Schladming-DachsteinViennaSalzburger LandAustriaArgentinaLower SaxonyKasselTrentinoDachsteinVorarlbergSchladmingColombiaSouth AmericaMexicoChiemsee - ChiemgauCarinthiaChileNorth Rhine-WestphaliaSPODüsseldorfDarmstadeGermanySouth TirolTirolEifelUpper AustriaHamburgHolstein SwitzerlandBlack ForestLuxembourgFlandersStyriaBurgenlandNew ZealandRügen IslandLower AustriaHesseItalyFranceGreeceMunichUpper LusatiaSouth AfricaCity of OttoSt. Peter-OrdingTaunusSpainCroatiaLondonParisBerlinBaden-WürttembergBavariaRuhr ValleyUsedom IslandBudapestDubrovnikTexelNorderneySauerlandMecklenburg Lake DistrictRhineland-PalatinatePragueLjubljanaAmelandLusatian Lake DistrictUckermarkSchleswig-HolsteinSaxonyPeruBratislavaKingdom of FifeSwabian AlpThuringiaMagdeburgStuttgart

DESTINATION BRAND 18

FH Westküste

First selected results

inspek

TOURISM AND MARKET RESEARCH

Ellen Böhling, inspektour international GmbH Anne Köchling, Institute for Management and Tourism

7th March 2019 I 3-4 p.m.

VIP 1 (Großer Stern I Level 4) I ITB Berlin 2019

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Outline

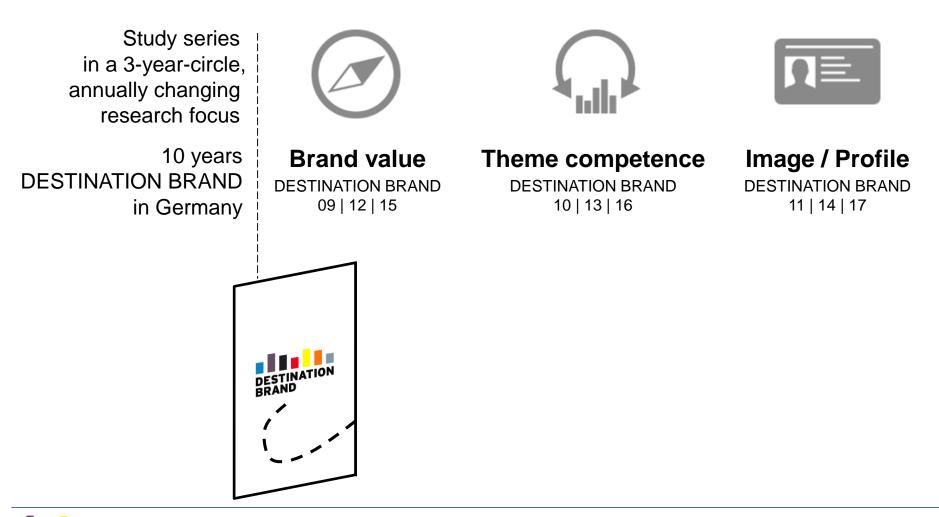
- DESTINATION BRAND 18: Methodological key facts
- Selected results "Brand value"
- Selected results "Theme competence"
- Further data analyses options
- Outlook 2019 / 2020



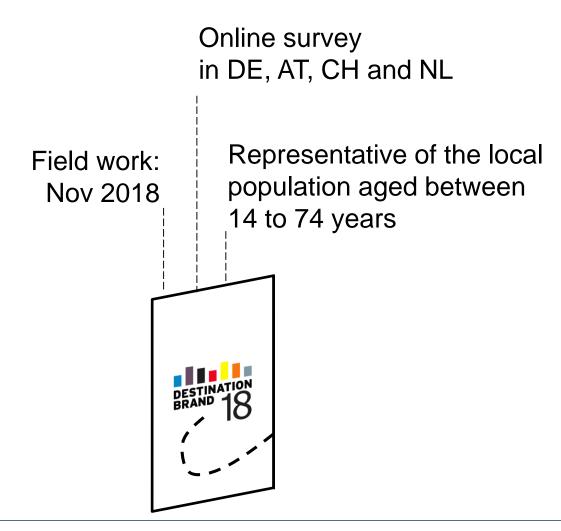
Outline

- Selected results "Brand value"
- Selected results "Theme competence"
- Further data analyses options
- Outlook 2019 / 2020

