

Presentation at IFITT TURKEY SUMMER SCHOOL & SUMMIT 2022

Dissemination Activity of SmartDEMA Erasmus+ Project

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The EU Erasmus+ Project: SMARTDEMA (Smart Destination Management) KA203 - Strategic Partnerships for higher education























SMART Tourism Destination increasing citizen's sentiment of sharing local tourism related values through gamification using emerging mobile apps and small data analysis-SMARTDEMA



















BRIEF INFORMATION & DESCRIPTION OF THE SMARTDEMA PROJECT



Why emotions are so critical?

an emotion-based app. by a destination (SmartDEMA)



SMART Tourism Destination increasing **citizen's sentiment** of sharing local tourism related values through gamification using emerging mobile Apps and SMALL Data analysis





Not the ones speaking the same language, but the ones sharing the same feeling understand each other.

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Revisit our (research) question! Why emotions?







Emotion at the heart of the tourist experience

- The use of an emotion-based application by a destination:
 - We developed and tested the use of an emotion-based app. by a destination (SmartDema).
 - Indeed, it is rare for apps. to associate emotions, life moments and values carried by residents with places through geolocation.
 - We explore the boundary between experience and emotion.
- **Co-Creation:** The inhabitants co-create and co-value the destination through a digital dialogue with visitors. (Tourism itself is a co-creation process!)
- Our Strong Proposition/Argument: Emotion is at the heart of the tourism experience (Aho 2001, Bastiaansen & al. 2019, Knobloch & al. 2017, Tussyadiah 2014)
- Emotions should be an element of destination management programs.

Emotions and Tourism



- Evidence suggests that
 - Experience is a process (Aho, 2001)
 - Experience is an element of experiential marketing (Knobloch et al.,2017)
 - Experience is composite: awareness and mindfulness, attention, memory, feelings, emotions, and a cognitive pattern with experience (Skavronskaya et al., 2017)
- **Emotion** is associated in the (tourism) literature with various tourist practices: festivals, shopping, leisure parks, heritage, and adventure (Hosany et al., 2020).
- Emotion has an aesthetic, artistic, literary, musical, spiritual, or cultural origin.
- Emotions shape tourism experiences (Kim & Fesenmeier, 2015; Volo, 2016).
- We consider that **emotion** gives the **experience** its memorable character and, as such, is at the **heart** of the new tourism experience.
- Emotions contribute to creating a lasting memory, thus influencing future behaviour and travel choices.

What is emotion?

- From an etymological perspective, emotion derives from the Latin motio 'to move' and 'to emote.'
 - The motto of our Project: 'Stories that move you'



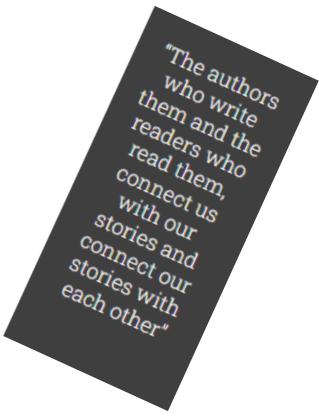
- **Emotion:** is a complex reaction of the individual to a state of the environment or an event (Gauducheau 2008, p. 390).
- An emotion is experienced, felt, and generates sensations and feelings.

Emotions through stories/storytelling

• Emotions are shared with others through storytelling, becoming powerful motivators of future behaviour for self and others.



With these emotions comes a whole new world of discovery that begins right here on SmartDEMA



Place Attachment

- Places: are sources of identification and affiliation that give meaning and purpose to life (Gustafson 2001; Williams & Vaske 2003).
- People develop relationships with places, also known as place attachment.
- Place attachment: emotional connection between an individual and a particular spatial setting (Williams & al. 1992; Gustafson 2001; Williams & Vaske 2003).

Place attachment "involves an interplay of affect and emotions, knowledge and beliefs, and behaviors and actions in reference to a place" Altman & Low (1992: 5)

 People's relationships with place can represent a range of positive emotions from love to contentment (Manzo 2005; Hidalgo & Hernandez, 2001).

How to Capture and communicate emotion???

Observing emotion with emoticons

- Emotion manifests the mental state of the visitor. Today they are expressed on social networks (Facebook, Instagram, Twitter, ...).
- These emoticons can be positive, negative, or relational.
- We need to capture the emotions:
 - 1. Search in the tone of posts, photos, and messages, the nature of the emotions of what is
 perceived and experienced by the visitor by analyzing verbal and non-verbal corpus.
 - 2. Focus on emoticons to express emotions, a state of mind, or a feeling in the digital age.

ASCII: American Standardized Code for Information Interchange. For exemple:) refers to the smiley ...

The library is managed by a consortium of major Internet players (Amazon, Apple, Facebook, Google, Huawei, Microsoft, Netflix, Oracle, SAP, etc.) who decide after a long study process if the proposed emoticon can be included in the catalog (https://home.unicode.org)

Emoticons in the service sector





Capturing the emotion of visitors via emoticons

- Emotion is complex and composite.
- Emotion reflects several categories of mental dispositions, including the six fundamental facial emotions identified by Eckmann (2002).
- These are joy, anger, fear, sadness, surprise, and disgust. These emotions serve as the basis for the development of other derived emotions. They have a universal character.

Table 1 - Emotion palette to capture visitors' emotions

Emotions	Emoticons	Natures	Manifestations	Expresses
Joy	<u>U</u>	Satisfaction,	Happiness,	A positive emotion
		Success,	Good mood,	
		Passion	Contentment,	
			Interest	
Anger	25	Frustration,	Closure,	A negative emotion
		Annoyance	Nervousness	
Fear	<u> </u>	Worry,	Apprehension,	A negative emotion
		Concern	Mistrust,	
			Fear	
Sadness	<u></u>	Loss,	Unsatisfaction,	A negative emotion
		Disappointment	Affliction	
Surprise	•	Unexpected,	Enthusiasm,	A positive emotion
		Revelation,	Wonder,	
		Astonishment	Inspiration	
Disgust	<u>@</u>	Aversion,	Contempt,	A negative emotion
	3	Reject	Irritation	

Source: according to https://www.unicode.org/charts/PDF/U1F600.pdf

The place of emotions in the tourism experience managed by destinations

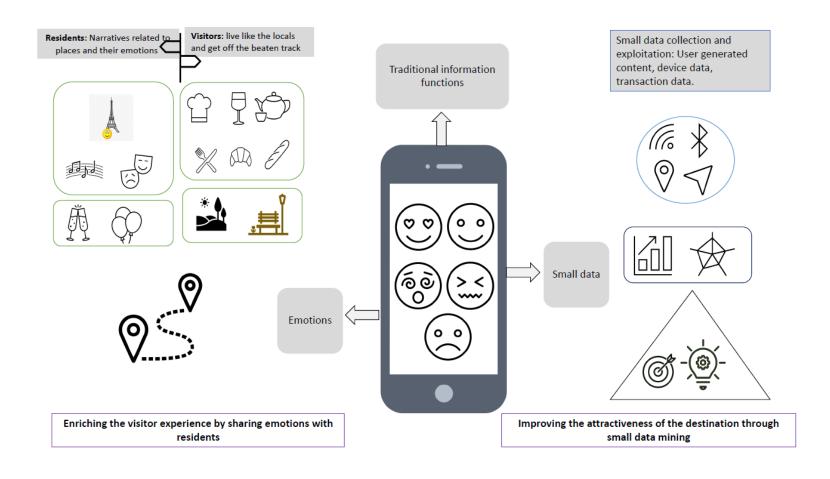


Figure 1 - The place of emotions in the tourism experience managed by destinations

1	Category	Example of content (not exhaustive)
Information for visitors produced by the territory's stakeholders	Points of interest	Museums, archaeological sites, monuments, churches, Parks and gardens
and distributed by the tourist offices	Ticketing and activities	Theaters, Exhibitions Guiding, visits, concierge service, Leisure Shopping,
	Local information	Local time Weather, Temperature Tourist office,
	Mobility to destination	Schedules and Lines Mobility solutions (walking, cycling, bus, streetcar, metro, etc.) Route calculation,
	Food and Lodging	Hotels Restaurants Bars Caterers,
information for visitors produced by residents	Storytelling by residents about their attachment to the place in relation to their experiences, uses and	based on time at destination, budget, and
	practices.	
Residents: Narratives related purpless and their emotions with the places and the places are the places and their emotions with the places and the places are the places are the places and the places are the		Small data collection and exploitation: User generated content, device data, transaction data.

What can we do with this data?

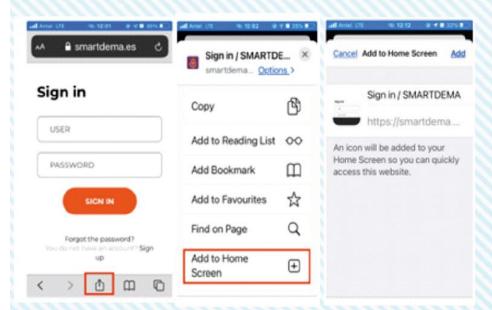
- By proposing to visitors to express their emotion(s) by selecting from a panel of emoticons, it then becomes possible to capture moments of satisfaction (positive emotion) and moments of disappointment (negative emotions).
- The use of location data will make it possible to associate a place/point of interest with the emotions expressed.
- Thanks to the app., we can capture the sense of emotion expressed by visitors/users
- The data generated by the app. promote an understanding of visitors' needs and behaviour to improve and individualise the tourism offer.
- Ways for destinations to stand out and differentiate themselves.
- It would be possible to respond to the following questions:
 - how can a destination be enhanced through emotion?
 - how a destination can explore visitors' emotions during and after their journey
 - how to make their visits enriching experiences.



