

THE RELATIONSHIP BETWEEN THE TOURIST INFORMATION AND THE INFORMATION AND COMMUNICATION TECHNOLOGIES

An Analysis of the Latin American Tourism Literature

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Information and communication technologies (ICTs) are a reality in tourist activity, either by the increasing number of tourists seeking information about a locality, or as a factor of competitiveness for destinations. Likewise, it is necessary to point out the importance of tourism research in Latin America since the region is constituted by emerging destinations and because of the role of journals for the dissemination of scientific knowledge. This article aimed to identify the relationship between the tourist information and ICTs according to articles published in Latin America. For this exploratory-descriptive research, the descriptors "tourist information", "technology" and "ICT" were used in July of 2016 to search for keywords in articles of the Collection of Journals of Tourism Studies, from the Redalyc database. The research was divided into three stages: i. bibliometric literature review, with the search and selection of articles for quantitative evaluation; ii. systematic review of the selected literature, with its categorization through groupings consistent with the discussions presented by each work; iii. integrative review of the literature, using new sources and revisiting categorized articles. Once with an overview of tourist information and ICTs research in Latin America, the main result of this paper was that the relationship between the two concepts in the literature is the transmission of tourist information through the use of ICTs, and that ICTs act as catalysts to boost the tourist information flow among the agents present in tourism.

KEY WORDS: *Tourist information; ICTs; Latin America; bibliometric review; systematic review; integrative review.*