African Journal of Hospitality, Tourism and Leisure 2025, Vol. 14 No. 1 pp. 113-126
ISSN: 2223-814X

Understanding Tourist Destination Resilience: A Bibliometric Literature Review Using VOSviewer

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Abstract

The resilience of tourism destinations has become a key area of research in light of global crises such as the COVID-19 pandemic. The study aims to identify innovative and sustainable approaches to managing crises, highlighting the importance of digital transformation, stakeholder engagement and sustainability in building resilience. This systematic literature review and explanatory analysis, based on 121 eligible articles extracted from the Scopus database, used bibliometric tools such as VOSviewer to explore the multidimensional nature of tourism destination resilience. The study identified important research gaps, in particular the need for integrated studies approaching resilience from multiple angles. The findings revealed that resilience strategies encompass holistic frameworks, adaptation cycles and spatio-temporal analyses to address socio-economic, environmental and institutional risks. The research contributes to the literature by proposing a multidimensional framework for developing effective resilience strategies, providing valuable information for tourism destination managers and policymakers to navigate future crises and promote sustainable tourism

Keywords: Tourist destination resilience; digital transformation; stakeholder engagement; sustainability

How to cite this article: Mzali, Z. & Belmourd, L. (2025). Understanding Tourist Destination Resilience: A Bibliometric Literature Review Using VOSviewer. African Journal of Hospitality, Tourism and Leisure, 13(4):113-126. DOI: https://doi.org/10.46222/ajhtl.19770720.591

Introduction

The resilience of tourism destinations has become a major research topic, in light of recent global crises such as the COVID-19 pandemic. This crisis revealed the vulnerability of the tourism sector to major disruptions and underlined the importance of developing robust resilience strategies. Adapting to new health protocols and implementing innovative crisis management strategies have become imperative to maintain operations and ensure visitor safety in the hospitality sector (Chokoe et al., 2023). In addition, the accelerated digital transformation prompted by the pandemic has introduced technologies such as virtual tours and contactless payments, which have significantly enhanced visitor experience and the operational resilience of tourism destinations. The aim of this study is to explore the different dimensions of resilience in tourism destinations, highlighting innovative and sustainable approaches to better manage crises. The study also aims to identify best practices and strategies adopted by various tourism destinations to strengthen their resilience in the face of health, economic and environmental crises, as well as other relevant challenges such as climate change and political instability, which are crucial factors in tourism resilience. The research gap lies in the lack of integrated studies approaching tourism destination resilience from multiple angles, including digital transformation, stakeholder engagement and sustainability. Although some aspects of tourism resilience have been researched, few studies have considered them holistically and interconnectedly. For example, the importance of digital marketing strategies in the recovery and resilience of domestic tourism has been emphasized, highlighting the need for tourism destinations to adapt to ever-changing digital trends to remain competitive and sustainable (Chamboko-Mpotaringa & Tichaawa, 2023). The digital transformation of tourism is significantly reshaping the tourism experience and enhancing sustainability by optimizing resource management(Erdem & Şeker, 2022). In addition, small and medium-sized tourism businesses need to embrace digital transformation to strengthen their resilience in the face of sudden and long-term disruption (Hernández Sánchez & Oskam, 2022). To fill this gap, this study will make a significant contribution to the literature on tourism destination resilience by proposing an integrated, multidimensional framework. This framework includes innovation in business models and tourism offerings, stakeholder engagement for inclusive strategies, sustainability for environmentally friendly practices, and adaptability to socio-economic crises via adaptive cycles enabling constant renewal of destinations after each crisis. This framework will help tourism destination managers and policymakers develop more effective strategies to navigate future crises and build strong foundations for sustainable tourism.

Literature review

The evolution of research on the resilience of tourist destinations showcases a dynamic and increasingly complex field, reflecting the intricate nature of these systems. Early studies often focused on specific crises or natural disasters, but over time, the scope has broadened to consider a wider array of factors impacting resilience. For instance, resilience in response to natural disasters such as earthquakes has been examined (Hosseini et al., 2016), and destination resilience during economic crises has been studied (Prayag, 2018). More recently, the impact of tourists' perceptions of safety during the COVID-19 pandemic has been analyzed (Gyimóthy et al., 2022), while climate change adaptation strategies have been studied (Becken, 2013). Firstly,

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there has been a noticeable shift towards more interdisciplinary approaches. Research is integrating socio-economic, environmental and institutional perspectives, underlining the need to develop holistic frameworks that take into account the multifaceted risks faced by tourism destinations. This reflects a growing awareness that the resilience of these destinations relies on the complex interplay of diverse factors, rather than isolated responses to individual threats (Pyke et al., 2021). Secondly, the use of spatio-temporal analyses has become more common, as evidenced by studies exploring how resilience evolves over time and varies from region to region (Wang et al., 2023). These analyses highlight the role of regional economic dynamics and geographical factors, showing how resilience can spread across areas, with improvements in one region potentially benefiting neighboring localities. In addition, the concept of adaptive cycles is increasingly used to understand how tourism destinations manage and respond to change. This approach views destinations as complex adaptive systems that experience cycles of growth, accumulation and renewal, under the influence of external shocks and internal adjustments (Dai et al., 2023). This perspective provides a framework for mapping the evolutionary processes that guide how destinations adapt and reorganize in response to various challenges. Finally, advances in the visualization and conceptualization of the field have emerged through methods such as bibliometric and thematic analyses, which map the intellectual landscape of tourism resilience research and highlight thematic trends and gaps (Farsari, 2023). These methods help guide future research directions by providing an overview of the breadth and depth of the field. Overall, the research on tourist destination resilience has matured into a nuanced field that appreciates the complexities of these systems. It underscores the importance of integrated approaches and adaptive strategies in building resilience, reflecting the critical need for destinations to continuously evolve in response to both new challenges and ongoing changes in their operational and environmental contexts. This evolution indicates a robust and responsive academic field poised to contribute significantly to practical, policy, and strategic discussions in tourism management.

Table 1: Resilience in practice: strategic insights from recent research on tourist destinations

Paper reference	Insight
(Hafsi et al., 2023)	The study on the island of Cozumel identified critical weaknesses in pandemic risk management, highlighting the need for multidisciplinary approaches to enhance socioeconomic resilience.
(Traskevich & Fontanari, 2023)	Post-COVID19 resilience strategies for tourism focus on the use of local resources, product diversification and regional cooperation. They emphasized sustainable business models, community involvement and mental well-being, to better respond to future crises.
(Xu et al., 2023)	Post-Wenchuan earthquake, Sichuan's tourism policies significantly improved industry resilience, highlighting the effective use of policy in disaster recovery.
(Ketter, 2022)	Resilience strategies include safety measures, image restoration campaigns, infrastructure investments, product and market diversification, and organizational reforms. These actions aim to restore tourism while strengthening destinations' adaptability to future crises.

Table 1 presents resilience strategies for tourism destinations drawn from various studies. It highlights the importance of a multidisciplinary approach to pandemic risk management, emphasizing the need to strengthen socio-economic resilience by addressing the critical weaknesses identified in Cozumel (Hafsi et al., 2023). Post-COVID19 strategies prioritize the use of local resources, product diversification, regional cooperation and sustainable economic models, while emphasizing community involvement and mental well-being to better cope with future crises (Traskevich & Fontanari, 2023). Furthermore, the implementation of effective policies significantly improved the resilience of the tourism sector in Sichuan after the Wenchuan earthquake, illustrating the importance of government policies in disaster recovery (Xu et al., 2023). Finally, resilience strategies include safety measures, image restoration campaigns, infrastructure investments, and product and market diversification, aimed at restoring tourism while enhancing destinations' adaptability to future crises (Ketter, 2022). These studies demonstrate that the resilience of tourist destinations relies on an integrated approach that combines multidisciplinary tactics, stakeholder engagement, responsive policies, and a focus on sustainability. Collaboration among all relevant stakeholders is essential for effectively navigating crises and building strong foundations for the future.