STEP BY STEP USE OF THE WEB APP

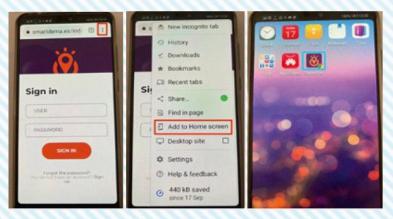
How to make an icon of the Web App for IOs Phones?

- Open SAFARI browser
- Type the web address smartdema.es
- Click on the red icon, and a new window will open
- Logged in once and you stayed logged
- 7Scroll down and click on Add to home screen
 Name the App SMARTDEMA.



How to create the icon App for Android?

- Type on the browser smartdema.es.
- The screen below will appear click on the three dots and new window will display.
- Tap on the Add to Home Screen.



smartdema.es

HOW TO POST A STORY?

The stories are geolocated. Your post and stories will appear by clicking on the MAP icon.

The MAP icon takes you to your last position when you used the App. If you were in Paris, it takes you to Paris. To locate you at the point you are now. The MAP has a tool on the rights ide just below the satellita layer. If you are still in Paris, no problem, keep the position.

To post the Story, you click on the map where the Story is happening or happened.

The App puts a red PIN and opens a dialogue tab. In this dialogue tab, you can see a video, photos, text, emojis, and icons graphic interface.

Each icon has a different colour. Once the red PIN is on the MAP, you choose the kind of media you want to upload. It can be simple 300 character text, a photo, a video or just emojis. Story text must exist in all formats.

On the MAP, you will see your Story but other people's stories as well. Each Story has a different Media.

Media refers to video, photo, emoji...



smartdema.es

Go to

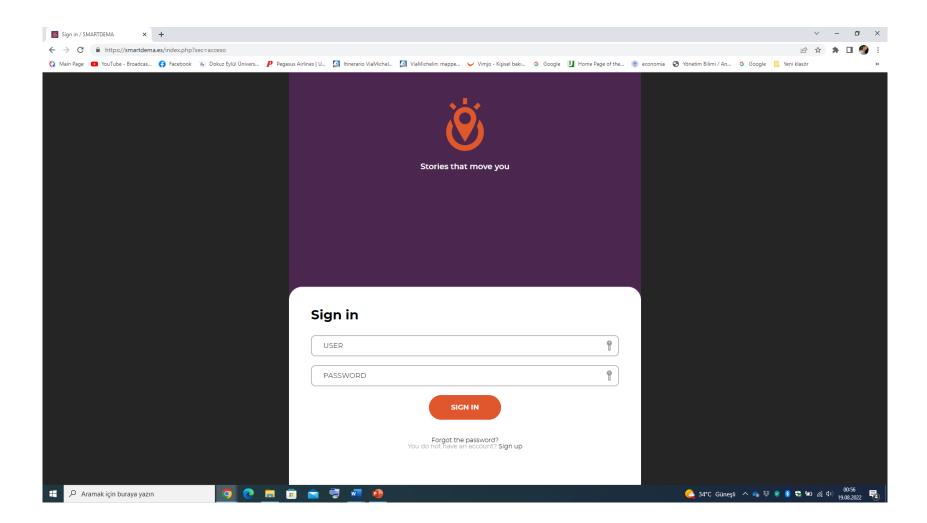
• www.smartdema.es

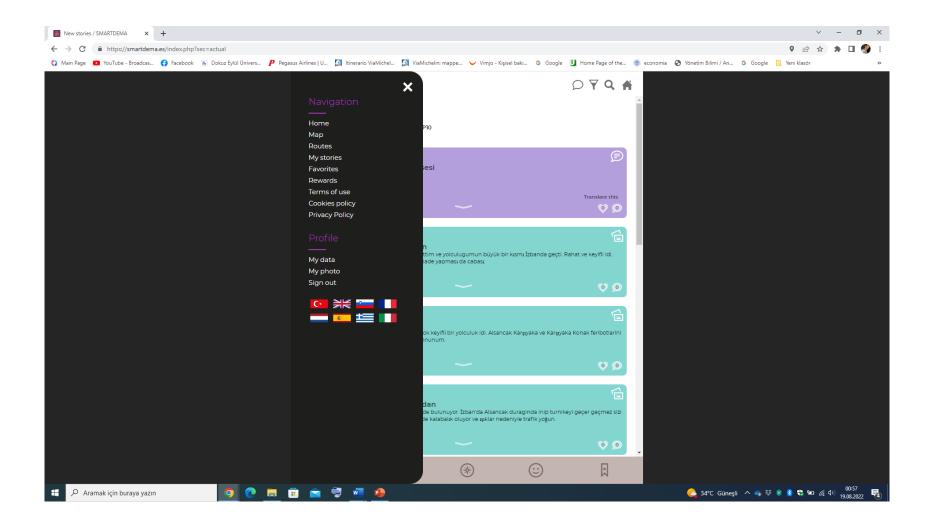
• www.smartdema.org

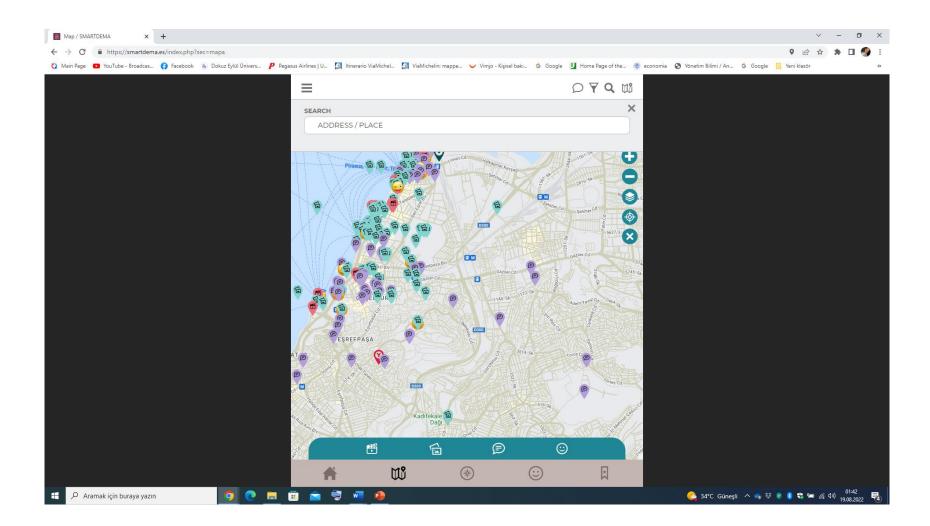


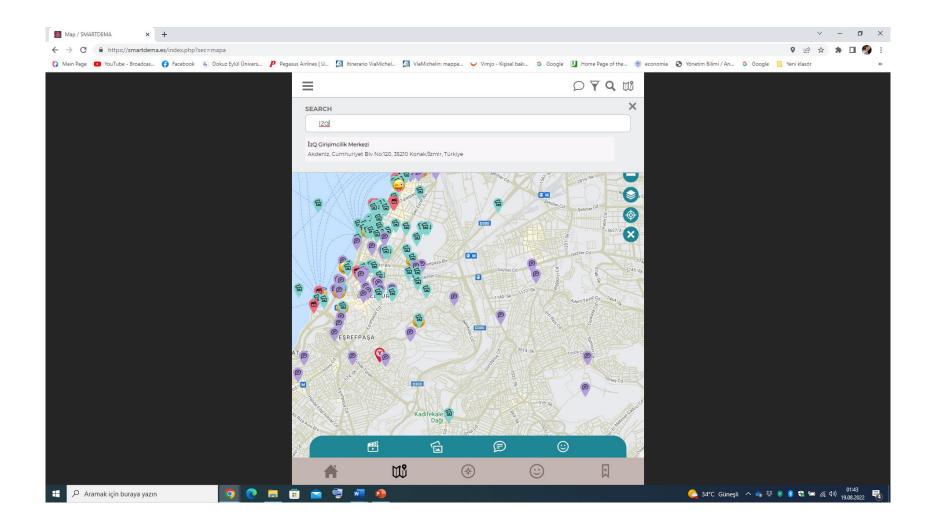


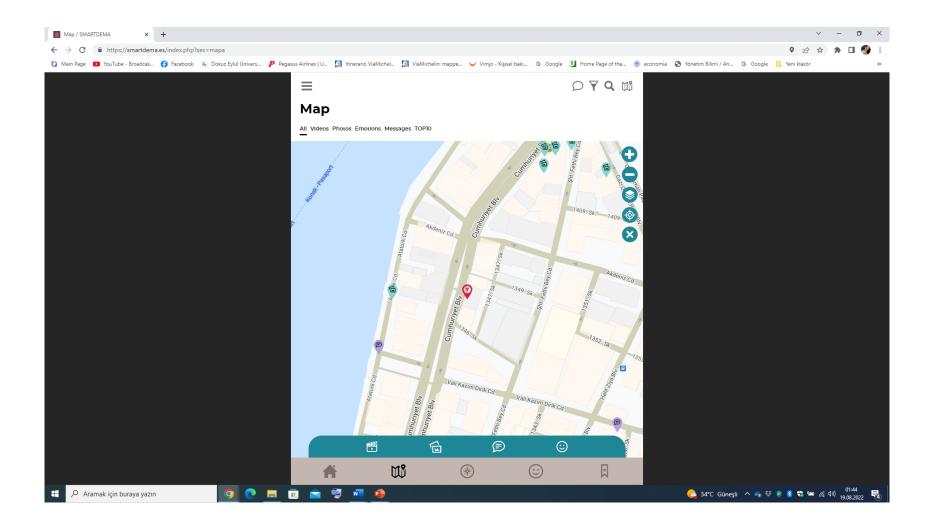
Register first!

