

Resumé: Prof Anneli Douglas

1. Name: Anneli Douglas

2. E-mail: anneli.douglas@up.ac.za

3. Position at UP: Associate Professor

4. Educational background:

BCom Tourism Management *cum laude*

BCom (Hons) Tourism Management *cum laude*

MCom Tourism Management *cum laude*

DCom Tourism Management

5. Recent courses taught at UP:

TBE 320: Tourism Distribution

TBE 711: Air Transport and Business Travel Management

TBE 712: eTourism

6. Recent conference papers delivered:

National conference papers:

2014: Savanna Science Network Meeting. Skukuza, Kruger National Park (Delivered paper). Where does SANParks' tourist revenue start? the use of SANParks' website.

2017: Savanna Science Network Meeting. Skukuza, Kruger National Park (Delivered paper). Understanding sustainable tourism development and responsible tourism practices in the Kruger National Park: measuring visitor perceptions and experiences against sustainability assessment outcomes.

2018: Savanna Science Network Meeting. Skukuza, Kruger National Park (Delivered paper). Measuring Kruger visitors' place attachment to specific camps.

International conference papers delivered:

J.A. Wessels & **A. Douglas**. Impact assessment in a diverse and protected area context: learning from EIA follow-up in the iconic Kruger National Park. Paper presented at the International Association for Impact Assessment conference in Brisbane, Australia 29 April – 2 May 2019.

Douglas, A. & Wessels, J.A. 2018. Creative tourism in protected areas: the case of the Kruger National Park in South Africa. Paper presented at the CREATOUR 2nd International conference in Braga, Portugal 7-9 June 2018.

Lubbe, B.A., **Douglas, A.**, Kruger, E. 2017. Does one size fits all? Using the same Memorable Tourist Experience (MTE) Scale to measure MTEs across divergent major

tourist attractions. Paper presented at the International Travel and Tourism Research Association (TTRA) Conference: Exploring Attractive Destinations. Quebec City, 20-22 June 2017.

Wessels, F.A. & **Douglas, A.** 2017. Managing tourist information at the Cape Floral Region World Heritage Site. Paper presented at the 5th UNESCO UNITWIN conference in Coimbra, Portugal 18-22 April 2017.

Stangl, B & Schegg, R. 2017. Information and Communication Technologies in Tourism 2017. Proceedings of the International Conference in Lugano, Switzerland. SpringerWien: New York. 12 pages. **Douglas, A.**, Lubbe, B & Van der Merwe. Managing business travellers' use of mobile travel applications. Paper presented at the International Federation for Information Technology in Travel and Tourism Conference in Rome, Italy 2017.

Lubbe, B.A., **Douglas, A.**, Fairer-Wessels, F. Kruger, E. 2016. Regional competitiveness: an emerging domestic market segment perspective. Paper presented at the international Travel and Tourism Research Association (TTRA) Conference in Vail, Colorado, USA, 14 - 16 June 2016.

Lubbe, B.A., **Douglas, A.**, Fairer-Wessels, F. Kruger, E. 2015. A model to measure South Africa's tourism competitiveness. Paper presented at the international Travel and Tourism Research Association (TTRA) Conference in Portland, Oregon, USA, 15 - 17 June 2015.

Inversini, A & Tussyadiah, I. 2015. Information and Communication Technologies in Tourism 2015. Proceedings of the International Conference in Lugano, Switzerland. SpringerWien: New York. 12 pages. **Douglas, A.**, Lubbe, B & Ritalahti, J. Using technology to align the needs of corporate travel managers with the functions of Travel Management Companies. Paper presented at the International Federation for Information Technology in Travel and Tourism Conference in Lugano, Switzerland 2015.

Xiang, Z & Tussyadiah, I. 2014. Information and Communication Technologies in Tourism 2014. Proceedings of the International Conference in Dublin, Ireland. SpringerWien: New York. 14 pages. **Douglas, A.** & Lubbe, B. Mobile devices as a tourism distribution channel: perceptions of visitors to national parks in South Africa. Paper presented at the International Federation for Information Technology in Travel and Tourism Conference in Dublin, Ireland 2014.

McLachlan, P., Lubbe, BA. & **Douglas, A.** 2014. Frequent Business Class Travellers and Airline Loyalty Programmes. Paper presented at the 7th World Conference for Graduate Research in Tourism, Hospitality and Leisure. 3 - 8 June 2014, Istanbul, Turkey.

Lubbe, B, **Douglas, A.**, Fairer-Wessels, F, Kruger, E, Geldenhuys, E, Francis, C. 2013. Matching Tourism Supply and Demand: an analysis of how tourism products meet the needs of emerging domestic market segments in selected regions in South Africa. Paper presented at the TTRA conference, Kansas, USA.

Thompson, R., **Douglas, A.** & Lubbe, B.A. 2013. The future of Travel Management Companies: a comparative study between South Africa and Finland. Paper presented at the TTRAE Conference, Dublin, Ireland 17 – 19 April 2013.

Lubbe, B.A., **Douglas, A.** & Wieme, L. 2012. The importance of environmental determinants when selecting a preferred airline: a survey of large-sized corporations in South Africa. Paper presented at the International Aviation Management Conference, 18 – 20 November 2012, Emirates Aviation College, Dubai.