Methodology

To examine the role of resilience in the development of tourist destination resilience and to evaluate how this research field has evolved, a method called "bibliometric analysis" was employed. This quantitative method aims to systematically analyze, link, map, and visualize publications and contributions related to specific research topics such as "destination resilience" and "tourism resilience" (Nobanee & Ellili, 2023). To map the research field of tourist destination resilience in a multidimensional way, four types of bibliographic analyses were applied: bibliographic coupling, co-citation, co-authorship, and co-occurrence analysis, leveraging their analytical properties to explore the data sets of this research. First, bibliographic coupling is a measure of similarity that uses this measure as a means of classifying documents into specific and similar relationships (Guo et al., 2022). This analysis considers the research domains of the author, the citation network, and the content of the documents, among other elements. Co-citation is also a measure of similarity, but of a semantic type, for documents that are cited together (Boyack & Klavans, 2010). Co-citation analysis is a measure that evaluates how frequently two documents are cited together to help structure the similarity of a thematic domain (Small, 1973). Co-authorship refers to a form of collaboration between two or more authors who share the authorship of a publication and the effort required for its publication (Braun et al., 2005). In this case, a journal article represents any form of individual contribution, allowing each author to share the responsibility for the results equally (Ponomariov & Boardman, 2016). Finally, co-occurrence analysis is often applied in various data extraction techniques for numerical and textual data. This analysis, also known as concordance or coincidence, is the quantitative counting process of a pair of data based on mutually correlated words (Muppidi & Reddy, 2020). It serves as the basis and framework for the analysis of these data. For this research, Scopus was used as the primary database tool to construct the search query and collect the necessary information for the analysis conducted. Scopus is the largest abstract and citation database for peer-

reviewed publications, including journal articles, conference proceedings, books, and book chapters (Nobanee & Ellili, 2023). Using such a database facilitated access to a structured set of documents and articles mainly focused on how the tourism sectors use data to enhance tourism resilience. As shown in Table 2 and Figure 1, the constructed query was refined three times to restrict the final data set to only the most relevant documents. This was achieved by including conditions that met the objective of our report. The refinement process is as follows: The search criteria for the first query included the appearance of the two main keywords "tourism resilience" AND "destination resilience" in the titles, abstracts, or keywords of the database documents. The search criteria resulted in the generation of 1214 documents. Then, the search criteria were modified to include all types of documents and exclude books, errata, trade journals, and undefined documents. Additionally, the query was further refined by limiting the search results to documents written only in English, which led to a reduction in the number of documents from an initial set of 138 to 121. Among these documents, 17 were excluded because they did not meet the study's objectives, primarily because they were not academic articles or did not specifically address the concepts of 'tourism resilience' or 'destination resilience'. Additionally, only articles written in English were retained for this analysis. Furthermore, the final constructed query considered all subject areas, in addition to allowing inclusive access to both open access and non-open access documents. The final refined data set included documents published over the past 9 years (2014–2024). The data were extracted on April 30, 2024.

Table 2: Search query

Description	Conditions	Documents
Search query	TITLE-ABS-KEY “Tourism resilience” or “Destination resilience”	121 documents
Access	Open access & non-open access documents	
Search date	April 21, 2024	
Years	2014 - 2024	
Document Types	articles	
Language	English language	

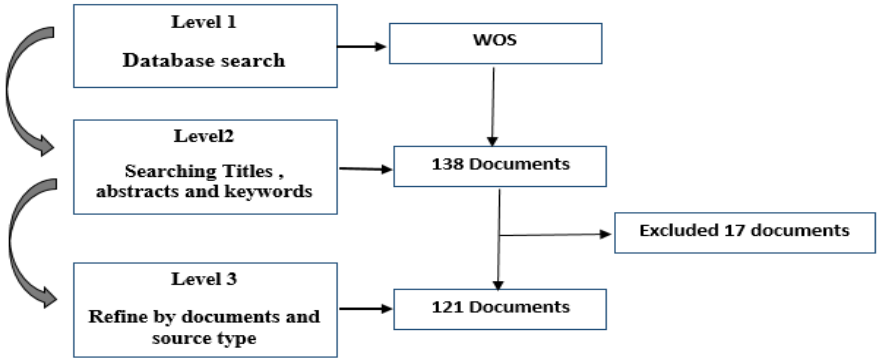

Figure 1: The process applied for delimiting literature (PRISMA chart)

To process and analyze the data set collected from Scopus, the VOSviewer software was used in conjunction with CiteSpace. VOSviewer is a scientific mapping and data network tool that allows for the systematic visualization of large amounts of bibliometric data. The initials "VOS" in the software's name stand for "Visualization of Similarities," which translates to the representation of analyzed elements and their distances (Vanhala et al., 2020). VOSviewer is a bibliometric analysis software that enables researchers to explore large bibliographic data sets and identify patterns, connections, and trends in a specific research topic (Van Eck & Waltman, 2010).

Results

Publication growth

The data retrieved from the Scopus database on tourist destination resilience includes 138 different documents. The documents were published from 2014 to April 30, 2024. Figure 2 illustrates the general trends in the subject. In 2014, twelve documents were published, and this number began to increase each year, reaching a maximum of 142 documents in 2023. Thus, the overall trend is upward and is expected to continue to grow, as tourist destination resilience is an emerging topic that attracts researchers from around the world. Figure 3 shows the distribution of documents by type, while Figure 4 shows the distribution of the same documents by subject. Both figures indicate various trends in the published documents. More specifically, Figure 3 indicates that journal articles dominate the publication on tourist destination resilience (69%, n = 83), followed by book chapters (19.5%, n = 23).

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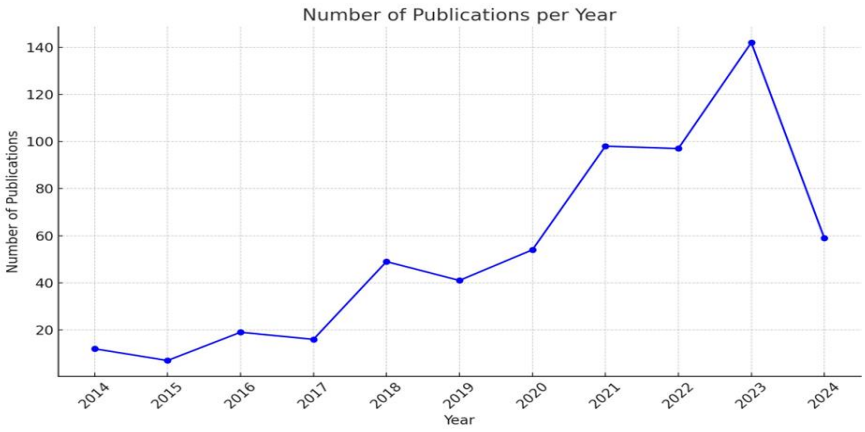

Figure 2: Annual number of publications on tourism resilience and destination resilience

