**Supplementary Information 1**

Search Queries

1. ( TITLE-ABS-KEY ( "Online reviews"  OR  "Online Hotel Reviews"  OR  "Online Ratings" )  AND  TITLE-ABS-KEY ( hotel  OR  hotels  OR  hotel  AND industry  OR  hotel  AND management ) )
2. ( TITLE-ABS-KEY ( "Online reviews"  OR  "Online Hotel Reviews"  OR  "Online Ratings" )  AND  TITLE-ABS-KEY ( tourism  OR  tourism  AND industry  OR  tourism  AND management ) )
3. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( hospitality OR hospitality AND industry OR hospitality AND management ) )
4. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( tourist AND destination ) )
5. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( travel ) )
6. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( cruises OR camping OR restaurants ) )
7. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( hotel AND performance ) )
8. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( hotel AND revenues OR hotel AND revenue AND management OR revenue AND management ) )
9. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( "Hotel Revenues" OR "Hotel Revenue Management" OR "Revenue Management" ) )
10. ( TITLE-ABS-KEY ( "Online reviews"  OR  "Online Hotel Reviews"  OR  "Online Ratings" )  AND  TITLE-ABS-KEY ( hotel  OR  hotels  OR  hotel  AND industry  OR  hotel  AND management )  AND  TITLE-ABS-KEY ( profitability  OR  financial  AND performance ) )
11. ( TITLE-ABS-KEY ( "Online reviews"  OR  "Online Hotel Reviews"  OR  "Online Ratings" )  AND  TITLE-ABS-KEY ( hotel  OR  hotels  OR  "Hotel Industry"  OR  "Hotel Management" )  AND  TITLE-ABS-KEY ( profitability  OR  "Financial Performance" ) )
12. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( hotel OR hotels OR hotel AND industry OR hotel AND management ) AND TITLE-ABS-KEY ( customer AND satisfaction ) )
13. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( tourism OR "Tourism Industry" OR "Tourism Management" ) AND TITLE-ABS-KEY ( profitability OR "Financial Performance" ) )
14. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( tourism OR "Tourism Industry" OR "Tourism Management" ) AND TITLE-ABS-KEY ( "customer satisfaction" ) )
15. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( hospitality OR "Hospitality Industry" OR "Hospitality Management" ) AND TITLE-ABS-KEY ( profitability OR "Financial Performance" ) )
16. ( TITLE-ABS-KEY ( "Online reviews" OR "Online Hotel Reviews" OR "Online Ratings" ) AND TITLE-ABS-KEY ( hospitality OR "Hospitality Industry" OR "Hospitality Management" ) AND TITLE-ABS-KEY ( "customer satisfaction" ) )
17. ( TITLE-ABS-KEY ( tripadvisor OR booking.com OR airbnb OR twitter OR facebook ) AND TITLE-ABS-KEY ( hotel OR hotels OR hotel AND industry OR "Hotel Industry" OR hotel AND management OR "Hotel Management" ) )
18. ( TITLE-ABS-KEY ( tripadvisor OR booking.com OR airbnb OR twitter OR facebook ) AND TITLE-ABS-KEY ( tourism OR "Tourism Industry" OR "Tourism Management" ) )
19. ( TITLE-ABS-KEY ( tripadvisor OR booking.com OR airbnb OR twitter OR facebook ) AND TITLE-ABS-KEY ( hospitality OR "Hospitality Industry" OR "Hospitality Management" ) )
