

PMWL Research Result

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ICT in the Hospitality Industry: The Italian Case

Access to research paper by Rodolfo Baggio added to PM World Library



Resource provided by [Venkata Srikanth Varma Datla](#)

10 February 2018 – Rome, Italy – Access to a new resource has been added to the PM World Library (PMWL) related to the hospitality industry. The new resource is titled “**Information and Communication Technologies in the Hospitality Industry: The Italian Case.**” Originally published by Bocconi University, this paper is by **Rodolfo Baggio**.

This paper analyses the usage of Information and Communication Technologies (ICT) in the Italian hotel industry. A Delphi study has been conducted in order to identify the main activities that need a technological support and to set up ideal coverage and implementation priorities. This model has been checked by surveying a sample of Italian medium size hotels to evaluate their behaviour and their attitude towards ICTs.

Go to the P/PM Profession section of the PMWL at <https://pmworldlibrary.net/industries-and-organizations/>, scroll down and click on “Information and Communications Technologies”, scroll down to “papers” to find this interesting resource. Must be registered as Free Trail, Professional or Scholar member and logged in to access.

For post in PMWL:

[Information and Communication Technologies in the Hospitality Industry: The Italian Case](#) – Paper by Rodolfo Baggio provides information on Information and Communication Technologies in the Hospitality Industry: The Italian Case. The author also conducts a survey on a sample of small size hotels to evaluate their behaviour and their attitude towards ICT. Originally published by Bocconi University, [read paper by clicking here.](#) ([Varma](#))

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