



Tourism Employment and Firm Strategies: Current Issues and Main Challenges

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Message from the Guest Editors

Dear Colleagues,

The COVID-19 pandemic has led to a collapse in the tourism industry, affecting its workforce with unprecedented intensity (Baum et al., 2020; ILO, 2020) and casting a long shadow of profound economic, social, political, and cultural impacts (WBCSD, 2020; He & Harris, 2020). Additionally, the pandemic is expected to impact employment in the tourism industry by triggering new processes and fueling previous trends like digitalization and automation. It will also reinforce the need for quality of work as an important element in the promotion of employment in the coming years (UNWTO, 2019).

In this Special Issue, we invite papers that analyse present and future employment in the tourism industry, from the perspectives of both the workers and tourism firms. In this sense, the Special Issue is devoted but not limited to aspects such as digitalization, robotization and automation and their impact on tourism employment; quality of employment; internationalization of firms and labor markets; diversity management strategies in the workplace; new competences needed and their relation with education and skills development.





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