20. ( TITLE-ABS-KEY ( tripadvisor OR booking.com OR airbnb OR twitter OR facebook ) AND TITLE-ABS-KEY ( profitability OR "Financial Performance" ) )
21. ( TITLE-ABS-KEY ( tripadvisor OR booking.com OR airbnb OR twitter OR facebook ) AND TITLE-ABS-KEY ( "customer satisfaction" ) )
22. ( TITLE-ABS-KEY ( tripadvisor OR booking.com OR airbnb OR twitter OR facebook ) AND TITLE-ABS-KEY ( "Hotel Performance" ) )
23. ( TITLE-ABS-KEY ( tripadvisor OR booking.com OR airbnb OR twitter OR facebook ) AND TITLE-ABS-KEY ( hotel AND revenues OR "Hotel Revenues" OR hotel AND revenue AND management OR "Hotel Revenue Management" OR revenue AND management OR "Revenue Management" ) )
24. ( TITLE-ABS-KEY ( tripadvisor OR booking.com OR airbnb OR twitter OR facebook ) AND TITLE-ABS-KEY ( cruises OR camping OR restaurants ) )
25. ( TITLE-ABS-KEY ( "Data Mining" OR "Opinion Mining" OR "Text Mining" OR "Text Analytics" OR "Web Mining" ) AND TITLE-ABS-KEY ( hotel OR hotels OR hotel AND industry OR "Hotel Industry" OR hotel AND management OR "Hotel Management" ) )
26. ( TITLE-ABS-KEY ( "Data Mining" OR "Opinion Mining" OR "Text Mining" OR "Text Analytics" OR "Web Mining" ) AND TITLE-ABS-KEY ( tourism OR tourism AND industry OR "Tourism Industry" OR tourism AND management OR "Tourism Management" OR tourist AND destination ) )
27. ( TITLE-ABS-KEY ( "Data Mining"  OR  "Opinion Mining"  OR  "Text Mining"  OR  "Text Analytics"  OR  "Web Mining" )  AND  TITLE-ABS-KEY ( hospitality  OR  hospitality  AND industry  OR  "Hospitality Industry"  OR  hospitality  AND management  OR  "Hospitality Management" ) )
28. ( TITLE-ABS-KEY ( "Data Mining"  OR  "Opinion Mining"  OR  "Text Mining"  OR  "Text Analytics"  OR  "Web Mining" )  AND  TITLE-ABS-KEY ( "customer satisfaction" )  AND  TITLE-ABS-KEY ( hotel  OR  tourism  OR  hospitality ) )
29. ( TITLE-ABS-KEY ( "Data Mining"  OR  "Opinion Mining"  OR  "Text Mining"  OR  "Text Analytics"  OR  "Web Mining" )  AND  TITLE-ABS-KEY ( profitability  OR  "Financial Performance" )  AND  TITLE-ABS-KEY ( hotel  OR  tourism  OR  hospitality ) )
30. ( TITLE-ABS-KEY ( "Sentiment Analysis" )  AND  TITLE-ABS-KEY ( hotel  OR  hotels  OR  hotel  AND industry  OR  "Hotel Industry"  OR  hotel  AND management  OR  "Hotel Management" ) )
31. ( TITLE-ABS-KEY ( "Sentiment Analysis" )  AND  TITLE-ABS-KEY ( tourism  OR  tourism  AND industry  OR  "Tourism Industry"  OR  tourism  AND management  OR  "Tourism Management"  OR  tourist  AND destination ) )
32. ( TITLE-ABS-KEY ( "Sentiment Analysis" )  AND  TITLE-ABS-KEY ( hospitality  OR  hospitality  AND industry  OR  "Hospitality Industry"  OR  hospitality  AND management  OR  "Hospitality Management" ) )
33. ( TITLE-ABS-KEY ( "Sentiment Analysis" )  AND  TITLE-ABS-KEY ( profitability  OR  "Financial Performance" )  AND  TITLE-ABS-KEY ( hotel  OR  tourism  OR  hospitality ) )
34. ( TITLE-ABS-KEY ( "Sentiment Analysis" )  AND  TITLE-ABS-KEY ( "customer satisfaction" )  AND  TITLE-ABS-KEY ( hotel  OR  tourism  OR  hospitality ) )
