

Supplementary_material_appendix 1 (Table 1a, Table 1b, Table 1c)

Table 1a. Reviewing Master's Degree theses in Business Administration (BA) (Business and Financial Management)

Author, Year, Title of the Thesis	The Purpose of the Study	Research Methods	Results/ Conclusion	Identified Themes	Appearance to Sustainable Development Goals (SDG's 1 to 17)
Kauppi, Sara (2021) Management of Sustainable Development at the Local Level https://urn.fi/URN:NBN:fi:amk-2021121024927	examining the city's key strategic documents and their relation to the SDGs, determining which indicators could be used to measure SDGs in the city	documentary study, existing documents, theory-guided content analysis, n= 1 city	Equivalents of the SDGs were found in all the strategic documents selected for the study	sustainable development & management, cities, municipalities social,- ecological- and economic development, measurement of goals/indicators, social responsibility, regional development	1, 2,3,4,5,6,7,8,9,10, 11,12,13,14,15,16 ,17
Bäckman, Katri (2020) Corporate responsibility in the value chain of smartphone https://urn.fi/URN:NBN:fi:amk-202003113303	to investigate how corporate responsibility was visible in the global value chain of smartphones as reported by the companies	qualitative research approach, the data consisted of companies' corporate responsibility reports or other equivalent material. Content analysis. n= 21 companies	Corporate responsibility in the value chain can be strengthened through many actions that are based on the companies' ethical guidelines.	Corporate responsibility, Sustainability, Shared value, Value chain, Smartphone, Ethics, Sustainable development, internal & external corporate responsibility	8
Kivinen, Mikko (2021) Responsible investment policy in Nordea https://urn.fi/URN:NBN:fi:amk-2021060614515	how well Nordea's principles of responsible investing comply with international standards, what kind of responsible investing processes Nordea uses in its investment activities, how responsibility issues are presented to different stakeholders, how to report on responsibility and how Nordea measures responsibility.	qualitative research, interview n=1 company	Responsibility issues were well considered in responsible portfolio management. The bank faces challenges in meeting recent disclosure obligations and measuring accountability.	Responsible investments, ESG, fund, greenhouse gas emissions, biodiversity, water bodies, waste, human rights, social problems, equality, good governance	1,2,7,8,9,13
Paananen, Tuomas (2021)	To find out the returns of responsibly operating funds compared to the	Qualitative study, Morningstar	The UN Principles for Responsible Investment (PRI) have played a really	investment, investment funds, ESG, responsible investing, return on	8,9,12

Do more responsible ESG equity funds perform better? Differences in the returns of the responsible ESG equity funds. https://urn.fi/URN:NBN:fi:amk-2021060714693	funds that scored less in the responsibility ratings. In addition to the differences in returns, the main issue was to find out the characteristics that such fund groups have. Also, the interesting questions were the history of responsible investing, standardization of the topic and prospects.	Sustainability rating method	important role in shaping the criteria for responsible investment. Responsible investing has a positive effect on the future of people and the environment, without having to give up a good return expectation for investors.	investment, key figures, responsible owning, responsible corporate reporting.	
Peltonen, Satu (2021) Small Business Social Responsibility https://urn.fi/URN:NBN:fi:amk-2021060113194	The aim of the study was to find out what kind of experiences and expectations key stakeholders have about CSR in a small business, which is also called small business social responsibility (SBSR), and how well they are currently realized	Qualitative research, semi-structure interviews, n=16, content analysis., documentary analysis	Small businesses often act responsible ways, although the term Corporate social responsibility/ small business social responsibility is still unfamiliar. However, SBSR measures are characterized by irregularity and a lack of planning and purposefulness. Small business stakeholders have a wide range of expectations about SBSR, although they may not be reflected if they are sufficiently realized in the company's operations. However, stakeholders actively monitor the responsibility of the company and presumably react when they notice grievances.	corporate social responsibility small firm's social responsibility, small businesses, stakeholder expectations, stakeholder networks	3,7,8,12

Table Ib. Reviewing Master's degree theses in Hospitality Management (THL) (Tourism and Hospitality Management)