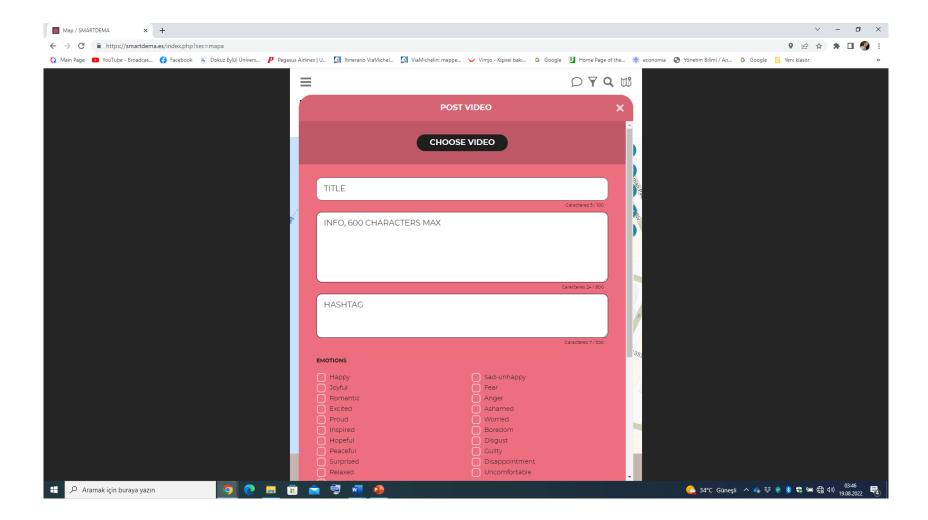


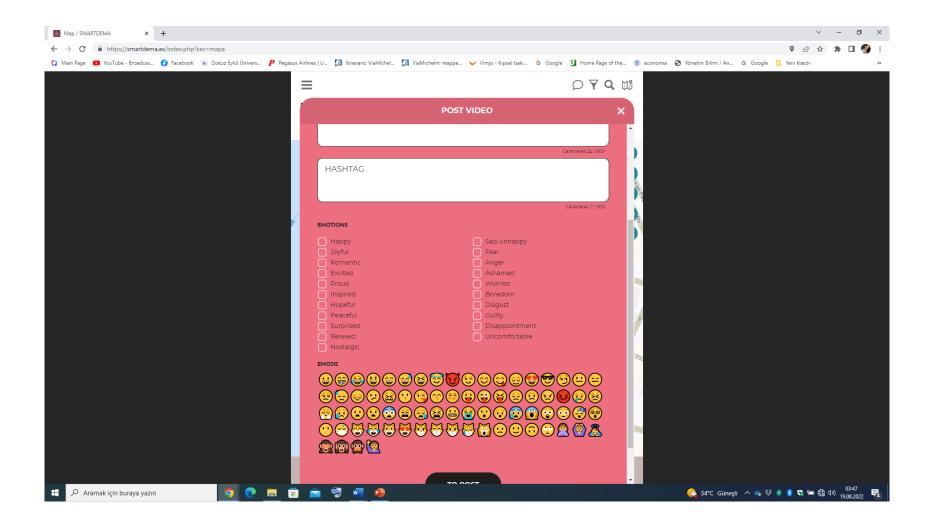


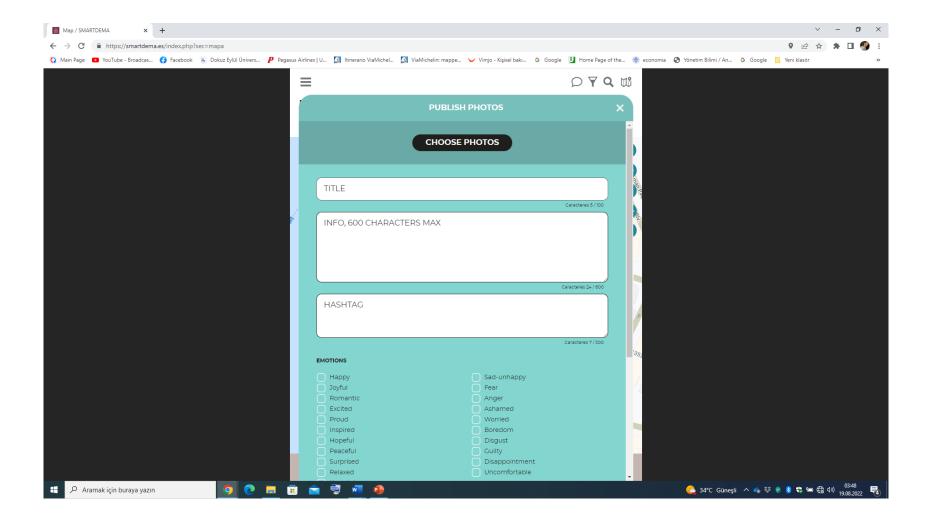


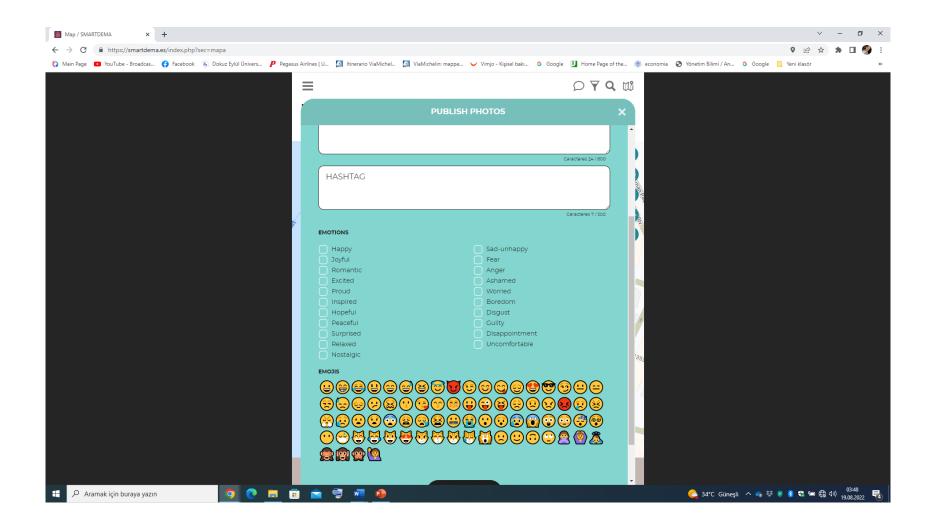


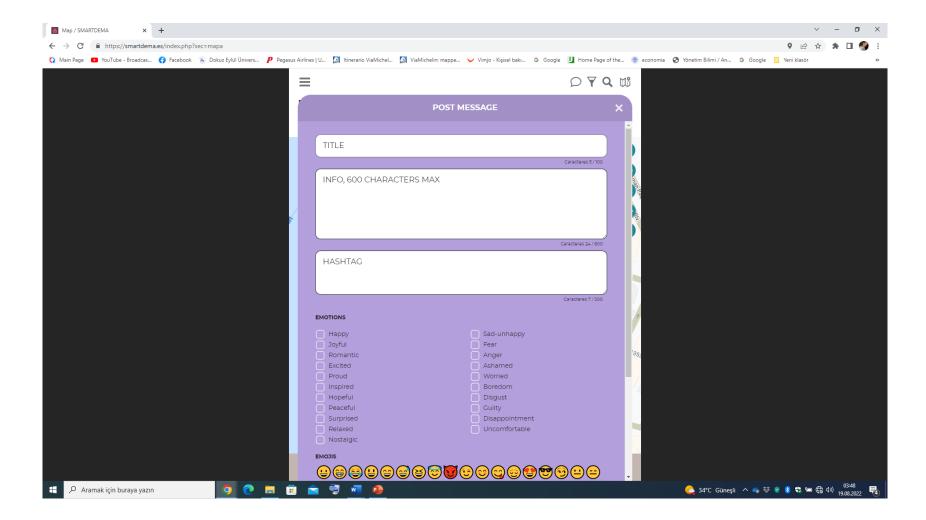


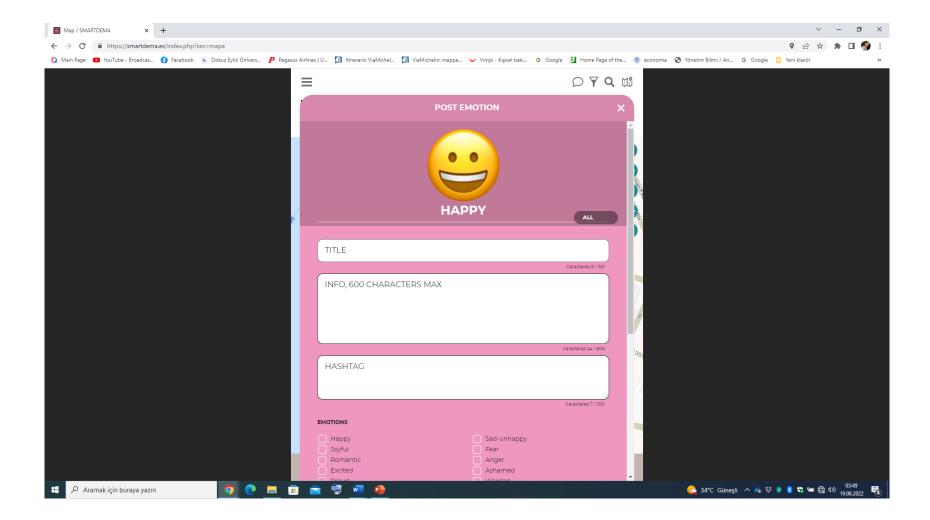


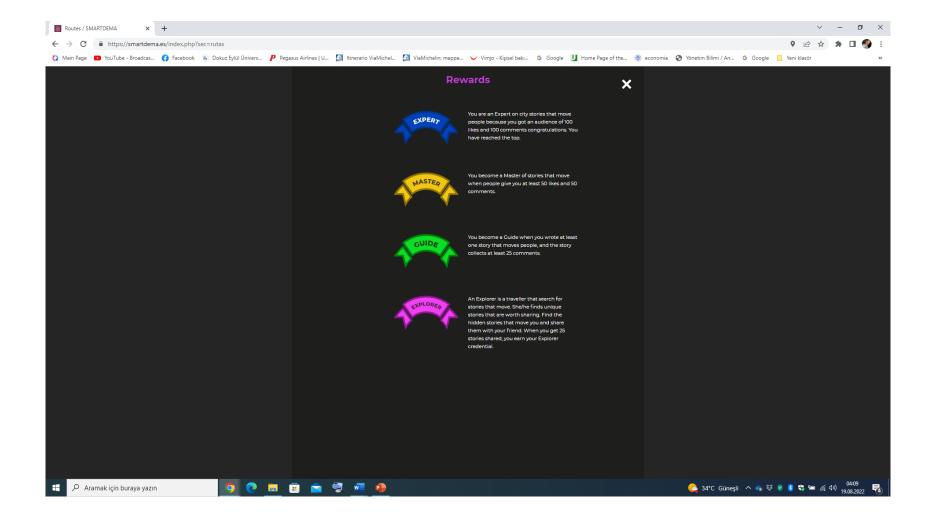


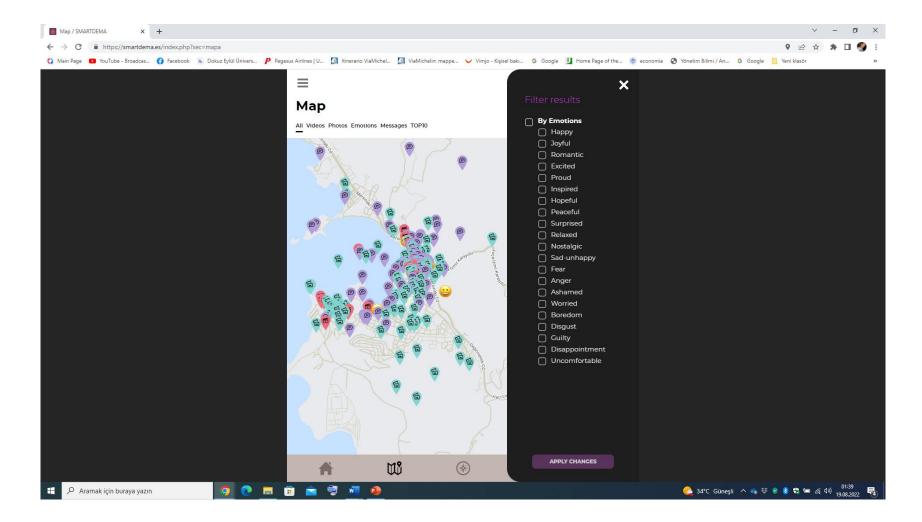








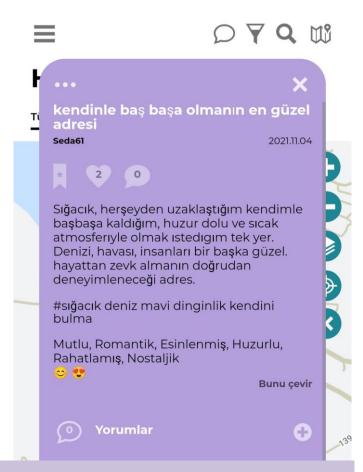




Routes and Stories

STORIES

 The stories reflect the real sentiment of citizens/people concerning the city and destination of Izmir.



THE BEST ADDRESS TO BE ALONE WITH YOURSELF

Sigacik is the only place where I want to be away from everything, where I can be alone with myself, with its restful and warm atmosphere.

Its sea, air, and people are very beautiful. The only address where you can experience enjoying life.



The users until now have shared stories & routes about lesser-known, hidden, undiscovered destination spots that are worth seeing in Ljubljana, Izmir and its districts.