Lubbe, B, **Douglas, A.**, Botha, M & Geyser, C. 2012. The complexity of setting travel agency fees: a survey amongst South African travel agents. Paper presented at the Travel and Tourism Research Association conference, University of Deusto, Bilbao, Spain, 18-20 April.

Douglas, A. & Lubbe, B.A. 2012. The use of Web 2.0 by Backpacker Establishments in South Africa. Paper presented at the 2nd Advances in Hospitality and Tourism Marketing & Management Conference, Corfu Island, Greece, 31 May – 3 June.

Höpken, W. Gretzel, U. & Law, R. 2009. Information and Communication Technologies in Tourism 2009: Proceedings of the International Conference in Amsterdam, The Netherlands. SpringerWien: New York. 12 pages: Lubbe, B.A. & **Douglas, A.** Information and communication technologies in business and corporate travel management: an overview. Paper presented at the International Federation for Information Technology in Travel and Tourism Conference in Amsterdam, The Netherlands 2009.

Lubbe, B.A. & **Douglas, A.** 2008. Towards a model for corporate travel compliance. TTRA (Travel and Tourism Research Association European Chapter) Helsinki, Finland April 2008. Published in conference proceedings online.

7. Recent publications:

Morrison-Saunders, A., Hughes, M., Pope, J., **Douglas, A.** & Wessels, J.A. Accepted. Understanding Visitor Expectations for Responsible Tourism in an Iconic National Park: Differences between local and international visitors. *Journal of Ecotourism*. **Scopus (B-rated on ABDC list).**

Lubbe, B., du Preez, E., **Douglas, A.** & Fairer-Wessels, F. 2019. The impact of rhino poaching on tourist experiences and future visitation to National Parks in South Africa. *Current Issues in Tourism*, 22(1):8-15. **Scopus (A-rated on ABDC list).**

Douglas, A., Lubbe, B. & van Rooyen, A. 2018. Profiling business travellers who use mobile travel applications. *eReview for Tourism Research*, 15 (2). **Scopus.**

Douglas, A., Lubbe, B. & van Rooyen, A. 2018. Business travellers' use of mobile travel applications: A generational analysis. *Information Technology and Tourism*, 18: 113-132. **Scopus (B-rated on ABDC list).**

Douglas, A. 2016. A customer-focused approach to distribution: the case of SANParks. *SAJEMS*, 19 (3): 413-431. **Scopus (C-rated on ABDC list).**

Mclachlan, P. Lubbe, B.A. & **Douglas, A.** 2016. Airline loyalty of frequent flyers: a survey of members and non-members of loyalty programmes. *African Journal of Hospitality, Tourism and Leisure*, 5 (1): 1-14. **DHET.**

Kruger, E.A. & **Douglas, A.** 2015. Constraints to consumption of South Africa's national parks among the emerging domestic tourism market. *Development Southern Africa*, 32 (3): 303-319. **Scopus (C-rated on ABDC list).**

Douglas, A., Lubbe, B.A. & Fabris-Rotelli, I. 2013. Travel or technology: Business factors influencing management decisions. *SAJEMS*, 16 (3):279-297. **Scopus (C-rated on ABDC list).**

Lubbe, B.A., **Douglas, A** & Wieme, L & Fabris-Rotelli, I. 2013. Frequent Flyer Programmes as a Determinant in the Selection of Preferred Airlines by Corporations. *Transportation Journal*, 52 (3): 344-364. **Scopus (B-rated on ABDC list).**

Udjo, O., Lubbe, B.A. & **Douglas, A.** 2013. The search for and purchasing of an airline ticket. *eReview of Tourism Research*, 4:1-7. **Scopus.**

Douglas, A., Lubbe, B.A. & Kruger, E.A. 2012. Would a single regional visa encourage tourist arrivals in Southern Africa? *Development Southern Africa*, 29 (3): 488-505. **Scopus (C-rated on ABDC list).**

Lubbe, B., **Douglas, A** & Zambellis, J. 2011. An application of the airport service quality model in South Africa. *Journal of Air Transport Management*, 17:224-227. **Scopus (B-rated on ABDC list).**

Douglas, A & Lubbe, B.A. 2010. An Empirical Investigation into the Role of Personal - Related Factors on Corporate Travel Policy Compliance, *Journal of Business Ethics*, 92 (3): 451-461. **Scopus (A-rated on ABDC list).**

Douglas, A & Lubbe, B.A. 2010. The use of ICTs as an alternative to business travel. *eReview of Tourism Research*, 1:1-6. **Scopus.**

Douglas, A & Lubbe, B.A. 2009. Violation of the Corporate Travel Policy: An Exploration of Underlying Value - Related Factors. *Journal of Business Ethics*, 84:97-111. **Scopus (A-rated on ABDC list).**

Douglas, A & Lubbe, B.A. 2006. Identifying value conflicts between stakeholders in corporate travel management by applying the soft value management model: A survey in South Africa. *Tourism Management*, 27: 1130-1140. **Scopus (A* rated on ABDC list).**

8. Research focus:

Business and Corporate Travel
eTourism