Author, Year & Title of Thesis	The Purpose of the Study	Research Methods	Results/Conclusion	Identified themes	Appearance to Sustainable Development Goals (SDG's 1 to 17)
Lemmetty, Sanna (2020) Food waste in hospital catering https://urn.fi/URN:NBN:fi:amk-2020073119647	to investigate the reasons for plate waste in hospital catering and find methods to reduce it. To obtain information about plate waste in different hospitals and about measures introduced to reduce it. In the background of the study there was a large amount of plate waste observed when monitoring patient dining.	Quantitative research, survey, observation & measurement in one hospital context, n=10	Measures relating to sustainable development had been successfully adopted in the hospitals' catering services, and the reduction of food waste was a common goal. To reduce waste from patient dining, it is important to have commonly agreed policies and practices. The utilization of patient feedback in the development of operations was felt to be an important procedure aimed at reducing waste.	Food waste, patient dining, patient nutrition, sustainable development in professional kitchen, loss reduction, carbon neutral, ecological,- economic and social sustainability	2,3,9,12
Maukonen, Sanna (2022) A model for managing visitor flows. A way to consider the possibility of over tourism. https://urn.fi/URN:NBN:fi:amk-202204125018	To raise understanding of the phenomenon from the perspective of a destination management organization. A visitor flow management model was developed as the result of the thesis to pay anticipating attention to the possibility of over tourism. The national Sustainable Travel Finland -program guides the destination management	qualitative research, thematic interviews, n=4, content analysis, web-based documents	Stakeholder collaboration, measuring and communication proved to be the most efficient ways to consider the possibility of over tourism. The model for visitor flow management also emphasizes balancing between stakeholders' interests and developing year-round tourism. The model may be applied to destination management organization's work.	sustainable and responsible tourism, over tourism, destination management organization, visitor flow management, sustainable development, tourist areas, stakeholder groups, visitor resistance, biosphere, stakeholder co-operation, PIC-model, responsible destination management. Social,- economic and ecological responsibility	12,13

	organizations to consider using such a model.				
Kollin, Tiina-Mari (2020) The importance of feedback for a multicultural on-the-job learner https://urn.fi/URN:NBN:fi:amk-2020121628616	to find out how important feedback is for an on-the-job learner in a multicultural work community. In the workplace, learners may be equated with new employees. The study mapped how learners in the workplace experience the feedback they receive from their instructors in a multicultural work community.	Qualitative, focused interviews, n=7	The results highlighted that feedback should take more account of the multicultural nature of the workplace. The supervisor should be aware of the importance of feedback in maintaining the well-being of the work community and the success of the company.	Multicultural work community, feedback, management, new employee, restaurants	2,4,5,8
Peltokoski, Jari-Markus (2020) Chefs' nutrition knowledge https://urn.fi/URN:NBN:fi:amk-2020061518710	To examine chefs' nutrition and responsibility knowledge as well as their related attitudes. It was also examined whether they perceived nutritional and sustainable choices as a disruptive factor in work or as high-quality competitive factors in menu planning. Furthermore, how attitudes, training, work experience and supervisory work affected the	Quantitative research, first survey n=92, second survey, n=72.	Results revealed that chefs and other supervisors had expertise in nutrition and responsibility issues, yet in-service training should be provided for chefs and aspiring chefs to increase their competences.	chef, nutrition expertise, responsibility knowledge, nudging, sustainable development, vegetarian food, corporate responsibility, restaurants' business idea, local and organic food, social, economic, ecological responsibility	2,3,4,12

