



Logistics Management in Tourism: A Literature Survey on Role of Emergency Logistics Preparedness in Adventure Tourism in the United Republic of Tanzania

Yohana Arsen Rutaba¹

¹yohana.rutaba@udom.ac.tz

¹<https://orcid.org/0000-0002-7798-2976>

¹Assistant Lecturer, Department of Business Administration and Management, College of Business and Economics, University of Dodoma

ABSTRACT

This paper aims to investigate the significance of emergency logistics preparedness in adventure tourism through a literature review. The methodology used in this study is based on reviewing published papers on logistics planning, preparedness, and emergency logistics in adventure tourism. The information gathered was analyzed to determine the contribution of emergency logistics to adventure tourism. The study is grounded in the resource-based view (RBV) theory, which provides a managerial framework for identifying the strategic resources that firms can leverage to achieve sustainable competitive advantage. The study finds that emergency logistics play a crucial role in structuring the best framework for rescue and providing relief for accidents that may occur during adventure tourism activities. The study emphasizes that emergency logistics preparedness is critical in adventure tourism since accidents are inevitable and a quick response creates confidence among tourists and encourages them to revisit. Therefore, the study concludes that it is essential for organizations in the tourism industry, both public and private, to have emergency plans that consider the likelihood of disasters and crises. Such plans should outline the necessary actions to be taken and how to rescue the situation and recover from it. Therefore, organizations in the tourism industry need to prioritize emergency logistics preparedness, including training tour guides on logistical issues for disaster operations, having plans in place relating to routes of rescue, communication of risk, and utilizing human resources in connection with logistical activities and functions aimed at emergency and relief operations.

Keywords: Emergency Logistics, Logistics Preparedness, Logistics Planning, Tourism and Adventure Tourism

I. INTRODUCTION

The logistics system guarantees efficient movement of goods and people by utilizing various activities, including transportation, distribution, order processing, warehousing, and procurement. These elements are indispensable for effective logistics management. The tourism industry is closely linked to logistics since it is a major source of revenue generation. Therefore, as Nicolaidis (2020) emphasizes, the government must give infrastructure development top priority in order to ensure seamless logistics in the tourism industry.

The success of tourism operations depends on the proper management of logistical elements, which involves investments in infrastructure by both companies and the government. To ensure the smooth movement of supplies and people in tourism, it is crucial to plan and arrange logistical activities effectively (Nicolaidis, 2014). Since the tourism product is intangible, promoting a favorable image is crucial for tourism, and organizations should develop problem-solving action plans that take into account all stakeholders' interests and activities (Raina et al., 2010). The quality of a purchased tourism product is challenging for potential tourists to assess in advance due to the distance between the purchase location and the service location, as well as its composition's complexity. Therefore, creating a favorable image is highly dependent on marketing a tourism destination (Glaesser, 2003; Salazar & Graburn, 2014). The perceived safety of a destination is a crucial decision-making factor for potential tourists (Raina et al., 2010), and tourism providers should reduce their customers' uncertainty and risk perception (Glaesser, 2003) to promote a favorable image.

The logistics functions within tourism companies play a crucial role in enhancing the involvement and satisfaction of clients, specialists, businessmen, providers, and communities where tourism activities are conducted. This constitutes a successful trade administration tool that adds value to the tourism industry. However, it is important to acknowledge that tourism operations are not free from risks and disasters, such as fires and accidents during tourism activities (Jia et al., 2012; Paraskevas & Altinay, 2013; Sawalha et al., 2013). Emergency logistics encompasses logistical activities that are initiated in response to emergencies, including the supply and demand of emergency logistics activities. The primary objective of these activities is to maximize time efficiency and minimize the impact of disasters (Xu et al., 2018). In the context of adventure tourism, there are risks associated with accidents and natural hazards, such as the theft of tourists in adventure destinations. Unfortunately, few studies have addressed these specific issues, and



most tour operators are ill-prepared to handle these risks during adventure tourism. This paper aims to survey existing literature and provide recommendations to help tour operators and authorities develop effective proactive plans and strategies to address this specific aspect. Emergency logistics planning and preparedness should be a key component of disaster operations and rescues, with a focus on timeliness in pick-up and delivery schedules (Özdamar et al., 2004).

