**Article Title**

**Progress and Development of Information Technology in the Hospitality Industry: Evidence from Cornell Hospitality Quarterly [Summary]**

**Citation**

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Abstract

In view of the synergistic interaction between technology and hospitality services, this article reports the findings of a study that analyzed articles related to information technology (IT) published in Cornell Hospitality Quarterly (CQ) and its predecessor, Cornell Hotel and Restaurant Administration Quarterly (CHRAQ), a first-tier journal that places emphasis on the application of research to hospitality businesses. Through an examination of content from CHRAQ’s inaugural issue in the early 1960s to the latest volume (in mid-2011), ninety-five articles were identified as relevant. A content analysis revealed that more than half of the articles focused on the hospitality industry in general and that a substantial number of IT-related articles had been published since the 1980s. This article contributes to a better understanding of the progress of the IT research conducted by hospitality researchers over the past five decades.

Keywords: information technology, hospitality applications, Cornell Hospitality Quarterly

**Summary:**

Hospitality executives need to maintain a good relationship with their customers and business partners by using the best Technology, integrating IT into their business strategies, and improving the knowledge and skills of their employees in the use of IT. A content analysis found that over half of the publications focusing on the hospitality industry in general and a significant number of IT-related articles were written between the 1980s and 2016. To ensure hospitality managers are fully aware of the technologies, we recommend that hospitality analysts should be obliged to keep managers updated about IT-related successful business strategies.

Managers should offer online training for their employees, including using the internet, and staff members can follow up-to-date information. Now that mobile apps allow customers to make hotel room reservations anytime and anywhere, hotels can use their IT infrastructure to deliver these customers customized services. The role of the IT department in the hospitality business will move from simply providing technical support to providing advice to senior management on how IT can better accomplish its business goals.

**Conclusion**

Through reviewing and analyzing the content of ninety-five IT-related CQ articles in terms of research fields, functional areas, affiliated sectors, data sources, author contribution, and research collaboration, this article makes a contribution to knowledge by answering the research question, “What have previous researchers done on IT applications and development to the hospitality industry?” Practically, this article will help hospitality managers and academic researchers better understand the research trends, gaps, and managerial implications of IT-related research. Our study shows the changing and expanding role of IT in the hospitality industry over the past five decades.

One might expect that empirically based articles setting out demonstrable industry applications would be of greatest use to hotel managers, but sometimes the managers’ attitudes limit the full application of IT. To ensure that hospitality managers are fully aware of the technology, we suggest that hospitality researchers should be obliged to keep managers informed about successful business strategies relating to IT. Since information is crucial to most, if not all, hospitality managers, IT should be part of any business strategies with a major emphasis on quality service. In other words, an IT issue is no longer simply a technical concern for hospitality organizations, but a business challenge.

In conclusion, hospitality managers must retain a good relationship with their customers and business partners by using the right IT, by incorporating IT into their business strategies, and by enhancing their staff’s knowledge of and proficiency in using IT. Managers can offer their staff online training, particularly using the internet, and staff members should seek out up-to-date information. As mobile apps allow customers to make hotel room bookings at any time and in any place, hotels can use their IT systems to offer personalized services to those customers.