	development of the nutrition industry.				
Kaipiainen, Anni (2020) Food education in school mealtimes https://urn.fi/URN:NBN:fi:amk-2020052714217	to produce an operating model by which food education linked to school meals is controlled and its implementation is monitored in the municipality. The purpose of the model is to act as a guiding factor in the work of education and food service personnel, linked to activities during school meals and related development work.	Research and development method (workshop), three working groups, thematic analysis	Study revealed that cooperation between teaching and food service personnel is key in food education linked to school catering. An organized cooperation structure makes the operation more efficient. A plan of action was drawn up to create a cooperation structure that enables the municipality of Lempäälä to implement systematic food education linked to school meals. Through the action plan, cooperation is made conscious and goal-oriented activities that together promote the development of pupil's good eating habits	Food education, school meals, eating habits, health promotion, sustainable development in food education, school meals, student involvement, food education as part of health promotion, food education method, multi-professional cooperation, health promotion	2,3,4,12,16
Peltola, Petri (2022) Responsibility criteria for Tahko holiday homes and development of responsibility communication https://urn.fi/URN:NBN:fi:amk-202203143484	to find out the current state of responsibility for holiday homes in the Tahko tourist area in Northern Savonia and to make suggestions for creating responsibility criteria for destinations and developing responsibility based communication.	Qualitative thematic interviews (n=12), observation, content analysis, Quantitative, survey (n=145)	the owners of holiday homes are aware of the demand for responsibility and willing to increase the responsibility of their properties, especially if the actions are easy to implement and financially profitable. The sustainability criteria emphasized the dimension of environmental responsibility, for example in energy efficiency, waste sorting and purchases of the holiday homes. The biggest challenge for the implementation of the criteria is to find suitable monitoring indicators so that the individuality of the	Responsible tourism, sustainable tourism, responsible communication, responsible ownership, rural tourism, holiday homes, responsibility criteria, energy efficient, waste sorting, environmental responsibility, sustainable development goals	3,6,7, 8,12,16

			destinations and the characteristics of the Tahko tourist area are considered. Using the UN Sustainable Development Goals can help to create the criteria. To develop responsible communication, it is important to increase the effectiveness of communication by detailing it, presenting customer benefits, and involving customers and other stakeholders. This can be achieved, for example, by appealing to their feelings and creating an operating culture to the Tahko area in which all stakeholders would like to participate.		
Hägström, Nikke (2020) On-the-job-learner with an immigrant background in the restaurant industry from supervisor's perspective https://urn.fi/URN:NBN:fi:amk-2020092620730	To develop the educational institution's co-operation in working life. The aim was to improve support for on-the-job learning for apprentices with an immigrant background.	Qualitative, interviews, n=? content analysis	factors that promote the on-the-job learning of learners with an immigrant background are compliance with the rules, good language skills, a positive attitude, competence and the need for labor. Obstacles include poor language skills, non-compliance, negative attitudes, and lack of resources. Some supervisors did not report any obstacles. The results will be utilized when instructing on-the-job-learners regarding their training periods. The study will improve co-operation between working life and the educational institution. Based on the study, the guidance regarding absence practices will be refined.	on-the-job learning, immigrants, restaurant industry, supervisor, management, coaching leadership, financial responsibility, sustainable development, code of conduct	4,5,8
Mäntynen, Satu (2020) "Only footprints on the path" https://urn.fi/URN:NBN:fi:amk-2020060817738	To investigate what kinds of responsibility themes emerged in tourism blogs and what kinds of customer discourses on responsible tourism could be formed based on the texts.	Qualitative, content analysis, blogs, discourses	The first theme addressed concrete operating models for the implementation of responsible tourism as a choice of travel method and actions in the destination. The other themes were reducing tourism, responsibility as a corporate image factor and bloggers as opinion leaders, guilt feelers. Based on the results, travelling was perceived as an important issue, which	responsible tourism, customer knowledge, blogs	8,12

