NAME OF THE COURSE	INFORMATION SYSTEMS IN TOURISM AND HOSPITALITY						
Code	ECT201	Year of study			3.		
Course teacher	Garbin Praničević Daniela, Associate Profesor Marko Hell, Associate Profesor	Credits (ECTS)			4		
Associate teachers		Type of instruction (number of hours)	L	S		E	F
			26			13	
Status of the course	mandatory	Percentage of application of e-learning			40%		

COURSE DESCRIPTION

Course objectives	Developing the skills for Information and Communication Technology (ICT) applying in tourism and hospitality. Understanding the functioning of Information Systems (IS) in tourism and hospitality business.
Course enrolment requirements and entry competences required for the course	There are no prerequisites for enrollment.
Learning outcomes expected at the level of the course (4 to 10 learning outcomes)	Main learning outcomes: Analyze contemporary technological solutions in the context of tourism practice. Individual (separate) outcomes: 1. Identify hotel management segments that ICT can significantly improve 2. Assess the applicability of various technological solutions for the business system of tourism and hospitality stakeholders. 3. Adopt the basic skills information technology in tourism in the hospitality industry. 4. Individually on line search demo version/tutorials of technology solutions, and identify a particular hotel practice problems that considered solutions are able to solve, entirely or partially. 5. Assess the particular technological solutions relevance for tourism and hospitality business.

Course content broken down in detail by weekly class schedule (syllabus)

Lectures		Exercises	
Topic	Hours	Topic	Hours
Interaction between ICT and tourism (e-tourism)	2	Introduction in the course practical part / seminar topics distribution	1
ICT impacts/effects on Tourism Demand (eDemand)	2	Task 1A: Hotel Website Usability Analysis Additional assignment 1	1
ICT on Tourism Supply Influence/Effects (eSupply) / *Guest lecturer*	2	Task 1B: Hotel Website Usability Analysis (follow-up)	1
ICT management support in Air Company System (eAirlines)	2	Task 2A: Analysis and comparison of Internet distribution systems Additional assignment 2	1

	ICT management support for Touroperator Systems (eTour operators)	2	Task 2B: Analysis and comparison of Internet distribution systems (follow-up)	1
	ICT management support for Travel Agencies (eTravel agencies)	2	Task 3A: Work in GDS Amadeus (1) Additional assignment 3	1
	ICT as support to tourist destinations management and development (eDestinations)	2	Task 3B: Work in GDS Amadeus (1) (follow-up)	1
	Colloquium 1			
	ICT management support in hotel business. Guest lecturer (e-tourism expert)	2	Task 4A: Work in GDS Amadeus (2) Additional assignment 4	1
	Hotel front office digitalization	2	Task 4B: Work in GDS Amadeus (2) (follow-up)	1
	Hotel end office digitalization	2	Task 5A: Work in "Milenij" hotel application Additional assignment 5	1
	The importance of connecting both offices for hotel business	2	Task 5B: Work in "Milenij" hotel application (follow-up)	1
	ICT and tourism business processes transformations	2	Task 6A: Work in "Protel" hotel application Additional assignment 6	1
	Smart destinations, prerequisites and features	2	Task 6B: Work in "Protel" hotel application (follow-up)	1
	Colloquium 2			

Format of instruction	x lectures ☐ seminars and workshops X exercises ☐ *on line* in entirety X partial e-learning ☐ field work	x independent assignments ☐ multimedia ☐ laboratory X work with mentor ☐ (other)

Student responsibilities	Students are obliged to access (follow) on line classes, and perform the default assignments. The requirement for enter colloquia are submitted exercises assignments. The condition for signing is attendance at 70% of lectures and 70% of exercises (for full-time students). 50% of the conditions prescribed for full-time students apply to part-time students. The requirement to enter the exam is signature and presented seminar.

Screening student work *(name the proportion of ECTS credits for each activity so that the total number of ECTS credits is equal to the ECTS value of the course)*	Class attendance	1,5	Research		Practical training	
	Experimental work		Report		(Other)	
	Essay		Seminar	0,7	(Other)	
	Colloquium	1,8	Oral exam		(Other)	
	Written exam		Project		(Other)	

Grading and evaluating student work in class and at the final exam	Model of point's accumulation is used as method of student progress continuous monitoring. During semester, the students have opportunity to collect a total of 100 points through the following activities: 2 colloquia (2x45 points),6 additional individual assignments (6x1 points) and seminar / case study (max 4 points).