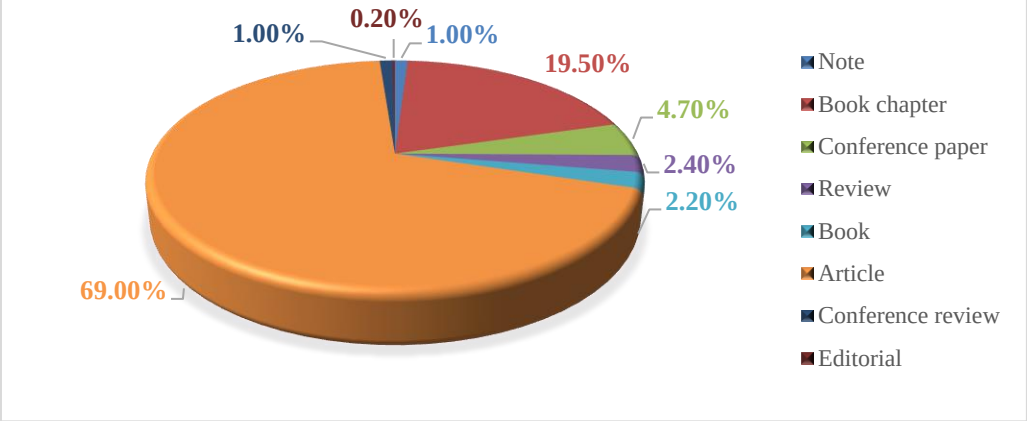

Figure 3: Documents by type

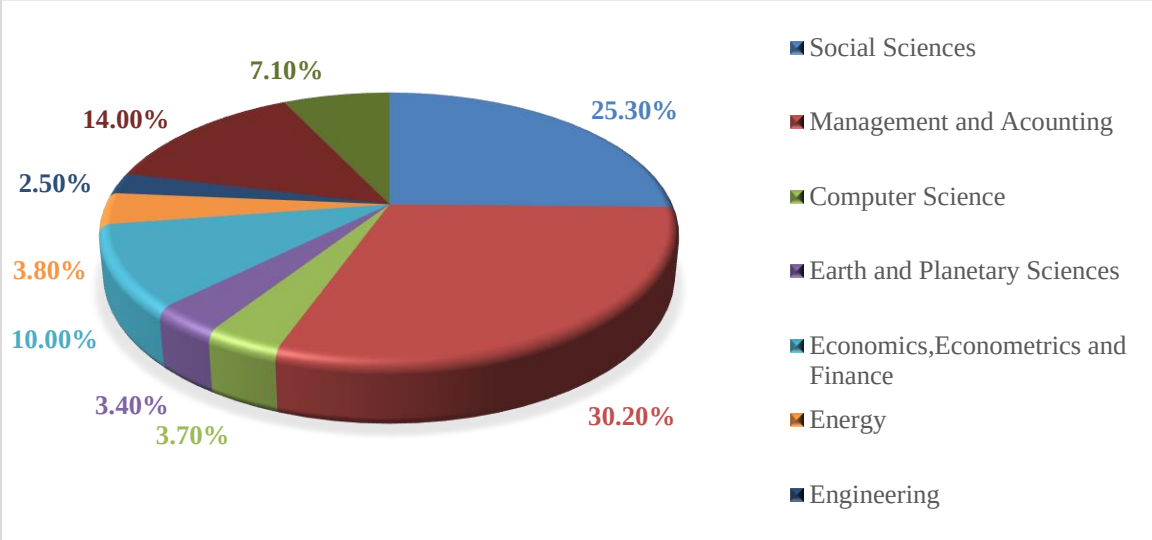

Figure 4: Documents by subject area

Furthermore, Figure 4 shows that most documents on destination resilience and tourism resilience have been produced in the field of Business, Management, and Accounting (30.2%, n = 37), while 25% (n = 30) of the documents were related to Social Sciences and 14% (n=17) of the published documents were related to Environmental Sciences.

Citation analysis : Top documents

Using VOSviewer, the most cited documents in the journals, along with their number of citations, were identified. The ranking of the documents was based on the number of citations. This type of analysis will provide future researchers with the top-ranked documents containing the most relevant data on the subject, allowing them to gain a thorough understanding of destination resilience and tourism resilience and know exactly where to start (see Table 3). Several articles with a high number of citations

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have been published. In the first position is the document "Tourism resilience in the context of integrated destination and disaster management (DM2)" with 101 citations, which is considered a high number given that the article was published in 2020. Additionally, the documents by Filimonau & De Coteau (2020) and Bethune et al. (2022) have the highest total link strength, indicating their strong connection with other documents (Figure 5). In general, the articles have a relatively small number of citations since the topic only started gaining attention recently, around 2010; thus, a significant amount of time has passed for each article to be well recognized, and the topic has grown significantly over time.

Table 3: Top 10 cited documents on "Tourism resilience" and "Destination resilience"

Document	Authors	Number of Citations	Total link strength
1	Gretzel (2018)	43	3
2	Bethune (2022)	26	3
3	Filimonau (2020)	101	3
4	Prayag (2020)	92	2
5	Amore (2018)	58	2
6	Traskevich (2023)	37	2
7	Pyke (2016)	26	2
8	Jarratt (2020)	28	1
9	Bangwayo-Skeete (2021)	27	0
10	Dwyer (2019)	84	0

The citation analysis in the field of tourism resilience reveals a research landscape characterized by a relatively small number of documents and citations. Even though some works, such as those by Filimonau & De Coteau (2020) and Prayag et al. (2020), are more frequently cited, the overall number of citations remains moderate, as well as their connection with other documents. This observation suggests that research on tourism resilience might be an emerging or less explored area in academic literature. The specific topics addressed in these works can also influence citation levels, with differences in relevance and perceived impact depending on the subjects. Although the number of citations is relatively low, these results highlight promising research avenues and underscore the importance of ongoing efforts to better understand and improve the tourism industry's capacity to respond to challenges and disruptions. The diversity of publication years of the articles may indicate an evolution in research orientations and methodologies in the field of tourism resilience. More recent documents may reflect the current challenges faced by the tourism industry, such as pandemics, climate change, or economic crises, while older documents may provide theoretical foundations or historical case studies.

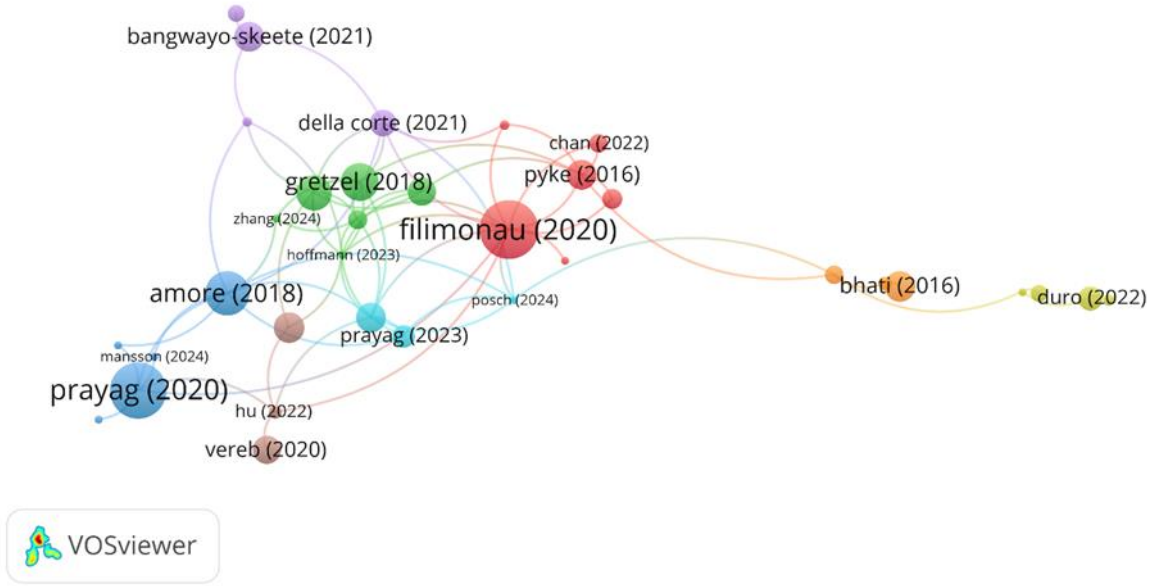

Figure 5 : Top documents map

Most productive sources

Table 4 lists other primary sources by the number of citations. We observed that Tourism Review International provides the largest number of documents with a relatively high total number of citations of 6, while Sustainability provides a similar number of documents but a much lower total number of citations of 5. The journals "Tourism Planning and Development" and "Tourism Geography" have fewer articles, but the total number of citations is similar, both being cited 4 times (Figure 6).