35. ( TITLE-ABS-KEY ( ewom  OR  "Electronic Word of Mouth"  OR  e-wom  OR  electronic  AND word-of-mouth )  AND  TITLE-ABS-KEY ( hotel  OR  hotels  OR  hotel  AND industry  OR  "Hotel Industry"  OR  hotel  AND management  OR  "Hotel Management" ) )
36. ( TITLE-ABS-KEY ( ewom  OR  "Electronic Word of Mouth"  OR  e-wom  OR  electronic  AND word-of-mouth )  AND  TITLE-ABS-KEY ( tourism  OR  tourism  AND industry  OR  "Tourism Industry"  OR  tourism  AND management  OR  "Tourism Management"  OR  tourist  AND destination ) )
37. ( TITLE-ABS-KEY ( ewom  OR  "Electronic Word of Mouth"  OR  e-wom  OR  electronic  AND word-of-mouth )  AND  TITLE-ABS-KEY ( hospitality  OR  hospitality  AND industry  OR  "Hospitality Industry"  OR  hospitality  AND management  OR  "Hospitality Management" ) )
38. ( TITLE-ABS-KEY ( ewom  OR  "Electronic Word of Mouth"  OR  e-wom  OR  electronic  AND word-of-mouth )  AND  TITLE-ABS-KEY ( profitability  OR  "Financial Performance" ) )
39. ( TITLE-ABS-KEY ( ewom  OR  "Electronic Word of Mouth"  OR  e-wom  OR  electronic  AND word-of-mouth )  AND  TITLE-ABS-KEY ( "customer satisfaction" )  AND  TITLE-ABS-KEY ( hotel  OR  tourism  OR  hospitality  OR  lodging ) )
40. ( TITLE-ABS-KEY ( "Online Booking"  OR  "Online Hotel Booking"  OR  "Booking Intention" )  AND  TITLE-ABS-KEY ( hotel  OR  tourism  OR  hospitality  OR  lodging )  AND  TITLE-ABS-KEY ( online  AND reviews ) )
41. ( TITLE-ABS-KEY ( "Big Data"  OR  "Data Analytics"  OR  "Big Data Analytics" )  AND  TITLE-ABS-KEY ( hotel  OR  tourism  OR  hospitality  OR  lodging ) )
42. ( TITLE-ABS-KEY ( "Responsible Tourism"  OR  "Sustainable tourism"  OR  "Tourism Sustainability"  OR  ecotourism  OR  "Eco tourism"  OR  eco-tourism  OR  "Green Tourism"  OR  "Green Economy"  OR  "Green Hotel"  OR  "Circular Tourism"  OR  "Circular Economy"  OR  bioeconomy  OR  "Bio economy" )  AND  TITLE-ABS-KEY ( "Online Reviews"  OR  "Online Ratings"  OR  tripadvisor  OR  booking.com  OR  airbnb  OR  twitter ) )
43. ( TITLE-ABS-KEY ( blue  AND tourism  OR  "Blue Tourism"  OR  blue  AND economy  OR  "Blue Economy" )  AND  TITLE-ABS-KEY ( "Online Reviews"  OR  "Online Ratings"  OR  tripadvisor  OR  booking.com  OR  airbnb  OR  twitter ) )
44. ( TITLE-ABS-KEY ( "Online reviews"  OR  "Online Hotel Reviews"  OR  "Online Ratings" )  AND  TITLE-ABS-KEY ( experience  OR  "Experience economy"  OR  "Experience tourism" ) )
45. ( TITLE-ABS-KEY ( hotel )  AND  TITLE-ABS-KEY ( tripadvisor ) )

**Supplementary Information 2**

Full list of Co-word/Co-occurrence network

|  |  |  |
| --- | --- | --- |
| **Label** | **Occurrences** | **Cluster** |
| attitude | 4 | 1 |
| behavioral research | 6 | 1 |
| booking intentions | 8 | 1 |
| booking.com | 8 | 1 |
| branding | 9 | 1 |
| credibility | 7 | 1 |
| data analytics | 6 | 1 |
| empirical analysis | 7 | 1 |
| ewom | 84 | 1 |
| experimental study | 3 | 1 |
| heuristics | 5 | 1 |
| hotel attributes | 9 | 1 |
| hotel image | 3 | 1 |
| hotel performance | 11 | 1 |
| hotel star rating | 12 | 1 |
| industrial performance | 4 | 1 |