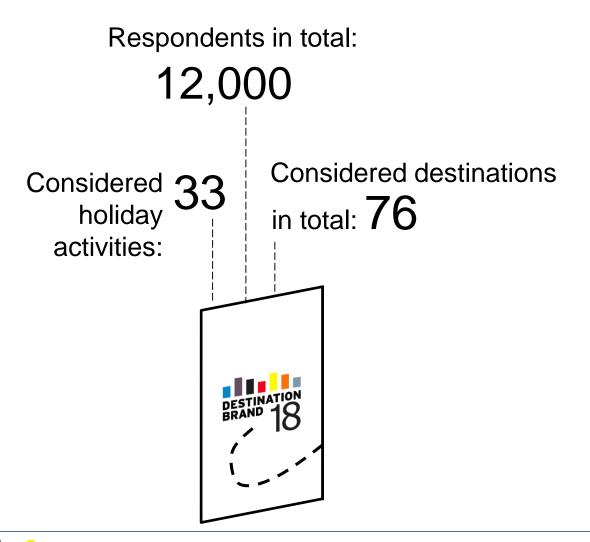




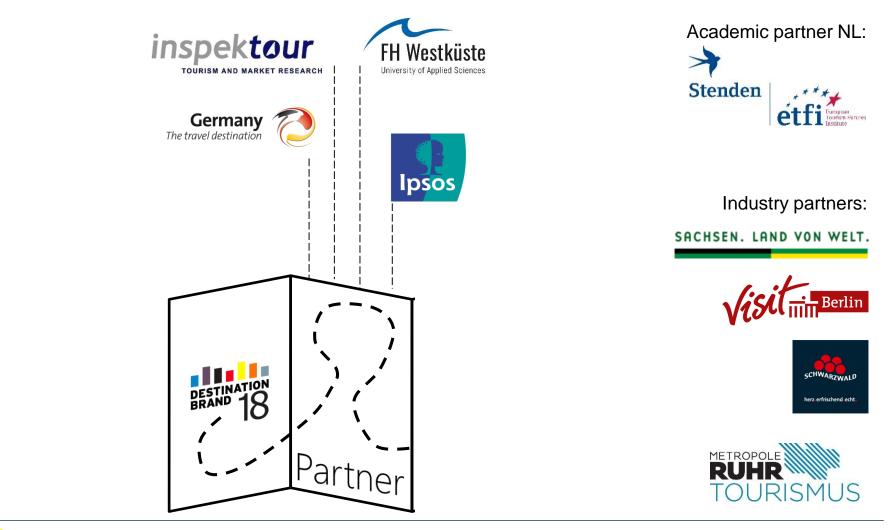




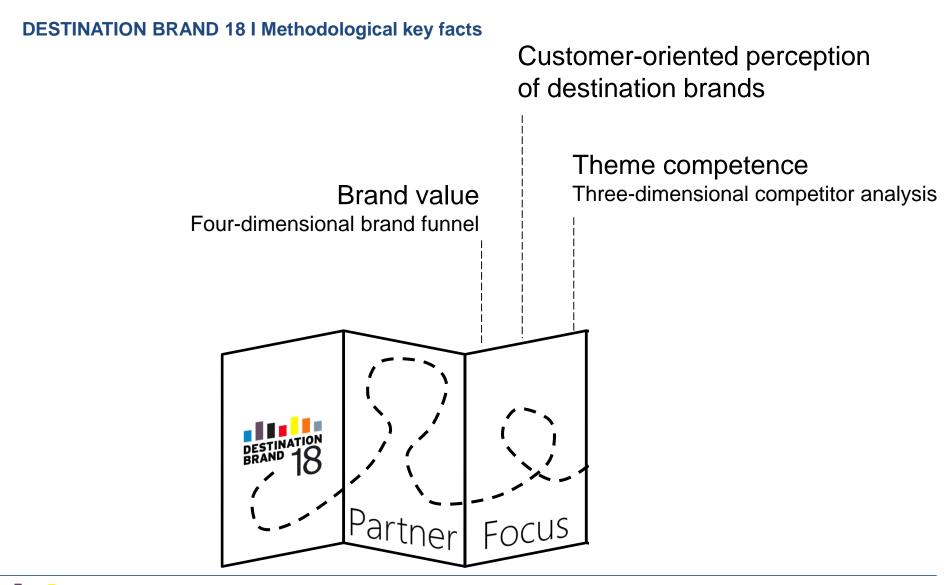




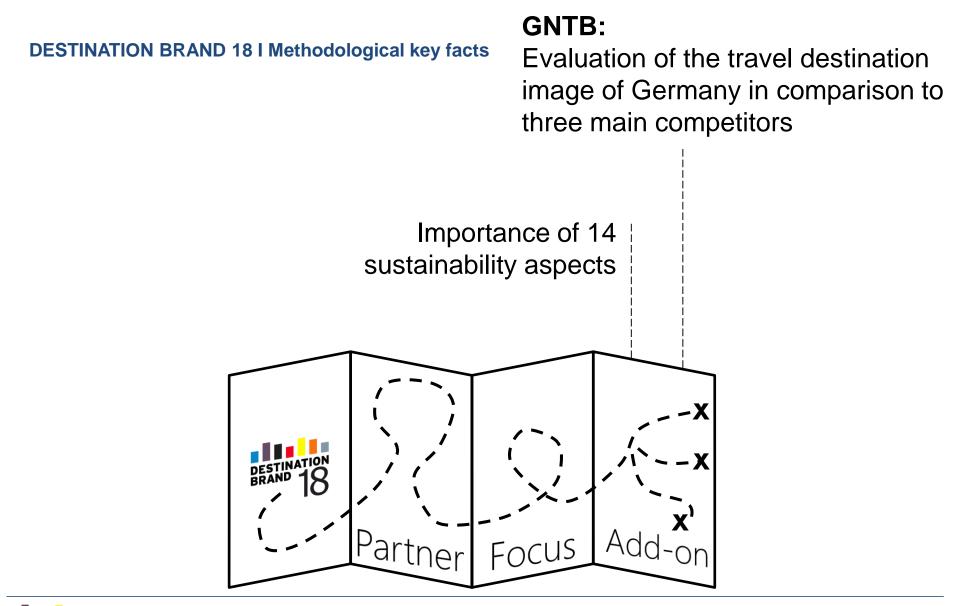














Outline

DESTINATION BRAND 18: Methodological key facts

Selected results "Brand value"

- Supported and unsupported brand awareness
- Brand funnel (example Black Forest)
- Selected results "Theme competence"
- Further data analyses options
- Outlook 2019 / 2020



Which **foreign** tourist destinations spring to mind when thinking about <u>a holiday trip with at least one overnight stay</u>? Tourist destinations can be cities, regions, countries, etc. Please name a maximum of 5 tourist destinations.

Base: All respondents with valid responses

	Respondents: 1,864 Responses: 5,435	% of respondents*		Respondents: 1,949 Responses: 6,389	% of respondents*
1	Spain	23.3%	1	Italy	34.0%
2	Italy	23.0%	2	Croatia	26.2%
3	Austria	14.4%	3	Germany	16.4%
4	France	13.6%	4	Spain	12.9%
5	Netherlands	9.3%	5	Greece	11.6%
6	Greece	8.7%	6	London	8.3%
7	USA	8.2%	7	Hungary	8.0%
8	Turkey	7.8%	8	France	6.2%
9	Mallorca	7.7%	9	Turkey	5.8%
10	London	7.2%	10	Paris	5.6%
	Respondents: 2,949	% of		Respondents: 2,688	% of
	Responses: 9,993	respondents*		Responses: 8,187	respondents*
1	Italy	26.0%	1	Germany	26.1%
2	Germany	17.1%	2	Spain	19.5%
3	France	16.6%	3	France	19.4%
4	Spain	15.8%	4	Italy	14.2%
		10.070		italy	
5	Paris	10.7%	5	Belgium	13.8%
5 6	•				
	Paris	10.7%	5	Belgium	13.8%
6	Paris London	10.7% 9.2%	5 6	Belgium Paris	13.8% 11.6%
6 7	Paris London Austria	10.7% 9.2% 8.2%	5 6 7	Belgium Paris London	13.8% 11.6% 11.1%

Note: Similar terms with identical destination reference (e.g., North Sea - North Sea Coast - North Sea Region) were assigned to each other and clustered. Source: inspektour (international) GmbH / IMT of the FH Westküste, 2018

* Multiple responses possible.

destination brand 18





Which tourist destinations within Germany spring to mind when thinking about a holiday trip with at least one overnight stay? Tourist destinations can be cities, regions, federal states, etc. Please name a maximum of 5 tourist destinations. Base: All respondents with valid responses

