

REFERENCES

Abdinnour-Helm, S. F., Chaparro, B. S., and Farmer, S. M. (2005). "Using the end-user computing satisfaction (EUCS) instrument to measure satisfaction with a web site". *Decision Sciences*, 36(2), 341-364.

Abdinnour-Helm, S., Lengnick-Hall, M. L., and Lengnick-Hall, C. A. (2003). Pre-implementation attitudes and organizational readiness for implementing an enterprise resource planning system. *European journal of operational research*, 146(2), 258-273.

Abdullateef, A. O. (2011). *The Impact of Customer Relationship Management on Caller Satisfactions in Customer Contact Centers: Evidence from Malaysia* (Doctoral dissertation, Universiti Utara Malaysia).

Abubakar, A. A., & Tasmin, R. B. H. (2012). The impact of information and communication technology on banks' performance and customer service delivery in the banking industry. *International journal of latest trends in finance and economic sciences*, 2(1).

Adam Jr, E. E., Hershauer, J. C., and Ruch, W. A. (1981). "Developing quality productivity ratios for public sector personnel services". *Public Productivity Review*, 45-61.

Adler, P. S., Goldoftas, B., and Levine, D. I. (1999). Flexibility versus efficiency? A case study of model changeovers in the Toyota production system. *Organization science*, 10(1), 43-68.

Aggelidis, V. P., and Chatzoglou, P. D. (2012). Hospital information systems: Measuring end user computing satisfaction (EUCS). *Journal of biomedical informatics*, 45(3), 566-579.

Al-Mamary, Y. H., Shamsuddin, A., and Nor Aziati, A. H. (2014). The Relationship between System Quality, Information Quality, and Organizational Performance. *International Journal of Knowledge and Research in Management and E-Commerce*, 4(3), 07-10.

Anderson, E. W., Fornell, C., and Lehmann, D. R. (1994). Customer satisfaction, market share, and profitability: Findings from Sweden. *The Journal of Marketing*, 53-66.

Armijos, A., DeFranco, A., Hamilton, M., and Skorupa, J. (2002). Technology trends in the lodging industry: a survey of multi-unit lodging operators. *International Journal of Hospitality Information Technology*, 2(2), 1-17.

Baggio, R. (2004). Information and communication technologies in the hospitality industry: The Italian case. *e-review of Tourism Research (eRTR)*, 2(5), 108-114.

Baker, M., and Riley, M. (1994). New perspectives on productivity in hotels: some advances and new directions. *International Journal of Hospitality Management*, 13(4), 297-311.

Bano, M., and Zowghi, D. (2013, April). User involvement in software development and system success: a systematic literature review. In *Proceedings of the 17th International Conference on Evaluation and Assessment in Software Engineering* (pp. 125-130).

Barros, C. P. (2005). Measuring efficiency in the hotel sector. *Annals of Tourism Research*, 32(2), 456-477.

Bennett, R. (1997). Anger, catharsis, and purchasing behavior following aggressive customer complaints. *Journal of Consumer Marketing*, 14(2), 156-172.

Berkley, B. J. (1996). Designing services with function analysis. *Journal of Hospitality and Tourism Research*, 20(1), 73-100.

Bilgihan, A., Okumus, F., “Khal” Nusair, K., & Joon-Wuk Kwun, D. (2011). Information technology applications and competitive advantage in hotel companies. *Journal of Hospitality and Tourism Technology*, 2(2), 139-153.

Black, S. E., and Lynch, L. M. (2001). How to compete: the impact of workplace practices and information technology on productivity. *Review of Economics and statistics*, 83(3), 434-445.

Blodgett, J. G., Wakefield, K. L., and Barnes, J. H. (1995). The effects of customer service on consumer complaining behavior. *Journal of services Marketing*, 9(4), 31-42.

Brynjolfsson, E., and Hitt, L. (1995). Information technology as a factor of production: The role of differences among firms. *Economics of Innovation and New technology*, 3(3-4), 183-200.

Camisón, C. (2000). Strategic attitudes and information technologies in the hospitality business: an empirical analysis. *International Journal of Hospitality Management*, 19(2), 125-143.

Chan, K. T., Lee, R. H. K., and Burnett, J. (2001). Maintenance performance: a case study of hospitality engineering systems. *Facilities*, 19(13/14), 494-504.

Chang, J. C. J., and King, W. R. (2005). Measuring the performance of information systems: a functional scorecard. *Journal of Management Information Systems*, 22(1), 85-115.

