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Yan Jie

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Exploring The Impact of Accommodation and Transportation on Tourist Satisfaction: Literature Review

Yan Jie & Alyaa Afifah Abu Talib

Graduate School of Management, Postgraduate Centre, Management & Science University, Selangor Darul Ehsan, **Malaysia**

Abstract

This research aims to explore the impact of accommodation and transportation on tourist satisfaction through literature review. With the rapid development of tourism, accommodation and transportation, as the two basic elements of tourism activities, have an important impact on the overall experience and satisfaction of tourists. This paper first reviews the existing research results on the impact of accommodation quality, location selection, service level and cultural immersion on tourist satisfaction. The comfort, cleanliness, value for money and the ability to offer a unique cultural experience are all key factors influencing visitor satisfaction. At the same time, the convenience, comfort and safety of transportation also significantly affect the travel experience of tourists. This article focuses on emerging trends in the accommodation and transportation sector, such as sustainable accommodation, the application of intelligent technology, and the provision of personalized services. These emerging trends not only improve the quality of accommodation and transportation services, but also bring a richer and more diverse travel experience to tourists. Finally, this paper summarizes the main findings of the impact of accommodation and transportation on tourist satisfaction, and points out that future studies should further explore the optimization strategies of accommodation and transportation services and how to better meet the needs of different tourist groups. At the same time, for tourism managers and practitioners, attention should be paid to the improvement of accommodation and transportation services to improve tourist satisfaction and promote the sustainable development of tourism.

Keywords

Accommodation, Transportation, Tourist Satisfaction, Tourism, Literature Review

1.Introduction

In the broad landscape of tourism, tourist satisfaction is a key index to measure the quality of tourism services, destination attraction and the overall development level of tourism. Among them, accommodation and transportation, as an indispensable part of tourism experience, have a particularly significant impact on tourist satisfaction. With the growth of the global tourism industry and the increasing diversification of the travel market, the quality, convenience and innovation of accommodation and transportation services have become key factors in attracting tourists and enhancing the travel experience.

This paper aims to explore the impact of accommodation and transportation on tourist satisfaction through literature review. By systematically combining and analyzing the relevant research results, the research is expected to reveal the important role of accommodation and transportation in the travel experience, and how they work together to contribute to the satisfaction of tourists. This not only helps us better understand the needs and expectations of tourists, but also provides theoretical basis and practical guidance for tourism managers and practitioners to improve service quality. Accommodation as a "home away from home" in the process of tourism, its quality, location, service and cultural atmosphere and other factors will directly affect the living experience and satisfaction of tourists. By reviewing the relevant literature, research and analysis of what aspects of accommodation are most attractive to visitors and how to optimize accommodation services to improve the overall satisfaction of visitors. Factors such as convenience, safety, comfort and punctuality of transportation are important considerations for tourists when choosing travel destinations and making travel plans. By combining through relevant research results, the study reveals the key role of transportation services in tourism experience, and how to improve the travel experience and satisfaction of tourists by improving transportation conditions. Finally, the study focuses on emerging trends and innovative practices in accommodation and transportation. As technology advances and consumer needs change, accommodation and transportation services are constantly innovating and evolving. By introducing these emerging trends and innovative practices, the study is expected to provide useful inspiration and reference for tourism managers and practitioners.

2. Literature Review

2.1 Definition and Dimension of Accommodation

In tourism, accommodation is often seen as a "home away from home" and is primarily used for overnight stays. The public generally understands accommodation as a hotel, hostel or cottage, although these interpretations continue to evolve and change. Accommodation is an important part of the global economy (Bottone, 2023). For example, there were 5.3 million accommodation facilities in the United States in 2019, adding \$660 billion to the country's GDP and

creating more than 8.3 million jobs (Lilley, 2021). There is a wide variety of accommodation types designed with different facilities and services to meet the needs of different consumers (Yadegaridehkordi et al., 2021).

