

America's Destination Image as Seen through Chinese Outbound Tourists' Eyes

Xian (Robert) Li

School of Hotel, Restaurant & Tourism Management, University of South Carolina

Svetlana Stepchenkova

Department of Tourism, Recreation and Sport Management University of Florida

Follow this and additional works at: <https://scholarworks.umass.edu/ttra>

Li, Xian (Robert) and Stepchenkova, Svetlana, "America's Destination Image as Seen through Chinese Outbound Tourists' Eyes" (2016). *Travel and Tourism Research Association: Advancing Tourism Research Globally*. 32.

<https://scholarworks.umass.edu/ttra/2010/Oral/32>

This is brought to you for free and open access by ScholarWorks@UMass Amherst. It has been accepted for inclusion in Travel and Tourism Research Association: Advancing Tourism Research Globally by an authorized administrator of ScholarWorks@UMass Amherst. For more information, please contact scholarworks@library.umass.edu.

America's Destination Image as Seen through Chinese Outbound Tourists' Eyes

Xiang (Robert) Li
School of Hotel, Restaurant & Tourism Management,
University of South Carolina,

and

Svetlana Stepchenkova
Department of Tourism, Recreation and Sport Management
University of Florida

ABSTRACT

The paper attempts to obtain a mental picture of the United States as a travel destination in the collective mind of Chinese travelers, and compare image perceptions of different groups of past and potential U.S. travelers. Preliminary findings of this study highlighted that, overall, Chinese outbound tourists' perception of America is highly urban, featuring advanced economic development, open and democratic system, high technology, and big cities. Further, the four groups of respondents reported somewhat different perceptions of the U.S., which may correspond to their different travel experiences, and different levels of familiarity with the U.S.

Keywords: *destination image, China outbound tourism, United States, travel horizon.*

INTRODUCTION

Chinese outbound travel has been growing very fast in the recent years. In 2008, Mainland Chinese citizens made nearly 46 million outbound trips (MesseBerlin, 2009), and it has become the largest outbound travel source market in Asia. The United Nations World Tourism Organization (UNWTO) estimates that by 2020 there will be approximately 100 million outbound Chinese outbound tourists, making China one of the largest source of outbound travel in the world (WorldTourismOrganization, 2003). While traditionally Chinese outbound travel highly concentrated within Asia (Dai, 2008), a growing number of Chinese tourists have become more interested in and comfortable with long-haul intra-regional travel.

As the world's top destination in terms of international tourism receipts, the United States is among the last Western countries obtaining the Approved Destination Status (ADS) and joining in the competition for Chinese outbound tourists. Even before the ADS was signed, "China is already a rich source for inbound U. S.— a source that grows exponentially with the ability to maximize marketing and promotion to an affluent population that has both the means and desire to travel" (Sheatsley, Li, & Harrill, 2009, p. 11). Nevertheless, marketing America to Chinese tourists can still be a huge challenge, due to substantial differences in culture, economy, and ideology between the two countries. To overcome these obstacles, arguably the first step American marketers need to take is to better understand how Chinese tourists perceive the United States as a travel destination. In the destination branding literature, such "perception about the place as reflected by the associations held in tourist memory" (Cai, 2002, p. 723) is considered as part of tourists' destination brand knowledge (Li, Petrick, & Zhou, 2008). Partly building on Anderson's (1983) original Adaptive Control of Thought (ACT) theory, the idea of

brand knowledge assumes that people's knowledge about brands is somewhat akin to a large "associative network" consisting of numerous nodes (i.e., pieces of brand information) and links (i.e., the strength of association between nodes)(Cai, 2002; Keller, 1993). In essence, "building a brand image amounts to identifying the most relevant associations and strengthening their linkages to the brand" (Cai, 2002, p. 723).

From a different perspective, Echtner and Ritchie (1991; 1993) proposed a three-dimensional framework of tourism destination image which incorporates three mutually overlapping continuums: (1) attribute-holistic continuum, i.e., destination image comprises both perceptions of individual destination attributes and the holistic impression; (2) functional-psychological, i.e., each image component contains directly observable and abstract characteristics; and (3) common-unique, i.e., destination image contains traits and features common to all destinations as well as unique to very few destinations. Collectively, the image characteristics, features, and attributes described in Echtner and Ritchie (1991; 1993)'s model may all be considered as different "brand nodes" and "brand associations" of tourists' brand knowledge.

This paper focuses on Chinese tourists' image of the United States as a travel destination. In addition to identifying major features and components of the America travel brand, the authors also attempt to examine the links and associations among these images. Further, this study attempts to explore image differences among customer groups with different levels of travel experiences.