			also caused feelings of guilt. The bloggers wanted to share their experiences and ideas to develop more responsible solutions.		
Moisio, Kati (2020) Municipalities as developers of food services https://urn.fi/URN:NBN:fi:amk-2020060817701	to compare the municipal food service reports and the proposed procedures in the reports.	Qualitative, documents/reports of 10 municipalities, content analysis	The cost-effectiveness of the food service process needed to be improved and functional alternatives needed to be found to the existing food service process methods. Centralizing food services to form larger entities was proposed by several municipalities as an option to develop and improve the food service process.	Food service reports, municipalities, food safety, food service production methods, meal price, kitchen network of municipalities, self-monitoring, food service statement model	2,3,8,9,12
Alen, Jouni, 2020 Development of the Vocational Education Export Process https://urn.fi/URN:NBN:fi:amk-2021060915348	to explore the current state of the education export process and develop a customer-oriented operational process in a manner that meets the Finnish image and educational goals, all the while maintaining business profitability.	Qualitative interview, n=7, content analysis	Finland's image as a happy, equal, education-friendly, progressive, clean, and safe country was seen as representative of values that could be utilized in the marketing of vocational education export. The process implementation can consider the different aspects of sustainable development, and the significance of education in the development of societies.	vocational education export, education exportation process, co-operation, cooperative networks, productization of education knowledge, exportation of degrees, equality, social and economic inequality, reducing child labor, sustainable wellbeing, sustainable development.	1,2,3,4,5,8,9,16
Pekkarinen, Tuula (2020) Digital competence in the cleaning services sector https://urn.fi/URN:NBN:fi:amk-2020102721695	To study digital competence in the cleanliness services sector and to find the reasons for any lack of skills, and to find out whether there is a skills gap in the field and to consider how to strengthen skills in the future.	Qualitative, case study, thematic interviews n= 8, observations n= 6, documentary analyses, content analysis	the cleanliness services sector will face an increasing need for digital know-how. The only slowdown, however, is not know-how, but expensive systems and a shared vision with management that digital is needed in cleaning. In the future, workers must be even more encouraged to use digital in their work by highlighting the benefits of digitality, for example in the interests of speed and equity.	cleaning industry, digital service, digital know-how and skills, digital competence, company values, principles of sustainable development in the production process and raw material choices, emission control and energy choices	3,4,8,9,16
Piesala, Niina Maarit (2020) How to recruit a chef for the kitchen? Successful experiences of finding	How to find employees for the restaurant and catering sector in the municipalities of the Saarijärvi-Viitasaari	Qualitative, Appreciate Inquiry, content analysis, n=5	the recruitment networks consisted of internal and external networks. Central to the process was the construction, development, and visibility of these networks which brightened the image and	recruitment, labor shortage, restaurant and catering sector, cooperation between educational institution, equality, justice, non-discrimination in	8,9,16

employees in a sector with a labor shortage. https://urn.fi/URN:NBN:fi:amk-2020060817753	region. The restaurant and catering industry suffers from labour shortages, and the sector is unattractive. According to a study commissioned by the Ministry of Employment and the Economy (2019), the fourth most difficult occupation in terms of finding employees is that of a chef.		reputation of the employer. The image of the employer was improved by increasing visibility as an employer and it was found that successful recruitment also had an impact on the internal image. Socially responsible employment is seen as an opportunity to obtain workforce, which would also be a way to show responsibility. The development and diversification of co-operation between educational institutions was an untapped opportunity. In the future, recruitment could be done digitally, and the recruitment process could change in a more game-like direction.	recruitment process, employer image in recruitment, labor supply problems in services	
Mikkilä, Mari (2020) Competence and its anticipation Importance of mapping in anticipation of food service expertise. https://urn.fi/URN:NBN:fi:amk-2020120927225	to find out what kind of competence both in Semma Oy and in general hospitality services would be needing in the future and how competence mapping could be used to guarantee service quality in all the company's locations	Qualitative, interviews, n=8 Quantitative, survey n=64, 6 real-estates	An operating model for continuous competence mapping and development was developed for the client company, as well as tools to enable its implementation. Study revealed that efficient and systematic mapping of competence can anticipate future competence needs, ensure the competence of personnel also in the future, and thus maintain a high-quality service	knowledge and competence mapping, competence development & prediction, future competence, mapping, anticipation, development of food service competence, food services	4,8,16
Pirttimäki, Tiia (2021) The impact of design in manageability of outdoor areas https://urn.fi/URN:NBN:fi:amk-2021060313994	to find out how the structural solutions made in the design phase of daycare centers and primary schools affect the manageability of maintenance of outdoor areas, as well as the costs.	Qualitative, thematic interviews, n=11 + 3 (two interview rounds), 6	The significance of manageability of maintenance of outdoor areas will be highlighted because of financial troubles of municipalities, the lack of competent workforce and the aging of personnel in the real estate maintenance. Considering the planning phase of real estates, the municipalities as buyers and providers of the service as well as private service providers within the field of real estate	Maintenance of outdoor areas, manageability, cost, constructed environment, learning environment, kindergarten, property maintenance, outdoor area costs, learning environment functionality, health, and well-being effects.	3,8,9,11,12

