

# OUTLINE

---

<b>1</b>	<b>Introduction.....</b>	<b>1</b>
1.1	Motivation and Research Problem.....	1
1.2	Research Questions.....	5
1.3	Philosophical Position and Research Approach.....	7
1.4	Structure of Thesis.....	11
<b>2</b>	<b>Literature Review .....</b>	<b>13</b>
2.1	Social Information Systems.....	13
2.2	The Concept of Information .....	16
2.3	Signs and Semiotic Theory.....	17
2.4	Data and Information Quality.....	21
<b>3</b>	<b>Summary and Discussion of Research Articles .....</b>	<b>24</b>
3.1	Research Question 1.....	25
3.1.1	Contributions by Research Articles 1.1 and 1.2.....	25
3.1.2	Contributions by Research Article 1.3 .....	27
3.1.3	Contributions by Research Articles 1.4 and 1.5.....	28
3.2	Research Question 2.....	31
3.2.1	Contributions by Research Articles 2.1 and 2.2.....	31
3.3	Research Question 3.....	34
3.3.1	Contribution by Research Article 3.1 .....	34
<b>4</b>	<b>Conclusion .....</b>	<b>37</b>
4.1	Contributions and Limitations .....	37
4.2	Future Research .....	39
	<b>References .....</b>	<b>41</b>
<b>Appendix A</b>	<b>Research Articles.....</b>	<b>55</b>
<b>Appendix A.1</b>	<b>Contributions to the First Research Question .....</b>	<b>56</b>
Appendix A.1.1	Assessing the Potential of Social Media to Reflect Global Tourism.....	57
Appendix A.1.2	Mineable or messy? Assessing the Quality of Macro-level Tourism Information Derived from Social Media.....	65
Appendix A.1.3	An Approach to Derive User Preferences from Multiple-Choice Questions in Online Reviews .....	81
Appendix A.1.4	A Dynamic Approach to Information Quality in User-Generated Content .....	93
Appendix A.1.5	Information Quality Needs Throughout the Purchase Process .....	106
<b>Appendix A.2</b>	<b>Contributions to the Second Research Question .....</b>	<b>123</b>
Appendix A.2.1	What is Quality of Data and Information in Social Information Systems? Towards a Definition and Ontology.....	124
Appendix A.2.2	Towards a Conceptualization of Data and Information Quality in Social Information Systems .....	147
<b>Appendix A.3</b>	<b>Contributions to the Third Research Question .....</b>	<b>167</b>
Appendix A.3.1	A Theory and Conceptual Framework of Information Quality in Social Information Systems .....	168