According to Chan et al. (2021), Accommodation covers a variety of types and services to meet the needs and preferences of different tourists. The main one is the tourist hotel, which is a star-rated hotel authorized by the National Tourism Administration to provide high-quality accommodation services. It is mainly for single travelers, business people and tour operators. In addition to the basic accommodation, it also provides a variety of comprehensive services such as dining, entertainment and leisure. In addition to the star-rated hotels authorized by the National Tourism Administration, there are general hotels, general hotels are other hotels in addition to tourist hotels, such as budget chain hotels, holiday hotels, conference hotels, motels and guest houses. The service target is mainly single travelers, business people and tour operators. General hotels provide basic accommodation services, some hotels also provide catering, entertainment and other additional services. As for homestays, they are accommodation activities and short-term apartment rental services carried out by urban and rural residents and social organizations using idle houses. Provide accommodation with local character and cultural atmosphere, often with the warmth and intimacy of a family. The homestays provide accommodation, leisure, vacation and other related services, and some of the homestays also provide catering and local travel guidance. Finally, the rise of campsite services in recent years, providing tents, motorhomes, mobile villas and other accommodation facilities, as well as related campsite services. This kind of service is more suitable for tourists who like outdoor activities and close to nature. Some campsites also offer outdoor activities such as barbecues and bonfires. Accommodation quality and service include facilities and environment, service quality, cultural experience and so on. Accommodation facilities include room layout, furniture, decoration, etc., which affect the living comfort of tourists. The surrounding environment, such as natural scenery and transportation convenience, are also important factors for tourists to choose accommodation. Service quality includes service attitude, service efficiency, problem solving ability, etc., which will affect tourists' satisfaction. High-quality accommodation services should provide personalized, nuanced services to meet the diverse needs of tourists.

Incorporating local culture and customs into accommodation services and providing unique cultural experiences can increase visitor satisfaction and loyalty.

2.2 The Development Trend of Accommodation

With the diversification of consumer demand, the accommodation industry is also developing in the direction of diversification. In addition to traditional hotels and hostels, new forms of accommodation such as homestays, short-stay apartments, and boutique hotels are gradually emerging, providing travelers with more choices. More and more accommodation facilities begin to focus on providing personalized services to meet the individual needs of travelers. For example, some hotels will provide customized tour routes, special dining, etc., to enhance the guest's stay experience. The application of digital technology in the accommodation industry is more and more extensive. Through digital means such as intelligent management systems, online booking platforms, and mobile payments, the accommodation industry can improve operational efficiency and optimize customer experience. With the improvement of environmental awareness, green accommodation has gradually become the development trend of accommodation industry. Some accommodation facilities have begun to use environmentally friendly materials, energy-saving equipment and other measures to reduce the impact on the environment. Brand management helps to enhance the popularity and competitiveness of accommodation facilities. More and more accommodation enterprises begin to pay attention to brand building, by providing quality products and services, establish a good brand image. The trend of the development of accommodation industry has promoted the development of tourism. The development of accommodation industry can promote the development of tourism. Diversified accommodation and personalized services can attract more tourists to travel and promote the prosperity of tourism. The development trend of accommodation industry requires that accommodation facilities constantly improve their service quality. Through the introduction of intelligent management systems, enhanced staff training and other measures, accommodation facilities can improve service levels and customer satisfaction. The application of digital technology in the accommodation industry has promoted technological innovation. By introducing new technologies and equipment, the accommodation

industry can improve operational efficiency, reduce costs and optimize the customer experience.

2.3 Definition of Transportation

Transportation is a multi-scale, cross-scale system. Tourists can travel internationally, regionally, domestically, or (relatively speaking) locally, so they may use a variety of travel methods (Hölscher et al., 2022).

