

Integrating ICT- Based Applications for Sustainable Tourism Development in Algeria

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Abstract : Information and Communication Technology (ICT) has an inevitable impact on different industries and their performances. The tourism industry as the largest and fastest growing industry in the world cannot be excluded from this technology and its huge impacts. ICT provides information about tourist attractions in the different destinations before travelling and may improve tourists' satisfaction. Although Algeria has great tourism potentials, it still needs to be performed well in promoting its attractions to international tourists via ICT tools yet. This research explores the impact of ICT on foreign tourists' satisfaction of the tourism industry and uses Algerian tourist agencies as a case study, and proposes a model for the impact of ICT on sustainable tourism. Finally, it is concluded that e-ticketing, e-reservation, online payment, multilingual and updated information websites are essential needs for planning strategies in the field of e-tourism. Also, it is recommended that the tourism authorities should develop e-tourism infrastructures in order to keep up with the competitiveness of this field to enable the country to benefit from the global benefits of the tourism industry.

Keywords : Information and Communications Technology (ICT), tourism, tourists' satisfaction, sustainable tourism

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