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EDITORIAL

The first issue of the journal *Tourism and Hospitality Management* in 2019 presents research results of eleven scientific papers. Contributions were made by thirty-two authors from eleven countries around the world: Australia, Bosnia and Herzegovina, Egypt, India, Malaysia, Slovakia, Slovenia, Spain, Sri Lanka, Taiwan and Turkey. Due to the high variety of authors, papers from this issue cover wide range of topics starting from tourists' attitudes, behavioural patterns and satisfaction, service quality, up to different types of tourism: cemetery, dolphin, winter and olive oil tourism. Additionally, two doctoral dissertations summaries are also presented in this issue.

The title of the first paper is *IPA and SERVPERF quality conceptualisations and their role in hotel services satisfaction*. The results of this study showed a slight superiority of the IPA conceptualization over that of SERVPERF in predicting satisfaction and in affecting customer attitudinal and behavioral outcomes. This study also confirms the vital mediating role of satisfaction on customer outcomes.

Results of the second paper entitled *Turkish tourism and hospitality students' attitudes toward the international community* suggested that Turkish tourism students see themselves moderately connected to the international community and are moderately interested in international affairs and are moderately ready to interact with people other than Turkish.

Next paper entitled *Cemetery tourism in southern Spain: an analysis of demand* explores a category of dark tourism that is increasingly gaining ground in Andalusia (southern Spain). The results show that this type of tourism primarily attracts young people with university studies who profess to be very satisfied with the route and who would be willing to visit other cemetery routes in various locations.

The objective of the forth paper *Egypt's competitiveness: empirical examination of the relationship between destination attributes, tourist satisfaction, and behavioral intentions among the hotel guests* is to use the destination competitiveness model to examine guest satisfaction regarding the different attributes of Egypt within the scope of North African tourist destinations. This paper represents a gateway for a large range of future research concerning Egypt's competitiveness

The outcomes of the paper entitled *The relationship between tourism involvement, organizational commitment and organizational citizenship behaviors in the hotel industry* demonstrate that tourism involvement positively influenced organizational commitment as well as that both, tourism involvement and organizational commitment positively influenced the organizational citizenship behaviors.

The impact of dining atmospherics and perceived food quality on customers' re-patronage intention in fast casual restaurants is the study that provides new insight on the combined effects of quality dimensions (dining atmosphere and food quality) in inducing perceived value and consumption emotion, which in turn, affects customers' re-patronage intentions in fast-casual restaurant settings.

Paper entitled *The relationship between service quality, customer satisfaction and behavioural intentions in the hospitality industry* indicates that service quality is important because it can lead to increased customer satisfaction, and it can also stimulate positive behavioural intentions to be realizable. The results imply that hotel operators and decision makers in the hotel sector should seek to improve the attributes of service quality as they have the potentials to magnify contributions on customer satisfaction.

Reflecting on the human dimensions of wild dolphin tourism in marine environments is a study that underlines that apart from the ecological aspect, equally important social research, concerned with understanding visitor awareness, knowledge, expectations, and satisfaction, has a vital role to play in developing best practice management for wild dolphin tourism experiences.

Slovak winter tourism destinations: future playground for tourists in the Carpathians is the paper that is focused on the analysis of competitiveness of Slovak winter tourism destinations, and it tries to identify the market position of these destinations. The paper presents the under-researched area of the Carpathians and uses the combination of subjective and objective measures to access the competitiveness.

In the paper entitled *Olive oil tourism: state of the art* an incipient, but significant theoretical body has been identified about the oleotourism that defines a new research line. This study is one of the first attempts to organise the literature on olive-oil tourism, identify the aspects of this tourism practice that are awakening greater interest among the scientific community, and outline new paths to be followed in the future.

Small hotel market in Slovenia: a point of view from both sides of the counter is the paper that provides results that indicate that Slovenian investors design their small hotels similarly to small hotels' entrepreneurs in other countries. It was found that the major reasons why guests choose small hotels are their wish to establish closer contact with the local people and the local area, friendlier staff, and reasonable prices. Staff friendliness, their professionalism, and service quality are those attributes that small hotels guests appreciate the most.

Finally, we would like to express special thanks to all authors for their contributions to this issue and to all reviewers for their invaluable insights, suggestions and comments that significantly enhanced the quality of the papers.

Dora Smolčić Jurdana
Sandra Janković
Editors