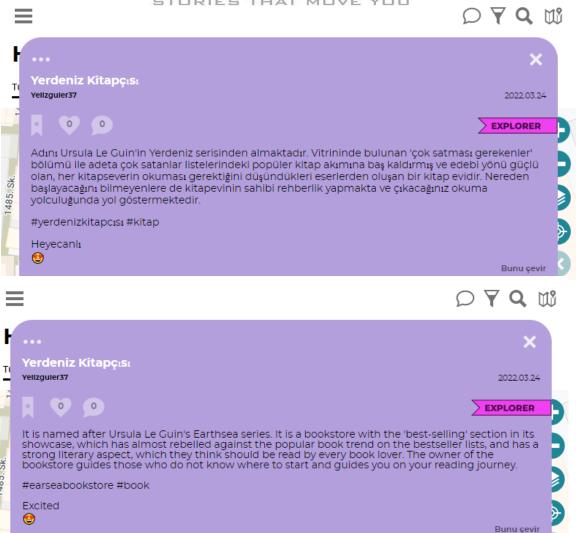


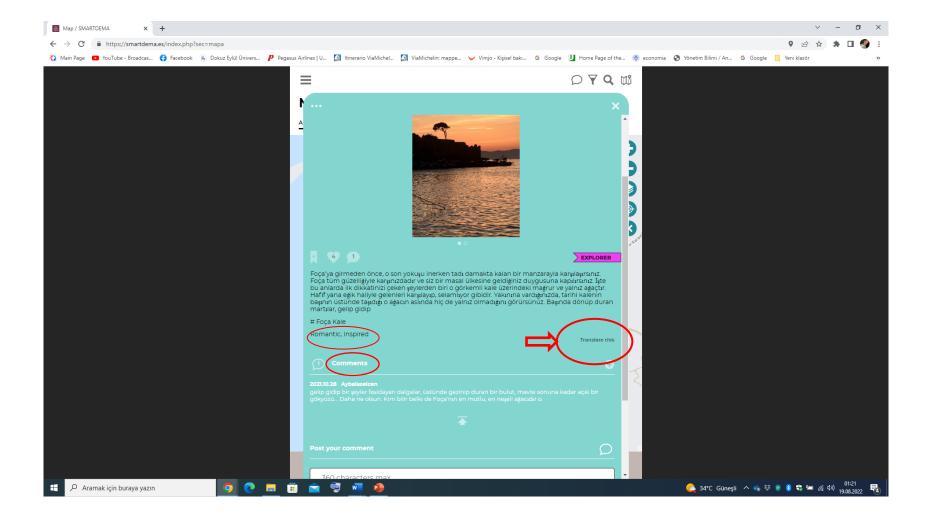


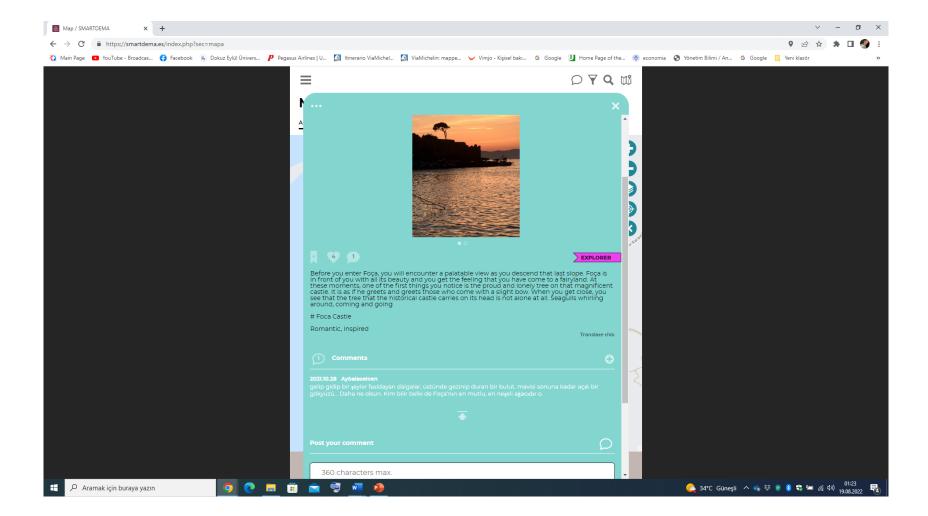


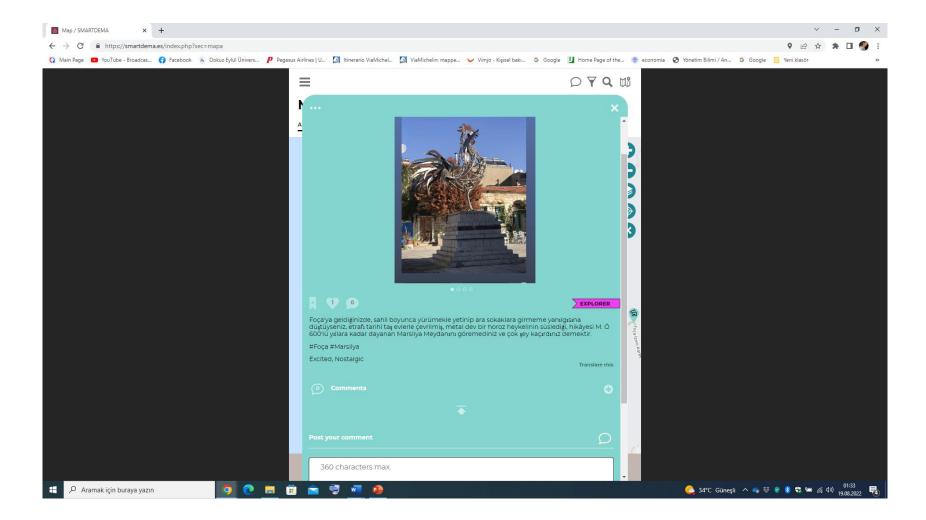


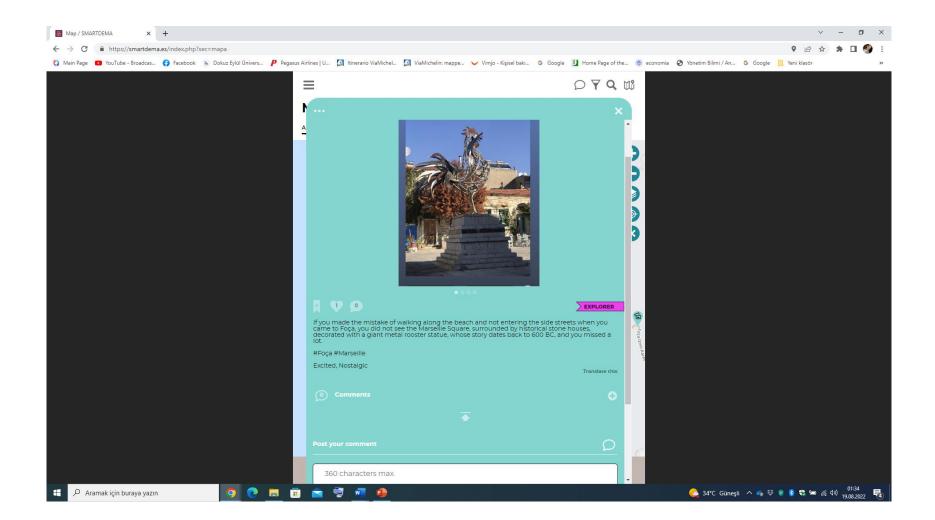


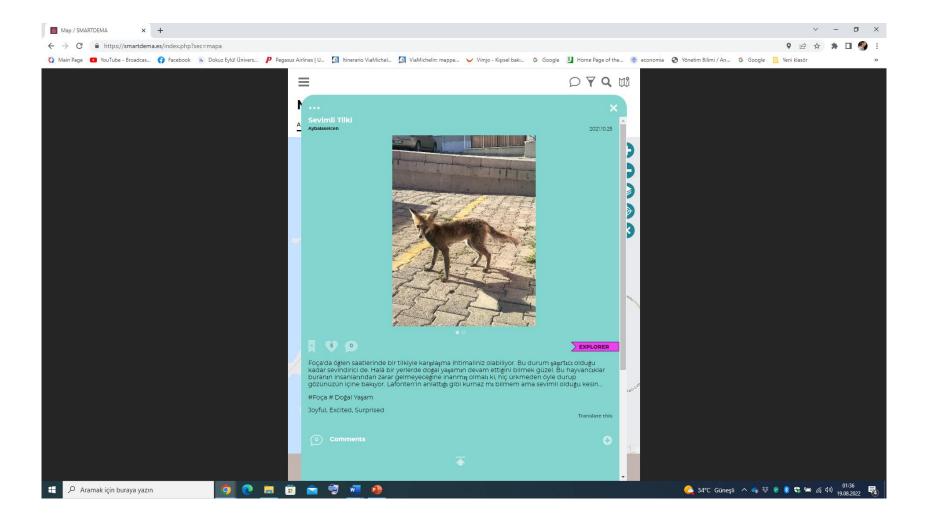


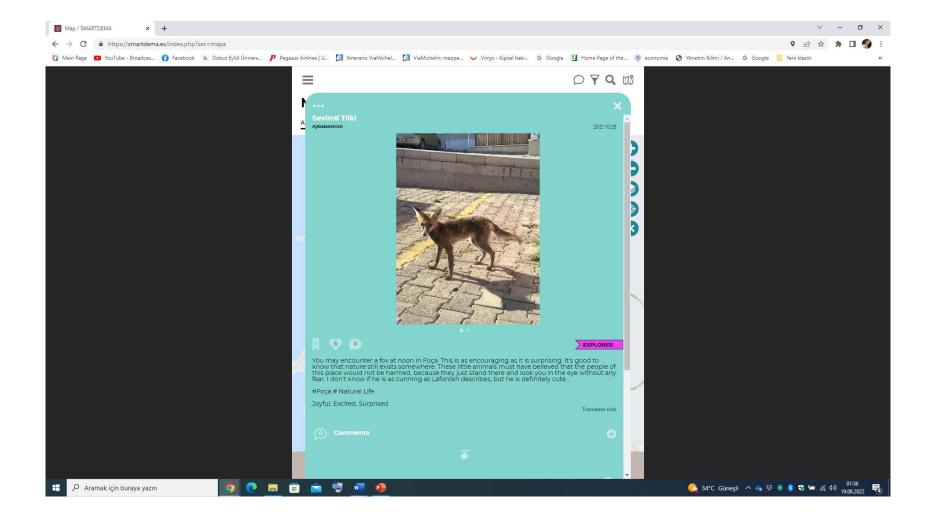


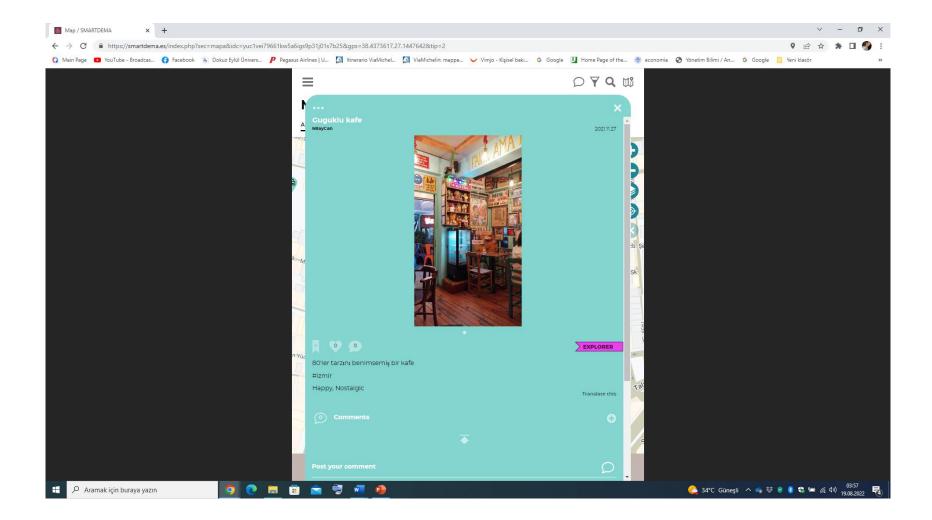


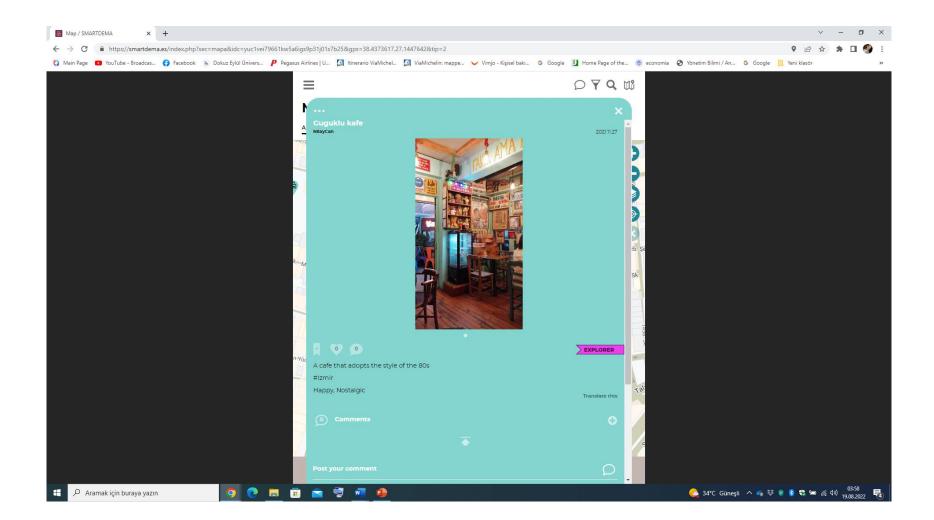












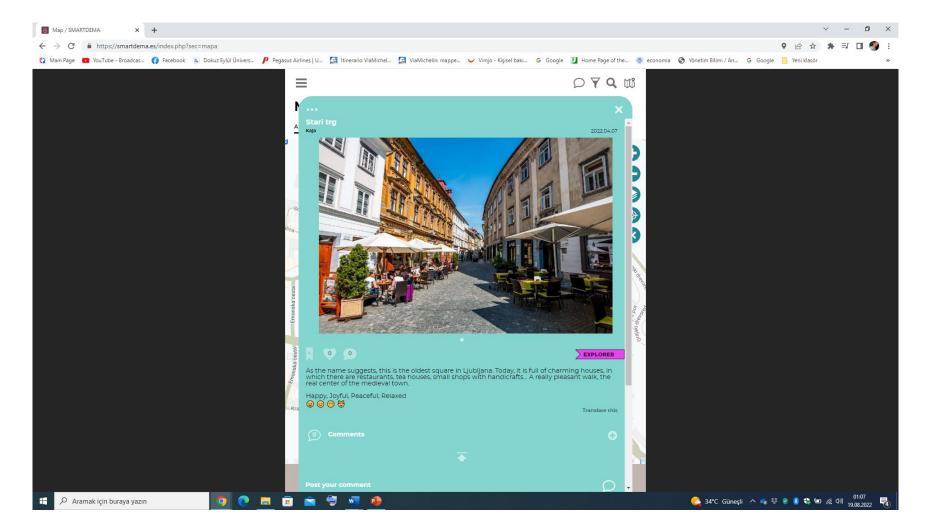




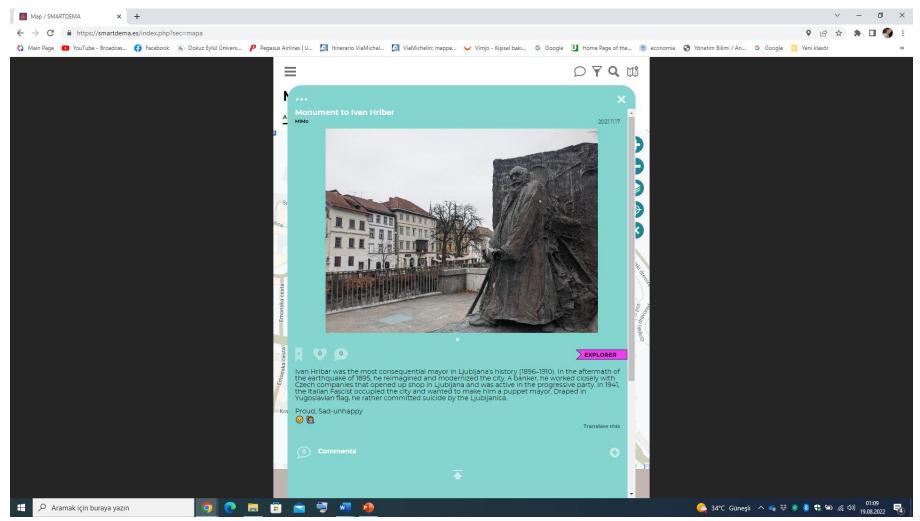


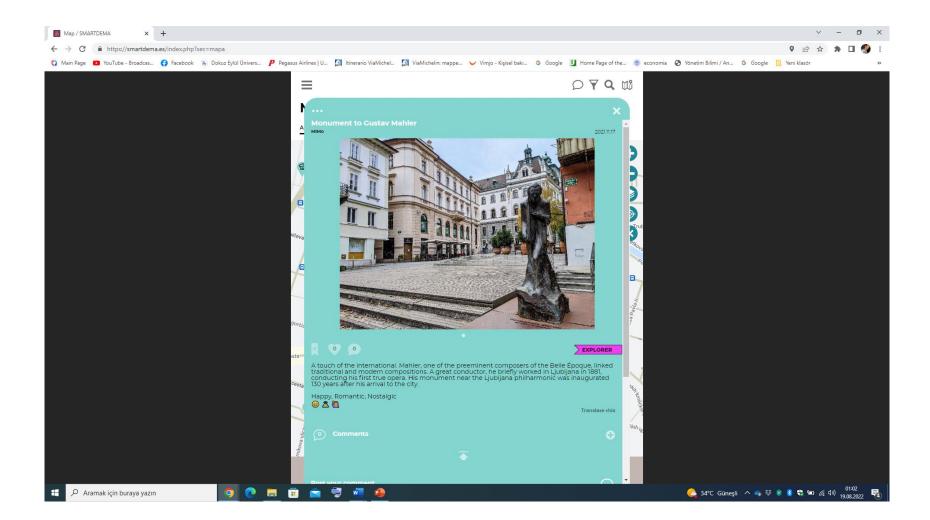
Stories from Ljubljana

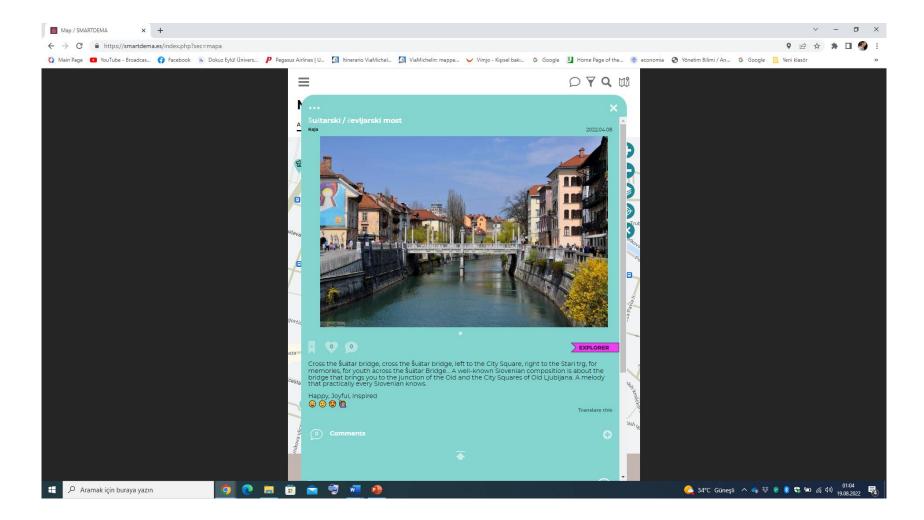


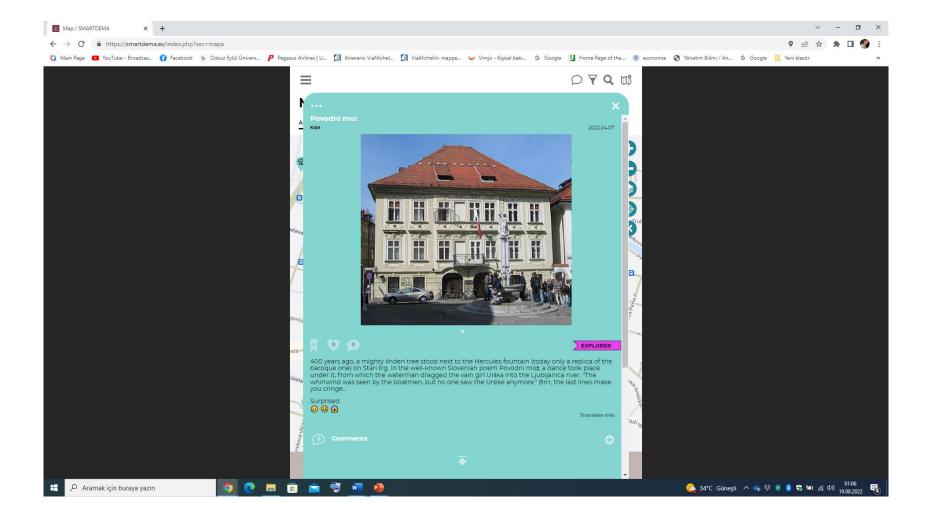


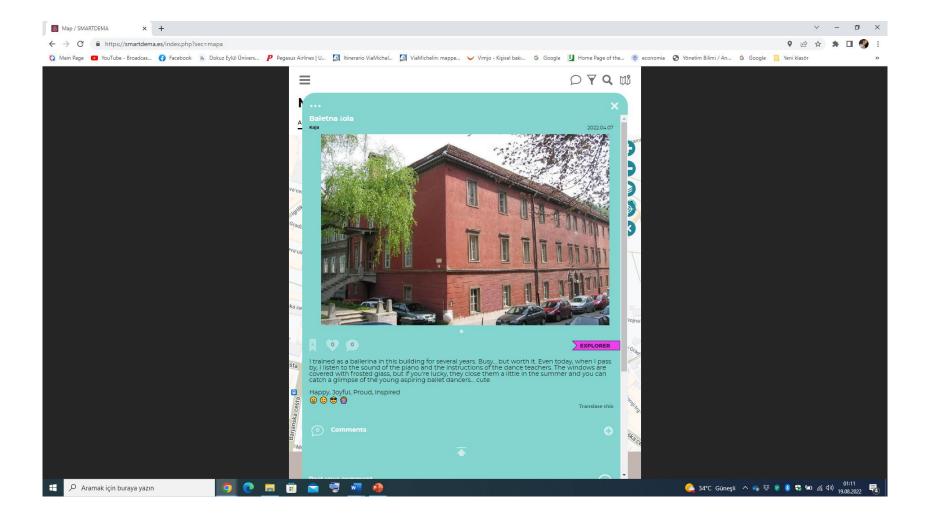
Not every stories are pleasant®

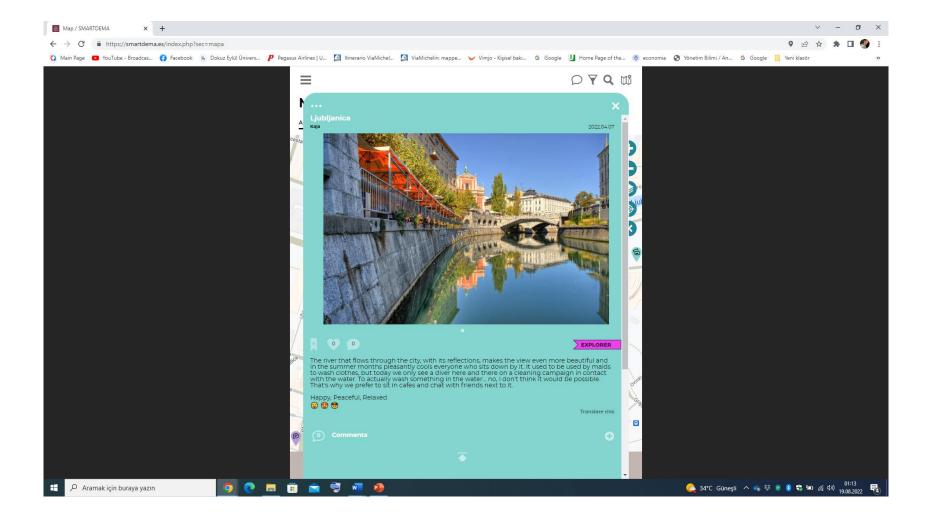


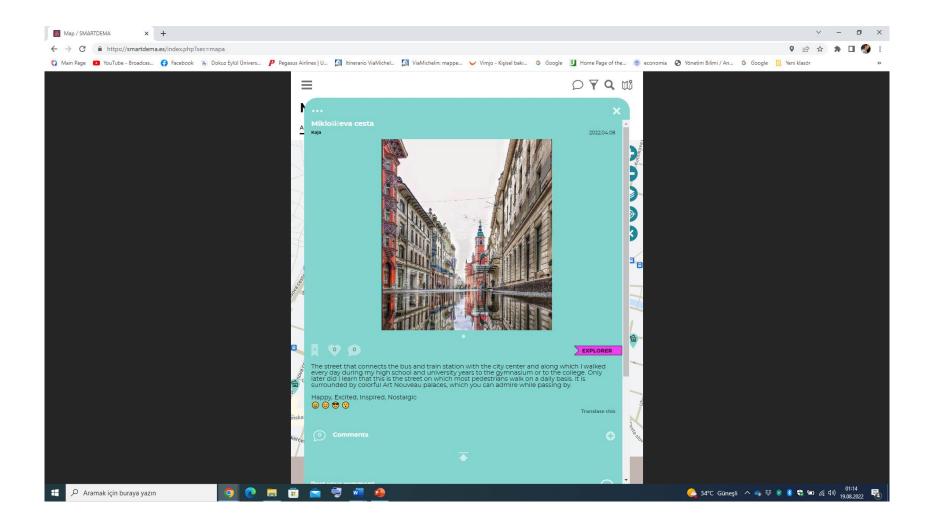




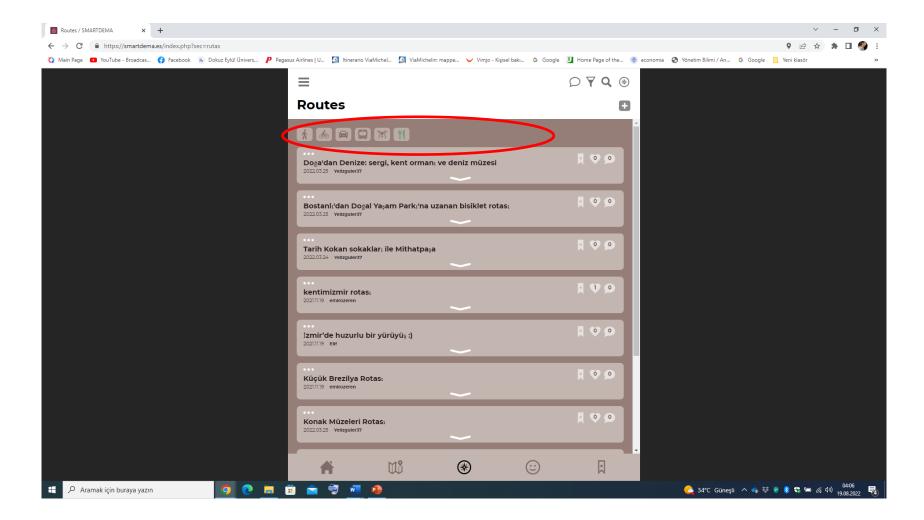




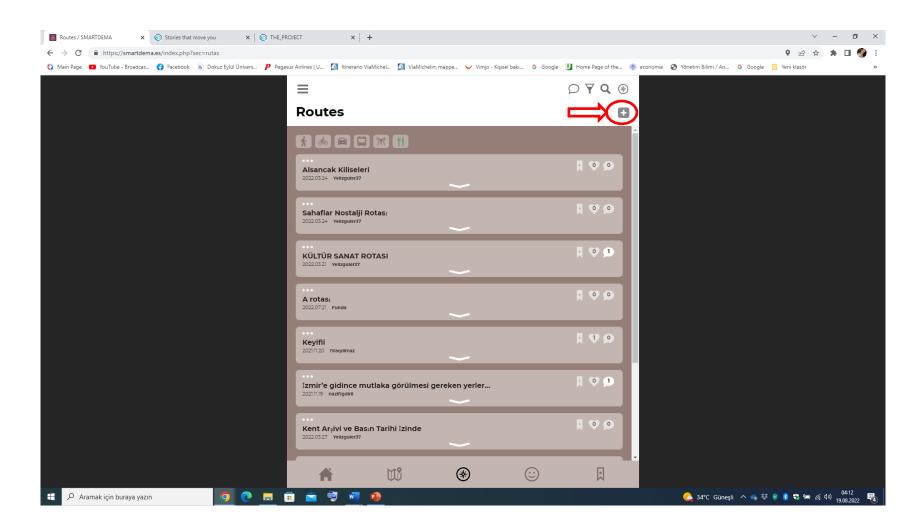


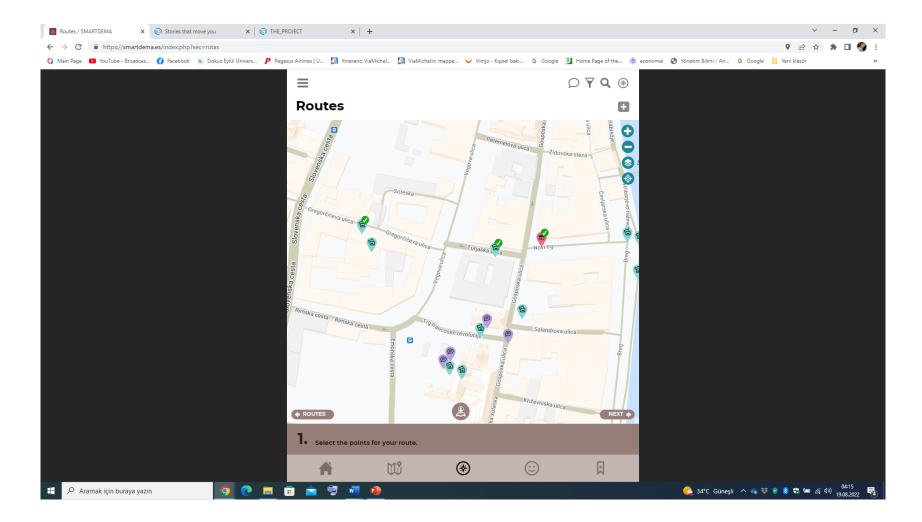


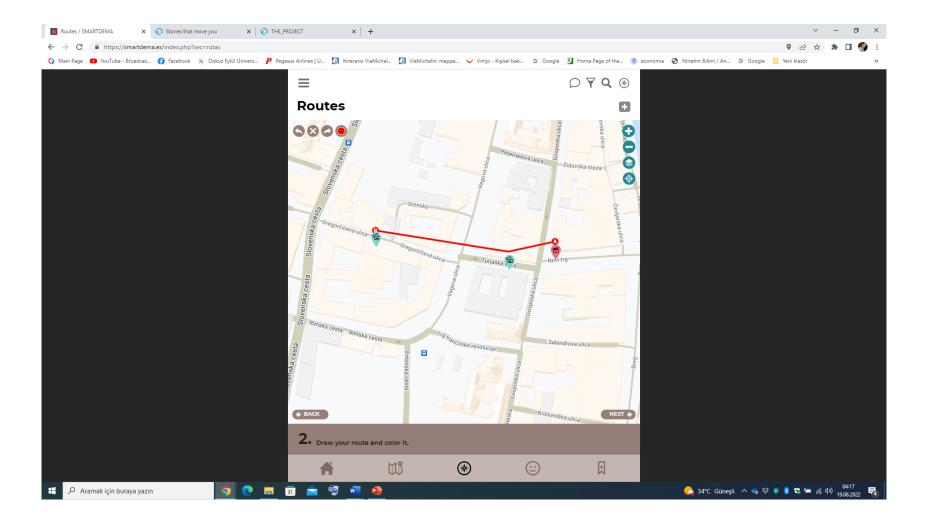
Routes and Stories