METHODS

The present paper reports findings from the final phase of a two-year, multi-phase study on the Mainland Chinese outbound travel market. In this phase, a marketing research company was hired to conduct face-to-face interviews with 1,600 citizens of Beijing, Shanghai, and Guangzhou, three tier-I cities of China (Arlt, 2006). Respondents were recruited (with minor incentive) mainly through networking/referral, follow-up survey with participants in the previous stage of this study, and intercepts of potential participants in upper-class neighborhoods, premium shopping malls, etc. Following previous studies (CTC, 2007; Li, Harrill, Uysal, Burnett, & Zhan, 2010), this study targeted four types of past or potential Chinese long-haul outbound travelers (i.e., Chinese citizens who have traveled outside of Asia or plan to do so in the near future). Specifically, the sample included: 400 respondents who had been to the U.S. for leisure purposes in the past 3 years; 400 who had traveled outside of Asia (but not the U.S.) in the past 3 years; 400 who had traveled within Asia in the past 3 years and were interested in traveling outside of Asia in the next 2 years; and 400 who had not traveled outside of China in the past 3 years but were interested in traveling outside of Asia in the next 2 years.

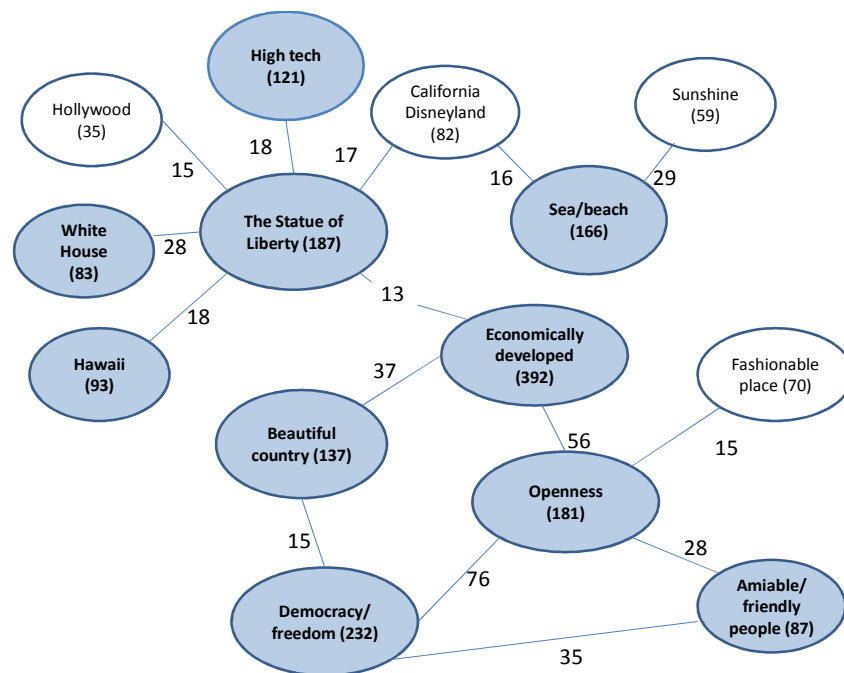
Due to a lack of understanding of Chinese respondents' perception of the United States as a travel destination, as well as potential paradigmatic mismatch when applying Western theories/instruments to Asian contexts (Iwasaki, Nishino, Onda, & Bowling, 2007), the authors decided to take an unstructured approach, and asked respondents three open-ended questions adapted from Echtner and Ritchie(1991). The answers were professionally coded and translated into English. Three perceptual maps were then developed based on answers to these three questions, respectively labeled "stereotypical", "affective", and "uniqueness" images (Echtner & Ritchie, 1991; Gallarza, Saura, & Garcia, 2002; Stepchenkova & Morrison, 2008). In these maps, individual image items serve as nodes of the network, and the frequency one image item being mentioned may reflect its saliency in respondents' collective mind. Because respondents were

allowed to provide up to three answers to each question, the number of co-occurrences of two images (i.e., when one respondent mentioned both images in his/her three answers to the same image question) may illustrate the strength of associations/linkages between this pair of images. Finally, proportions of respondents in each of the four groups who mentioned a particular image were compared using Chi-square tests.

