

THE IMPACT OF CRISES ON THE BUSINESS ENVIRONMENT IN THE FIELD OF TOURISM: BIBLIOMETRIC ANALYSIS

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Abstract: *In emerging countries, tourism is a very important economic sector that generates considerable income and alleviates poverty, but at the same time, it is very vulnerable to environmental changes and events with a negative impact on the national, regional, or global level, such as natural disasters, explosions, global financial and economic catastrophes, medical pandemics (Saha & Yap, 2014; Chirilă et al., 2020; Song et al., 2022; Mirza et al., 2023).*

The objective of the research is to carry out an analysis of the literature that deals with the issue of the impact of crises on the business environment in the field of tourism. For this purpose, we proceeded to carry out a study on the scientific literature using the Structured Literature Review (SLR) research method applied to two databases: Scopus and Web of Science. By querying these databases, 227 papers were initially identified, out of which, only 55 studies were retained in this research, which was processed with the help of the RStudio software.

Through our research, we want to contribute to the identification of the various crises that have affected entities in the tourism sector. To recover their activity, entities in the tourism sector should resort to innovative, agile, and sustainable business strategies to increase resilience in the business environment.

Keywords: *crisis, tourism, business environment*

JEL Classification: *M14 Corporate Culture. Diversity. Social Responsibility*

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