

28 December 2025

Editorial Office

Tourism and Hospitality (MDPI)

Special Issue: "Data-Driven Insights in Tourism and Hospitality: Smart Technologies and Data Science"

Dear Editors,

Please find enclosed our manuscript entitled "Critical Resilience Factors for Post-Disaster Tourism Recovery: Evidence from Baños de Agua Santa via Fuzzy Multi-Criteria Analysis" for consideration for publication in *Tourism and Hospitality*.

Tourism destinations increasingly face compound shocks and chronic hazards, yet destination recovery policies often lack transparent, data-driven prioritisation tools. Our study addresses this gap by developing a multidimensional Fuzzy Analytic Hierarchy Process (FAHP) framework to identify and rank the most influential drivers of post-disaster tourism resilience in Baños de Agua Santa (Ecuador), a volcanic-risk destination. Using expert judgements, we evaluate eight dimensions and fifty-six criteria with fuzzy triangular numbers and Chang's extent analysis, producing a consistent, hierarchical structure of resilience and an actionable prioritisation output.

Our findings show that experiential, economic–entrepreneurial, and socio-communitarian dimensions are the dominant contributors to adaptability, while fifteen criteria—largely endogenous and community-based (e.g., risk perception, basic education, individual resilience capacities, institutional coordination, and the entrepreneurial environment)—constitute the core "very high impact" set for policy focus.

Building on this, we propose an evidence-based Action Matrix for adaptive governance to guide prioritised and time-phased interventions under uncertainty.

We believe the manuscript is well aligned with the aims and scope of *Tourism and Hospitality* and, specifically, with the Special Issue on data-driven insights, because it contributes a replicable decision-analytics approach (fuzzy multi-criteria modelling) that translates heterogeneous evidence and expert knowledge into operational priorities for destination management and resilience governance in tourism contexts.

We confirm that this manuscript has not been previously submitted to any MDPI journal.

All cover letters must include the following statements, which we provide here:

- We confirm that neither the manuscript nor any part of its content is currently under consideration for publication or published in another journal.
- All authors have approved the manuscript and agree with its submission to *Tourism and Hospitality*.

Thank you for your consideration of our submission. We would be grateful for the opportunity to contribute to this Special Issue.

Yours faithfully,

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