Chathoth, P. K. (2007). The impact of information technology on hotel operations, service management and transaction costs: A conceptual framework for full-

service hotel firms. *International Journal of Hospitality Management*, 26(2), 395-408.

Cobanoglu, C., Corbaci, K., and Ryan, B. (2001). A comparative study: the impact of technology in lodging properties in the United States and Turkey. *International Journal of Hospitality Information Technology*, 2(1), 23-40.

Compeau, D., Higgins, C. A., and Huff, S. (1999). Social cognitive theory and individual reactions to computing technology: A longitudinal study. *MIS quarterly*, 145-158.

Dabholkar, P. A. (2015). How to improve perceived service quality by increasing customer participation. In *Proceedings of the 1990 Academy of Marketing Science (AMS) Annual Conference* (pp. 483-487). Springer International Publishing.

Dastgir, M., and Mortezaie, A. S. (2012). Factors affecting the end-user computing satisfaction. *Business Intelligence Journal*, 5(2), 292-298.

Davenport, T. H. (2013). *Process innovation: reengineering work through information technology*. Harvard Business Press.

Davis Jr, F. D. (1986). *A technology acceptance model for empirically testing new end-user information systems: Theory and results* (Doctoral dissertation, Massachusetts Institute of Technology).

Davis, S. A., and Bostrom, R. P. (1993). Training end users: An experimental investigation of the roles of the computer interface and training methods. *MIS quarterly*, 61-85.

Delone, W. H., and McLean, E. R. (2003). The DeLone and McLean model of information systems success: a ten-year update. *Journal of management information systems*, 19(4), 9-30.

Dinnen, R., and Hassanien, A. (2013). Handling customer complaints in the hospitality industry. *Managing Customer Trust, Satisfaction, and Loyalty through Information Communication Technologies*, 68.

Djellal, F., and Gallouj, F. (2013). The productivity challenge in services: measurement and strategic perspectives. *The Service Industries Journal*, 33(3-4), 282-299.

Doll, W. J., Xia, W., and Torkzadeh, G. (1994). A confirmatory factor analysis of the end-user computing satisfaction instrument. *Mis Quarterly*, 453-461.

Dominici, G., and Guzzo, R. (2010). Customer satisfaction in the hotel industry: A case study from Sicily. *International Journal of Marketing Studies*, 2(2), 3-12.

Dyer, J. H., and Nobeoka, K. (2000). Creating and managing a high-performance knowledge-sharing network: the Toyota case. *Strategic management journal*, 21(3), 345-367.

Ekiz, E., Khoo-Lattimore, C., and Memarzadeh, F. (2012). Air the anger: investigating online complaints on luxury hotels. *Journal of Hospitality and Tourism Technology*, 3(2), 96-106.

Eshghi, A., Roy, S. K., and Ganguli, S. (2008). Service Quality and Customer Satisfaction: An Empirical Investigation in Indian Mobile Telecommunications Services. *Marketing Management Journal*, 18(2).

Fiedler, M., Hossfeld, T., and Tran-Gia, P. (2010). A generic quantitative relationship between quality of experience and quality of service. *IEEE Network*, 24(2), 36-41.

Gable, G. G., Sedera, D., and Chan, T. (2008). Re-conceptualizing information system success: The IS-impact measurement model. *Journal of the Association for Information Systems*, 9(7), 377–408.

Gelderman, C. J., and Weele, A. J. (2002). Strategic direction through purchasing portfolio management: a case study. *Journal of Supply Chain Management*, 38(1), 30-37.

Gilbert, D., and Horsnell, S. (1998). Customer satisfaction measurement practice in United Kingdom hotels. *Journal of Hospitality and Tourism Research*, 22(4), 450-464.

Gorla, N., Somers, T. M., and Wong, B. (2010). Organizational impact of system quality, information quality, and service quality. *The Journal of Strategic Information Systems*, 19(3), 207-228.

Grönroos, C. (1984). A service quality model and its marketing implications. *European Journal of marketing*, 18(4), 36-44.

Gummesson, E. (2014). Productivity, quality and relationship marketing in service operations: A revisit in a new service paradigm. *International Journal of Contemporary Hospitality Management*, 26(5), 656-662.

Gupta, S., Bostrom, R. P., and Huber, M. (2010). End-user training methods: what we know, need to know. *ACM SIGMIS Database*, 41(4), 9-39.

Halawi, L. A., McCarthy, R. V., and Aronson, J. E. (2008). An empirical investigation of knowledge management systems' success. *Journal of Computer Information Systems*, 48(2), 121-135.