| management responses | 16 | 1 |
| numerical model | 5 | 1 |
| online ratings | 28 | 1 |
| performance | 3 | 1 |
| reputation management | 23 | 1 |
| review valence | 5 | 1 |
| reviewer expertise | 3 | 1 |
| revisit intention | 5 | 1 |
| revpar | 3 | 1 |
| tourism marketing | 16 | 1 |
| travel reviews | 8 | 1 |
| trustworthiness | 3 | 1 |
| usefulness | 3 | 1 |
| valence | 5 | 1 |
| artificial intelligence | 4 | 2 |
| classification | 7 | 2 |
| data mining | 29 | 2 |
| decision support systems | 4 | 2 |
| deep learning | 3 | 2 |
| e-tourism | 4 | 2 |
| electronic commerce | 12 | 2 |
| feature extraction | 4 | 2 |
| forecasting | 3 | 2 |
| helpfulness | 3 | 2 |
| hospitality services | 3 | 2 |
| information overloads | 3 | 2 |
| information systems | 16 | 2 |
| natural language processing | 7 | 2 |
| online reviews | 228 | 2 |
| opinion mining | 8 | 2 |
| prediction | 4 | 2 |
| products and services | 4 | 2 |
| quantitative analysis | 3 | 2 |
| response management | 5 | 2 |
| restaurant reviews | 8 | 2 |
| review helpfulness | 11 | 2 |
| review quality | 3 | 2 |
| sentiment analysis | 42 | 2 |
| social influence | 6 | 2 |
| social media analytics | 10 | 2 |
| source credibility | 6 | 2 |
| web 2.0 | 9 | 2 |
| animalia | 3 | 3 |
| conservation | 3 | 3 |
| corporate social responsibility | 3 | 3 |
| cultural heritage | 4 | 3 |
| culture | 7 | 3 |
| decision making | 13 | 3 |
| ecotourism | 7 | 3 |
| environment | 8 | 3 |
| italy | 6 | 3 |
| perception | 20 | 3 |
| protected area | 3 | 3 |
| quality control | 4 | 3 |
| quality of service | 3 | 3 |
| sustainability | 15 | 3 |
| sustainable tourism | 5 | 3 |
| tourism development | 8 | 3 |
| tourism management | 34 | 3 |
| tourist attraction | 13 | 3 |
| tourist behavior | 22 | 3 |
| tourist perceptions | 3 | 3 |
| tourist satisfaction | 3 | 3 |
| wildlife management | 3 | 3 |
| wildlife tourism | 4 | 3 |
| accommodation | 8 | 4 |
| conceptual framework | 3 | 4 |
| consumption behavior | 10 | 4 |
| cruise tourism | 5 | 4 |
| europe | 3 | 4 |
| familiarity | 3 | 4 |
| innovation | 3 | 4 |
| leximancer | 7 | 4 |
| lodging | 4 | 4 |
| management | 5 | 4 |
| management practice | 4 | 4 |
| market conditions | 3 | 4 |
| online reputation | 8 | 4 |
| overtourism | 3 | 4 |
| perceived value | 3 | 4 |
| public attitude | 3 | 4 |
| qualitative analysis | 11 | 4 |
| ranking | 3 | 4 |
| software | 5 | 4 |
| tourism | 58 | 4 |
| tourism economics | 9 | 4 |
| twitter | 5 | 4 |
| authenticity | 4 | 5 |
| communication | 3 | 5 |
| dark tourism | 4 | 5 |
| elaboration likelihood models | 4 | 5 |
| emotions | 6 | 5 |
| expertise | 3 | 5 |
| facebook | 3 | 5 |
| gender | 4 | 5 |
| heritage tourism | 5 | 5 |
| media role | 6 | 5 |
| methodology | 5 | 5 |
| netnography | 13 | 5 |
| online marketing | 22 | 5 |
| restaurants | 11 | 5 |
| social media | 98 | 5 |
| stress | 3 | 5 |
| technology acceptance model | 3 | 5 |
| text classification | 4 | 5 |
| tourist experience | 14 | 5 |
| travel | 10 | 5 |
| trust | 11 | 5 |
| china | 19 | 6 |
| comparative study | 4 | 6 |