FINDINGS

Perceptual map of the U.S. stereotypical image (Figure 1) depicts 10 most frequent images represented by blue bubbles, with frequencies in parentheses. The link between a pair of images corresponds to the number of co-occurrences of the two images, with the cut-off co-occurrence frequency of 15. All links with more than 15 co-occurrences connected to the 10 most frequent images are represented on the diagram, even if the other image does not belong to the “top ten” (e.g., Sea/beach and Sunshine pair of images). “Economically developed” and “democracy/freedom” are two most frequently mentioned image items. Overall, it seems there are two “camps” of stereotypical image items in respondents’ mind, one being the abstract idea of America being “economically developed,” “open”, and “democratic”, while the other one centering around the icon of the country — the Statue of Liberty.

Figure 1
Stereotypical Image of the U.S.



Perceptual map of the U.S. affective image depicts 11 most frequent images. “Happy” and “exciting” were found as the most common mood associated with traveling to the United States. The uniqueness image, seems to be the most complicated perceptual map of the three. The results show NYC, Hawaii, San Francisco, and Washington DC, among others, are the best-

known American destinations. More importantly, the associations between destinations (such as San Francisco and NYC, and Hawaii and NYC) could have important implications for itinerary design. Limited by space, these two perceptual maps could not be included in the present paper.

Finally, the comparisons among groups (Tables 1-3) also reveal some interesting patterns. For instance, a larger number of respondents among the more sophisticated travel groups (“USA” group and “Outside Asia” group) associated the United States with “Amiable/friendly people”, “relaxation”, “Grand Canyon”, “Golden Gate Bridge,” while the less experienced groups (“Within Asia” group and “Potential” group) were more likely to associate American with being “economically developed,” “beautiful/scenic,” and with destinations such as Hawaii, Chicago, and Philadelphia.

Table 1
Stereotypical Image of the U.S. held by the Four Groups of Chinese Travelers

Stereotypical images	Total Freq	USA	Outside Asia	Within Asia	Potential	Chi-Square	p-value
Economically developed country	362	79	68	117	98	22.959	0.001
Democracy/freedom	232	69	74	46	43	15.043	0.002
The Statue of Liberty	187	44	45	47	51	0.696	0.874
Openness	181	50	61	39	31	12.777	0.005
Sea/beach	166	37	30	51	48	7.662	0.054
Beautiful/scenic country	137	20	25	39	53	21.162	0.000
High technology	121	27	27	37	30	2.387	0.496
Hawaii	93	17	17	24	35	9.898	0.019
Amiable/friendly people	87	28	32	11	16	14.234	0.003
White House	83	17	21	22	23	1.055	0.788

Table 2
Affective Image of the U.S. held by the Four Groups of Chinese Travelers

Affective images	Total Freq	USA	Outside Asia	Within Asia	Potential	Chi-Square	p-value
Happiness/delight	1190	298	300	283	309	4.578	0.205
Excitement	721	190	179	191	161	5.885	0.117
Relaxation	265	94	81	61	29	43.467	0.000
Enjoy life/enjoy holiday	192	48	50	63	31	12.263	0.007
Novelty	135	38	43	31	24	6.108	0.106
Democracy/freedom	112	25	29	30	28	0.538	0.911
Amiable/friendly people	107	30	25	27	25	0.671	0.880
Comfort	85	25	12	16	32	12.064	0.007
A place I hope to visit	76	12	24	24	16	8.933	0.177
Tension	69	8	18	20	23	7.679	0.053
Openness	53	14	20	14	5	8.957	0.030

Table 3
Uniqueness Image of the U.S. held by the Four Groups of Chinese Travelers

Cities, states, landmarks images	Total Freq	USA	Outside Asia	Within Asia	Potential	Chi-Square	p-value
New York	577	122	159	139	157	9.788	0.020
Hawaii	431	96	104	116	116	3.465	0.325
San-Francisco	369	82	101	96	90	2.828	0.419
Washington	352	72	94	97	89	5.449	0.142
Los Angeles	242	47	53	50	92	26.115	0.000
The Statue of Liberty	215	54	44	81	36	24.776	0.000
Disneyland CA	190	58	52	41	39	5.853	0.119
Las Vegas	176	46	42	48	40	1.021	0.796
Grand Canyon	173	54	53	37	29	11.737	0.008
White House	161	43	34	51	33	5.932	0.115
Chicago	115	15	21	26	53	31.658	0.000
California	103	30	24	18	31	4.514	0.211
Hollywood	95	28	30	22	15	6.121	0.106
Chinatown	82	25	13	22	22	4.165	0.244
Universal Studio of Hollywood	78	24	20	24	10	7.062	0.070
Philadelphia	74	13	11	30	20	12.525	0.006
Yellowstone	74	24	12	20	18	4.251	0.236
Houston	73	9	21	16	27	10.033	0.018
Ocean World/Busch Gardens	56	21	14	12	9	5.774	0.123
Sea/beach	51	16	20	11	4	11.565	0.009
Golden Gate Bridge	50	27	12	10	1	28.821	0.000

Findings reported above represent only the first step of the analysis. The authors plan to further explore the image patterns via multiple analytical techniques for triangulation purpose. These include factor analyses on the image frequency matrices (Stepchenkova, Kirilenko, & Morrison, 2009), correspondence analysis, as well as placing image elements along Echtner and Ritchie(1993)'s three pairs of axes.