Respo	stria ndents: 1,754 nses: 4,686	% of respondents*	Respo	itzerland ondents: 2,719 onses: 7,073	% of respondents*	Respo	therlands undents: 2,273 unses: 5,053	% of respondents*
1	Berlin	50.6%	1	Berlin	57.7%	1	Berlin	47.6%
2	Munich	50.2%	2	Munich	39.9%	2	Cologne	18.6%
3	Hamburg	40.1%	3	Hamburg	31.6%	3	Munich	17.6%
4	Cologne	14.8%	4	Cologne	13.4%	4	Düsseldorf	13.3%
5	Bavaria	10.0%	5	Black Forest	11.5%	5	Hamburg	11.0%
6	Frankfurt	7.4%	6	Stuttgart	11.1%	6	Black Forest	10.8%
7	Dresden	6.9%	7	Europa-Park Rust / Rust	9.9%	7	Eifel	9.9%
8	Nuremberg	5.5%	8	Frankfurt	8.2%	8	Bavaria	6.7%
9	Baltic Sea / Baltic Sea Coast	4.8%	9	Freiburg	6.4%	9	Winterberg	6.2%
10	Stuttgart	4.7%	10	Dresden	5.4%	10	Sauerland	 6.0%
14	Black Forest	2.6%						

▶ Note: Similar terms with identical destination reference (e.g., North Sea - North Sea Coast - North Sea Region) were assigned to each other and clustered.



Source: inspektour (international) GmbH / IMT of the FH Westküste, 2018

* Multiple responses possible.



Which tourist destinations within Austria spring to mind when thinking about a holiday trip with at least one overnight stay? Tourist destinations can be cities, regions, federal states, etc. Please name a maximum of 5 tourist destinations. Base: All respondents with valid responses

	Unsupported awareness as a tourist destination within Austria Respondents: 1,481; Responses: 3,004	% of respondents*
1	Vienna	64.2%
2	Salzburg	29.8%
3	Tirol	21.9%
4	Carinthia	13.0%
5	Innsbruck	9.9%
6	Graz	7.1%
7	Styria	4.7%
8	Linz	3.8%
9	Zillertal	2.7%
10	Kitzbühel	2.5%

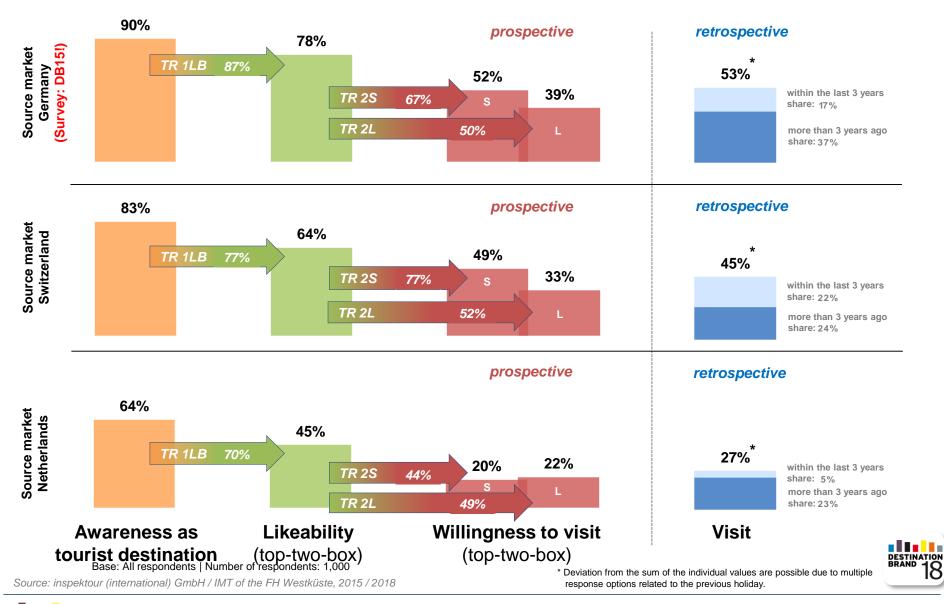
> Note: Similar terms with identical destination reference (e.g., North Sea - North Sea Coast - North Sea Region) were assigned to each other and clustered.

Source: inspektour (international) GmbH / IMT of the FH Westküste, 2018

* Multiple responses possible.



FH Westküste University of Applied Sciences





Outline

DESTINATION BRAND 18: Methodological key facts

Selected results "Brand value"

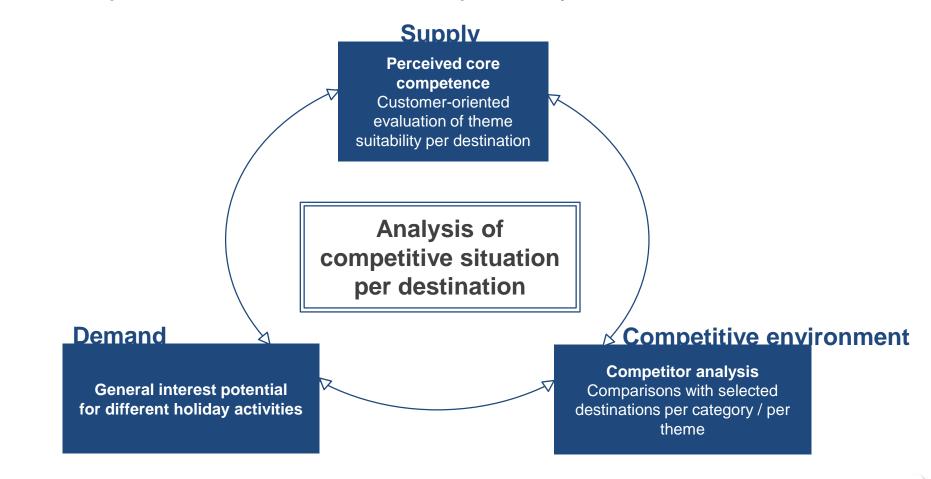
Selected results "Theme competence"

- General interest in holiday activities
- Target group analysis / Consumer profile
- Supported and unsupported theme competence
- Further data analyses options

