



# IMPROVING THE COMPETITIVENESS OF URBAN TOURISM DESTINATIONS THROUGH THE SMART CITIES CONCEPT

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## Abstract:

Urban areas are the heart of tourist movements in the world nowadays. Urban tourism contributes to the development of urban areas. Urban centres are the most significant users of resources and energy in rural areas and producers of waste and all forms of pollution. Since cities are complex systems, the concept of smart cities was developed to contribute to the infrastructural arrangement of the city, a cleaner, more sustainable environment, and thus a better quality of life for citizens. The research aims to show how important it is to apply the concept of smart cities to improve the competitiveness of urban tourist destinations. The study was conducted with respect to Copenhagen. A case study methodology reveals influential factors that make urban tourism based on smart city concepts competitive. The research contributes to improving urban tourism competitiveness and initiating smart city projects. Smart and sustainable city projects are strongly recommended.

## Keywords:

sustainable urban development, tourism attractiveness, smart city project, Copenhagen.

## INTRODUCTION

As one of the oldest and most significant civilizational phenomena in the evolution of human society, the city has always attracted people to live, work, visit and use its contents. The development of cities throughout history, increase in mobility, and change in lifestyle of citizens over the last few decades and global directions of sustainable tourism development have contributed to urban centres becoming attractive tourist destinations. As a form of tourism that contributes to urban areas' development, urban tourism turned into sustainable urban tourism as a necessity in compliance with global sustainable development objectives. City policymakers face water use, energy efficiency, waste management, and mobility challenges due to accelerated urbanization, dilapidated infrastructure, rapid population growth, and climate change. Moreover, they are faced with the possibility of significant tourism revenues, mainly if they have supported the strengthening of this sector over a long period. The New Urban Agenda, a roadmap for the construction of cities adopted by world leaders, is a global standard for sustainable urban development. With technical and financial support from international partners, national governments and local authorities implement the Agenda.

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# Quality Management In Urban Tourism

**William F. Theobald**



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Quality Management in Urban Tourism Peter E. Murphy, 1997-02-12 Quality Management in Urban Tourism is the first book to introduce the concept of quality management to urban tourism. It brings together theoretical and case study contributions from leaders in the field both in academic research and tourism management. **Quality Management in Urban Tourism** Peter E. Murphy, 1997

**Urban Tourism in the Developing World** Christian Myles Rogerson, Gustav Visser, Over the past decade the field of urban tourism has consolidated with the appearance of several books that concentrate upon the Western European and North American experience. Recently the scope and range of urban research has widened considerably including the welcome appearance of studies that examine the tourism phenomenon in cities outside the Euro American heartland. Despite this growing international body of debate and scholarship on tourism and cities particularly in the developed North literature that relates to the developing world as a whole and to Africa in particular remains sparse. The task of *Urban Tourism in the Developing World: The South African Experience* is to augment the current international scholarship concerning urban tourism in the developing world. More especially the contributors draw attention to a range of case studies from South Africa that provide some starting points to address the uneven scholarly coverage of urban tourism the African context has received to date. In addition the research material presented here seeks to contribute toward raising the South African and indeed the African profile within growing international scholarship concerning issues of urban tourism and development. This collection aims to expand an emerging South African and African tourism research voice concerning the tourism and development nexus as well as to stem critiques that this body of research appears to have developed in a theoretical vacuum divorced from broader international tourism research discourses. This collection of essays not only further develops an independent South African tourism perspective but also presents research that is closely tied to international urban tourism research debates. In addition this analysis of urban tourism in the South African context enriches the rather Western oriented theories of urban tourism discourse through its emphasis on how urban tourism is evolving in urban Africa. Christian M. Rogerson is professor of human geography in the School of Geography, Archaeology and Environmental Studies, University of the Witwatersrand, Johannesburg, South Africa. Gustav Visser is senior lecturer in human geography in the Department of Geography, University of the Free State, Bloemfontein, South Africa. **Quality Management in Urban Tourism** Peter E. Murphy, 1997-02-12 Quality Management in Urban Tourism is the first book to introduce the concept of quality management to urban tourism. It brings together theoretical and case study contributions from leaders in the field both in academic research and tourism management. **Towards Quality Urban Tourism** European Commission, Tourism Unit, 2000

Understanding Urban Tourism Martin Selby, 2003-12-18 Despite the formidable growth of urban tourism there has been little of the critical engagement that one would expect from the social sciences. The rich potential of contemporary social science for urban tourism has yet to be realized. Martin Selby's textbook

makes available to practitioners and students seeking to understand the phenomenon of tourism in towns and cities the methods and concepts that are currently enhancing and transforming our understanding of society in other areas of the social sciences With an emphasis on image culture and experience the author draws upon the cultural turn to explain the human aspects of the urban tourism phenomenon The discussions emphasize the significance of urban tourism within debates upon the contemporary city postmodernity and the pursuit of social science Clearly written with case studies and further reading this book should be welcomed by students and lecturers in geography tourism planning and sociology

Quality Management in Urban Tourism University of Victoria (B.C.). Tourism Management Program,1996-04-01

*Towards Quality Urban Tourism* ,2000      Urban Tourism in China Mimi Li,Wu BiHu,2013-09-13 China has witnessed a dramatic development of tourism in urban context in the past thirty years especially with its success in hosting the Beijing Olympic Games in 2008 and the Shanghai World Exposition in 2010 Urban areas as tourism destination are receiving increasingly more popularity than traditional destinations such as national parks natural reserves and historical relics Deriving largely from a special issue on Urban Tourism Development and City Destination Marketing Journal of China Tourism Research Urban Tourism in China presents the readers with a collection of nine independent research reports examining issues such as consumer behaviour in urban destinations the social impact of tourism destination image leisure regional collaboration and heritage tourism in ancient towns The investigations covered urban areas of different scales and diversified nature from major metropolises such as Beijing and Guangzhou to ancient towns like Lijiang and Pingyao Readers who have interests of tourism research business development and in depth understanding of urban life in China may find the book informative and interesting This book was published as a special issue of the Journal of China Tourism Research