Halawi, L., and McCarthy, R. (2007). Measuring faculty perceptions of blackboard using the technology acceptance model. *Issues in Information Systems, VIII, 2*, 160-165.

Ham, S., Kim, W. G., and Jeong, S. (2005). Effect of information technology on performance in upscale hotels. *International Journal of Hospitality Management, 24(2)*, 281-294.

Hanić, H., and Domazet, I. (2011). Managing customer relationship within financial organisations. *Polish journal of management studies, 4*, 151-165.

Hitt, L. M., and Brynjolfsson, E. (2002, January). Information technology, organizational transformation, and business performance. In *Productivity, inequality, and the digital economy* (pp. 55-91). MIT Press.

Hu, H. H., and Cheng, C. W. (2010). Job stress, coping strategies, and burnout among hotel industry supervisors in Taiwan. *The International Journal of Human Resource Management, 21(8)*, 1337-1350.

Igbaria, M., and Iivari, J. (1995). The effects of self-efficacy on computer usage. *Omega, 23(6)*, 587-605.

Iivari, J. (2005). An empirical test of the DeLone-McLean model of information system success. *ACM Sigmis Database, 36(2)*, 8-27.

Jiang, J. J., Klein, G., and Carr, C. L. (2002). Measuring information system service quality: SERVQUAL from the other side. *MIS quarterly*, 145-166.

Johlke, M. C., and Duhan, D. F. (2000). Supervisor communication practices and service employee job outcomes. *Journal of Service Research, 3(2)*, 154-165.

Johnston, R., and Jones, P. (2004). Service productivity: Towards understanding the relationship between operational and customer productivity. *International Journal of Productivity and Performance Management*, 53(3), 201-213.

Jones, D. L., Mak, B., and Sim, J. (2007). A new look at the antecedents and consequences of relationship quality in the hotel service environment. *Services Marketing Quarterly*, 28(3), 15-31.

Jones, P., and Siag, A. (2009). A re-examination of the factors that influence productivity in hotels: A study of the housekeeping function. *Tourism and Hospitality Research*, 9(3), 224-234.

Keyton, J. (2010). *Communication and organizational culture: A key to understanding work experiences*. Sage Publications.

Kharuddin, S., Ashhari, Z. M., and Nassir, A. M. (2010). Information system and firms' performance: The case of Malaysian small medium enterprises. *International business research*, 3(4), 28.

Kilic, H., and Okumus, F. (2005). Factors influencing productivity in small island hotels: evidence from Northern Cyprus. *International Journal of Contemporary Hospitality Management*, 17(4), 315-331.

Kimes, S. E. (2001). How product quality drives profitability: The experience at Holiday Inn.

Kong, H., Cheung, C., and Song, H. (2011). Hotel career management in China: Developing a measurement scale. *International Journal of Hospitality Management*, 30(1), 112-118.

Kulkarni, U. R., Ravindran, S., and Freeze, R. (2006). A knowledge management success model: Theoretical development and empirical validation. *Journal of management information systems*, 23(3), 309-347.

Küpers, W. (1998). Phenomenology of embodied productivity in services. *International Journal of Service Industry Management*, 9(4), 337-358.

Lai, J. H., and Yik, F. W. (2012). Hotel engineering facilities: A case study of maintenance performance. *International Journal of Hospitality Management*, 31(1), 229-235.

Lam, T., and Zhang, H. Q. (1999). Service quality of travel agents: the case of travel agents in Hong Kong. *Tourism management*, 20(3), 341-349.

Lari, A. (2002). An integrated information system for quality management. *Business process management journal*, 8(2), 169-182.

Laudon, K. C., and Laudon, J. P. (2004). Management information systems: managing the digital firm. *New Jersey*, 8.

Law, R., and Jogaratnam, G. (2005). A study of hotel information technology applications. *International Journal of Contemporary Hospitality Management*, 17(2), 170-180.

Law, R., and Jogaratnam, G. (2005). A study of hotel information technology applications. *International Journal of Contemporary Hospitality Management*, 17(2), 170-180.

Law, R., Leung, D., and Au, N. (2013). Progress and development of information technology in the hospitality industry evidence from Cornell Hospitality Quarterly. *Cornell Hospitality Quarterly*, 54(1), 10-24.

Law, R., Leung, R. and Buhalis, D. (2009), "Information technology applications in hospitality and tourism: a review of publications from 2005-2007", *Journal of Travel and Tourism Marketing*, Vol. 26 Nos 5/6, pp. 599-623

Lee, J., Lee, J., and Feick, L. (2006). Incorporating word-of-mouth effects in estimating customer lifetime value. *Journal of Database Marketing and Customer Strategy Management*, 14(1), 29-39.