Outlook 2019 / 2020



Theme competence I Base: Three-dimensional competitor analysis

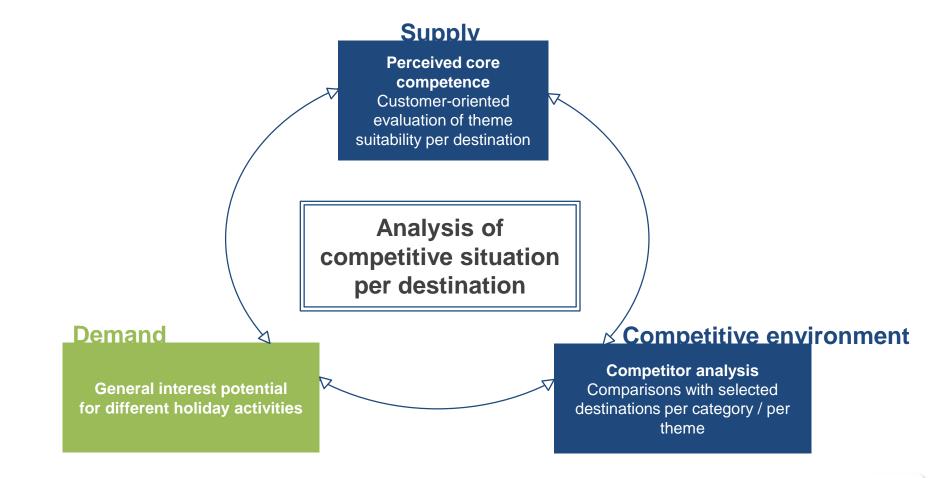




Source: inspektour (international) GmbH / IMT der FH Westküste, 2018



Theme competence I Base: Three-dimensional competitor analysis





Source: inspektour (international) GmbH / IMT der FH Westküste, 2018



Theme competence I Pool of holiday activities

- Culinary 1.
- 2. Culture
- 3. Nature
- 4. Sports
- 5. City break



- 6. Amusement parks
- 7 Castles
- 8. Countryside
- 9. Climbing fixed mountain routes 23.
- 10. Cycling
- 11. Events
- 12 Families
- 13. Football
- 14. Gardens / parks
- 15. Health
- 16. Hiking
- 17. Indigenous peoples
- 18. Industrial heritage
- 19. Lively places

- 20. Luxury
- 21. Motorcycling
- Mountain biking 22.
- Mountaineering
 - 24. Relaxation
 - 25. Shopping
 - 26. Study / educational offers
 - 27. Sustainable holiday trip
 - 28. Swimming / beach
 - 29. Thalasso
 - UNESCO world heritage sites 30.
 - 31. Water sports
 - 32. Wellness
 - 33. Winter sports



Note: Last survey taken into consideration in November / December 2018 Source: inspektour (international) GmbH / IMT der FH Westküste, 2018

General interest potential

FH Westküste - Top 10 per source market (DE, AT, CH, NL) I Base: All respondents University of Applied Sciences

Base: All respondents Top-two-box on a scale from "5 = very interested" to "1 = not at all interested"												
	Respondents: 2,000	% of respondents	Projection in millions*	Respondents:2,000	% of respondents	Projection in millions*	Respondents: 3,000	% of respondents	Projection in millions*	Respondents: 2,000	% of respondents	Projection in millions*
1	Relaxation	75	46.7	Relaxation	77	5.1	Relaxation	78	4.7	Relaxation	76	9.7
2	Nature	68	42.0	Nature	71	4.7	Culinary	73	4.4	City break	62	8.0
3	Swimming / Beach	62	38.6	Swimming / Beach	69	4.6	City break	70	4.2	Nature	55	7.0
4	Culinary	60	37.3	Culinary	68	4.5	Nature	65	3.9	Castles, palaces and cathedrals	51	6.5
5	City breaks	59	36.8	City breaks	65	4.3	Swimming / beach	64	3.9	Swimming / beach	48	6.1
6	Castles, palaces and cathedrals	52	32.2	Wellness	56	3.7	Gardens / parks	53	3.2	Culinary	47	6.0
7	Gardens / parks	49	30.5	Castles, palaces and cathedrals	50	3.3	Culture	50	3.0	Shopping	46	5.9
8	Culture	45	28.1	Gardens / parks	48	3.2	Wellness	49	3.0	Indigenous (native) peoples	44	5.7
9	Wellness	43	26.4	Hiking	47	3.1	Castles, palaces and cathedrals	48	2.9	Culture	43	5.5
10	Hiking	42	26.1	Culture	46	3.0	Lively places	48	2.9	Gardens / parks	39	4.9
							Hiking (rank 13)	44	2.6	Hiking (rank 22)	23	2.5

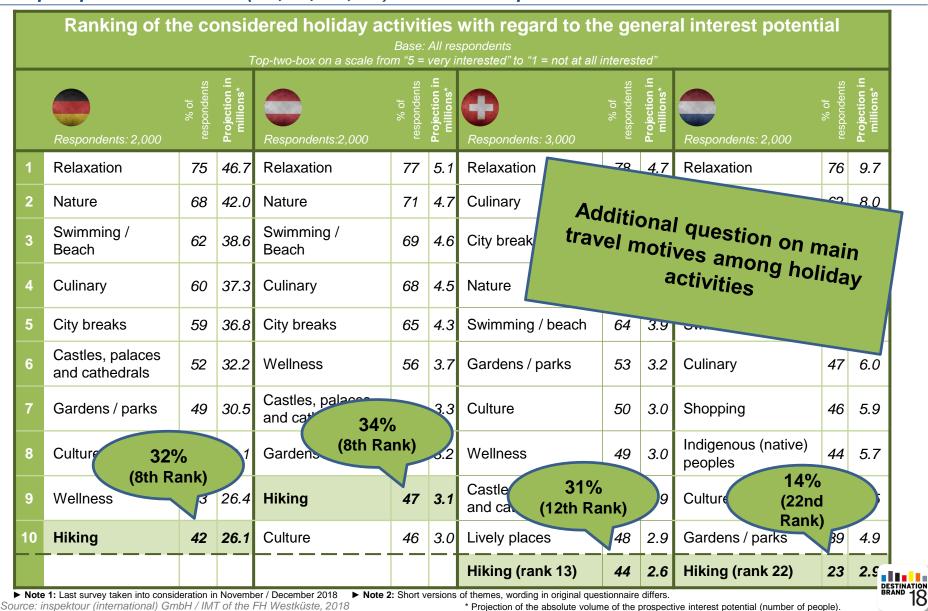
* Projection of the absolute volume of the prospective interest potential (number of people).

inspektour

TOURISM AND MARKET RESEARCH

General interest potential

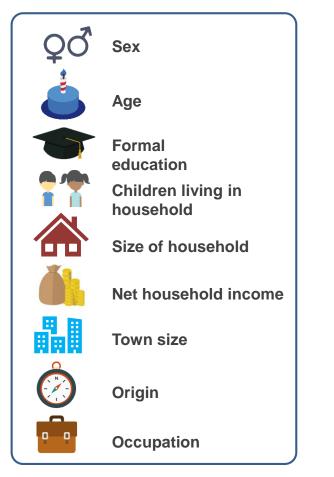
FH Westküste - Top 10 per source market (DE, AT, CH, NL) I Base: All respondents University of Applied Sciences