			benefit since the challenges of providing efficient maintenance concern both parties		
Eloranta, Ranja (2021) Organizational resilience as an internal resource for coping with crises Case Scandic's commercial department https://urn.fi/URN:NBN:fi:amk-2021090117360	The new type of crisis created the need to find out the level of resilience of Scandic's commercial department and how the resilience materializes. The topic was researched through two events which had a strong impact on the organization, the Restel integration in 2018 and the COVID-19 pandemic. Through these two different kinds of crisis, an understanding was sought of the functionality-enhancing features which are relevant to resilience of the department.	Qualitative, thematic interviews (n=7) Content analysis.	To secure the future, it was also essential to identify the functions which required the strengthening of resilience. The results gave the department opportunities to develop those functions and organizational resilience.	resilience, organizational resilience, readiness for change, functionality, functional capacity, strategic management, crisis management, Covid -19, corporate responsibility, responsible leadership	3,8,16
Raitio, Anne (2020) One day at the time Restaurant entrepreneurs' experiences during emergency conditions https://urn.fi/URN:NBN:fi:amk-2020121227843	to research experiences and changes that were made by restaurant entrepreneurs during to the emergency conditions. Another research angle was to investigate the entrepreneur's personal point of views, and their resilience through the spring 2020. The research also peeked into the entrepreneur's prospects for the future.	qualitative interviews (n=8), narratives, observation, web-based documents	As a conclusion the COVID-19 pandemic crisis required business adjustments and strategic changes. The decreased number of customers, staff lay-offs and changed food services affected directly to the economic situation and entrepreneur's own wellbeing. Even though the outlook for the future was overshadowed by uncertain spending behavior, the conclusions provided ideas for the future in the hospitality industry. It needs to be prepared by being adaptable, communal, and innovative with social media and other digital platforms playing a large role.	COVID-19 pandemic and exceptional circumstances, emergency conditions, tourism and hospitality, entrepreneurship, resilience, crisis/risk management, social media, firms and entrepreneur's resilience, restaurants	3,8

Routamaa-Päiviö, Nina (2022) Employment of part-capacity workers in the catering services sector https://urn.fi/URN:NBN:fi:amk-202204155261	To find out the recruitment of partially able-bodied employees and the barriers to employment in the catering service sector, how disability, illness, and the need for special support affect employment, and how the recruitment of partially able-bodied people could respond to labor shortages.	integrative literature review, n=17 articles	The results showed that solutions to the shortage of labor in the catering sector could be found in the labor reserve outside of the labor market by developing recruitment, managing with a more positive and transparent approach and matching work to the employees. In the future, there is a need for diversity management and work culture solutions that value diversity, also to support employment.	Work ability, part-time working capacity, precision work ability, catering service sector, access to employment, hospitality industry	3,8,16
Finnberg, Riina (2020) Customer Insight as the starting point of the strategy for current travel agencies https://urn.fi/URN:NBN:fi:amk-2020060316484	how to make customers visit physical stores in the digital age as well. The objective was to understand how the tourism industry works in terms of sales and what kind of service the customer wants.	Quantitative, survey n=101, thematic interviews n= 4, content analysis, discussions in Facebook group	the service should also be easily accessible, and therefore, the location of the travel shop, the opening hours and proximity to parking areas are of great importance. Customers do a great deal of research via different sources, particularly online, but the final purchase decision is still made in the travel agency. The high street travel agency still has an important place as a sales channel alongside the online marketplace. Based on the results of the study, a customer strategy was developed for the travel agency shop in the tourism sector for the future	Customer insight, customer experience, personal service, customer strategy, tourism industry, service design, customer experience management	8,10,12,16
Mäkelä, Erja (2022) Utilization of electronic communications in Vaasa Martha Association member communication and communication management https://urn.fi/URN:NBN:fi:amk-202204155254	To find out how the members of the association perceive the association's member communication and to obtain information about the current state of electronic communication in a local association and whether members have the skills, competence, and ability to switch to	Quantitative, survey n=15, thematic interviews n=3), content analysis	members of Martha Association have the equipment, competence, and ability to follow electronic member communication. The obtained results support the inclusion of the WhatsApp instant messaging as part of the association's electronic communication. The interviews with the managers highlighted that the old traditional means of communication are still used as parallel means of communication in Martha's operations. The results of the study also showed that the older a person is, the less he or she uses new means of communication.	Organizational communication, communication technology, digital age management, social communication, digitalization, aging, responsible communication management, environmental and social responsibility, equality	3,4,8,12