CONCLUSIONS

The present study attempts to obtain a mental picture of the United States as a travel destination in the collective mind of Chinese travelers, as well as compare image perceptions of different groups of past and potential U.S. travelers. The unstructured, qualitative data revealed a variety of characteristics and attributes of the American travel brand. The perceptual maps hence developed provided a useful visual representation of the image data.

Preliminary findings of this study have highlighted that, overall, Chinese outbound tourists' perception of America is highly urban, featuring advanced economic development, open and democratic system, high technology, and big cities. Most American destinations and attractions Chinese tourists can think of are located in the east and west coasts (with Las Vegas and Grand Canyon as notable exceptions). In contrast, much of the country's leisure, cultural,

and natural attractions have not been fully recognized by Chinese tourists yet. Further, the four groups of respondents reported somewhat different perceptions of the U.S., which may correspond to their different travel experiences, as well as different levels of familiarity with the U.S. Understanding and comparing the four groups' perception of the U.S. may help American destinations and tourism practitioners access the huge Chinese outbound travel market. Ultimately, it is hoped that findings from this study may help American destinations gain a competitive edge for securing this burgeoning market.

REFERENCES

- Anderson, J. (1983). *The architecture of cognition*. Cambridge MA: Harvard University Press.
- Arlt, W. G. (2006). *China's Outbound Tourism*: Routledge.
- Cai, L. (2002). Cooperative branding for rural destinations. *Annals of Tourism Research*, 29(3), 720-742.
- CTC. (2007). *Consumer Research in China*. Ottawa, Canada: Canadian Tourism Commission.
- Dai, B. (2008). 金融危机影响下中国旅游经济：趋势与对策 [China's Tourism Economy under the Influence of Financial Crisis: Trends and Strategies] Paper presented at the The 1st Nankai International Conference on Tourism.
- Echtner, C. M., & Ritchie, J. R. B. (1991). The meaning and measurement of destination image. *Journal of Tourism Studies*, 2, 2-12.
- Echtner, C. M., & Ritchie, J. R. B. (1993). The measurement of destination image: An empirical assessment. *Journal of Travel Research*, 31(4), 3-13.
- Gallarza, M. G., Saura, I. G., & Garcia, H. C. (2002). Destination image - Towards a conceptual framework. *Annals of Tourism Research*, 29(1), 56-78.
- Iwasaki, Y., Nishino, H., Onda, T., & Bowling, C. (2007). Leisure Research in a Global World: Time to Reverse the Western Domination in Leisure Research? *Leisure Sciences*, 29(1), 113-117.
- Keller, K. (1993). Conceptualizing, measuring, and managing customer-based brand equity. *Journal of Marketing*, 57(1), 1-22.
- Li, X., Harrill, R., Uysal, M., Burnett, T., & Zhan, X. (2010). Estimating the size of the Chinese outbound travel market: A demand-side approach. *Tourism Management*, 31(2), 250-259.
- Li, X., Petrick, J., & Zhou, Y. (2008). Towards a conceptual framework of tourists's destination knowledge and loyalty. *Journal of Quality Assurance in Hospitality and Tourism*, 8(3), 79-96.
- MesseBerlin. (2009). *ITB World travel trends report*. Berlin, Germany.
- Sheatsley, D. W., Li, X., & Harrill, R. (2009). *Emerging International Travel Markets: China – Part II (2008 Edition)*. Washington, DC: The U. S. Travel Association.
- Stepchenkova, S., Kirilenko, A., & Morrison, A. (2009). Facilitating Content Analysis in Tourism Research *Journal of Travel Research*, 47(4), 454 - 469
- Stepchenkova, S., & Morrison, A. M. (2008). Russia's destination image among American pleasure travelers: Revisiting Echtner and Ritchie. *Tourism Management* 29, 548-560.
- WorldTourismOrganization. (2003). *China outbound tourism*. Madrid, Spain: UNWTO.