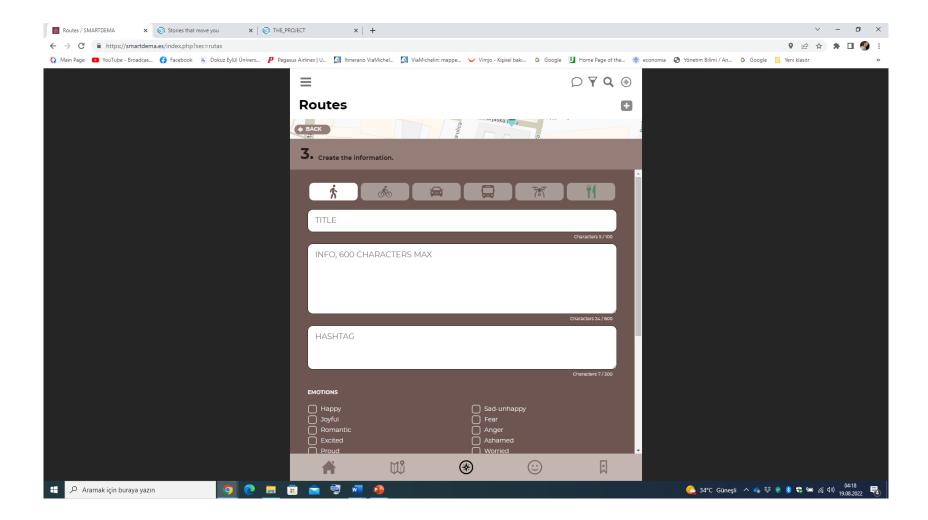


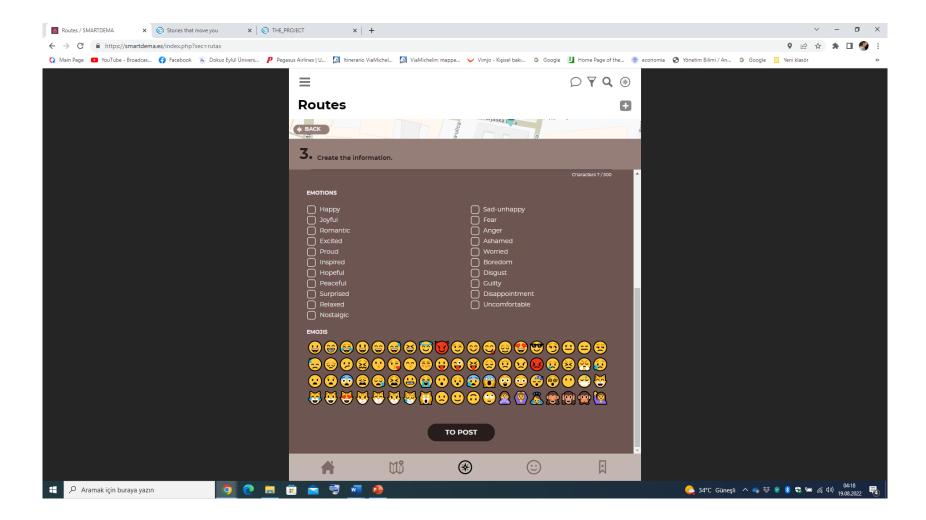
How to create your own route













 The users have created new, different routes to reflect the special, various type of interests of citizens in Izmir.

– Examples of these routes:

- The Jewish heritage route
- The Vegan route by Ferry
- Urla vineyards route by bike
- Zübeyde Hanım route with her memories
- city's culture and art route
- The churches route of Alsancak
- second-hand booksellers' nostalgia route
- İzmir Clock tower and the ancient city of Agora
- Museums of Izmir
- The city archive and press history route

Second-hand Booksellers' Nostalgia Route (nostalgia route to old books)



At Ege Kitap ve Plak, the first stop of the route, you will go to the past among the forgotten 45 records and comics. The second stop on the route is Palto Sahaf which is a second-hand bookseller, you can find rare old books. At Guguklu Cafe, which is the resting point of the route, you can make your