	using electronic communication				
Karhunen, Mari (2021) Strategic guidance of contract management in public sector cleaning service contracts https://urn.fi/URN:NBN:fi:amk-2021060113122	To study the present state of strategic guidance in public purchased cleaning service contract management and needs for future development, how the goals set in the cleaning service contracts were monitored and measured	Qualitative semi-structure interviews, n=5,	The study showed the importance of monitoring contracts, as the management of contracts could improve the quality of the service, the cooperation, the profitability, and the sustainability and responsibility of the service. There was need for improvement in monitoring methods and indicators related to sustainability and responsibility. The research results can be utilized in the planning of cleaning service procurements and contracts. It is hoped that the research results will improve public procurement of cleaning services more responsible and sustainable	cleaning services, public procurement, strategic management, sustainable procurement, responsibility of service, service quality management, partners agreement, municipalities	3,8,9,16
Cantos, Raisa (2020) Alcohol culture and the new alcohol law in the restaurants https://urn.fi/URN:NBN:fi:amk-2020060817730	To examine the Finnish alcohol culture and the introduction of the new law as well as its effects in the restaurants serving alcoholic beverages in the city center and suburbs of Jyväskylä	Qualitative, interviews n=9,	The new alcohol law did not seem to have increased the restaurants' profitability because of the increased personnel expenses. Profitability would be enhanced by further tax mitigations as well as wider retailing and advertising rights. Co-operation, consultation, and the restaurants' self-supervision were regarded as future trends.	alcohol culture, renewed alcohol law, alcohol policy, changing consuming habits over gender and age, dispensing, extension of opening hours, retail sale, restaurant, bars, hospitality industry	3,9,10,12
Issakainen, Sanna (2021) Food waste management in the restaurant industry Case: Restaurant business at the Northern Karelia Cooperative Society https://urn.fi/URN:NBN:fi:amk-2021061115719	How the food waste management is currently implemented and managed in the restaurants of the Northern Karelia Cooperative Society, and to identify the policies and practices that restaurant use to	Qualitative, thematic interviews n=6, thematic and content analysis	The study revealed that managerial work has great importance in how the food waste management is implemented and managed in restaurants. Six development proposals were created to improve food waste monitoring, sales forecasting, utilization of surplus food, planning, and staff management	food waste, food waste management, restaurant industry, responsible business, social, economic and ecological responsibility, corporate responsibility	2,3,12