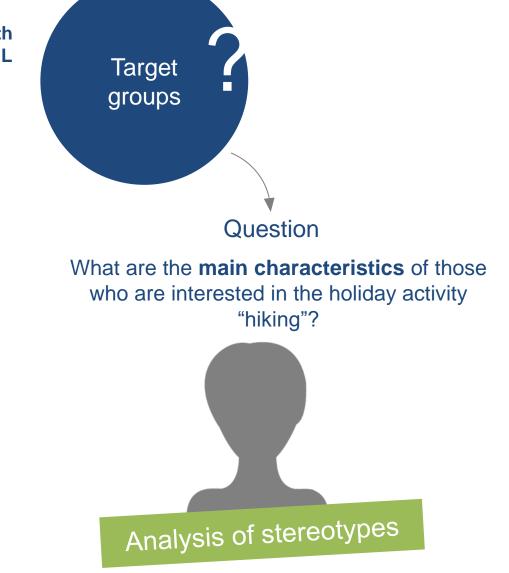


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General interest potential I Stereotype analysis of respondents with interest in "hiking" in DE, AT, CH and NL





Source: inspektour (international) GmbH / IMT of the FH Westküste, 2018

BRAND 18



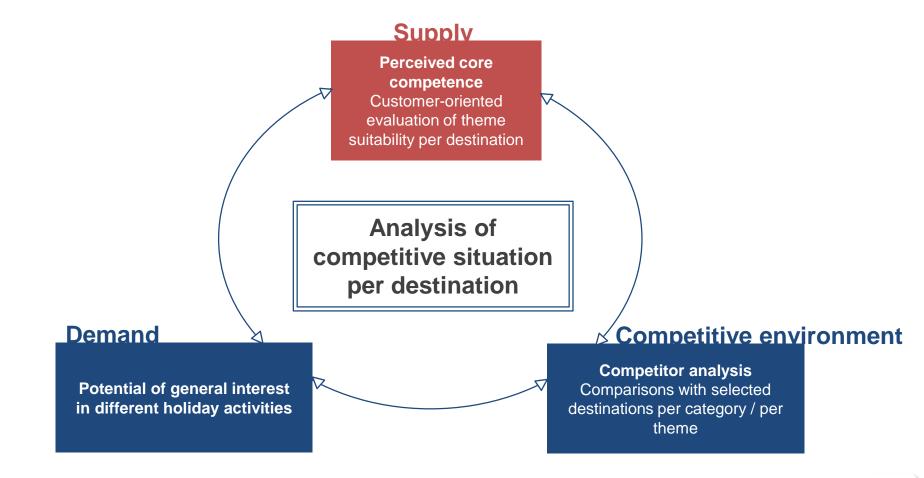
General interest potential Stereotype analysis of respondents with <u>general</u> interest in "hiking" I SM: DE, AT and CH

	Criterion	DE	AT	СН
٩	Age		" 55-64 years-old" (112)	" 35-44 years-old " (111) " 65-74-years-old " (110)
	Formal education	University degree (117)	University degree (115)	
	Children living in household	Children under 14 years (112)	≥ 2 children under 14 years (115)	≥ 2 children under 14 years (113)
Č	Net household income	High / very high income (118)		
Ô	Origin	Nielsen area 7 (Sachsen, Thuringia) (110)	Tirol (114) Styria (116)	
0-0	Occupation	Students (112) Skilled labour (115) Employees in management position (116)	Skilled labour (110)	Self-employed (122)

Source: inspektour (international) GmbH / IMT of the FH Westküste, 2018 Note 1: Sample size per criterion of all respondents: DE: N = 4,000; AT: N = 2,000; CH: N = 3,000; NL: N = 3,000. Note 2: Sample size per criterion of respondents with general interest in hiking: DE: N = 1,688; AT: N = 938; CH: N = 1,320; NL: N = 692.



Theme competence I Base: Three-dimensional competitor analysis





Source: inspektour (international) GmbH / IMT, 2018



Theme competence I Pool of holiday activities

General themes

(examined for all destinations)

- 1. Culinary
- 2. Culture
- 3. Nature
- 4. Sports
- 5. City break



Specific themes

(individual selection of 5 themes per destination)

- 6. Amusement parks
- 7 Castles
- 8. Countryside
- 9. Climbing fixed mountain routes 23.
- 10. Cycling
- 11. Events
- 12. Families
- 13 Football
- 14. Gardens / parks
- 15. Health
- 16. Hiking
- 17. Indigenous peoples
- 18. Industrial heritage
- 19. Lively places

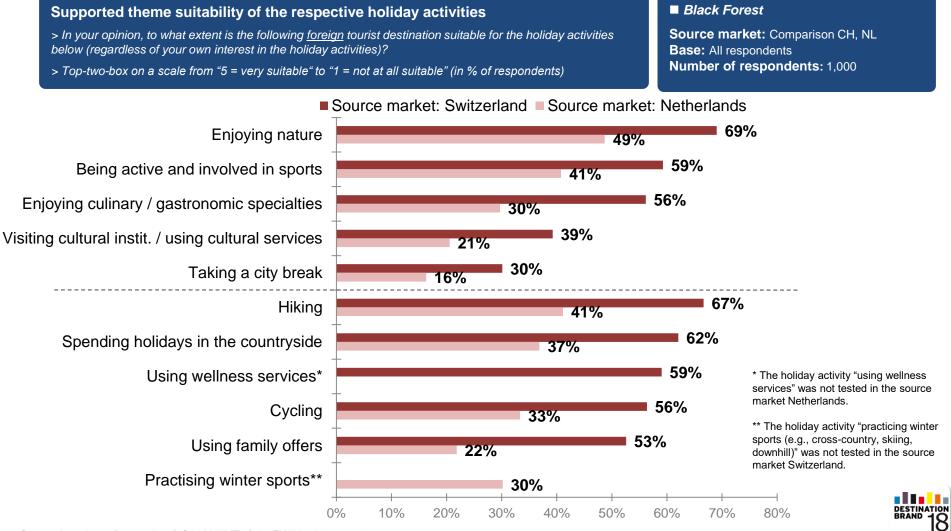
20. Luxury

- 21. Motorcycling
- Mountain biking 22.
- Mountaineering
 - 24. Relaxation
 - 25. Shopping
 - 26. Study / educational offers
 - 27. Sustainable holiday trip
 - Swimming / beach 28.
 - 29. Thalasso
 - UNESCO world heritage sites 30.
 - 31. Water sports
 - Wellness* 32.
 - 33. Winter sports**



Note: Last survey taken into consideration in November / December 2018 Source: inspektour (international) GmbH / IMT der FH Westküste, 2018



