Jimura, Takamitsu (2011) The websites of Japanese Ryokan and eWOM: their impacts on guests' expectation and experience. International journal of Asian tourism management, 2 (2). pp. 120-133.

Downloaded from: https://ray.yorksj.ac.uk/id/eprint/223/

The version presented here may differ from the published version or version of record. If you intend to cite from the work you are advised to consult the publisher's version:

Research at York St John (RaY) is an institutional repository. It supports the principles of open access by making the research outputs of the University available in digital form. Copyright of the items stored in RaY reside with the authors and/or other copyright owners. Users may access full text items free of charge, and may download a copy for private study or non-commercial research. For further reuse terms, see licence terms governing individual outputs. Institutional Repository Policy Statement

# RaY

Research at the University of York St John

For more information please contact RaY at <a href="mailto:ray@yorksj.ac.uk">ray@yorksj.ac.uk</a>

# INTERNATIONAL JOURNAL OF

# ASIAN TOURISM MANAGEMENT

**VOLUME 2, Number 2. September 2011** 





Published by: School of Tourism Development, Maejo University, Thailand And Asian Tourism Management Association

ISSN: 1906-8654

ISSN: 1906-8654

#### INTERNATIONAL JOURNAL OF ASIAN TOURISM MANAGEMENT

#### Volume 2, Number 2, September 2011

#### **EDITOR-IN-CHIEF**

#### Weerapon Thongma

Dean, School of Tourism Development, Maejo University, Thailand President, Asian Tourism Management Association (ATMA)

#### JOURNAL ADMINISTRATOR

Teresita Chamnanca

Maejo University, Thailand

#### EDITORIAL BOARD

**Tzung Cheng Huan** National Chiayi University Taiwan

Thep Phongparnich
Maejo University
Thailand
Andreas Zins
Modul University
Austria

Joe Yong Zhou Macau University of Science and Technology China

**Budi Guntoro** 

Gadjah Mada University Indonesia

**Kun-Sheng Chen** 

National Chin-Yi University of Technology Taiwan

Yun-Tsan Lin

National Chin-Yi University of Technology Taiwan

Yu-Mei Yang

Chienkuo Technology University Taiwan

**Bung-On Chartrungruang** Chiang Mai Rajabhat University

Chiang Mai Rajabhat University
Thailand

Ramon Benedicto A. Alampay

University of the Philippines Diliman
Philippines
Sanggun Lee

aichai University South Korea

**Miguela M. Mena** University of the Philippines Diliman

Philippines

Saisakul Fongmul Maejo University

Maejo University
Thailand
Hsi-Tien Chen

National Chin-Yi University of Technology Taiwan

Chao-Lin Tuan

National Pingtung University of Science and Technology
Taiwan

Published by: School of Tourism Development, Maejo University, Thailand and

Asian Tourism Management Association





International Journal of Asian Tourism Management (ATM) considers all manuscripts on the strict condition that they have been submitted only to International Journal of Asian Tourism Management, that they have not been published already, nor are they under consideration for publication or in press elsewhere. Authors who fail to adhere to this condition will be charged with all costs which Journal of Asian Tourism Management incurs and their papers will not be published.

Contributions to *International Journal of Asian Tourism and Management* must report original research and will be subjected to review by referees at the discretion of the Editorial Office.

International Journal of Asian Tourism Management is a peer-reviewed journal published twice a year by the School of Tourism Development, Maejo University, Thailand. The journal publishes original research papers, invited review articles, and short communications (scientific publications) in the following areas:

Hotel Management
Health and Sport Tourism
Recreation and Leisure
Environmental Issues in Tourism
Any other related issues in Tourism

#### **Contact**

Editor-in-Chief

International Journal of Asian Tourism Management
School of Tourism Development, Maejo University, Thailand
Email: asiantourisma@gmail.com
Website: www.atma2010.ning.com

#### **FOREWORD**

Tourism industry and services are not only money maker enterprises but also promote human resource development that brings progress and prosperity to the region in a positive way. They can although bring negative effects such as environmental pollution, social and cultural conflicts, not to mention the rising cost of living at the touristic places, but the overall positive effect is the improvement of both the economy and social conditions of the country. The policy on tourism management is therefore included in the National Strategic Plan in both developed and developing countries in the world.

The increasing numbers of tourists in all countries bring a tremendous income which makes the tourism industry more and more advanced worldwide. Thus, the tourism industry and services always have to come up with new knowledge and attractive strategic plans to get the competitive edge. Therefore, with the continuing changing global conditions in terms of economy, society, technology, communication and transportation the tourists have to adjust to these changes. The researches that can find out strategy in planning and management are very important in making various organizations and countries to get the advantage in the competitive industry.

The International Journal of Asian Tourism Management (ATM) is a peer-reviewed journal published twice a year by the School of Tourism Development, Maejo University, Thailand. This journal is the second volume (number 2) that publishes original research papers, invited review articles, and short communications (scientific publications) including research papers as follows: 1) Responsible Tourism: Are Values an Imperative to Action? A Scoping Study Applying Means-End Theory, 2) The Websites of Japanese *Ryokan* and eWOM: Their Impacts on Guests' Expectation and Experience, 3) The Model of Sufficiency Economy Philosophy Application for Tourism Industry in Chiang Mai, Thailand, 4) Bangkok Citizens Attitude-Based Guidelines of Bangkok Metropolitan Tourism Development, Thailand, 5) Positive Image Strategy to Enhance Pattaya City Tourism through the Perceptions of Chinese Tourists, 6) Multi Partied Participation Tourism Management Model for Hae Pha Khuen That Festival Nakhon Si Tammarat Province, Thailand, 7) The Determinants of Inbound Tourism in Thailand: A Gravity Model Analysis, and 8) Hospitality Academic Programme – Stake-Holders' Perspectives.

September, 2011 Editor-in-Chief

# INTERNATIONAL JOURNAL OF ASIAN TOURISM MANAGEMENT

## Volume 2, Number 2, September 2011

## **CONTENTS**

	Volume 2, Number 2	September 2011
1.	Responsible Tourism: Are Values an Imperative to Action? A Scoping Study Applying Means-End Theory  Mag.(FH) Kerstin Freudenthaler	106-119
2.	The Websites of Japanese <i>Ryokan</i> and eWOM: Their Impacts on Guests' Expectation and Experience <i>Takamitsu Jimura</i>	120-133
3.	The Model of Sufficiency Economy Philosophy Application for Tourism Industry in Chiang Mai, Thailand <i>Bung-on Chartrungruang</i>	134-144
4.	Bangkok Citizens Attitude-Based Guidelines of Bangkok Metropolitan Tourism Development, Thailand <i>Therdchai Choibamroong</i>	145-156
5.	Positive Image Strategy to Enhance Pattaya City Tourism through the Perceptions of Chinese Tourists  Keerati Trakansiriwanich, Paradee Yasothornsrikul, and Ranee Esichaikul	157-172
6.	Multi Partied Participation Tourism Management Model for Hae Pha Khuen That Festival Nakhon Si Tammarat Province, Thailand Pornchai Suksirisopon, Choopug Suttisa, and Weerapon Thongma	173-182
7.	The Determinants of Inbound Tourism in Thailand: A Gravity Model Analysis Rattakarn Komonrat, Thanyawee Pratoomsuwan, and Pandej Chintrakarn	183-193
8.	Hospitality Academic Programme – Stake-Holders' Perspectives Anne Adjoe Kokui Tagbor and John Ap	194-206