Table 4: Top 4 most productive sources by number of citations

Source	Documents	Number of Citations	Total Link Strength
Tourism Review International	6	242	9
Sustainability	5	37	6
Tourism Planning & Development	4	79	7
Tourism Geographies	4	37	2

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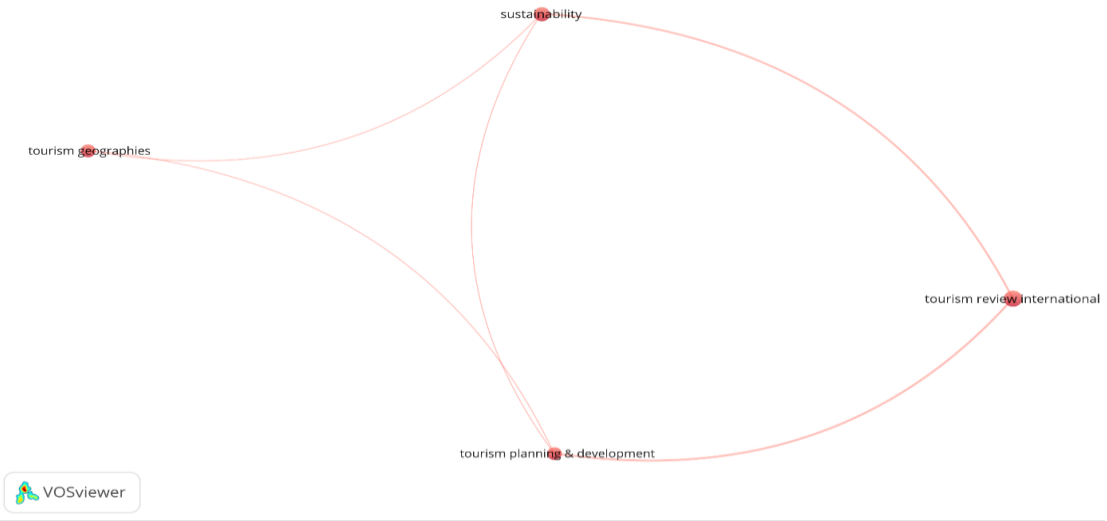

Figure 6: Mapping of most productive sources map

Most influential authors

The analysis of influential authors in the field of tourist destination resilience opens new perspectives for upcoming researchers who are eager to contribute to this domain and collaborate with the main research actors. These researchers could benefit from the in-depth expertise of renowned authors, both in this specific field and in related areas. Therefore, this article emphasizes the most influential authors in terms of citations, given that the field is still developing and most authors have only published one to three documents in this domain. According to the analysis generated by VOSviewer, the author who wrote the most cited document on "destination resilience" and "tourism resilience," titled "Tourism resilience in the 'new normal': Beyond jingle and jangle fallacies?" is Prayag, G., with 165 citations. Similarly, Couteau, D., and Filimonau, V., are placed second as authors of the second most cited document titled "Tourism resilience in the context of integrated destination and disaster management (DM2)," with 101 citations (Table 5 and Figure 7).

Table 5: Top 20 of influential authors by number of citations

Author		Documents	Number of Citations	Total Link Strength
1	Fontanari, Martin	3	48	21
2	traskevich, Anastasia.	3	48	21
3	Gretzel, Ulrike.	1	43	8
4	Prayag, Girish.	3	165	8
5	scarpino-johns, Miichelle	1	43	7
6	de coteau, Delysia	1	101	7
7	Fiilimonau, Viachaslau	1	101	6
8	De lacy, Terry	2	36	6
9	Pyke, Joanne.	2	36	4
10	Davies, Nick J	1	28	4
11	Jarrati, David	1	28	2
12	Amore, Alberto	1	58	2
13	Hall, C. Michael	1	58	0
14	Bhati, Abhishek	1	28	0
15	Chen, Ning (Chris)	1	84	0
16	Dwyer, Larry	1	84	0
17	Lee, Jenny (Jiyeon)	1	84	0
18	Sharma, Amit	1	28	0
19	Skeete, Ryan W	1	27	0
20	Upadhayaya, Aditya	1	28	0

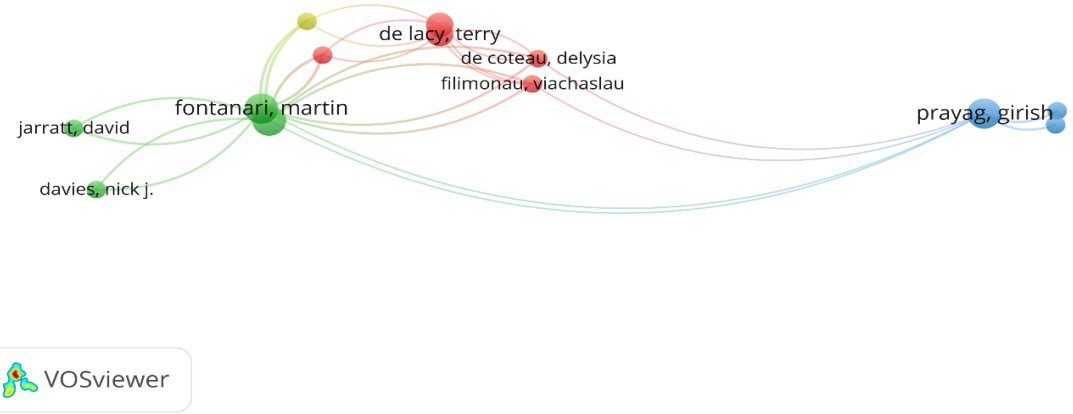

Figure 7: Mapping of most influential authors

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Top contributing organizations

The study of major organizations will help future researchers discover the entities working in this field. This will enable them to seek their assistance in large projects requiring financial and professional support. Similarly, graduate students can target these organizations if they aspire to work in a related field or specialize in a related domain. VOSviewer was used to identify key organizations based on the number of citations. At the top of the ranking is the University of Canterbury in New Zealand, which has accumulated 249 citations from the main documents it has published. The second-ranked organization is Bournemouth University in England, which has received 127 citations (Table 6). Following this, are the University of Ljubljana in Slovenia, the University of New South Wales in Australia, the International Academy for the Study of Tourism in Turkey, and Griffith University in Australia, which have received 84 citations each for the main documents they have published. The top-ranked organizations in the fourth position are Linnaeus University in Sweden, Southampton Solent University in England, the University of Johannesburg in South Africa, and the University of Oulu in Finland. All of these organizations have received 58 citations each, as they have published the fourth most cited document in the field of big data in insurance (Figure 8).