In the tourism industry, the definition of Transportation covers many aspects, mainly including the means of transportation, Transportation lines, transportation facilities and transportation services. Zhao et al. (2022) believes that means of Transportation is the most intuitive part of transportation, which refers to various equipment and devices used for transporting tourists or tourism materials. In the tourism industry, the common means of transportation include planes, trains, cars, ships, cable cars, sightseeing buses and so on. These means of transportation transport tourists from their place of residence or departure to the tourist destination, to achieve the transfer of spatial location. The traffic line is the path of the vehicle, which connects the tourist's departure, destination and various attractions on the way. In the tourism industry, the choice and planning of transportation routes are crucial to the travel experience and satisfaction of tourists. Reasonable transportation routes can save travel time, improve travel efficiency, and allow tourists to better enjoy the scenery along the way. Transportation facilities refer to the relevant facilities constructed to ensure the normal operation of transportation vehicles and the safe travel of tourists. In the tourism industry, transportation facilities include airports, train stations, bus stations, docks, parking lots, gas stations, maintenance stations, etc. These facilities provide convenient travel conditions for tourists, but also ensure the safe operation of transportation. Transportation service refers to various services related to transportation provided for tourists. In the tourism industry, transportation services include ticket booking, itinerary planning, shuttle service, tour guide explanation and so on. These services not only provide a convenient way for tourists to travel, but also increase the travel experience and satisfaction of tourists. Compared with general transportation, tourism transportation has some particularities. The travel traffic is usually more demanding in terms of speed and punctuality. At the same time, tourism transportation also pursues the entertainment of the process of "travel", which makes tourism transportation not only

a monotonous process of spatial movement. In addition, the tourism traffic also has a significant imbalance, that is, the demand for traffic in the peak season is greatly increased, and relatively less in the off-season.

2.4 The Development Trend of Transportation

With the progress of science and technology, the transportation industry is developing in the direction of intelligence and information. Through the application of advanced technologies such as the Internet of Things, big data, and cloud computing, comprehensive monitoring and efficient management of the transportation system can be achieved to improve transportation efficiency and service quality. Environmental protection and sustainable development have become a global consensus, and the transport industry is also working hard to achieve green and low-carbon transformation. This includes promoting new and clean energy vehicles, optimizing transport planning to reduce emissions, and strengthening transport infrastructure to improve energy efficiency. With the diversification of consumer needs, the transportation industry is also providing more diversified services. In addition to traditional public and private transportation modes, new modes of transportation such as shared bicycles, online car hailing, and driverless vehicles have also emerged to meet the needs of different groups and scenarios. At the same time, personalized services have also become a trend, such as customized travel solutions, convenient online booking and so on. The transportation industry has always focused on safety and efficiency. By applying advanced safety technology and optimizing traffic system, transportation safety can be improved and traffic accidents can be reduced. At the same time, measures such as optimizing traffic planning and improving the capacity of traffic facilities can improve transportation efficiency and alleviate traffic congestion. With the in-depth development of globalization, the transportation industry is also gradually realizing internationalization and integration. This includes strengthening international transport cooperation and exchanges, promoting the construction of transnational transport projects, and improving the quality of international transport services. By realizing the internationalization and integration of transportation, the integration and coordinated development of the global economy can be promoted. The development trend of transportation promotes economic development. Transportation is an

important support for economic development. By optimizing transportation planning and improving transportation efficiency, logistics costs can be reduced, commodity circulation and economic development can be promoted. The development of transportation has provided residents with a more convenient and efficient way to travel, and improved the quality of life and happiness of residents. The development trend of the transportation industry requires the continuous application of new technologies and new equipment, which promotes scientific and technological innovation and industrial upgrading.

2.5 Definition of Tourist Satisfaction

Comparison between experience and expectation makes tourists feel satisfied, tourists are satisfied. On the contrary, tourists are not satisfied." Beard et al. (1980) further emphasized that tourist satisfaction is a "positive" perception or feeling, which is based on the positive effect of tourists' expectation compared with their actual experience. Baker et al. (2000) believe that tourist satisfaction is a comprehensive evaluation of the degree to which tourists meet their tourism needs in the aspects of tourism landscape, infrastructure, entertainment, environment and reception services of a tourist destination.