To ensure safety and prevent potential lawsuits, effective risk management is necessary in adventure tourism. Poor risk management can result in damage to a company's reputation, loss of finances, and loss of customer trust and employees (Swarbrooke et al., 2003). Adventure tourism is based on the idea of thrills and danger. The objective is to seek excitement while risking one's life. The risk is also an attraction in hard adventure tourism (Smith & Espiner, 2007). While risk-taking has decreased in developed countries, it remains prevalent in modern society, particularly in adventure tourism. Service providers in adventure tourism must balance the risk and safety of tourists. The dangers of adventure tourism are very real and can result in tragic outcomes. Therefore, effective risk management is critical to the sustainability of adventure tourism. Risk management is a significant concern for all organizations involved in adventure tourism, such as trekking companies, adventure sports centers, and tour operators (Swarbrooke et al., 2003).

II. THEORETICAL REVIEW

This study was founded on the Resource Based View (RBV). The RBV is a managerial framework that enables firms to identify the strategic resources that can be used to attain a sustainable competitive advantage. Barney's 1991 work on "Firm Resources and Sustained Competitive Advantage" is widely regarded as a crucial contribution to the development of the RBV theory. In this perspective, firms gain competitiveness by possessing unique resources that are not available to competitors. Logistics plays a central role in the mobilization of resources during emergencies, acting as a bridge between disaster preparedness, response, procurement and distribution, headquarters, and the field. However, it can also be one of the most costly aspects of relief operations, and effective coordination is essential to minimize operating costs and maximize results. Grant (1991) has emphasized the need for coordination between people and resources in emergency response. Augier and Teece (2009) argued that dynamic capabilities can help organizations achieve coordination, benefit from complementarities, and better decision-making. In tourism disasters and crises, emergency logistics are critical for providing prompt assistance to affected communities while minimizing waste and operating within a limited budget. Risfandini et al. (2021) have shown that RBV can be used to analyze tourism destination competitiveness, emphasizing the importance of safety as a key factor in tourism competitiveness.

Drawing inspiration from the Resource Based View Theory, the emergency aid process and logistics can be seen as critical components in disaster management. In this context, logistics functions as a vital link between disaster preparedness, response, procurement, distribution, and headquarters. Its effectiveness is essential for ensuring that relief efforts are well-coordinated, resources are efficiently allocated, and relief efforts are carried out in a timely and cost-effective manner (Daud, 2016). In line with this perspective, the development of dynamic capabilities is key to establishing efficient coordination between people and resources in relief operations (Grant, 1991; Augier & Teece, 2009; Gligor et al., 2012, 2015, 2016). Such capabilities enable organizations to achieve complementarities and make better decisions, leading to improved relief efforts and outcomes (Blome et al., 2013; Gligor & Holcomb, 2014). The ultimate goal of emergency logistics is to ensure that affected communities receive prompt aid and support in the wake of natural disasters or complex emergencies. This is particularly relevant in the context of tourism disasters and crises, where swift and efficient emergency aid is crucial to minimizing the impact of such events on the industry and on affected communities (Jiang, 2019; Risfandini et al., 2021).

II. METHODOLOGY

This study seeks to explore the existing literature on tourism emergency management and preparedness and how logistics preparedness plays a role in these aspects. The methodology employed in this paper is a literature survey; the author surveyed the published papers and came up with the findings and recommendations that may be employed so that actors and stakeholders can be more prepared on this aspect. A total of 47 papers were reviewed, and analysis was done on specific issues pertaining to logistics in tourism and related emergency activities. Due to the scarcity of published papers specific to the subject, the researcher reviewed a number of papers and came up with the presented findings and discussion. This only included papers with orientation in logistics in tourism with narrated concepts in relief operations, papers with orientation in adventure tourism with relief concepts, and papers that explain the effect of disasters in the tourism industry, to include manuals and contingency plans in tourism risk management. The papers analyzed include the fit papers from 1993 to 2020, worldwide; this included mostly empirical findings papers and manuals.

IV. FINDINGS & DISCUSSIONS

4.1 Logistics in Tourism

The logistics field in tourism aims to support the industry's core operations by offering supplementary services. For instance, hotels serve as the primary accommodation for tourists; restaurants provide food; and travel agencies offer packages and transportation to various destinations (Ferreira, 2013). This means that logistics management plays a crucial role in the overall success of tourism businesses. By efficiently managing the flow of goods and services, companies can enhance their competitiveness and customer satisfaction levels.

