience (e.g. Li et al., 2021), City Resilience (e.g. Labaka et al., 2019; Maraña et al., 2020), Economic Resilience (e.g. Cheng & Zhang, 2020) and Community Resilience (e.g. Jang & Kim, 2022). The second and third most frequently recurring topics are respectively those concerning the Covid-19 pandemic (13.1%) and Innovation (10.9%).

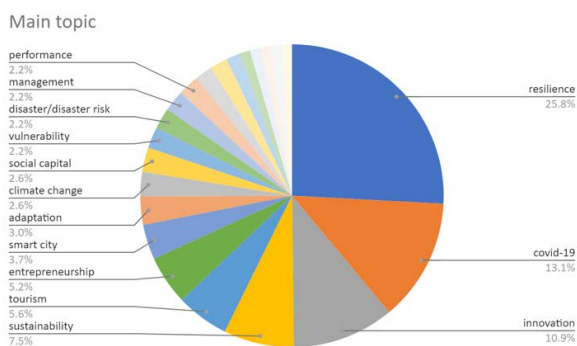


Figure 3. Main topics

This, on one hand, reflects the need to analyse a shocking phenomenon whose consequences are still being felt (Sobaih et al., 2021) and, on the other hand, a topic that has received constant and increasing attention from the macro sector over the years (Fandiño et al., 2019). Further on, the topic of sustainability is in fourth position (7.5%) and includes the topic of sustainable in general (Hayes et al. 2020), sustainable development (e.g., Khemani & Kumar, 2022) and sustainable management (e.g., Traskevich & Fontanari, 2021). Next, there are the topics of tourism (5.6%) and enterprise (5.2%), which are, however, cross-cutting themes. Next, smart cities (3.7%) and adaptation (3.0%) are central topics in addressing the theme of resilient destinations. The other

topics contribute less than 3% and are: climate change, social capital, vulnerability, disaster/disaster risk, management, performance, business model, case study, cultural tourism, decision-making, digitisation, economic growth, governance and hospitality.

Turning to the way in which these topics are inter-related, it should be noted that first of all, three clusters can be identified, as can be seen from Figure 4, and they are: Resilience, Management, Innovation. With regard to the resilience cluster, the words that recur most frequently are intrinsically linked to the topic (e.g., framework, crisis, governance, risk, disaster, crisis management, etc.), but there are certain ones, placed halfway with the innovation cluster, that bring out this other side of the coin (e.g., growth, creativity, impacts, city). In the innovation cluster, the subject of performance emerges most prominently, due to the urge to measure the impacts of innovations. This is because all innovations represent a cost for the enterprise implementing them, both in terms of monetary investment and in terms of time and expertise. This peculiarity of innovations is evident in the words found in the cluster such as business, impact, challenges, model, strategy, dynamic capabilities, firm performance.

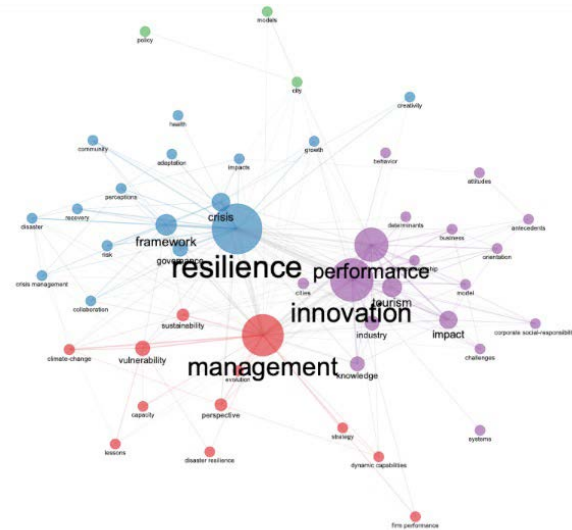


Figure 4. Co-occurrence network

### 4. Findings and discussion

The results confirm that, despite the large number of generic studies on the correlation between resilience and tourism (270), few works develop a conceptual framework (13), and even fewer include the innovation dimension within the framework (8). One of the most significant findings of the research is that with the overcoming of the Covid-19 pandemic, there has been an increase in articles on the resilience of the tourism sector especially in relation to the theme of innovation. Theoretical frameworks have already been developed before the pandemic, but they lack a specific focus on innovation processes

(Calgaro et al., 2013; Moyle et al., 2016; Adie & Blummel, 2019). Other topics that have been investigated in the pre-pandemic period are related to climate change (e.g., Sauer et al., 2021), natural disasters and economic regressions (Koens et al., 2021). They are addressed across all academic fields, partly due to the growing interest in the topic after the adoption of the Kyoto Protocol (1997) and after the Paris conference (2015). The attention to the sustainability issue has increased above all during and after the pandemic. Emblematic is the case shown by Cave and Dredge (2020), which analyse the best practices of the sustainability issue in the tourism sector. Hoang et al. (2021) analyse the introduction of a paid quarantine service as a response strategy developed to face the troubled period, but this study does not refer to innovation. On the other hand, Bodolica et al. (2021) analyse the air transport sector with a focus on innovation. In their work, innovation focuses on flexibility and promotional positioning, since Covid-19 has fostered a risk-taking work environment. With regard to the management cluster, the co-occurrence of some words (e.g., sustainability, vulnerability, capacity, climate change) make the theme closer to resilience, while others mentioned earlier (strategy, firm performance, dynamic capacity) closer to Innovation.

## Conclusions

Tourism is a complex phenomenon and the necessity of an overlapping perspective between demand and offer make a more complicated interpretation. Finding credible pathways to achieving higher levels of tourism resilience and innovation in a world of uncertainty has been a prominent feature of contemporary tourism discourse, but the goal remains elusive. We first highlighted the gaps in the literature and identified the research questions (RQ1 and RQ2). The study highlighted the connection between the themes of resilient destination and innovation. But many questions remain to be explored. What are the best practices of innovative resilient destinations? How do we make innovations become systemic? What conclusions could we draw with a different reference sample? What does empirical investigation on the subject reveal? We leave these questions to future research on the topic.

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The authors declare no conflict of interest.

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