Volume 31 Number 4 495-648 December 2025

## **CONTENTS**

Research Papers
The Perceived Impact of Cultural Heritage Tourism on Sustainable Community Development: A Moderated-
Mediation Analysis495
Prosenjit GHÓSH, Srijib Shankar JHA, Mir Abdul SOFIQUE, P. PRIYADARSINI
Success in Hospitality Industry: Evaluating Performance Through Operating Indicators
Environmental Management Disclosures, Online Customer Ratings and Green Leader Hotel Performance 521 <b>Huifang LI, Dalilawati ZAINAL</b>
Investigating Source Credibility for Travel Planning on Facebook Groups
The Impact of Customer Orientation, Competitive Orientation, and Inter-Functional Coordination on the Organizational Ambidexterity and Performance of Saudi Arabian Hotel Chains
Accommodation Inventory Sources for Startup Online Travel Agencies
The Role of Internal Factors of Partners on Creativity, Value Co-Creation and Business Performance: Evidence from the Tourism Industry in Vietnam
Tran Thi Van TRANG, Mai Ngoc KHUONG
Heterogeneous Determinants of Tourists' Loyalty: A Comparison Between Sun and Beach and Cultural Heritage Destinations
José María PÉREZ-SÁNCHEZ, Jorge PÉREZ-RODRÍGUEZ
Examining Revenge and Forgiveness Intentions in Response to Service Failures: Insights from the Hospitality Industry
Engin TENGİLİMOĞLU
A Framework-Based Systematic Review of Blue Tourism Literature: Current Status and Future Research Agenda
Valsaraj PAYINI, Giridhar KAMATH, Vasanth V.P. KAMATH, Jyothi MALLYA
Book review Review of the book Digital Marketing Fundamentals: From Strategy to ROI (3 <sup>rd</sup> Edition) Edited by Marjolein Visser & Mike Berry
Ivan BUTKOVIĆ
Davisuus -