The relationship between logistics and tourism is mainly focused on provisioning and supply activities, which include transportation, accommodation, food, and material support for tourism programs. These activities should be taken into account when planning and organizing tourism events (Munoz, Brida, & Zapata, 2020). The logistics components can be integrated into a single system that is customized for each event, ensuring the orderly supply of consumers, products, and services while taking environmental sustainability, communication, and event requirements into account. Tourism typically has three phases, namely inception, development, and conclusion, and logistics play a critical role in each of these phases (Siddiqui & Rahman, 2019).

Logistics and tourism share a common goal of fulfilling promises by providing customer satisfaction through timely and high-quality services. Tourism companies need to have a strong understanding of logistics to effectively develop their offerings. A company's organizational strategy and competitive advantage can be enhanced by a thorough understanding of logistics processes, aiming for excellence in each one. (Huang & Wu, 2019; Song & Li, 2018).

4.2 Logistics Planning in Emergency Situations and Emergency Logistics and Adventure Tourism

Many studies have focused on different aspects of logistics and risk management in tourism, including logistics planning and emergency situations. However, there is limited research on emergency logistics, specifically in adventure tourism. To effectively manage emergencies in adventure tourism, careful consideration must be given to planning and managing purchasing suppliers, internal logistics management, and working collaboratively with all marketing channel associates. It is essential to structure these aspects well with respect to emergency logistics in adventure tourism. Proper planning and acquisition of goods are crucial for maintaining a continuous flow of necessary supplies to control centers. Internal logistics involves actions related to purchasing, operations, sustenance, and physical distribution. Therefore, a well-crafted supply chain must be established among relevant tourism stakeholders to benefit tourists and local communities (Nicolaidis, 2020).

Many studies have focused on different aspects of logistics and risk management in tourism, including logistics planning and emergency situations. However, there is limited research on emergency logistics, specifically in adventure tourism. To effectively manage emergencies in adventure tourism, careful consideration must be given to planning and managing purchasing suppliers, internal logistics management, and working collaboratively with all marketing channel associates. It is essential to structure these aspects well with respect to emergency logistics in adventure tourism. Proper planning and acquisition of goods are crucial for maintaining a continuous flow of necessary supplies to control centers. Internal logistics involves actions related to purchasing, operations, sustenance, and physical distribution. Therefore, a well-crafted supply chain must be established among relevant tourism stakeholders to benefit tourists and local communities (Nicolaidis, 2020).

In the tourism industry, both private companies and governments invest heavily in infrastructure to ensure smooth operations for the movement of supplies and people. Thus, proper planning and organization of logistics are necessary to facilitate tourism activities (Nicolaidis, 2014). The logistics functions within tourism companies play a critical role in managing relationships and fulfilling the needs of clients, specialists, businessmen, providers, and communities where tourism activities take place. Effective logistics management can also add value to the tourism industry (Choi et al., 2011).

Despite the benefits of tourism, there are risks and disasters that can occur, such as fires and accidents (Jia et al., 2012; Paraskevas & Altinay, 2013; Sawalha et al., 2013). Therefore, it is crucial to establish well-planned risk management strategies that incorporate proper relief logistics management to ensure the best possible relief practices (Gössling et al., 2015). By effectively managing emergency logistics, stakeholders can quickly and efficiently provide supplies and resources necessary to mitigate risks and ensure that tourism activities continue with minimal disruptions.

Adventure tourism is a form of tourism that is associated with thrills and risk, which attracts people who seek excitement and a possible threat to life. The safety of travelers is an important aspect of adventure tourism, as it helps to prevent accidents and avoid litigation that may harm the reputation, finances, customer confidence, and employees of the tourism firms (Swarbrooke et al., 2003). In the developed world, the risk involved in adventure tourism has been gradually decreasing. However, in modern society, there is an increase in risk-taking behavior, especially in adventure

tourism. Service providers in adventure tourism must maintain a balance between the risk and safety of tourists to ensure sustainability. The risk of adventure tourism is very real and can lead to tragedies. Therefore, managing risk in adventure tourism is critical to the survival of the industry. This is a major concern for all organizations involved in adventure tourism, including trekking organizations, adventure sports centers, and tour operators (Swarbrooke et al., 2003).