Table 6: Top 20 contributing organizations by number of citations

Organisation		Documents	Number of Citations	Total Link Strength
1	Belarusian State Econ	3	48	17
2	Bournemouth University	2	127	17
3	International School of Management ism	3	48	17
4	University of Canterbury	4	249	13
5	Miami University	1	43	7
6	University of Southern Califonia	1	43	7
7	Linnaeus University	1	58	3
8	Southampton Solent University	1	58	3
9	University Johannesburg	1	58	3
10	University of Oulu	1	58	3
11	Griffith University	1	84	0
12	International Academy for the Study of Tourism	1	84	0
13	University of Ljubljana	1	84	0
14	University of New South Wales	1	84	0
15	University of Technology	1	84	0

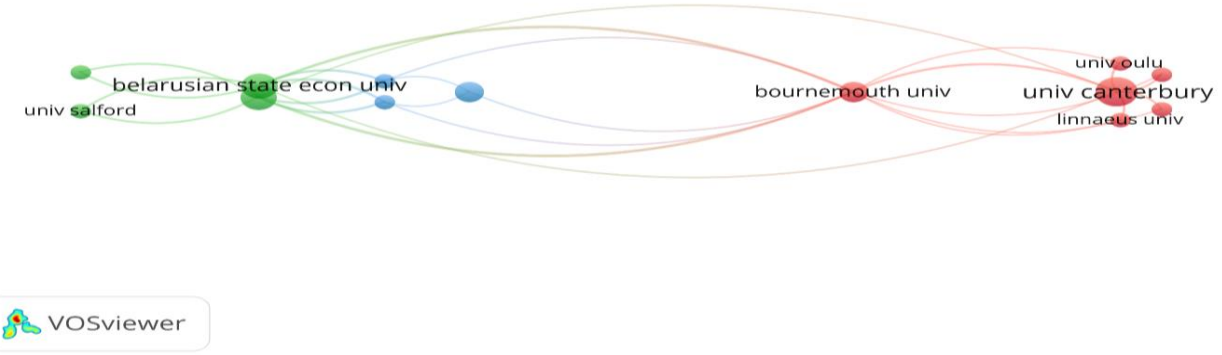

Figure 8: Mapping of most contributed organizations

Most popular countries

Identifying the countries that publish the most on topics related to tourist destination resilience will help researchers find the countries currently interested and engaged in this field. Moreover, this could pave the way for new graduates wishing to pursue their studies in this domain and allow them to seize opportunities in these countries, as they already possess knowledge in this emerging field. Using VOSviewer, as shown in Figure 9, the articles were sorted based on the highest number of documents and the highest number of citations. In terms of the number of documents, the United States and China occupy the first place with 8 documents each, followed by England and Spain with 5 documents each. Next are Germany, New Zealand, and Australia, which have 4 documents each, while Belarus has 3. Finland and Sweden close the ranking with 2 documents each (Table 7). Thus, the main contributing countries include both developed and emerging economies, demonstrating their interest in adopting the latest technologies to further support and improve their economies. Engagement in research on tourist destination resilience can be interpreted as a strategy to enhance the sustainability and competitiveness of tourism in response to the challenges and opportunities related to evolving visitor expectations and environmental, economic, and social conditions.

Table 7: Top 14 countries by number of documents

Country		Documents	Number of Citations	Total Link Strength
1	England	5	231	46
2	Germany	4	48	32
3	USA	8	117	27
4	Belarus	3	48	24
5	New zealand	4	249	23
6	China	8	40	23
7	Austria	2	0	19
8	Australia	4	132	13
9	Finland	2	58	12
10	Sweden	2	58	12
11	Spain	5	26	6

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12	Japan	2	22	4
13	Indonesia	2	2	1
14	Malaysia	2	6	0

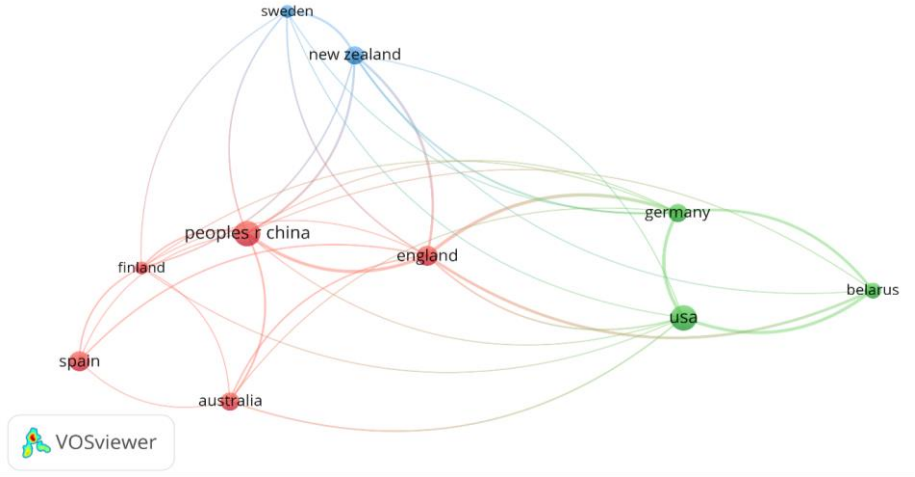

Figure 9: Mapping of most popular countries.
Source: Own elaboration using VOSviewer

Co-citation analysis: Top co-cited references

Co-citation analysis is a type of analysis that helps structure the similarity of a particular domain by evaluating the frequency of a cited reference. Two documents are called co-cited references when they are both included in the reference list of a third document (Guo et al., 2022). As shown in Figure 10, the co-citation analysis revealed that there are 10 documents out of 1779 that are co-cited at least ten times.

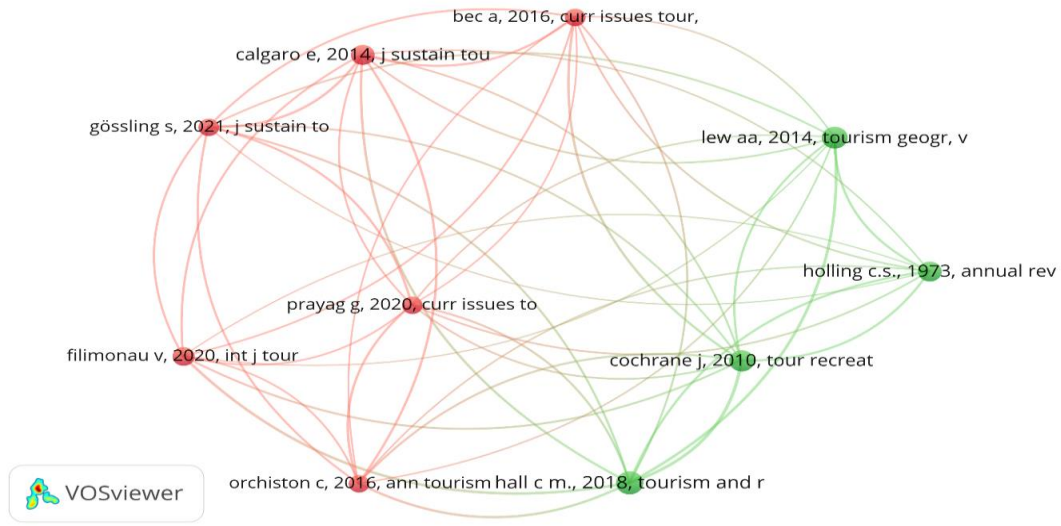

Figure 10: Mapping of top co-cited references

The analysis resulted in assigning all co-cited references to three clusters, which means that each cluster represents a set of references that are closely related based on their co-citation in other documents. Each cluster can represent a specific research topic or sub-domain, indicating the main topics and emerging trends addressed in the literature. The co-cited references within each group are closely related and share similar concepts, providing insight into the relationships and interactions between different sources. Moreover, the temporal changes in co-cited references from 2010 to 2024 indicate that research on this subject has evolved over time, reflecting shifts in research focus and the challenges faced by the tourism industry. Therefore, the analysis provides a comprehensive perspective and understanding of the dynamics of research on tourist destination resilience, which is valuable for researchers, tourism professionals, and policy makers. The strength of the relationship between elements in the analysis, such as the cited references, is represented by the distance between the elements appearing on the network map. Thus, the closer the cited references are to each other, the stronger their relationship. In this co-citation analysis, the total link strength provided by VOSviewer was used to measure the strength of a pair of connected references. As presented in Table 8, Hall CM (2018) is the most co-cited reference with a total of 17 citations and has the highest link strength. It is followed by Cochrane J (2010) with 14 citations and a relatively high link strength. Relatively, the most connected references, with a total link strength of 59 and 49, have more than ten citations and focus on resilience in hospitality and tourism (Amore et al., 2018; Cochrane, 2010). All other co-cited references have been cited at least 10 times, with a total link strength ranging from 36 to

45. These co-cited references were published between 1973 (Holling, 1973) and 2021 (Gössling & Higham, 2021). Most of these references are publications in the field of tourism and hospitality.