| cultural tourism | 3 | 6 |
| gis | 3 | 6 |
| hong kong | 5 | 6 |
| hotel location | 3 | 6 |
| life satisfaction | 3 | 6 |
| location | 3 | 6 |
| machine learning | 10 | 6 |
| market segmentation | 4 | 6 |
| preference behavior | 3 | 6 |
| psychology | 3 | 6 |
| smart tourism destination | 4 | 6 |
| spain | 11 | 6 |
| spatial analysis | 5 | 6 |
| tourist destination | 43 | 6 |
| travel behavior | 21 | 6 |
| travel blogs | 3 | 6 |
| urban tourism | 3 | 6 |
| willingness to pay | 4 | 6 |
| airbnb | 22 | 7 |
| consumer behaviour | 8 | 7 |
| customer dissatisfaction | 7 | 7 |
| distrust | 3 | 7 |
| genre analysis | 5 | 7 |
| guest experiences | 4 | 7 |
| hospitality | 33 | 7 |
| hotel reviews | 30 | 7 |
| luxury hotels | 3 | 7 |
| online complaints | 11 | 7 |
| rapport management | 3 | 7 |
| service failure | 4 | 7 |
| service recovery | 8 | 7 |
| sharing economy | 17 | 7 |
| thailand | 3 | 7 |
| travel websites | 4 | 7 |
| tripadvisor | 79 | 7 |
| value co-creation | 4 | 7 |
| value co-destruction | 3 | 7 |
| word-of-mouth | 23 | 7 |
| cluster analysis | 4 | 8 |
| content analysis | 25 | 8 |
| france | 5 | 8 |
| green practices | 5 | 8 |
| hedonic analysis | 9 | 8 |
| online hotel bookings | 7 | 8 |
| paris | 3 | 8 |
| price dynamics | 6 | 8 |
| revenue management | 3 | 8 |
| semantics | 3 | 8 |
| service sector | 7 | 8 |
| social media marketing | 4 | 8 |
| text analytics | 49 | 8 |
| topic modeling | 7 | 8 |
| united kingdom | 6 | 8 |
| wine tourism | 5 | 8 |
| consumer-generated media | 10 | 9 |
| destination image | 8 | 9 |
| experience | 6 | 9 |
| guest satisfaction | 3 | 9 |
| international tourism | 6 | 9 |
| language | 7 | 9 |
| literature review | 8 | 9 |
| macau | 3 | 9 |
| peer-to-peer accommodation | 3 | 9 |
| research | 8 | 9 |
| service quality | 20 | 9 |
| systematic review | 4 | 9 |
| tourism research | 3 | 9 |
| turkey | 4 | 9 |
| user-generated content | 65 | 9 |
| big data | 37 | 10 |
| big data analytics | 6 | 10 |
| business analytics | 6 | 10 |
| competition | 9 | 10 |
| cultural differences | 3 | 10 |
| customer satisfaction | 51 | 10 |
| hotels | 105 | 10 |
| network analysis | 3 | 10 |
| public relations | 4 | 10 |
| regression analysis | 8 | 10 |
| sales | 14 | 10 |
| urban area | 3 | 10 |
| value creation | 5 | 10 |
| visibility | 3 | 10 |
| artificial neural network | 4 | 11 |
| customer feedback | 3 | 11 |
| modeling | 5 | 11 |
| new york | 5 | 11 |
| performance assessment | 9 | 11 |
| portugal | 8 | 11 |
| quality management | 3 | 11 |
| sensitivity analysis | 3 | 11 |
| support vector machine | 4 | 11 |
| united states | 14 | 11 |

**Supplementary Information 3**

Foundational literature

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Author(s)** | **Paper Title** | **Journal** | **Year** |
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| 2 | Fang, B., Ye, Q., Kucukusta, D., Law, R. | Analysis of the perceived value of online tourism reviews: Influence of readability and reviewer characteristics | TM | 2016 |
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