To attract tourists back to adventure tourism, it is essential to consider the risks associated with such activities and be adequately prepared. After the 2015 earthquake in Nepal, the Nepal Tourism Board targeted potential consumers interested in trekking and adventure tourism, as they were deemed less risk-averse due to their prior engagement in risky sports. The aim was to promote the recovery of tourism in Nepal by leveraging social media and linking to an existing travel article titled 'Adventure travelers leading the way in Nepal's tourism recovery' (Ketter, 2016). This initiative aimed to inform tourists of the proactive measures taken to manage and recover from the previous risks, ensuring that they have a new and better experience while being aware of the risks involved.

In order to effectively manage emergencies in tourism, it is important to have proper planning practices in place, such as the use of contingency plans and the training of staff involved in tourist activities. Training for emergency situations should be thorough and tailored to the level of automation. Well-planned procedures and comprehensive training for agency staff are crucial for the successful management of emergencies. It is also essential to train the agency or organization staff who engage with tourists to equip them with rescue tactics and an understanding of the importance of quick response times during relief operations, as well as fundamental relief logistical procedures during risk situations. In modern living conditions, it is imperative to transform instant reactions into controlled procedures aimed at effectively resolving the situation at hand (Shurland & Jong, 2008). To ensure meaningful reactions to emergencies in adventure tourism, quality training for guides is of utmost importance.

The prominent adventure tourism companies worldwide are developing response teams comprised of both internal staff and external associates. It is crucial for the guides to be cognizant of the potential risks in adventure tourism and be willing to take responsibility within their competencies. As adventure tourism inherently involves certain levels of risk, tour operators and all stakeholders involved in creating and delivering tourism services must implement adequate measures for managing risks (Ciriviri, 2019). Neglecting the reality of risks in adventure tourism, lack of proper training in risk management policies, or failure to take appropriate actions to mitigate risks can result in severe consequences for the safety of tourists and the quality of tourism products. Such consequences can be catastrophic for the destination and result in legal and economic ramifications for operators.

The integration of tourism and emergency management is a mutual process where emergencies affecting local residents are equally likely to impact tourists. Unlike residents, who are easy to locate and identify by local emergency agencies, tourists, due to their transient presence, may not be. Therefore, during a natural disaster, tour operators, accommodation providers, and transport providers have an essential role in identifying tourist victims and confirming those visitors who are unaffected by the calamity. In such situations, tourist facilities can provide emergency accommodation and refuge, as well as evacuation transport by land, sea, or air, in the event of natural disasters or human-caused crises.

According to UNEP (2007), effective emergency response systems should be instituted by the government or authorities for emergency rescue in tourism. This includes improving risk communication between authorities and tourists, enabling effective communication channels for tourists to communicate with authorities regarding the disaster, and having a well-planned response system. This also involves having vehicles or means of transport to help affected tourists reach safety and receive appropriate treatment.

In Ciriviri's (2019) study, it was suggested that training the rescue team for logistical rescue operations in both accessible and inaccessible areas is crucial, especially for adventure tourism activities like mountain hiking that present safety challenges. The study highlights the need for authorities to have effective mechanisms in place to ensure efficient logistical activities during rescue operations, as adventure tourists expect a reliable and prompt rescue system. UNEP data reveals that adventure tourism contributes at least 65% of its turnover to the destination space, making it a significant contributor to economic growth in destinations with a weak economy but a strong potential for adventure tourism. Therefore, having a well-defined emergency logistics plan and preparedness is essential when dealing with adventure tourists in a particular country of operation. The safety of tourists and the outcome of accidents depend on well-prepared reactions to possible difficulties. Furthermore, it is worth emphasizing that this group of tourists has a substantial impact on the location's image. Thus, effective risk management equates to effective destination promotion.