Lee, S. C., Barker, S., and Kandampully, J. (2003). Technology, service quality, and customer loyalty in hotels: Australian managerial perspectives. *Managing Service Quality: An International Journal*, 13(5), 423-432.

Lee, Y. W., Strong, D. M., Kahn, B. K., and Wang, R. Y. (2002). AIMQ: a methodology for information quality assessment. *Information and management*, 40(2), 133-146.

Leidner, D. E., and Elam, J. J. (1993, January). Executive information systems: their impact on executive decision making. In *System Sciences, 1993, Proceeding of the Twenty-Sixth Hawaii International Conference on* (Vol. 3, pp. 206-215). IEEE.

Leonard-Barton, D., and Sinha, D. K. (1993). Developer-user interaction and user satisfaction in internal technology transfer. *Academy of Management Journal*, 36(5), 1125-1139.

Lewis, R. C., and Booms, B. H. (1983). The marketing aspects of service quality. *Emerging perspectives on services marketing*, 65(4), 99-107.

Li, M., and Ye, L. R. (1999). Information technology and firm performance: Linking with environmental, strategic and managerial contexts. *Information and Management*, 35(1), 43-51.

Li, X. R., Lai, C., Harrill, R., Kline, S., and Wang, L. (2011). When east meets west: An exploratory study on Chinese outbound tourists' travel expectations. *Tourism Management*, 32(4), 741-749.

Lindner, F., and Wald, A. (2011). Success factors of knowledge management in temporary organizations. *International Journal of project management*, 29(7), 877-888.

Livari, J. (2005). An empirical test of the DeLone-McLean model of information system success. *ACM SIGMIS Database*, 36 (2), 8-27.

Lo, K., and Lamm, F. (2005). Occupational stress in the hospitality industry-an employment relations perspective. *New Zealand Journal of Employment Relations*, 30(1), 23.

Magnini, V. P., Crotts, J. C., and Zehrer, A. (2011). Understanding customer delight an application of travel blog analysis. *Journal of Travel Research*, 50(5), 535-545.

Markovic, S., and Raspor, S. (2010). Measuring perceived service quality using SERVQUAL: a case study of the Croatian hotel industry. *Management*, 5(3), 195-209.

Martin Jr, C. R., Horne, D. A., and Chan, W. S. (2001). A perspective on client productivity in business-to-business consulting services. *International Journal of Service Industry Management*, 12(2), 137-158.

Martin, L.M. (2004), "E-innovation: internet impacts on small UK hospitality firms", *International Journal of Contemporary Hospitality Management*, Vol. 16 No. 2, pp. 82-90.

McGill, T., Hobbs, V., and Klobas, J. (2003). User developed applications and information systems success: A test of DeLone and McLean's model. *Information Resources Management Journal (IRMJ)*, 16(1), 24-45.

McKeown, P. G., and Leitch, R. A. (1993). *Management information systems: Managing with computers*. Dryden Press.

McLeod, L., and MacDonell, S. G. (2011). Factors that affect software systems development project outcomes: A survey of research. *ACM Computing Surveys (CSUR)*, 43(4), 24.

Milne, S., and Ateljevic, I. (2001). Tourism, economic development and the global-local nexus: theory embracing complexity. *Tourism geographies*, 3(4), 369-393.

Milne, S., Harris, C., Clark, V., Poulston, J., & Luo, Y. (2007). Food and beverage service sector productivity study.

Monden, Y. (2011). *Toyota production system: an integrated approach to just-in-time*. CRC Press.

Moriarty, J., Jones, R., Rowley, J., and Kupiec-Teahan, B. (2008). Marketing in small hotels: a qualitative study. *Marketing Intelligence and Planning*, 26(3), 293-315.

Munusamy, J., Chelliah, S., and Mun, H. W. (2010). Service quality delivery and its impact on customer satisfaction in the banking sector in Malaysia. *International Journal of Innovation, Management and Technology*, 1(4), 398.

Mykytyn, P. P. (1988). An empirical investigation of DSS usage and the user's perception of DSS training. *Information and Management*, 14(1), 9-17.

Mykytyn, P. P. (1988). End User Perception Of DSS Training And DSS Usage. *Journal of Systems Management*, 39(6), 32.