Table 8: Top 10 co-cited references

Cited Reference		Number of Citations	Total Link Strength
1	Hall CM (2018)	17	59
2	Cochrane J (2010)	14	49
3	Calgaro E (2014)	13	45
4	Gossling S (2021)	10	43
5	Orchiston C (2016)	10	42
6	Filimmonau V (2020)	11	39
7	Prayag G (2020)	10	39
8	Bec A (2016)	10	38
9	Lew AA (2014)	15	38
10	Holling CS (1973)	13	36

Keywords analysis: Most relevant keywords

This study analyzes published literature using keyword co-occurrence analysis to identify research trends in tourism destination resilience. Total link strength measures the frequency of keyword co-occurrence in documents. Results were visualized with VOSviewer, where larger keyword circles indicate higher mention frequency in the dataset. The keyword network map (Figure 11) shows that there are 16 critical keywords with a minimum of 4 occurrences, leading to related keywords on the studied topic. The results of the analysis confirm that "Vulnerability," "Destination resilience," and "Management" significantly dominate the research context of destination and tourism resilience (Table 9). The strength of the relationships between all keywords under the clusters coded in blue and green is discernible due to the similar distances between them. Furthermore, almost all the listed keywords are not fundamentally related to each other, given the moderate distance between them. By counting the frequency of keyword occurrences, the research hotspots on the subject can be analyzed.

Table 9: Top 20 relevant keywords by number of occurrences

Keyword		Occurrences	Total Link Strength
1	Framework	18	80
2	Vulnerability	16	73
3	Destination resilience	17	57
4	Resilience	15	57
5	Management	10	48
6	Community resilience	10	46
7	Tourism	12	42
8	Sustainability	9	37
9	Tourism resilience	11	35
10	Climate-change	5	32
11	Organizational resilience	8	30
12	Community	7	27
13	Recovery	4	24
14	Risk	4	23
15	Crisis	4	22
16	Perspective	5	19
17	Adaptation	4	17
18	Crisis management	5	17
19	Sustainable tourism	4	16
20	Impacts	4	14

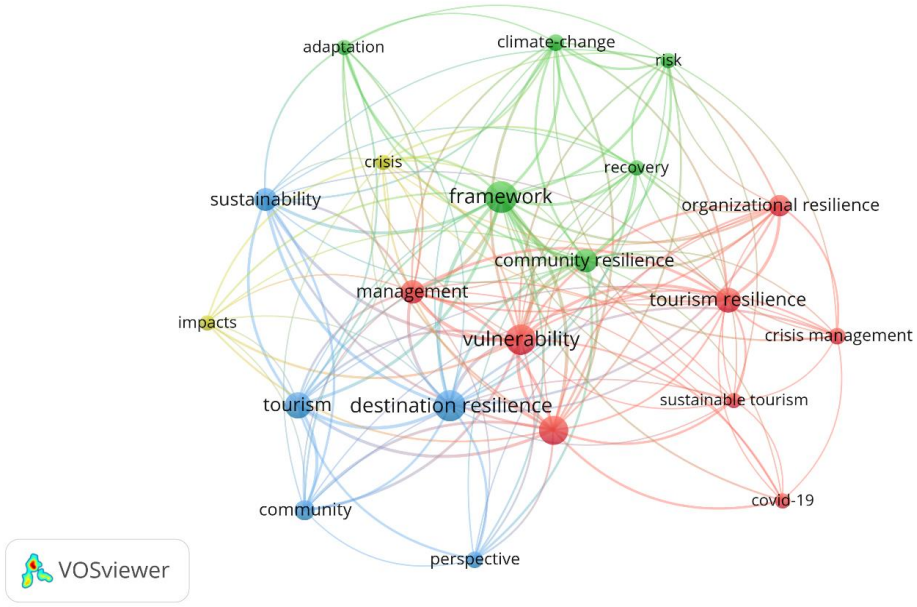

Figure 11: Mapping of most relevant keywords

The Community Resilience and Adaptation cluster (Green Cluster) focuses on frameworks and strategies to enhance tourism resilience. Keywords like "community resilience," "recovery," and "adaptation" highlight the need for policies supporting crisis recovery. The emphasis on "frameworks" indicates a methodological approach to resilience. This aligns with Scott et al. (2016) on climate adaptation, Becken (2013) on sustainable tourism, and Ritchie & Gill (2018) on adaptation frameworks**.**

The Sustainability and Climate Change cluster (Blue Cluster) highlights the role of environmental sustainability in tourism resilience. "Destination resilience" stresses the need to strengthen tourist destinations while ensuring long-term sustainability. "Sustainability" underscores responsible tourism that respects the environment, communities, and local economies. This cluster integrates resilience with sustainable practices, aligning with Butler (1999) on sustainable tourism, Bramwell & Lane (2011) on governance, Murphy (1985) on community involvement, and Saarinen (2006) on sustainable tourism practices. The Vulnerability and Crisis Management cluster (Red Cluster) focuses on risks, resilience, and crisis management in tourism, especially post-COVID-19. "Vulnerability" highlights destinations' exposure to threats, while "resilience" stresses strengthening stakeholders' capacity to cope. "Crisis management" underscores the need for effective mitigation strategies. This aligns with Hall et al. (2017) on organizational resilience, Mair et al. (2016) on crisis management, and Lew et al. (2016) on adaptive capacity for recovery. The Governance and Impact Management cluster (Yellow Cluster) highlights the importance of governance, management, and the broader impacts of tourism. This cluster aligns with Bramwell (2011) work on tourism governance and Dredge & Jenkins (2016) perspective on destination management. Effective governance and management are essential for mitigating the negative impacts of tourism and enhancing resilience. This underscores the need for inclusive decision-making processes, as discussed by Bramwell & Lane (2011). The emphasis on governance and impact management indicates the necessity of structured and participatory approaches to enhance tourism resilience effectively. The map highlights the interconnected nature of tourism destination resilience research, emphasizing interdisciplinary approaches to complex challenges. Color-coded clusters represent various streams of research, highlighting the interplay between sustainability, governance and adaptation. Understanding these themes is essential to developing effective short- and long-term strategies for tourism. Table 10 shows the thematic groups and key references for relevant keywords.