When planning for an emergency, internal factors such as teamwork, communication, and control should all be taken into account. However, the most significant internal factor is the management's commitment to adopting and building an emergency management plan that provides clear instructions and updates to be communicated before, during, and after a crisis (Faulkner, 2001). In terms of having an emergency plan, large companies are more likely than small ones to have one due to their size and financial status (Caponigro, 2000). Small businesses may not consider crisis

preparedness as important due to their limited resources and the belief that a crisis will not affect them or that they can operate their business without a plan. According to some experts (Guth, 1995; Pearson & Mitroff, 1993), organizations that have experienced a disaster in the past are more willing to invest in and establish their own emergency plan because they have learned from the effects of previous risks on property and human life.

The growth of tourism globally has led to the need for effective logistical management during times of crisis and disaster (Ghimire, 2016). Logistics is crucial for providing fast services, delivering supplies, and carrying out rescues. Storms, tsunamis, earthquakes, political unrest, and economic downturns are just a few crises that have had an impact on the tourism industry (Ghimire, 2014). Even adventure tourism is not immune to such crises, making it a vulnerable sector that requires proactive measures and preparedness to minimize risks to tourists in tourist destinations. The Nepal Disaster Management Reference Handbook (NDMRH, 2015) stipulates that it is essential to establish plans for rescue logistics and reduce the likelihood of dangers by training tour guides and having mechanisms in place in advance to assist those affected by crises. Furthermore, stakeholders need to work together and share resources to effectively address these challenges (Faulkner, 2001).

V. CONCLUSIONS & RECOMMENDATIONS

5.1 Conclusions

The tourism industry is rapidly growing globally, and it is crucial to have effective logistical management in crisis and disaster situations. Logistics plays a critical role in providing quick services, delivering supplies, and conducting rescues. Despite experiencing various crises such as storms, tsunamis, earthquakes, political instability, and economic recessions, the adventure tourism sector is still vulnerable to such crises. Therefore, it is essential to take proactive measures and be prepared to minimize risks and reduce dangers to tourists in tourist destinations. Emergency plans should be put in place for rescue logistics, and tour guides need to be trained and equipped with pre-planned mechanisms to prevent potential dangers and assist those affected in crisis situations. To achieve this, stakeholders should collaborate and pool resources to ensure joint efforts towards crisis management.

The impact of crises in the tourism industry is significant, with a single unfortunate incident capable of tarnishing the image of both the destination and the organization. Unlike tangible products, the tourism industry relies heavily on the promotion of intangible products, such as a destination's image. To address this, organizations must develop problem-solving action plans that take into account the interests and activities of all stakeholders. The complexity of the tourism product and the distance between where it is purchased and where it is provided make it challenging for potential tourists to evaluate its quality beforehand. Thus, creating a favorable image of a tourism destination is critical to marketing. One key factor that influences a tourist's decision-making process is their perception of safety. Therefore, tourism providers must reduce their customers' uncertainty and risk perception by emphasizing safety measures.

6.0 Recommendations

Tourism organizations, whether public or private, should prioritize the development of emergency plans that take into account the potential for disasters and crises. By doing so, they can prepare for and respond to emergencies in a way that minimizes damage and facilitates recovery. While some disasters are unpredictable, organizations can use historical data and situational analysis to predict and plan for potential crises. It is also important to train tour guides on logistical issues related to disaster operations and emphasize the importance of quick response and efficient transportation of affected tourists out of the crisis area. Organizations should establish clear plans for rescue routes, task assignments, and communication channels with tourists, utilizing modern communication tools as appropriate. Authorities must allocate adequate funding to prepare for and execute rescue operations, including the procurement of necessary materials and equipment. Logistics planning should consider the flow and control of materials and the use of human resources in emergency and relief operations.

REFERENCES

- Augier, M., & Teece, D. J. (2009). Dynamic capabilities and the role of managers in business strategy and economic performance. *Organization Science*, 20(2), 410-421.
- Barney, J. B. (1991). Firm resources and sustained competitive advantage. *Journal of Management*, 17(1), 99-120.
- Blome, C., Schoenherr, T., & Rexhausen, D. (2013). Antecedents and enablers of supply chain agility and its effect on performance: a dynamic capabilities perspective. *International Journal of Production Research*, 51(4), 1295-1318.