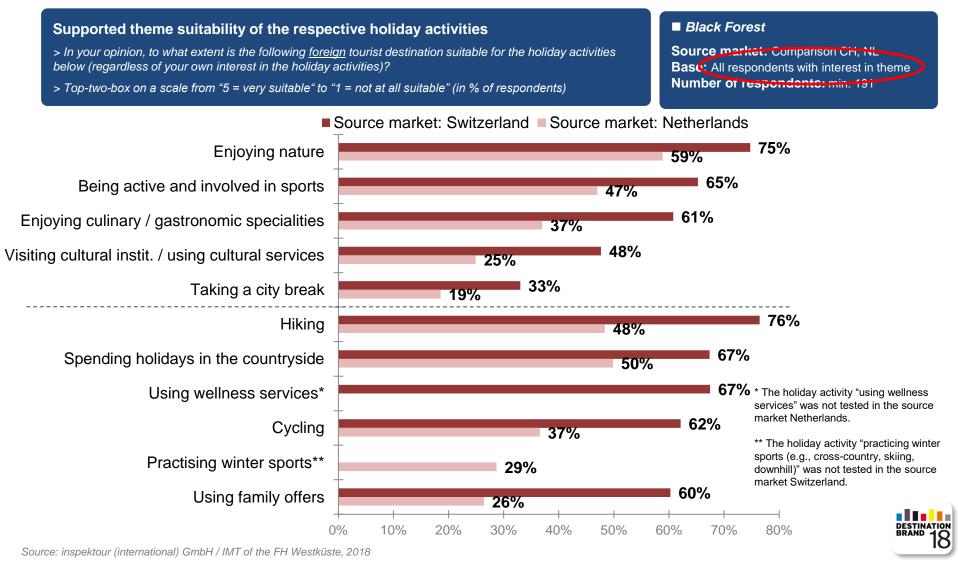


Source: inspektour (international) GmbH / IMT of the FH Westküste, 2018

Destination Brand 18 | First selected results

Supported theme suitability



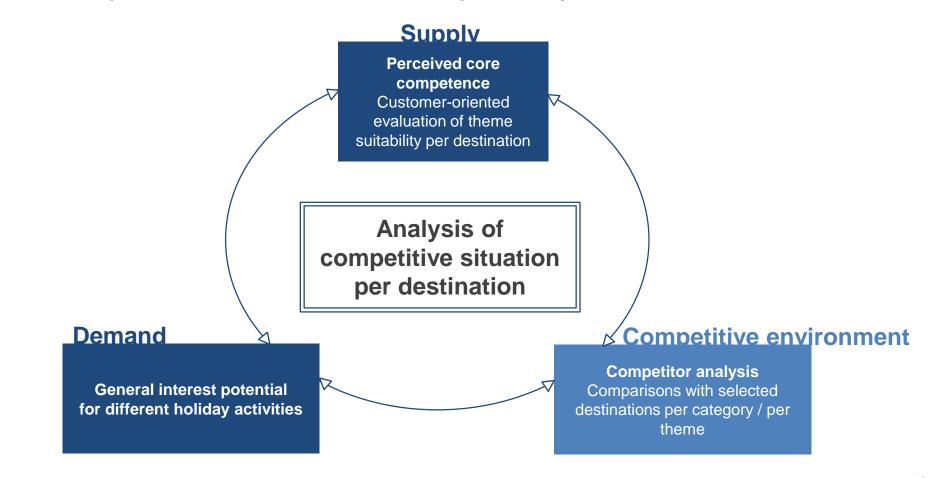


Destination Brand 18 | First selected results

Supported theme suitability



Theme competence I Base: Three-dimensional competitor analysis





Source: inspektour (international) GmbH / IMT der FH Westküste, 2018

<u>Unsupported</u> theme competence (Top of Mind) "Culture" – Competitor analysis Top 10 destinations

FH Westküste University of Applied Sciences

Please imagine that you intend to **go on a cultural journey / holiday.** Which <u>foreign</u> tourist destinations (countries, cities, regions etc.) do you consider particularly suitable for this purpose? (max. 3 responses)

Base: All respondents with valid responses

	Respondents: 540 Responses: 1,207	% of respondents*		Respondents: 687 Responses: 1,651	% of respondents*
1	Italy	21.5%	1	Italy	22.6%
2	France	11.7%	2	Rome	14.8%
3	Spain	10.7%	3	Spain	13.1%
4	Rome	10.0%	4	Paris	11.5%
5	Greece	9.8%	5	Greece	11.4%
6	Vienna	9.4%	6	Germany	9.0%
7	Paris	8.1%	7	London	8.7%
8	Austria	7.6%	8	France	8.3%
9	London	5.4%	9	Prague	7.1%
9	Egypt	5.4%	10	Egypt	6.6%

	Respondents: 1,099 Responses: 2,728	% of respondents*		Respondents: 571 Responses: 1,338	% of respondents*
1	Italy	18.3%	1	Italy	28.0%
2	Paris	13.1%	2	Spain	16.8%
3	Rome	11.6%	3	France	15.9%
4	Greece	11.6%	4	Germany	15.1%
5	France	11.1%	5	Greece	12.3%
6	Berlin	10.0%	6	Rome	10.7%
7	Spain	8.5%	7	Berlin	8.4%
8	Germany	8.2%	8	Paris	8.1%
9	London	8.0%	9	London	5.4%
10	Vienna	6.1%	10	England	4.6%

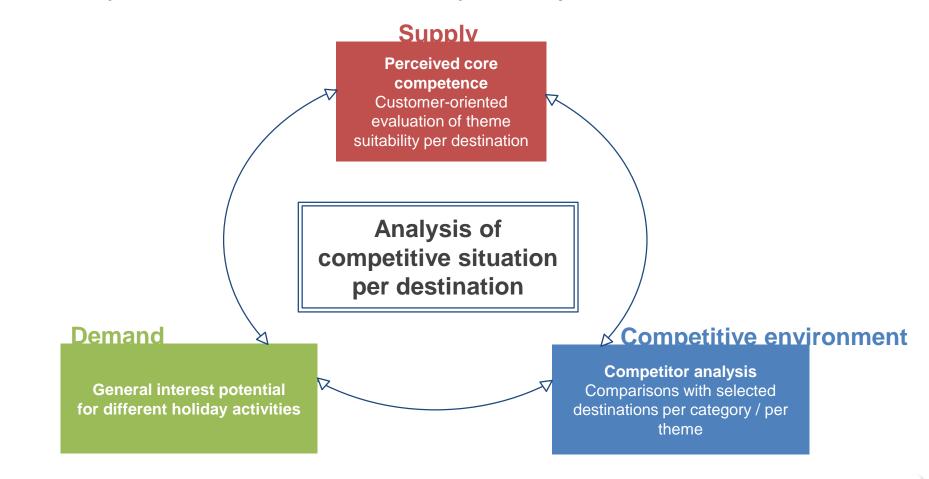
Source: inspektour (international) GmbH / IMT of the FH Westküste, 2018

* Multiple response options possible (up to 3 responses)