Satisfaction is a state of mind that is developed through various consumer experiences (Oliver & DeSarbo, 1988). Customer satisfaction is the result of a comparison of prior expectations and actual experience, which is generated through interactions with service encounters. Thus, satisfaction represents an individual's positive feelings and perception of the product or service provided by the provider. In the context of tourism, satisfaction is called a function of pre-trip expectation and post-trip experience, and it is a comparison between pre-trip expectation and actual travel experience (Suhartanto et al., 2019).

Chen et al. (2022) believes that Tourist Satisfaction is a multi-dimensional concept, which involves the comprehensive reflection of tourists' feelings and evaluations on various aspects in the travel process. Tourist Satisfaction includes the satisfaction with tourism products and services, tourism environment and facilities, personnel services, value and price, as well as the overall experience and emotional response. Tourism products and services include the quality of scenic spots, accommodation conditions, catering services and tourism entertainment. Scenic spot

quality refers to tourists' satisfaction with the landscape quality, attraction and uniqueness of scenic spots according to Nian et al. (2023). Accommodation conditions are the satisfaction of tourists on the comfort, health and service quality of accommodation facilities. Catering service is the satisfaction of tourists to the taste, variety, price and service of catering in the tourist destination. Tourism entertainment refers to the satisfaction of tourists on the entertainment items, activity richness and experience provided by the tourist destination. Tourism environment and facilities include transportation convenience, tourism infrastructure, health environment and natural environment. Traffic convenience is the satisfaction of tourists to the transportation facilities, convenience, comfort and punctuality of transportation tools. Tourism infrastructure includes public facilities, road conditions, parking facilities, safety facilities, etc. Tourists have high expectations on the perfection and convenience of these facilities. The satisfaction of tourists with the overall health environment of the tourist destination, including the cleanliness of scenic spots, accommodation, catering and other places. Natural environment is the satisfaction of tourists to the natural landscape, climate, air quality and so on. Personnel services include tour guide services and the services of tourism practitioners. Tour guide service is the satisfaction of tourists on tour guide's professional knowledge, service attitude, explaining ability and so on. The service of tourism practitioners refers to the satisfaction of tourists with the service attitude and work efficiency of other practitioners in tourism destinations (Lin et al. 2021). Value and price are mainly reflected in the two aspects of cost performance and cost transparency. Cost performance refers to tourists' perception and satisfaction with the price of tourism products and services and the value they provide. Cost transparency refers to tourists' understanding of the composition of travel costs, price changes and their evaluation of rationality. Overall experience and emotional response are mainly reflected in overall satisfaction and emotional resonance. Overall satisfaction is the satisfaction of tourists to the whole travel itinerary, experience and the overall image of the tourist destination. Emotional resonance refers to the emotional responses generated by tourists during tourism, such as pleasure, excitement, relaxation, etc. These emotional responses have an important impact on tourists' satisfaction (Guo et al. 2022).

2.6 The Development of Tourist Satisfaction

The development of Tourist Satisfaction is a dynamic process influenced by many factors. The concept of tourism satisfaction was first put forward under the background that the development of tourism is not standardized and the rights and interests of tourists are often violated. Early studies mainly focused on the connotation, formation mechanism and behavior results of tourists' satisfaction. With the intensification of market competition and the change of customers' consumption concept, the study of tourist satisfaction has gradually become the focus and hot spot in the field of tourism research. A large number of papers and research results emerged, which promoted the in-depth development of tourist satisfaction theory. Tourist Satisfaction has become a research hotspot, which means that tourist satisfaction is maturing. However, due to the diversity of research objects, a consistent evaluation index system has not yet been formed. The study of tourist satisfaction is gradually moving from theory to practice, which provides important guidance for the development of tourism.