Table 10: Thematic clusters and key references for most relevant keywords

Cluster	Keywords	Main Themes	Key References
1. Community Resilience and Adaptation (Green)	Framework, Community Resilience, Recovery, Adaptation	Development of conceptual frameworks and strategies to strengthen tourist community resilience; emphasis on community recovery and adaptation to disruptions.	Scott et al. (2016), Becken (2013), Ritchie (2009)
2. Sustainability and Climate Change (Blue)	Sustainability, Climate Change, Environment	Importance of environmental sustainability and climate change adaptation in tourism resilience; promoting sustainable practices for long-term resilience.	Butler (1999), Bramwell & Lane (2011), Murphy (1985), Saarinen (2006)
3. Vulnerability and Crisis Management (Red)	Vulnerability, Resilience, Tourism Resilience, Organizational Resilience, Crisis Management, COVID-19	Focus on vulnerability and crisis management in tourism, especially in response to COVID-19; importance of strengthening organizational resilience and crisis strategies.	Hall et al. (2017), Mair et al. (2016), Lew et al. (2016)
4. Governance and Impact Management (Yellow)	Impact, Crisis	Governance and management of tourism impacts; effective governance to mitigate negative impacts and enhance resilience through inclusive decision-making.	Bramwell (2011), Dredge & Jenkins (2007), Bramwell & Lane (2011)

Top author keywords

First, an author keyword refers to a type of keyword that best reflects the content of a document as selected by the author. Using VOSviewer, our keyword analysis identified 19 author keywords (Table 11), each selected by at least 2 authors as the most relevant keywords for their research articles on the applications of big data in the insurance industry. This filtering process resulted in the formation of five colour-coded clusters (Figure 12, Table 12). Figure 12 represents a keyword network visualizing the relationships between different terms often associated with academic publications. The keywords are organized around a few main pivot terms, such as "resilience," "tourism," and "destination." The lines connecting the words indicate thematic associations or links that are often explored together in the research literature. Here is an interpretation of the main clusters and their interconnections:

Table 11: Top keywords authors by number of occurrences

Keyword		Occurrences	Total Link Strength
1	Resilience	14	23
2	Destination resilience tourism resilience	17	22
3	Sustainability	11	10
4	Tourism	4	8
5	Covid-19	6	8
6	Disaster Management	4	**7**
7	Sustainable tourism	3	**7**
8	Bushfire	3	6
9	Multi-stakeholder perspective	2	5
10	Nature-Based Tourism	3	5
11	Coastal tourism	2	5
12	Organizational resilience	2	4
13	Bibliometric analysis	3	4
14	Climate change	2	3
15	Corporate resilience	2	3
16	Destination Management	**2**	3
17	Ecological	2	3

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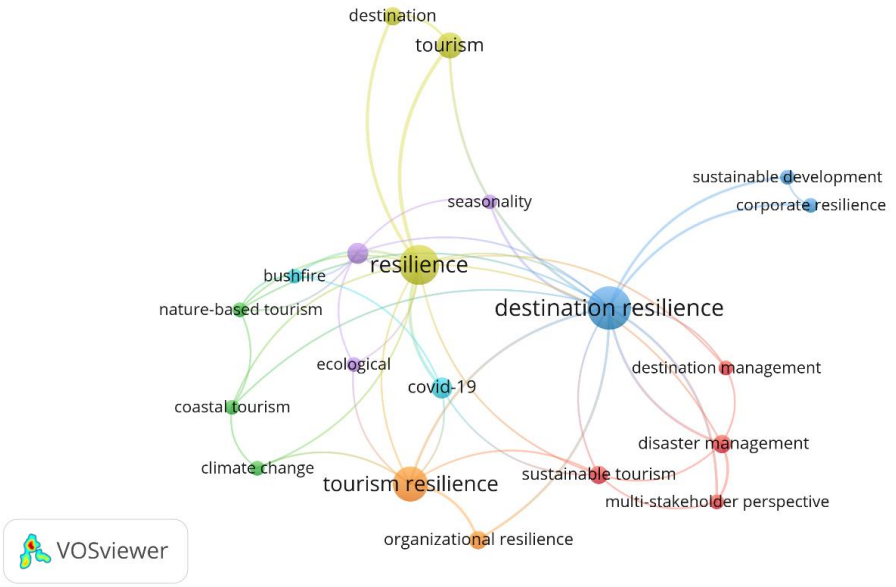

Figure 12: Mapping network of keywords authors

Table 12: Thematic Clusters and key references for keywords authors

Cluster	Key Terms	Main Themes	References
Yellow Cluster: Resilience and Tourism	Resilience, Tourism, Destination, Seasonality, Ecological	Interaction between resilience and various tourism aspects, natural disasters (e.g., bushfire)	Butler (1999), Saarinen (2006), Becken (2013)
Blue Cluster: Destination Resilience	Destination Resilience, Tourism, Community, Perspective	Community involvement in building resilient destinations, governance, and sustainable development	Bramwell & Lane (2011), Murphy (1985)
Red Cluster: Vulnerability and Management	Vulnerability, Management, Disaster Management, Multi-Stakeholder Perspective	Challenges of risk and crisis management in tourism, collaboration to address vulnerabilities	Mair et al. (2016), Hall et al. (2017)
Green Cluster: Sustainability and Adaptation	Sustainability, Climate Change, Nature-Based Tourism, Coastal Tourism	Sustainable tourism, climate change adaptation, specific niches vulnerable to climate change	Scott et al. (2016), Becken (2013), Ritchie (2009)
Light Blue Cluster: Corporate Resilience	Corporate Resilience, Sustainable Development	Corporate strategies for resilience and sustainability in business practices	Hall et al. (2017), Bramwell (2011)

Analysis of the keyword network reveals essential information about tourism resilience and its influencing factors. Firstly, resilience is central to tourism, encompassing disaster management, sustainability and health crises such as COVID-19. Its fundamental role is in line with Butler (1999) on sustainable tourism and Saarinen (2006) on ecological considerations. Secondly, tourism and sustainability are closely linked. Keywords such as "sustainability" and "ecological" underline the growing importance attached to sustainable tourism. Scott et al. (2016) and Becken (2013) highlight the role of sustainability in climate change response and environmental management. Thirdly, community involvement and governance are crucial. Terms such as "community" and "perspective" underline their role in resilient destinations. Bramwell & Lane (2011) emphasize the impact of governance, while Murphy (1985) highlights the role of community tourism in building resilience. Fourthly, collaboration in crisis management is essential. A multi-stakeholder approach is needed to address tourism vulnerabilities through coordinated risk and crisis management. Mair et al (2016) highlight the importance of crisis management, while Hall et al (2017) emphasize organizational resilience and collaboration. Fifth, adaptation to climate change is crucial, particularly for nature-based and coastal tourism. Adaptation strategies are needed to build resilience (Ritchie, 2009; Scott et al., 2016; Becken, 2013). Sixth, business resilience is vital. Businesses must integrate resilience into their sustainability strategies (Bramwell & Lane, 2011; Hall et al., 2017) to ensure long-term success in the tourism sector. From the network diagram and cluster analysis, it is evident that tourism resilience is a multi-dimensional and interconnected concept. It involves integrating resilience into various aspects of tourism, from community involvement and governance to corporate strategies and sustainability practices. The necessity for collaboration and adaptive strategies to address vulnerabilities and climate change is also crucial. These insights suggest that a holistic and integrated approach is essential for strengthening resilience in tourist destinations, enabling them to withstand and recover from various shocks and stressors.

Discussion

Tourism resilience refers to the ability of the tourism industry as a whole to withstand and recover from crises. Key factors influencing tourism resilience include seasonality, economic shocks, and market diversification (Figure 13). These elements shape the industry's capacity to adapt to changing conditions and maintain stability in the face of disruptions. The sector's vulnerability to various crises, such as natural disasters and pandemics, underscores the need for resilience. In this context, Wang et al. (2022) highlighted the importance of strategic planning and adaptive capacity, emphasizing that proactive measures can enhance resilience and facilitate recovery after disruptions. Their research underscores the crucial role of foresight and flexibility in managing tourism-related crises. Innovation is critical for the survival and success of organizations in tourism, especially when facing challenges like the COVID-19 pandemic. Della Corte et al. (2021) emphasized the importance of open

innovation as a key factor in resilience within the tourism industry, noting that the ability to innovate and adapt is essential for overcoming challenges and achieving long-term success. Their findings suggest that adopting new ideas and technologies can enhance resilience and promote sustainable development in tourism.