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Theme competence I Base: Three-dimensional competitor analysis





Source: inspektour (international) GmbH / IMT der FH Westküste, 2018

Quadrant analysis Black Forest I SM: CH

> Category for relative ranking according to competitor analysis:

All considered destinations (up to 33 tourist destinations per theme)

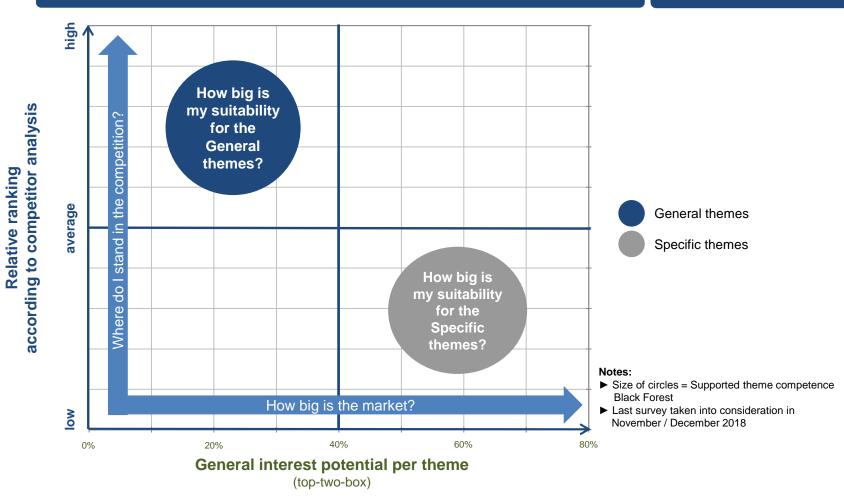
Quadrant analysis Black Forest





Black Forest

Source market: Switzerland Base: All respondents Number of respondents: 1,000



Source: inspektour (international) GmbH / IMT of the FH Westküste, 2018

BRAND 18

Quadrant analysis Black Forest I SM: CH





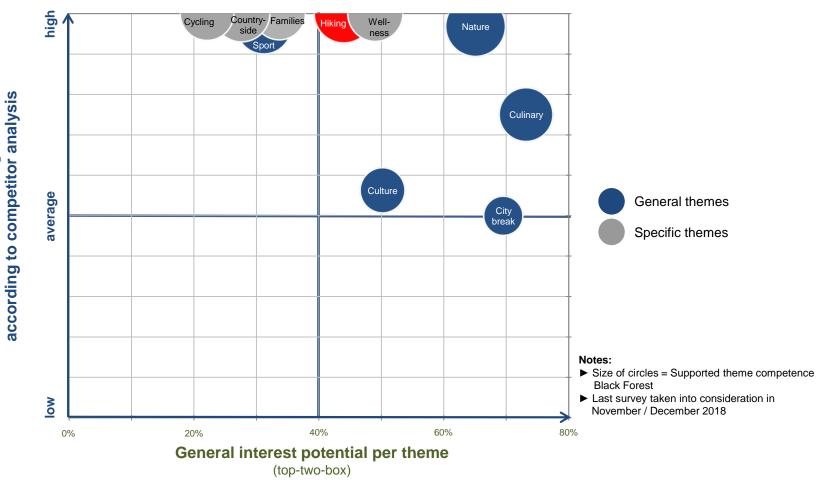
Quadrant analysis Black Forest

Relative ranking

Category for relative ranking according to competitor analysis:
All considered destinations (up to 33 tourist destinations per theme)

Black Forest

Source market: Switzerland Base: All respondents Number of respondents: 1,000



Source: inspektour (international) GmbH / IMT of the FH Westküste, 2018

BRAND 18

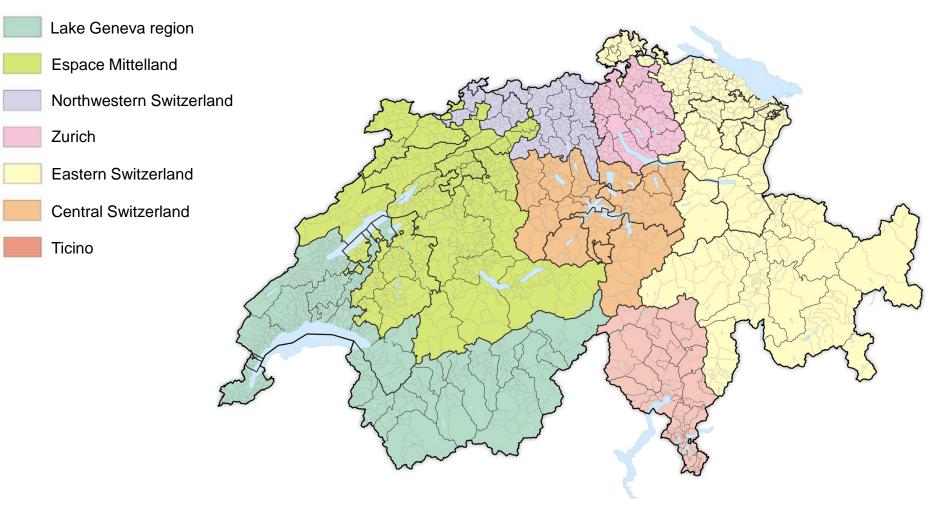


Outline

- ► DESTINATION BRAND 18: Methodological key facts
- Selected results "Brand value"
- Selected results "Theme competence"
- Further data analyses options
- Outlook 2019 / 2020



Geographical division of Switzerland in seven regions



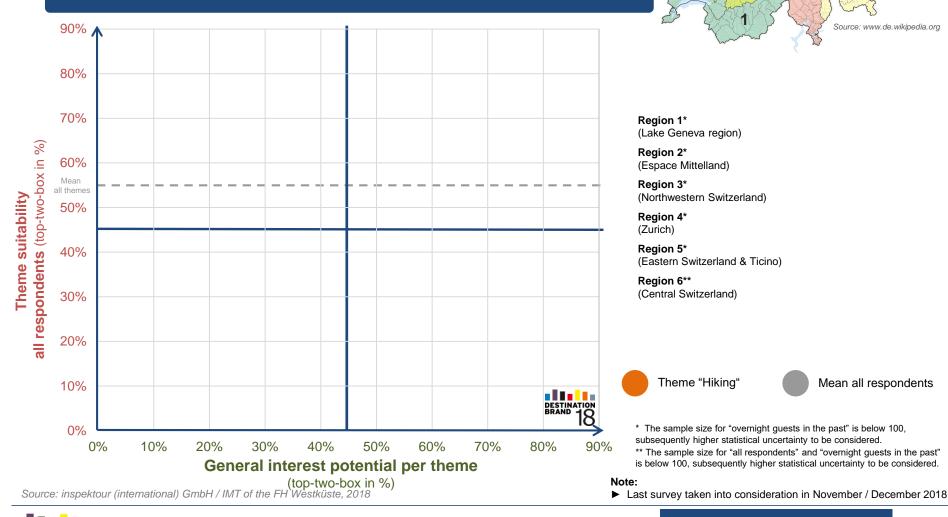
Picture: www.de.wikipedia.org

Check of source markets in CH – theme "Hiking"