choice among rare sodas from every region of Turkey and cool off. At our last stop, Yerdeniz Bookstore, you can meet the best-selling books. This is a journey for book lovers, from the dusty pages of the past to the works of art of today.

VEGAN ROUTE WITH FERRY



Rotalar

Vapur İle Vegan Rotası

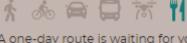
2022.03.24 Yellzguler37







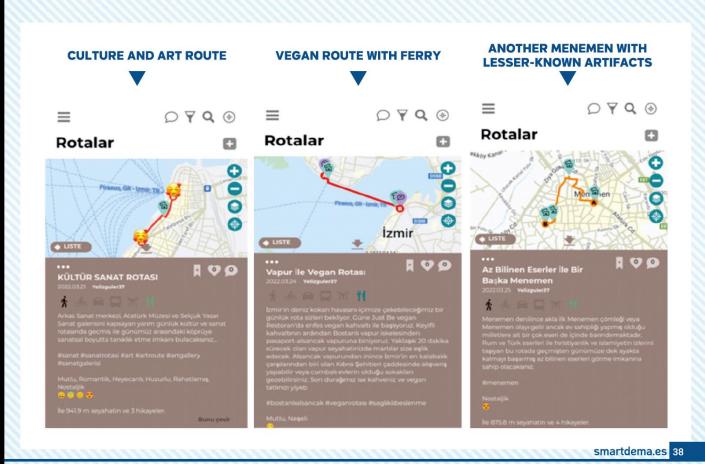




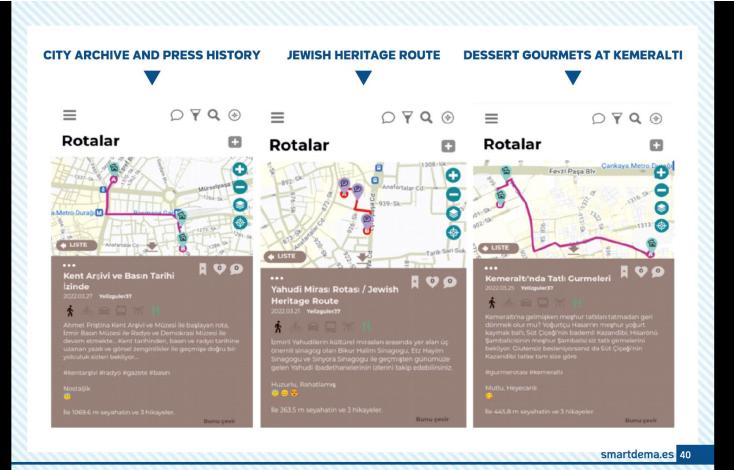
A one-day route is waiting for you where we can breathe the sea-smelling air of Izmir. We start the day with a delicious vegan breakfast at Just Be vegan Restaurant. After a pleasant breakfast, we board the Passport-Alsancak ferry from the Bostanlı ferry port. Seagulls will accompany you on your ferry trip, which will take approximately 20 minutes. When you get off the Alsancak ferry, you can shop on Kıbrıs Şehitleri Caddesi, one of the most crowded bazaars of İzmir, or have your coffee and vegan dessert at Yaşam vegan cafe after the streets with bay windows.

2034 m

With 5101.1 m of travel and 5 stories.



























The EU Erasmus+ Project: SMARTDEMA (Smart Destination Management)

KA203 - Strategic Partnerships for higher education

	Project Official Info
Project number:	2020-1-TR01-KA203-092920
Applicant Organisation:	Dokuz Eylül University
Title of the Project:	SMART Tourism Destination increasing citizen's sentiment of sharing local tourism related values through gamification using emerging mobile Apps and SMALL Data analysis.
Acronym:	SMARTDEMA
Duration:	24 months (2020-2022)
The Official Web Site:	https://smartdemaproject.org/
Motto of the Project:	"Stories that move you"
Social Media Accounts:	i smart_dema
	🏏 : smart_dema
	f : smartdemaproject
SmartDema Mobile App.	https://smartdema.org/

Thank you for listening & patience...

Please do not hesitate to communicate with me directly for any question, ideas or potential collaboration.

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