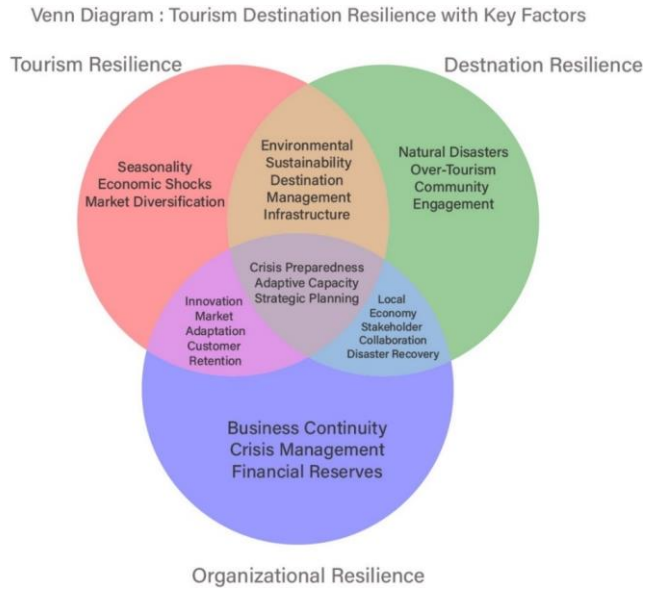

Figure 13: Key factors of resilience in tourist destinations

The proposed multidimensional framework integrates key elements such as innovation, stakeholder engagement, sustainability and adaptability to strengthen tourism resilience. It focuses on resilience at the organizational and destination level, integrating crisis management, strategic planning and technology adoption. Each dimension is interdependent, fostering a holistic approach to crisis resilience and recovery. The alignment of these factors provides tourism stakeholders with a comprehensive guide to developing effective resilience strategies. Destination resilience focuses on a place's ability to adapt and recover from disruptions such as natural disasters, overtourism and community engagement. Wang et al. (2022) highlight the need for sustainable management, strategic planning and adaptation frameworks to ensure resilience. Della Corte et al. (2021) emphasize risk assessment and mitigation, proposing a framework that prioritizes risk management and adaptive capacity. Their study highlights the role of resilience in supporting local communities and sustainable tourism through proactive planning and engagement. Organizational resilience refers to the ability of tourism businesses to adapt and recover from disruption. Key factors are business continuity, crisis management and financial reserves. Wang et al. (2022) investigate the link between tourism and destination resilience, focusing on sustainable practices and infrastructure investment. Della Corte et al. (2021) highlight the importance of strategic management and open innovation to ensure adaptability at the organizational and destination level. Chan et al. (2021) emphasize that customer loyalty and market adaptation are essential to the survival of tourism organizations. The resilience of destinations and organizations relies on factors such as local economies, collaboration between stakeholders and disaster management. Bangwayo-Skeete & Skeete (2021) highlight the role of partnerships and community engagement in ensuring long-term sustainability. Similarly, Cahyanto et al. (2020) make the case for effective disaster management and adaptive capacity, emphasizing the importance of preparedness, response and recovery. The resilience of the tourism sector, encompassing destinations and organizations, depends on crisis preparedness, adaptability and strategic planning. Bangwayo-Skeete & Skeete (2021) argue that resilience is most effective when approached holistically, integrating diverse perspectives. Chan et al. (2021) focus on adaptability and strategic planning, asserting that resilience requires stakeholders to anticipate rapid change and develop forward-looking strategies. Proactive planning, open innovation, effective management, sustainable development and stakeholder collaboration are fundamental elements of resilience. In conclusion, resilience in tourism guarantees long-term success and sustainability. Holistic, integrated strategies that include crisis preparedness, adaptability and strategic planning enable organizations and destinations to withstand and recover from disruption. Innovation, collaboration and sustainable management are key to building resilience in the tourism sector.

Conclusion

In conclusion, tourism destination resilience relies on an integrated approach that combines multidisciplinary tactics, stakeholder engagement, responsive policies**,** and a focus on sustainability. Recent research highlights that crisis management strategies and technological innovations, such as mobile payments and virtual tours, have become key to ensuring operational resilience during the COVID-19 pandemic **(**Chokoe et al**.,** 2023). Emphasis have been placed on digital transformation and the adoption of contactless technologies as essential tools for promoting the long-term resilience of tourism destinations (Alhammad et al., 2023). The importance of market diversification and community engagement in developing robust resilience strategies for tourism destinations have also been emphasized (Peng et al., 2023; Romão, 2020). It has also been argued that diversifying markets helps stabilize economic growth, while community engagement fosters resilience through local

collaboration and stakeholder involvement. Furthermore, the role of local communities in developing effective crisis management strategies, which are essential for building resilience in sustainable tourism, and the need to integrate sustainability into resilience plans to ensure a sustainable and balanced recovery have been stressed (Chokoe et al., 2023; Higgins-Desbiolles, 2020). Therefore, tourism destination resilience is a multidimensional concept that requires the collaboration of all stakeholders. This does not only enable them to navigate effectively through crises, but also to build solid foundations for the future. The lessons learned from the COVID-19 pandemic serve as a guide for shaping the future of tourism, with a focus on resilience, sustainability and the well-being of tourists and local communities.

Limitations

Studies on the resilience of tourist destinations are limited by the quality and availability of data, which are often incomplete or biased, affecting the robustness of conclusions. Research generally relies on specific case studies, limiting the generalization of results to other contexts. The diversity of methodological approaches complicates comparison and synthesis of knowledge. The complexity of tourist systems and interactions among socio-economic, environmental, and institutional factors make it difficult to identify causal relationships and generalizable solutions. Environmental and social changes add an additional layer of complexity, introducing uncertainties that are challenging to integrate into research models. There is a lack of unified theoretical frameworks for studying the resilience of tourist destinations, resulting in inconsistencies in definitions and measures, complicating comparison and integration of results. Variable stakeholder participation affects the implementation of resilience strategies and the validity of case study conclusions. Moreover, rapid advancements in information technologies unpredictably alter tourism dynamics, with long-term impacts still poorly understood. These limitations underscore the importance of adopting flexible and adaptive research approaches and promoting interdisciplinary and international collaboration.

Future research directions

To enhance the understanding and management of resilience of tourist destinations, it would be pertinent to explore integrated frameworks combining technological adoption, community engagement, and sustainable practices. Conducting longitudinal studies to observe the evolution of resilience strategies over time is essential for understanding long-term impacts and destination adaptation to ongoing challenges. Additionally, analyzing the impact of emerging technologies such as artificial intelligence, blockchain, and IoT could improve crisis management and recovery of tourist destinations. Furthermore, more in-depth research on community-based tourism resilience is necessary, focusing on local involvement and grassroots initiatives. Analyzing policy and governance frameworks will help understand how these structures influence the resilience of tourist destinations. Exploring the link between sustainability and resilience, by examining how sustainable tourism practices contribute to destination resilience, is also crucial. Finally, it is essential to focus on climate change adaptation by developing specific strategies for different types of destinations. Investigating economic diversification will help mitigate the impacts of global crises and economic recessions. Continuous study on the impact of global crises on tourism resilience will help understand specific vulnerabilities and develop tailored strategies to strengthen the long-term sustainability of the sector.

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