	reduce and manage food waste resulting from their own operations.				
Savolainen, Pinja (2021) The impact of ecological values on leisure air travel https://urn.fi/URN:NBN:fi:amk-202202172577	to find out how ecological values affect the leisure air travel of Finns and what the consumers themselves would be willing to do to compensate the emissions caused by air travel.	Quantitative, survey n=160	study revealed that ecological values have little effect on the leisure air travel of Finns. Ecological values are perceived as important, but the values are mainly reflected in everyday activities, and people are not willing to give up on leisure air travelling. However, people do have a strong desire to compensate the emissions from their air travelling and thus have an influence on the environmental impact of air transport.	sustainable development, responsible consumption, consumer behavior, ecological values, air transport, emissions, sustainable consumer and consuming, air travelling	7,9,12,13
Kauranen, Hermann and Syväoja, Sami (2022) Development of tourism in the area of city of Lapua. Opportunities for networking in a regional strategy https://urn.fi/URN:NBN:fi:amk-202203163619	To find out whether there are basic conditions in the Lapua region for achieving strategy-based development through the networking of tourism service providers	Qualitative, focus group interview n=11 Mood board technique	the formation of a network and the co-operation created through vision, mission and values play a key role in creating a co-operative tourism service entity and networking between actors	strategy, business network, brand, ecosystem thinking, Green care, Green key, tourism services, service design, social sustainability, tourism service network	8,9,11,12
Holttinen-Koivula, Marja (2021) Supplier performance evaluation in cleaning service https://urn.fi/URN:NBN:fi:amk-2021121726769	In the field of cleaning services, the factors of the performance monitoring were investigated, and based on the results, a proposal for the targets of the performance monitoring was prepared.	qualitative, thematic interviews n=5, content analysis	The results highlighted the importance of monitoring the total costs, evaluating the cleaning service outcomes, and evaluating the operational quality by measuring customer satisfaction. Environmental and social responsibility will be emphasized in public procurement integrating them as a part of performance. Cooperation and joint development were seen as key factors between the customers and service providers.	purchase competence, performance, service, external resource, risk analysis, resource management, acquisition/management performance, environmental and social responsibility	8,9,11,12,16
Kaitasuo, Reetta (2022)	To find development proposals for the development of	Qualitative, interviews n=5, Mood Board -	Factors affecting the decision-making of those travelling with children and the customer journey of those who travelled	children, customer experience, customer journey, customer orientation, domestic travel,	9

Travelling with children and customer-close development of tourism case Visit Kangasala https://urn.fi/URN:NBN:fi:amk-202201251663	tourism. Travelling with children was chosen as the target group, as children play an important role in decision-making related to tourism, because both shorter and longer journeys are travelled with children all year round.	method, content analysis, Quantitative, survey n=21	to Kangasala, which increased understanding of tourists. Visit Kangasala received concrete development proposals for the development of tourism in Kangasala.	family, tourism research, tourists, tourism research, customer-oriented development, service design, purchasing behavior, digitality, social media	
--	--	---	---	--	--

Table Ic. Definitions of SDGs (UN, 2015)

SDG	Definition
SDG1 No Poverty	SDG-1 End poverty in all its forms everywhere
SDG2 Zero Hunger	SDG-2 End hunger, achieve food security and improved nutrition, and promote sustainable agriculture
SDG3 Good Health and Well-Being	SDG-3 Ensure healthy lives and promote well-being for all at all ages
SDG4 Quality Education	SDG-4 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
SDG5 Gender Equality	SDG-5 Achieve gender equality and empower all women and girls
SDG6 Clean Water and Sanitation	SDG-6 Ensure availability and sustainable management of water and sanitation for al
SDG7 Affordable and Clean Energy	SDG-7 Ensure access to affordable, reliable, sustainable, and modern energy for all
SDG8 Decent Work and Economic Growth	SDG-8 Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all

SDG9 Industry, Innovation and Infrastructure	SDG-9 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
SDG10 Reduced Inequalities	SDG-10 Reduce inequality within and among countries
SDG11 Sustainable Cities and Communities	SDG-11 Make cities and human settlements inclusive, safe, resilient, and sustainable
SDG12 Responsible Consumption and Production	SDG-12 Ensure sustainable consumption and production pattern
SDG13 Climate Action	SDG-13 Take urgent action to combat climate change and its impacts
SDG14 Life Below Water	SDG-14 Conserve and sustainably use the oceans, seas and marine resources for sustainable development
SDG15 Life on Land	SDG-15 Promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, land degradation and biodiversity loss
SDG16 Peace, Justice, and Strong Institutions	SDG-16 Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
SDG17 Partnerships for the Goals	SDG-17 Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development