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Areas of Research:

Disintermediation-re-intermediation process in distribution channels as a result of ICT implementation and suppliers-retailers-consumers relationship, high-yield management in tourism.

Research Interests

Information and Communication Technologies (ICTs) and business strategy, particularly in tourism industry, distribution channel, suppliers-retailers-consumers relationship, disintermediation-re-intermediation process as a result of ICT implementation, niche tourism.

Main publications:

Book chapters:

1. Garkavenko, V., Bremner, H. & Milne, S. (2003). Travel Agents in the Information Age': New Zealand Experiences of Disintermediation. In Frew, A, Hitz, M & O'Connor, P (eds). *Information and Communication Technologies in Tourism – 2003*, Springer Wien, New York, 467-476.
2. Garkavenko, V. & Milne, S. (2007). ICT and the travel industry: opportunities and challenges for the New Zealand travel agents' market. In Pease, W., Rowe, M. & M. Cooper (Eds.), *Information and Communication Technologies in Support of the Tourism Industry*. Idea Group Publishing.
3. Garkavenko, V. & Milne, S. (2008). New Zealand Travel Agents in the Internet Era: Spatial Differences in ICT Impact, Adoption and Perception. In O'Connor P, Hopken W, Gretzel U. (Eds.), *Information and Communication Technologies in Tourism - 2008*. Springer Wien: New York, 298-307.
4. Garkavenko, V., & Milne, S. (2008). ICT and the travel industry: Opportunities and challenges for the New Zealand travel agents' market. In C. Van Slyke (Ed.), *Information Communication Technologies: Concepts, Methodologies, Tools and Applications*. Hershey, PA: IGI Global.

Conference Proceedings:

Patent:

Conferences attended:

1. Garkavenko, V., Bremner, H. & Milne, S. (2002). Travel agents in the information age: impacts and responses. *New Zealand Tourism and Hospitality Research Conference*, 3-5 December 2002, Waiariki Institute of Technology, Rotorua, New Zealand.

2. Garkavenko, V., Bremner, H. & Milne, S. (2003). Travel Agents in the Information Age': New Zealand Experiences of Disintermediation. *ENTER 2003 - Information and Communication Technologies in Tourism*, 29th - 31st January, Helsinki, Finland.
3. Garkavenko, V. and Milne, S. (2004). *Travel Agents and disintermediation: exploring the complex competitive environment*. International Conference "Tourism – The State of the Art II", Glasgow, 27-30 June 2004.
4. Garkavenko, V. & Milne, S. (2008). New Zealand Travel Agents in the Internet Era: Spatial Differences in ICT Impact, Adoption and Perception. *ENTER 2008 - Information and Communication Technologies in Tourism*. 23rd – 25th January, Innsbruck, Austria.

Seminars:

Research funds received in the last five academic years:

- (a) Internal (KIMEP)

Consulting Projects

- (a) Supporting Company:
- (b) Project Title:
- (c) Team:
- (d) Amount:
- (e) Year:

- (b) External

If external funds received, indicate below:

- (a) Name (s) of the supporting organization (s)
- (b) Project titles

Other members of the research group, if any:

Affiliations of the group members, if any:

Local collaboration, if any:

International collaboration, if any:

Consolidated information:

Research outcomes in the last five years

- (a) No of refereed published papers
- (b) No of internal working papers / reports.....2
- (c) No of conferences attended:.....2
- (d) No of papers published in refereed conference proceedings
- (e) No of refereed books
- (f) No of refereed book chapters.....3
- (g) No of patents
- (h) No of consulting projects
- (i) No of Seminars