- Caponigro, J. (2000). *The crisis counselor: A step-by-step guide to managing a business crisis*. Chicago, IL: Contemporary Books.
- Choi, H. C., & Turk, E. S. (2011). Sustainability indicators for managing community tourism. In *Quality-of-life Community Indicators for Parks, Recreation and Tourism Management* (pp. 115-140). Springer, Dordrecht.
- Ciriviri, K. (2019). *Manual for Risk Management in Adventure Tourism*. Ohrid Lake Region Safe Destination for Adventure Travel, Ohrid.
- Daud, M. (2016). "Emergency logistics operations and effectiveness in disaster relief operations." 2016 IEEE 8th International Conference on Logistics Operations Management (GOL), 1-5.
- Esper, T., Fugate B., & Davis-Sramek B., 2007. Logistics Learning Capability: Sustaining the Competitive Advantage through Logistics Leverage. *Journal of Business Logistics*, 28 (2), 57-81.
- Faulkner, B. (2001). Towards a framework for tourism disaster management. *Tourism Management*, 22, 135-147. [https://doi.org/10.1016/s0261-5177\(00\)00048-0](https://doi.org/10.1016/s0261-5177(00)00048-0)
- Ferreira, M. (2013). An Overview of the Logistics Discipline in Tourism. In D. Dredge & S. Gyimóthy (Eds.), *Tourism and Hospitality Research in the Postcolonial World* (pp. 123-139). Routledge.
- Ghimire, H.L. (2014). *Impacts of pilgrimage tourism for sustainable tourism development special focus on Lumbini*. PhD Thesis, Central Department of Statistics, Tribhuvan University, Kathmandu.
- Ghimire, Him. (2016). Disaster Management and Post-quake Impact on Tourism in Nepal. *The Gaze: Journal of Tourism and Hospitality*, 7, 37. <https://doi.org/10.3126/gaze.v7i0.15119>.
- Glaesser, D. (2003). *Crisis Management in the Tourism Industry*. Burlington: Butterworth-Heinemann
- Gligor, D. M., & Holcomb, M. C. (2012). Antecedents and consequences of supply chain agility: establishing the link to firm performance. *Journal of Business Logistics*, 33(4), 295-308.
- Gligor, D. M., & Holcomb, M. C. (2014). Understanding the role of logistics capabilities in achieving supply chain agility: A systematic literature review. *Supply Chain Management: An International Journal*, 19(5/6), 483-496.
- Gligor, D. M., Esmark, C. L., & Holcomb, M. C. (2012). Disaster relief supply chain decision making: Literature review and future research. *International Journal of Physical Distribution & Logistics Management*, 42(4), 370-394.
- Gligor, D. M., Esmark, C. L., & Holcomb, M. C. (2015). Performance outcomes of supply chain agility: when should you be agile? *Journal of Operations Management*, 33, 71- 82.
- Gligor, D. M., Holcomb, M. C., & Feizabadi, J. (2016). An exploration of the strategic antecedents of firm supply chain agility: The role of a firm's orientations. *International Journal of Production Economics*, 179.
- Gligor, D.M., & Holcomb, M. (2014). The road to supply chain agility: an RBV perspective on the role of logistics capabilities. *The International Journal of Logistics Management*, 25(1), 160-179.
- Gössling, S., & Peeters, P. (2015). Assessing tourism's global environmental impact 1900–2050. *Journal of Sustainable Tourism*, 23, 1-21. <https://doi.org/10.1080/09669582.2015.1008500>.
- Grant, R. M. (1991). The resource-based theory of competitive advantage: implications for strategy formulation. *California Management Review*, 33(3), 114-135.
- Guth, D. W. (1995). Organizational crisis experience and public relations roles. *Public Relations Review*, 21, 123-136. Retrieved from [http://dx.doi.org/10.1016/0363-8111\(95\)90003-9](http://dx.doi.org/10.1016/0363-8111(95)90003-9)
- Holcomb, M. C., & Stank, T. P. (2013). A multidisciplinary approach to supply chain agility: Conceptualization and scale development. *Journal of Business Logistics*, 34(2), 94-108.
- Huang, R., & Wu, C. (2019). A study on the logistics industry service in Taiwan tourism industry. *Journal of Quality Assurance in Hospitality & Tourism*, 20(1), 15-36. <https://doi.org/10.1080/1528008X.2018.1467895>
- Jia, Z., Shi, Y., Jia, Y., & Li, D. (2012). A framework of knowledge management systems for tourism crisis management. *Procedia Engineering*, 29, 138–143. <https://doi.org/10.1016/j.proeng.2011.12.683>
- Jiang, W. (2019). Humanitarian aid supply chain coordination: A literature review. *Disaster Prevention and Management: An International Journal*, 28(3), 327-340.
- Ketter, E. (2016) Destination image restoration on Facebook: case study of Nepal's Gurkha earthquake. *Journal of Hospitality and Tourism Management*, 28, 66-72.
- Munoz, F., Brida, J. G., & Zapata, S. (2020). An overview of tourism logistics. In *Tourism and logistics* (pp. 1-21). Springer, Cham. https://doi.org/10.1007/978-3-030-29820-9_1
- NDMRH. (2015). *Nepal Disaster Management Reference Handbook, 2015*. Nepal Disaster Management Reference Handbook.
- Nicolaidis, A. (2014). Authenticity and the tourist's search for Being, *African Journal of Hospitality, Tourism and Leisure*, 3(1).
- Nicolaidis, A. (2020). Sustainable Ethical Tourism (SET) and Rural Community Involvement. *African Journal of Hospitality, Tourism and Leisure*, 9(1).