2021./2022.
01/03/22 – 9. Sj. FV

	Colloquium is considered as passed if the student has achieved at least 55% of the maximum points. The same percentage is valid for exams pass. The grades are formed according the grading scale as follows: 60-69 = sufficient (2) 70-79 = good (3) 80-89 = very good (4) 90-100 = excellent (5) Upon the announcement of each assessment results, students have opportunity of assessment insight in consultancy hours. Students who are not satisfied with the overall rating may take oral exam. Furthermore, students who have not completed the right of direct enrollment must take a final written exam and realize max. 70% of total points. The final score is calculated by adding the points achieved on the exam to the additional assignments points. Method of final exam: written and oral.

	Title	Number of copies in the library	Availability via other media
Required literature (available in the library and via other media)	• Mandić, A., Garbin Praničević, D. (2019): Progress on the role of ICTs in establishing destination appeal. *Journal of Hospitality and Tourism Technology*, Vol.10 (4), 791-813.	web	
	• Galičić, V., Šimunić, M. (2006):Informacijski sustavi i elektroničko poslovanje u turizmu i hotelijerstvu, Sveučilište u Rijeci	8	
	• Buhalis.D (2003): e-Tourism, Prentice Hall	3	
	• Sigala, M. et al. (2011):Social Media in Travel, Tourism and Hospitality, Ashgate	1	
	• Teaching materials uploaded on the Moodle's course page		

Optional literature (at the time of submission of study programme proposal)	• Talón-Ballestero, P., González-Serrano, L., Soguero-Ruiz, C., Muñoz-Romero, S., & Rojo-Álvarez, J. L. (2018). Using big data from customer relationship management information systems to determine the client profile in the hotel sector. *Tourism Management*, *68*, 187-197. • Gretzel, U., Fuchs, M., Baggio, R., Hoepken, W., Law, R., Neidhardt, J., ... & Xiang, Z. (2020). e-Tourism beyond COVID-19: a call for transformative research. *Information Technology & Tourism*, *22*(2), 187-203.https://link.springer.com/article/10.1007/s40558-020-00181-3 • Cox B., Koelzer W. (2005): Internet marketing za hotele, restorane i turizam, M plus, Zagreb • Nyheim P.D. et al. (2005): Technolog strategies for the hospitalit industry, Pearson, Prentice Hall • Jelinčić D.A. (2009):Cultural Tourism Goes Virtual, Institute for International Relations, Zagreb • Garbin Praničević, D.; Alfirević, N.; Indihar Štemberger, M.(2011): „Information system maturity and the hospitality enterprise performance". Economic and business review.13 (4), 227-249. • Pranić, Lj.; Garbin Praničević, D.; Arnerić, J.(2014): „Hotel Website

	Performance: Evidence From A Transition Country". Tourism and Hospitality Management. 20 (1), 45-60. • Šerić, M., Gil Saura, I.; Garbin Praničević, D.(2016): ICT for external use in Croatian four-and five-star hotels. // Tourism and hospitality management. 22 (1), 69-85. • Garbin Praničević, D.; Zovko, A.(2016): Perspective of Croatian tourism supported with ICT potential and ICT trends , Proceedings 23rd Biennial International Congres: Tourism and Hospitality Industry - Trends and Challenges; Sveučilište u Rijeci Fakultet za menadžment u turizmu i ugostiteljstvu Opatija, 39-52 • https://hospitalitytech.com/ • https://www.phocuswright.com/ • http://www.amadeus.com/ • https://www.tnooz.com/ • http://www.traveltechnologyeurope.com/
Quality assurance methods that ensure the acquisition of exit competences	• Monitoring attendance and performance of student's obligations (Teacher) Teaching Supervision (Vice Dean) • Study outcome analyses applied to all study programs (Vice Dean for Teaching) • Student Survey referring the Teachers and Teaching Quality applied on each Study Subject (UNIST, Center for Quality Improvement) • The examination conducted by the teacher are examined all course learning outcomes. Periodic checking of the exam content is conducted and accordingly assessed the appropriateness of learning outcomes method (Vice Dean for teaching).
Other (as the proposer wishes to add)	