Quadrant analysis destination "Black Forest" in the source market Switzerland

> Theme "hiking" by source market



Destination Brand 18 | First selected results

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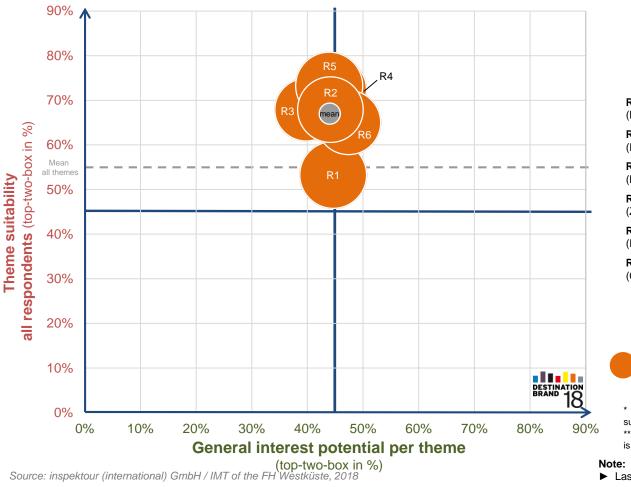
Source: www.de.wikipedia.org

Check of source markets in CH – theme "Hiking"



Quadrant analysis destination "Black Forest" in the source market Switzerland

> Theme "hiking" by source market





Region 1* (Lake Geneva region)

Region 2* (Espace Mittelland)

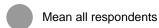
Region 3* (Northwestern Switzerland)

Region 4* (Zurich)

Region 5* (Eastern Switzerland & Ticino)

Region 6** (Central Switzerland)

Theme "Hiking"



* The sample size for "overnight guests in the past" is below 100, subsequently higher statistical uncertainty to be considered.

** The sample size for "all respondents" and "overnight guests in the past" is below 100, subsequently higher statistical uncertainty to be considered.

Last survey taken into consideration in November / December 2018

Hiking

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Outline

- ► DESTINATION BRAND 18: Methodological key facts
- Selected results "Brand value"
- Selected results "Theme competence"
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Outlook 2019 I Upcoming survey wave

2019:

- DESTINATION BRAND in China
- Continuation of the study series in DE, AT, CH and NL (Spontaneous Associations)

2020:

- Introduction of DESTINATION BRAND in France, Spain, Italy, UK and USA
- Start of a new DESTINATION BRAND-cycle with the research focus on "brand value" (1st year of the study series) in all source markets:
 - Austria, Germany, the Netherlands and Switzerland
 - China
 - France, Spain, Italy, UK and USA



Thank you for listening!

Questions? More information? Please contact us at any time:

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Source: inspektour (international) GmbH / IMT, 2018



For more information go to: www.destination-brand.com





Source: inspektour (international) GmbH / IMT, 2018



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IMT at the FH Westküste

Your Destination Brand-team:



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E-Mail: nadine.reede@inspektour.de



List of considered destinations in DESTINATION BRAND 18

		DE	AT	СН	NL
1.	Argentina				
2.	Austria				
3.	Baden-Württemberg				
4.	Bavaria				
5.	Berlin				
6.	Black Forest				
7.	Bratislava				
8.	Budapest				
9.	Burgenland				
10.	Carinthia				
11.	Chiemsee - Chiemgau				
12.	Chile				
13.	City of Otto				
14.	Colombia				
15.	Croatia				
16.	Dachstein				
17.	Darmstadt				
18.	Dubrovnik				
19.	Düsseldorf				
20.	Eifel				
21.	Flanders				
22.	France				
23.	Germany				
24.	Greece				
25.	Hamburg				
26.	Hesse				
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				_	
		DE	AT	СН	NL
27.	Holstein Switzerland				
28.	Italy				
29.	Kassel				
30.	Kingdom of Fife				
31.	Ljubljana				
32.	London				
33.	Lower Austria				
34.	Lower Saxony				
35.	Lusatian Lake District				
36.	Luxembourg				
37.	Magdeburg				
38.	Mecklenburg Lake District				
39.	Mexico				
40.	Munich				
41.	New Zealand				
42.	Norderney				
43.	North Rhine-Westphalia				
44.	Paris				
45.	Peru				
46.	Prague				
47.	Rhineland-Palatinate				
48.	Rügen Island				
49.	Ruhr Valley				
50.	Salzburger Land				
51.	Sauerland				
52.	Saxony				

					_
		DE	AT	СН	NL
53.	Schladming				
54.	Schladming-Dachstein				
55.	Schleswig-Holstein				
56.	South Africa				
57.	South America				
58.	South Tirol				
59.	Spain				
60.	SPO				
61.	St. Peter-Ording				
62.	Stuttgart				
63.	Styria				
64.	Swabian Alp				
65.	Taunus				
66.	Thuringia				
67.	Tirol				
68.	Trentino				
69.	Uckermark				
70.	Upper Austria				
71.	Upper Lusatia				
72.	Usedom Island				
73.	Vienna				
74.	Vorarlberg				
75.	Wadden Island Ameland				
	Wadden Island Texel				

Source: inspektour (international) GmbH / IMT, 2018



List of considered holiday activities in DESTINATION BRAND 18

General themes

(examined for all destinations)

- 1. Culinary
- 2. Culture
- 3. Nature
- 4. Sports
- 5. City break



▶ Note: Last survey taken into consideration in November / December 2018

Source: inspektour (international) GmbH / IMT, 2018

Specific themes

(individual selection of 5 themes per destination)

(6.	Amusement parks	20.	Luxury
-	7.	Castles	21.	Motorcycling
ł	8.	Countryside	22.	Mountain biking
9	9.	Climbing fixed mountain routes	23.	Mountaineering
10	0.	Cycling	24.	Relaxation
1	1.	Events	25.	Shopping
1:	2.	Families	26.	Study / educational offers
1:	3.	Football	27.	Sustainable holiday trip
14	4.	Gardens / parks	28.	Swimming / beach
1	5.	Health	29.	Thalasso
10	6.	Hiking	30.	UNESCO world heritage sites
1	7.	Indigenous peoples	31.	Water sports
18	Β.	Industrial heritage	32.	Wellness
			~~	

19. Lively places