- Özdamar, L., Ekinci, E., & Küçükyazici, B., (2004). Emergency Logistics Planning in Natural Disasters. *Annals of Operations Research*, 129, 217–245.
- Paraskevas, A., & Altinay, L. (2013). Signal detection as the first line of defence in tourism crisis management. *Tourism Management*, 34(1), 158–171. <https://doi.org/10.1016/j.tourman.2012.04.007>.
- Pearson, C. M., & Mitroff, I. I. (1993). From crisis prone to crisis prepared: A framework for crisis management. *The Academy of Management Executive*, 7, 48-59. <https://doi.org/10.5465/AME.1993.9409142058>
- Raina, A., Zhao, J., & Gupta, D. (2010). *Tourism Destination Management: Principles and Practices*. New Delhi: Kanishka Publishers
- Risfandini, A., Thoyib, A., Noermijati, N., & Mugiono, M. (2021). Competitiveness of Tourism Destinations: An Extended Criteria of Resource-Based View. *The Journal of Asian Finance, Economics and Business*, 8(5), 253–263. <https://doi.org/10.13106/JAFEB.2021.VOL8.NO5.0253>
- Salazar, N., & Graburn, N. (2014). Introduction. In Salazar, N., & Graburn, N. (Eds.). *Tourism Imaginaries. Anthropological Approaches* (1-28). New York, Oxford: Berghahn Books.
- Sawalha, I. H. S., Jraisat, L. E., & Al-Qudah, K. A. M. (2013). Crisis and disaster management in Jordanian hotels: Practices and cultural considerations. *Disaster Prevention and Management: An International Journal*, 22(3), 210–228. <https://doi.org/10.1108/DPM-09-2012-0101>
- Shurland, D., & Jong, P., (2008). Disaster Risk Management for coastal tourism destinations responding to climate change - a practical guide for decision makers. *The Caribbean Disaster Emergency Management Agency (CDERA)*, UNEP, Paris
- Siddiqui, K., & Rahman, S. (2019). Logistics management and its impact on tourism industry. *International Journal of Scientific and Technology Research*, 8(12), 19-24.
- Smith, K. A., & Espiner, S. (2007). A review of the risks and benefits of guided nature-based tourism. *Current Issues in Tourism*, 10(2-3), 209-233.
- Song, H., & Li, G. (2018). Big data and logistics in tourism: A conceptual framework. *Journal of Hospitality and Tourism Technology*, 9(3), 426-439. <https://doi.org/10.1108/JHTT-11-2017-0085>
- Swarbrooke J., Beard C., Leckie S., & Pomfret G., (2003). *Adventure Tourism, the New Frontier*. Oxford, Butterworth-Heinemann.
- UNEP. (2007). *Disaster Risk Reduction in Tourism Destinations- Disaster Reduction through Awareness, Preparedness and Prevention Mechanisms in Coastal Settlements in Asia – Demonstration in Tourism Destinations*. United Nations Environment Programme.
- Xu, H., Fang, D., & Jin, Y. (2018). Emergency Logistics Theory, Model and Method: A Review and Further Research Directions. *Advances in Computer Science Research*, 65, 188-192.