The main influencing factors of Tourist Satisfaction include product factor, personnel factor, image factor and emotion factor. The quality of tourism products is the primary factor affecting tourists' satisfaction. Tourism product providers must do a good job in core tourism products and services to meet the diversified needs of tourists. Environmental factors, including security environment, infrastructure environment, tourism policy environment, geographical location environment and so on. A good environment will have a positive strengthening effect on tourists' satisfaction. The interaction between tourists and tourism practitioners and other tourists also affects their satisfaction. The speed and quality of service, the protection and realization of tourists' self-interests are all important considerations. The image of tourism product providers will also affect tourists' satisfaction. Well-known tourist destinations or scenic spots may bring greater satisfaction to tourists. In the era of emotional consumption, tourists buy tourism products also value emotional satisfaction and psychological identification.

The development trend of Tourist Satisfaction will pay more attention to tourist experience. With the development of tourism, tourists have higher and higher requirements for travel experience. Therefore, to improve tourist satisfaction, more attention should be paid to the experience of tourists in the process of

travel. The government will strengthen the supervision of the tourism industry and formulate more complete laws and regulations to protect the legitimate rights and interests of tourists and improve their satisfaction.

Tourism enterprises need to continuously improve service quality and strengthen professional ethics to meet the diversified needs of tourists. At the same time, it is also necessary to strengthen technological innovation and digital transformation to improve operational efficiency and service levels. Tourists themselves also need to improve their awareness of self-protection, choose formal channels for tourism consumption, and jointly maintain the good order of the tourism market.

2.7 The Relationship between Accommodation and Tourist Satisfaction

Accommodation, as an important part of the travel experience, has a profound impact on visitor satisfaction. Accommodation quality is the key index to measure the quality of accommodation service, which directly determines the living experience and comfort of tourists in the process of tourism. High quality accommodation facilities usually have perfect hardware facilities, excellent service attitude and unique cultural atmosphere, which can significantly improve the satisfaction of tourists. On the contrary, poor accommodation quality, such as outdated facilities and poor service, will seriously affect tourists' living experience and satisfaction (Leigh, 2020). Accommodation location is also one of the important factors affecting tourist satisfaction. An accommodation facility located in the city centre or near a tourist attraction can often provide visitors with more convenient transportation and more travel options, thus increasing their satisfaction. In addition, the surrounding environment and safety of accommodation facilities, as well as the perfection of supporting facilities such as shopping and dining, will also have an impact on tourists' satisfaction (Van Huy et al. 2024). With the continuous development of the tourism market, tourists' demand for accommodation services is increasingly diversified. Therefore, providing personalized accommodation services has become an important means to enhance tourist satisfaction. Providing tourists with customized travel itineraries, special dining and cultural experiences can make tourists feel more intimate and unique stay experience. At the same time, integrating local cultural elements into accommodation services, such as providing decoration with local characteristics and holding

cultural activities, can also enhance tourists' understanding and identification of local culture, and further enhance tourists' satisfaction (Chen, 2023). Accommodation price and cost performance are also important factors affecting tourist satisfaction. Reasonable accommodation prices can enable tourists to get a better accommodation experience within a limited budget, thus improving the satisfaction of tourists. And cost-effective accommodation facilities can ensure the quality of service at the same time, to provide tourists with more affordable accommodation options. However, if the accommodation price is too high or the value for money is not good, it will lead to a lower evaluation of the accommodation service, which will affect the overall satisfaction of tourists (Lan et al. 2021).

Zhu & Cheng (2020) aims to interpret guest satisfaction with peer-to-peer accommodation by analyzing the relationship between guest sentiment and online ratings, and how analytical thinking and authenticity affect this relationship. Based on reviews of Airbnb listings in San Francisco, the study found that the conditions of the accommodation affect customer sentiment, which in turn affects guest satisfaction with the peer-to-peer stay.

Almeida & Pelissari (2019) aims to assess the contribution of accommodation properties offered on the TripAdvisor website to guest satisfaction in hotels and B&Bs located in Espirito Santo. Using quantitative methods, using secondary data automatically collected on the website, descriptive statistics and multiple linear regression were used to analyze the data. The results show that the contribution to customer satisfaction varies according to the type of traveler self-reported and the price category of the accommodation institution, but the accommodation conditions as a whole are positively correlated with customer satisfaction.