Nelson, R. R., Todd, P. A., and Wixom, B. H. (2005). Antecedents of information and system quality: an empirical examination within the context of data warehousing. *Journal of management information systems*, 21(4), 199-235.

O'brien, J. A., and Marakas, G. M. (2005). Introduction to information systems (Vol. 13).

O'Fallon, M. J., and Rutherford, D. G. (2011). *Hotel management and operations*. John Wiley and Sons.

Oliveira, T., and Martins, M. F. (2010, September). Information technology adoption models at firm level: review of literature. In *European Conference on Information Management and Evaluation* (p. 312). Academic Conferences International Limited.

Olsen, M. D., and Connolly, D. J. (2000). Experience-based travel. *Cornell Hospitality Quarterly*, 41(1), 30.

Palmer, A., McMahon-Beattie, U. and Beggs, R. (2000), "A structural analysis of hotel sector loyalty programmes", *International Journal of Contemporary Hospitality Management*, Vol. 12 No. 1, pp. 54-60.

Palmer, J. W. (2002). Web site usability, design, and performance metrics. *Information systems research*, 13(2), 151-167.

Paraskevas, A., and Buhalis, D. (2002). Outsourcing IT for small hotels: The opportunities and challenges of using application service providers. *Cornell Hospitality Quarterly*, 43(2), 27.

Patterson, E. S., Doebbeling, B. N., Fung, C. H., Militello, L., Anders, S., and Asch, S. M. (2005). Identifying barriers to the effective use of clinical reminders: bootstrapping multiple methods. *Journal of biomedical informatics*, 38(3), 189-199.

Petter, S., and Fruhling, A. (2011). Evaluating the success of an emergency response medical information system. *International journal of medical informatics*, 80(7), 480-489.

Petter, S., and McLean, E. R. (2009). A meta-analytic assessment of the DeLone and McLean IS success model: An examination of IS success at the individual level. *Information and Management*, 46(3), 159-166.

Petter, S., DeLone, W., and McLean, E. (2008). Measuring information systems success: models, dimensions, measures, and interrelationships. *European journal of information systems*, 17(3), 236-263.

Petter, S., DeLone, W., and McLean, E. (2008). Measuring information systems success: models, dimensions, measures, and interrelationships. *European journal of information systems*, 17(3), 236-263.

Piccoli, G. (2008). Information Technology in Hotel Management A Framework for Evaluating the Sustainability of IT-Dependent Competitive Advantage. *Cornell Hospitality Quarterly*, 49(3), 282-296.

Pizam, A., and Holcomb, J. (2008). *International dictionary of hospitality management*. Routledge.

Poon, A. (1993). *Tourism, technology and competitive strategies*. CAB international.

Quaddus, M., and Intrapairot, A. (2001). Management policies and the diffusion of data warehouse: a case study using system dynamics-based decision support system. *Decision Support Systems*, 31(2), 223-240.

Quaddus, M., and Intrapairot, A. (2001). Management policies and the diffusion of data warehouse: a case study using system dynamics-based decision support system. *Decision Support Systems*, 31(2), 223-240.

Rai, A., Lang, S. S., and Welker, R. B. (2002). Assessing the validity of IS success models: An empirical test and theoretical analysis. *Information systems research*, 13(1), 50-69.

Ramli, A. The Status of Accounting Information Systems (AIS) Adoption in the Hotel Industry.

Rawani, A. M., and Gupta, M. P. (2002). Role of Information Systems in Banks: An Empirical Study in the Indian Context. *Vikalpa*, 27(4), 69-74.

Repetti, R. L., and Wood, J. (1997). Effects of daily stress at work on mothers' interactions with preschoolers. *Journal of Family Psychology*, 11(1), 90.

Reynolds, D. (2004). An exploratory investigation of multiunit restaurant productivity assessment using data envelopment analysis. *Journal of Travel and Tourism Marketing*, 16(2-3), 19-26.

Roehl, W. S., and Swerdlow, S. (1999). Training and its impact on organizational commitment among lodging employees. *Journal of Hospitality and Tourism Research*, 23(2), 176-194.

Rouibah, K., and Ould-Ali, S. (2002). PUZZLE: a concept and prototype for linking business intelligence to business strategy. *The Journal of Strategic Information Systems*, 11(2), 133-152.

Ruiz-Molina, M. E., Gil-Saura, I., and Moliner-Velázquez, B. (2011). Does technology make a difference? Evidence from Spanish hotels. *Service Business*, 5(1), 1-12.

Russell, B. D., and Yilmaz, M. R. (2006). Using gap analysis to improve system acceptance. *Information systems management*, 23(4), 37-42.