**Contemporary Issues in Tourism Development** Richard W. Butler,Douglas G. Pearce,2003-09-02 This work combines a study of contemporary issues in tourism development with a close examination of approaches to tourism research Looking beyond the much studied mass tourism industries leading international academics who are members of the International Academy for the Study of Tourism explore new issues raised by emerging tourist destinations such as Ghana Samoa Vietnam and India s Bhyundar Valley A fascinating work Contemporary Issues in Tourism Development discusses a wide range of topics such as reasons for development tourism development as a strategy for urban revitalization tourism s links to heritage conservation and regional development sustainability and the adverse impacts of development cultural considerations and community participation the importance of context for individual tourism projects      Embracing and Managing Change in Tourism Bill Faulkner,Eric Laws,Gianna Moscardo,2003-09-02 Examines management responses to the major changes taking place in international tourism and considers tourism itself as an agent of change      *A Companion to Tourism* Alan A. Lew,C. Michael Hall,Allan M. Williams,2008-04-15 This groundbreaking Companion offers readers an opportunity to reassess key themes in contemporary tourism studies in the light of recent theoretical developments in tourism studies and the social

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**Routledge Handbook of Tourism Cities** Alastair M. Morrison, J. Andres Coca-Stefaniak, 2020-08-27 The Routledge Handbook of Tourism Cities presents an up to date critical and comprehensive overview of established and emerging themes in urban tourism and tourist cities Offering socio cultural perspectives and multidisciplinary insights from leading scholars the book explores contemporary issues challenges and trends Organised into four parts the handbook begins with an introductory section that explores contemporary issues challenges and trends that tourism cities face today A range of topics are explored including sustainable urban tourism overtourism and urbanisation the impact of terrorism visitor host interactions as well as reflections on present and future challenges for tourism cities In Part II the marketing branding and markets for tourism cities are considered exploring topics such as destination marketing and branding business travellers and exhibition hosting This section combines academic scholarship with real life practice and case studies from cities Part III discusses product and technology developments for tourism cities examining their supply and impact on different travellers from open air markets to creative waterfronts from social media to smart cities The final Part offers examples of how urban tourism is developing in different parts of the world and how worldwide tourism cities are adapting to the challenges ahead It also explores emerging forms of specialist tourism including geology and ecology based tourism socialist heritage and post communist destination tourism This handbook fills a notable gap by offering a critical and detailed understanding of the diverse elements of the tourist experience today It contains useful suggestions for practitioners as well as examples for theoretical frameworks to students in the fields of urban tourism and tourism cities The handbook will be of interest to scholars and students working in urban tourism heritage studies human geography urban studies and urban planning sociology psychology and business studies

**The Routledge Handbook of Events** Stephen J. Page, Joanne Connell, 2014-10-14 The Routledge Handbook of Events explores and critically evaluates the debates and controversies associated with this rapidly expanding discipline It brings together leading specialists from range of disciplinary backgrounds and geographical regions to provide state of the art theoretical reflection and empirical research on the evolution of the subject It is the first major study to examine what events is as a discipline in the twenty first century its significance in contemporary society and growth as a mainstream subject area The book is divided in to five inter related sections Section one evaluates the evolution of events as a discipline and defines what events studies is Section two critically reviews the relationship between events and other disciplines such as tourism and sport Section three

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**Worldwide Destinations Casebook** Brian G. Boniface, Chris Cooper, 2009 The book of case studies is designed to be used in conjunction with its companion text *World Wide Destination The geography of Travel and Tourism* However the book can be used as a stand alone resource for the teaching and learning of tourism destinations across the world

*The Geography of Tourism and Recreation* Colin Michael Hall, Stephen Page, 2006 This text now in its fully updated third edition continues to offer a comprehensive synthesis of the key issues associated with tourism leisure and recreation

**Sustainable Tourism** David Weaver, 2007-03-30 Sustainable Tourism comprehensively examines the theoretical and applied dimensions of contemporary sustainable tourism from a global perspective Using international case studies and examples it provides cutting edge coverage of the latest developments in the area both theoretically and practically It takes the reader through all aspects of sustainable tourism from the emergence of the paradigm to sustainability issues in all types of tourism and all components of the industry Divided into 11 chapters it covers Alternative tourism AT or small scale tourism and its associated pros and cons Sustainable tourism within the conventional mass tourism sector the green consumer transportation accommodation attractions and tour operator considering issues and developments in quality control Destination sustainability issues of community empowerment and ideal sustainability models Conclusions for the future of sustainable tourism The wide variety of international case studies used include backpacking in Australia and Spain Volunteer tourism in the US Six Continents and Marriott hotels Disney World the Grand Prix the Grand Canyon mountain gorilla parks in Uganda and many more Specifically written for courses in the specific topic area of sustainable tourism this textbook considers the needs of both students and lecturers as follows Ideal for a semester course or a 42 hour course Global perspective throughout the chapters and in the breadth of illustrative boxed case studies Chapters exceptionally well integrated through frequent cross references End of chapter questions that prompt deeper integrative thinking on the part of the reader Online resources for the lecturer including PowerPoint presentations and multiple choice exercises

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