Dzulkifli & Masjhoer (2020) aims to understand the satisfaction of visitors to Pulsari Tourist Village (PTV) and the performance of attractions, accessibility and amenities (3a). A combination of qualitative and quantitative methods (mixed method) was used to collect 100 samples by the target sampling method. Data were collected through questionnaires, in-depth interviews, field observations and literature. The results show that the quality of attractions, accessibility and amenities influence the level of satisfaction of visitors.

Silaban et al. (2019) aims to analyze the impact of accommodation and destination on tourism in North Sumatra by studying tourists visiting destinations in North Sumatra. 250 study samples were collected and the structural equation modeling (SEM) software Amos 22 was used to analyze the data. The results of the study show that accommodation and destination have a significant positive impact on tourist satisfaction, and more attention is paid to human aspects of communication and hospitality when providing services to tourists. The idea of improving the humanization of tourism is put forward, that is to change the creation of mixed tourism satisfaction.

Cai et al. (2020) attempted to evaluate hotels through tourist accommodation surveys and descriptive statistics of CASBEE's material-performance analysis (IPA) related to customer satisfaction. Studies have shown that tourist accommodation in Japan is getting more and more attention from tourists and supported by the Japanese government, and tourist accommodation has a positive impact on tourist satisfaction.

2.8 The Relationship between Transportation and Tourist Satisfaction

Transportation is an important part of the tourism industry and has a crucial impact on visitor satisfaction. The convenience of transportation directly affects the efficiency of tourists' trip. Efficient means of transportation and smooth transportation network can shorten the travel time of tourists, reduce the waiting and delay in the journey, and thus improve the satisfaction of tourists. Convenient transportation makes it easier for visitors to reach destinations and attractions and enjoy a smoother travel experience. On the other hand, if transportation is not convenient, tourists may feel tired and dissatisfied due to long waits and traffic congestion (Romao & Bi, 2021). The service attitude and professional level of traffic practitioners are also important factors affecting tourist satisfaction. Warm and attentive service, professional driving skills and accurate travel arrangements all contribute to the satisfaction of visitors. Traffic safety is one of the most concerned issues for tourists. Ensuring the safe operation of means of transport, providing a safe riding environment and emergency plans can enhance the sense of security and trust of tourists, thereby increasing satisfaction (Dumitra Sumcu et al. 2023). The perfection of transportation facilities, such as the layout of facilities at stations and airports, waiting environment and health conditions, will have an impact

on the satisfaction of tourists. Well-equipped transportation stations can provide tourists with a more comfortable and convenient waiting experience. The comfort of vehicles is also a major concern for tourists. The comfort of the seat, the cleanliness of the interior environment, the perfection of air conditioning and lighting facilities will directly affect the passenger's ride experience and satisfaction (Fan et al. 2022). The rationality of transportation cost is an important factor affecting tourists' satisfaction. Reasonable transportation costs can enable tourists to get a better travel experience within a limited budget, thus increasing satisfaction. Cost-effective means of transportation and services can provide tourists with more affordable prices while ensuring quality, thus improving tourist satisfaction. On the other hand, if the transportation cost is too high or the cost performance is not good, the satisfaction of tourists will be reduced (al-Sulaiti et al. 2023). As the "facade" of the tourist destination, the quality and image of the transportation directly affect the tourists' overall impression of the tourist destination. Good transport facilities and services can enhance the image and attractiveness of tourist destinations, thus attracting more tourists to travel and improving their satisfaction.

Peeters et al. (2019) explore ways to transform tourism into a sustainable emission road, critically considering the ideal future of tourism transport on both spatial and temporal scales. Tourism transportation has become an important factor affecting tourists' satisfaction.

