

Special Issue

Tourist Satisfaction, Sustainability, and Sustainable Tourism Development

Message from the Guest Editor

Customer satisfaction is the key determinant of survival and success for any business. There are a wide variety of antecedents and consequences of customer satisfaction/dissatisfaction for tourism and hospitality businesses. Tourism and hospitality businesses are going through more volatile, uncertain, complex and ambiguous environmental conditions than ever before. Hence, ensuring customer satisfaction and sustainability has become a more challenging task for tourism and hospitality businesses. This call for papers aims to bring together relevant, original, and interdisciplinary contributions to the topic from dyadic and interdisciplinary perspectives. Theoretical and empirical original research papers, review papers, and conceptual papers from both marketing (marketing, consumer behavior, and service marketing) and management (management, organizational behavior, and human resource management) perspectives are welcome.

Guest Editor

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Deadline for manuscript submissions

closed (20 August 2023)



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Message from the Editor-in-Chief

I encourage you to contribute a research or comprehensive review article for consideration for publication in Sustainability, an international open access journal which provides an advanced forum for research findings in areas related to sustainability and sustainable development. The journal publishes original research articles, reviews, conference proceedings (peer reviewed full articles) and communications. I am confident you will find the journal contributes to enhancing understanding of sustainability and fostering initiatives and applications of sustainability-based measures and activities.

Editor-in-Chief

Prof. Dr. Steve W. Lyon

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