

Implications of blockchain technology for the future of tourism industry.

Eva M Sánchez-Teba, M. Dolores Benítez-Márquez, Marisol B. Correia, José Jesús Vegas-Melero

Abstract: All the material published in scientific journals was analyzed using SciMAT software in order to determine the state of the development of knowledge in relation to the application of blockchain technology in this sector and to guide future lines of research. We can conclude that blockchain is a disruptive technology that still has significant room for development in key sectors such as tourism. The main lines to be developed include trust, the disappearance of intermediaries, medical tourism, how businesses and customers can adopt blockchain technology, and how it will affect tourism development until smart tourism has been fully adopted. In addition, security and transparency are the main characteristics that make this technology so interesting for the tourism sector and will advance the achievement of this sector. This is one of the few research projects that focuses on the potential of blockchain technology as a catalyst for advancing the tourism sector. Proper implementation in this sector offers new opportunities for public-private partnerships for destination development.

Keywords: Blockchain Technology; Tourism Development; Tourism Industry; Sustainable Development Goals; SciMAT