Almeida & Pelissari (2019) aims to assess the contribution of accommodation properties offered on the TripAdvisor website to guest satisfaction in hotels and B&Bs located in Espirito Santo. Using quantitative methods, using secondary data automatically collected on the website, descriptive statistics and multiple linear regression were used to analyze the data. The results show that the contribution to customer satisfaction varies according to the type of traveler self-reported and the price category of the accommodation institution, but the accommodation conditions as a whole are positively correlated with customer satisfaction.

Zhang et al. (2019) revised the passenger satisfaction theory of the United States in view of the characteristics of public transportation services in China, built a conceptual model of passenger satisfaction index, and conducted an empirical analysis

based on passenger satisfaction data covering 58 public transportation operators in 13 cities in China. The research shows that the convenience, safety, reliability, comfort and operation service of transportation have significant direct positive impact on passenger satisfaction, which belongs to the category of passenger perceived quality. Passenger satisfaction and loyalty are directly and negatively related to passenger complaints.

Pai et al. (2020) discussed whether tourists are satisfied with the experience of smart tourism technology (that is, information, accessibility, interactivity, personalization and security), and also discussed the impact of smart tourism technology experience on tourists' happiness and willingness to visit again. The structural equation method was used to find out the relationship between the technical attributes of smart tourism and travel satisfaction, happiness and revisiting intention. Smart tourism technology experience is significantly correlated with travel experience satisfaction, and the happiness of tourists is also positively correlated with the willingness to revisit.

Pathak & Paudel (2019) argued that most of the foreign tourists who visited Lumbini chose upscale accommodations and were satisfied with the sanitary conditions of these hotels. They arrive at their destination by different means of transportation, and their satisfaction is related to the attitude of drivers. There is still a gap between tourists' expectation and perception of services. One of the reasons for this gap is the lack of supporting services in tourist areas, poor transportation conditions for driving between inland rural areas, imperfect infrastructure implementation, poor maintenance of urban roads, and heavy traffic. The satisfaction of tourists did not reach the expectation of tourists.

Biswas et al. (2020) investigated the influence of tourist age on accessibility, attractiveness and satisfaction, and collected data of international tourists at Hazrat Shahjalal International Airport in Bangladesh through a questionnaire survey. The structural equation model (SEM) of SmartPLS v3 was used to analyze the data. The research shows that there is a significant positive correlation between attraction and tourist satisfaction, and a positive and significant relationship between accessibility and tourist satisfaction, in which traffic makes a major contribution in accessibility. It was also found that age had a moderating effect on the relationship between accessibility and satisfaction.

3. Discussion and Conclusion

Reviewing the literature, the study recognizes the key role that accommodation and transportation play in shaping visitor satisfaction. These two are not only indispensable elements in the travel experience, but also important factors in determining the overall feeling of tourists. When it comes to accommodation, its quality and location have a direct and significant impact on visitor satisfaction. High quality accommodation facilities, such as hotels or homestays that offer modern facilities, a clean and comfortable environment, and excellent service, often exceed the expectations of tourists, resulting in higher satisfaction. On the contrary, if the accommodation conditions are not good, such as outdated facilities, poor hygiene or poor service attitude, it is likely to lead to dissatisfaction of tourists, and even affect their evaluation of the entire tour. In addition, the location of the accommodation is also an important factor affecting the satisfaction of tourists. Accommodation located in the city centre, close to major attractions or transport hubs, is often preferred by tourists due to its easy access and abundant surrounding facilities. Such accommodation not only makes it easier for tourists to travel, but also allows them to better integrate into local life, thus enhancing the tourist experience.

In terms of transportation, its convenience, reliability and safety are the most concerned aspects of tourists. An efficient public transport system, comfortable vehicles and professional service personnel ensure that visitors enjoy a smooth and comfortable travel experience during their journey. Traffic congestion, delays or safety issues can lead to dissatisfaction and anxiety among tourists, which in turn affects their overall impression of the destination.

