ACADEMIC

WEEKLY DIGEST

#HOSPITALITYatSurrey

INTELLIGENT AUTOMATION IN HOSPITALITY

LEADING A SYSTEMATIC KNOWLEDGE PRODUCTION ON AI AND SERVICE ROBOTS IN TOURISM AND HOSPITALITY

This week we introduce the **Curated Collection on AI and Robotics in Tourism** in **Annals of Tourism Research**, a top-ranked journal in the field, curated by **Prof Iis Tussyadiah**. Launched in March 2020, the collection features the latest research on AI, service robots, and automation in tourism and hospitality sectors and will continue to grow as new publications are added. Have a great week!

What's in this issue:

CURATING RESEARCH ON AI AND ROBOTICS IN TOURISM AND HOSPITALITY

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SCHOOL OF HOSPITALITY
& TOURISM MANAGEMENT

Curating Research on AI and Robotics in Tourism and Hospitality

PROF IIS TUSSYADIAH

As the travel, tourism, and hospitality industry undergo rapid digital transformation, with the increasing use of intelligent automation, especially spurred by the new requirements brought by the Covid-19 pandemic (see our previous Academic Weekly Digests), it is our responsibility as researchers to assist in ensuring that the application of advanced technologies will yield beneficial outcomes to individuals, the industry, and society.

The review article accompanying the launch of the **Curated Collection on AI and Robotics** in **Annals of Tourism Research** discusses the need to prepare the travel and tourism industry for a more automated future and proposes **four priorities** for further research in the area:

- designing beneficial AI,
- facilitating adoption of intelligent automation in the sector,
- fully assessing the impacts of intelligent automation,
- creating a sustainable future with AI for the sector

It is expected that the collection will encourage further research and facilitate a systematic knowledge production that reflects a concerted effort from the scientific community to ensuring beneficial applications of AI and robotics in travel, tourism and hospitality industry.

Follow **#ANNALSai** for updates on the Collection.

FURTHER READING

Tussyadiah, I.P. (2020). A review of research into automation in tourism: Launching the Annals of Tourism Research Curated Collection on Artificial Intelligence and Robotics in Tourism. *Annals of Tourism Research*.
Link: **bit.ly/3dGkmtr**

A 60-second Explainer Video of the article:
Link: **youtu.be/RKraubJG2So**