

# Retraction notice: An empirical investigation of tourist's choice of service delivery options: SSTs vs service employees

The publishers of *International Journal of Contemporary Hospitality Management*, wish to retract the article Kaushik, A.K. and Rahman, Z. (2017), "An empirical investigation of tourist's choice of service delivery options: SSTs vs service employees", published in *International Journal of Contemporary Hospitality Management*, Vol. 29 No. 7, pp. 1892-1913.

An investigation was launched following an allegation made about the originality of the article. The authors have fully cooperated with this investigation and, upon request, supplied the part of the data set used in the research for review. Using this data set, the editorial team were unable to replicate the results included in the article, and as a result, the decision was made to retract the article.

As part of the investigation, it was noted that the article contains similarities to the authors' own previous work:

Kaushik, A.K., Agrawal, A.K. and Rahman, Z. (2015), "Tourist behaviour towards self-service hotel technology adoption: trust and subjective norm as key antecedents", *Tourism Management Perspectives*, Vol. 16, pp. 278-289.

The journal sincerely apologises to its readers.