To sum up, accommodation and transportation play a crucial role in tourist satisfaction. High-quality accommodation facilities and convenient transportation services can not only enhance the travel experience of tourists, but also enhance their satisfaction and loyalty to the destination. Therefore, tourism destinations and related service providers should attach great importance to the improvement and optimization of accommodation and transportation to meet the growing and diversified needs of tourists, so as to promote the sustainable and healthy development of tourism.

4. Limitation and Further Study in The Future

Although this literature review has achieved some results in exploring the impact of accommodation and transportation on visitor satisfaction, some limitations remain. First, the scope of literature sources may be limited. Due to time and resource constraints, this study may not cover all relevant fields of literature, especially those that are recently published or located outside mainstream academic channels. This can lead to a lack of comprehensive understanding of the impact of accommodation and transport on visitor satisfaction. Second, the depth of the literature review may be insufficient. Although this study attempts to provide a comprehensive analysis of the impact of accommodation and transportation on tourist satisfaction, due to length and format, it may not be possible to explore each relevant factor in depth. For example, a detailed analysis of the specific impact on the comfort, quality of service and price of accommodation, as well as the convenience, safety and comfort of transportation, may not be fully developed. In addition, this study may be limited by geographical and cultural differences. Accommodation and transport conditions can vary significantly from region to region, while visitor satisfaction can also be influenced by factors such as their cultural background, travel motivations and personal preferences. Therefore, the results of this study may not be fully applicable to all regions and all types of travelers.

In view of the above limitations, future studies can expand the scope of literature sources. Future research can further explore the latest research results in relevant fields at home and abroad, including journal articles, conference papers, dissertations, etc., to more comprehensively understand the impact of accommodation and transportation on tourist satisfaction. Secondly, deepen the depth of literature review. Future studies can further explore the impact of various aspects of accommodation and transportation on tourist satisfaction, including the specific influencing factors, the mechanism of action and the interaction between different factors. This will help to more accurately understand the importance of accommodation and transport in the travel experience.

In addition, future studies could also consider the influence of geographical and cultural differences. By comparing the impact of accommodation and transport on tourist satisfaction in different regions and

cultures, broader patterns and trends can be revealed, and more accurate guidance and recommendations can be provided for the tourism industry. Finally, future studies can also adopt empirical research methods to collect data through questionnaires, field interviews and other ways to verify and supplement the theoretical views in the literature review. This will enable a more objective assessment of the impact of accommodation and transport on visitor satisfaction and provide more actionable recommendations for improvement in the tourism industry.

5. Significance of The Research

This study is of great significance on the impact of accommodation and transportation on tourist satisfaction. From a theoretical perspective, this research contributes to a deeper understanding of the key factors in the travel experience. Accommodation and transportation are the basic components of tourism activities, and their quality and efficiency directly affect the satisfaction and loyalty of tourists. Through in-depth analysis of the mechanism of these factors, we can understand the essence of tourism experience more comprehensively, and provide new perspectives and ideas for the research of tourism, consumer behavior and other related fields. Secondly, from the perspective of practice, this study has an important impact on the sustainable development of tourism. Understanding tourists' expectations and needs for accommodation and transportation can help tourism destinations and related enterprises develop more accurate marketing strategies and service improvement plans. By improving the quality of accommodation facilities, optimizing the layout of transport networks and improving the efficiency of transport services, tourists' satisfaction and loyalty can be significantly increased, thus promoting the prosperity and development of the tourism industry.

This study also contributes to improving the overall quality of tourism services. By comparing the accommodation and transport services in different regions and cultural backgrounds, the research finds the commonalities and differences in the services, so as to extract the standards and principles of quality services. These standards and principles can provide guidance and reference for tourism service providers and promote the standardization and internationalization of tourism services.

This study is also of positive significance for promoting the digital transformation of the tourism industry. With

the continuous development of technology, digital services have become an important part of the tourism industry. By analyzing the digital needs of tourists for accommodation and transportation services, we can explore how to optimize service processes and improve service efficiency through technological innovation to meet the increasingly personalized and diversified needs of tourists.

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