Sánchez, R. A., and Hueros, A. D. (2010). Motivational factors that influence the acceptance of Moodle using TAM. *Computers in human behavior*, 26(6), 1632-1640.

Sawant, B. S. (2011). Technological developments in Indian banking sector. *Indian Streams Research Journal*, 1, 1-4.

Schniederjans, M. J., Hamaker, J. L., and Schniederjans, A. M. (2010). *Information technology investment: Decision-making methodology*. World Scientific.

Scott, J. E. (2005). Post-implementation usability of ERP training manuals: The user's perspective. *Information systems management*, 22(2), 67-77.

Sedera, D., and Gable, G. (2004). A factor and structural equation analysis of the enterprise systems success measurement model. *ICIS 2004 Proceedings*, 36.

Sharma, A., and Upneja, A. (2005). Factors influencing financial performance of small hotels in Tanzania. *International Journal of Contemporary Hospitality Management*, 17(6), 504-515.

Sigala, M. (2003). The information and communication technologies productivity impact on the UK hotel sector. *International Journal of Operations and Production Management*, 23(10), 1224-1245.

Siguaw, J. A., and Enz, C. A. (1999). Best practices in information technology. *Cornell Hotel and Restaurant Administration Quarterly*, 40(5), 58-71.

Sin, L. Y., Alan, C. B., Heung, V. C., and Yim, F. H. (2005). An analysis of the relationship between market orientation and business performance in the hotel industry. *International Journal of Hospitality Management*, 24(4), 555-577.

Singh, A.J., Kim, H.B. and Huh, C. (2006), "Differential impacts of information technology services in the Korean hotel industry: a study of management perceptions", *FIU Hospitality Review*, Vol. 24 No. 2, pp. 78-89.

Sirirak, S., Islam, N., and Ba Khang, D. (2011). Does ICT adoption enhance hotel performance?. *Journal of Hospitality and Tourism Technology*, 2(1), 34-49.

Soliman, K. S., Mao, E., and Frolick, M. N. (2000). Measuring user satisfaction with data warehouses: an exploratory study. *Information and Management*, 37(3), 103-110.

Solomon, M. D. (2005). Ensuring a successful data warehouse initiative. *Information Systems Management*, 22(1), 26-36.

Srinivasan, A. (1985). Alternative measures of system effectiveness: associations and implications. *MIS quarterly*, 243-253.

Stebbing, L. (1990). *Quality management in the service industry*. Ellis Horwood Limited.

Tarn, D. D. (2005). Marketing-based tangibilisation for services. *The Service Industries Journal*, 25(6), 747-772.

Thatcher, M. E., and Oliver, J. R. (2001). The impact of technology investments on a firm's production efficiency, product quality, and productivity. *Journal of Management Information Systems*, 18(2), 17-45.

Traub, T. (2012). Wal-Mart used technology to become supply chain leader. *Arkansas Business*, July, 2.

Turban, E., Leidner, D., McLean, E., and Wetherbe, J. (2008). *Information Technology For Management, (With Cd)*. John Wiley and Sons.

Valdani E. (2009). *Cliente and Service Management*, Egea, Milan.

Vallen, G. K., and Vallen, J. J. (2009). Check-in check-out: Managing hotel operations.

Villanueva J., Yoo S., and Hanssens D. (2008). The Impact of Marketing-Induced Versus Word-of-Mouth Customer Acquisition on Customer Equity Growth. *Journal of Marketing Research (JMR)*, 45 (1): 48-59.

Watkins, E. (1995). High tech meets high touch. *Lodging Hospitality*, June, 28.

Wixom, B. H., and Todd, P. A. (2005). A theoretical integration of user satisfaction and technology acceptance. *Information systems research*, 16(1), 85-102.

Wu, J.-H., Wang, Y.-M., 2006. Measuring KMS success: a respecification of the DeLone and McLean's model. *Information and Management* 43, 728-739.

Yi, M. Y., and Davis, F. D. (2003). Developing and validating an observational learning model of computer software training and skill acquisition. *Information Systems Research*, 14(2), 146-169.

Žabkar, V., Brenčič, M. M., and Dmitrović, T. (2010). Modelling perceived quality, visitor satisfaction and behavioural intentions at the destination level. *Tourism management*, 31(4), 537-546.

Zeithaml, V. A., Parasuraman, A., and Berry, L. L. (1990). *Delivering quality service: Balancing customer perceptions and expectations*. Simon and Schuster.