Visual Identity Components of Tourist Destination

Petra Barisic, Zrinka Blazevic

Abstract—In the world of modern communications, visual identity has predominant influence on the overall success of tourist destinations, but despite of these, the problem of designing thriving tourist destination visual identity and their components are hardly addressed. This study highlights the importance of building and managing the visual identity of tourist destination, and based on the empirical study of well-known Mediterranean destination of Croatia analyses three main components of tourist destination visual identity: name, slogan, and logo. Moreover, the paper shows how respondents perceive each component of Croatia’s visual identity. According to study, logo is the most important, followed by the name and slogan. Research also reveals that Croatian economy lags behind developed countries in understanding the importance of visual identity, and its influence on marketing goal achievements.

Keywords—Components of visual identity, Croatia, tourist destination, visual identity.

I. INTRODUCTION

VISUAL identity is one of the key expressions of power which destinations use in their appearance in public and on a market. How destination visual identity is stronger emphasized, through efficient and adequate visualization, the stronger is its positive image on the market. Seen in this way, as part of the brand identity, visual identity is an important financial-economic factor [1]. Building and managing visual identity are extremely important because development of visual identity has led to strong competition among destinations. On the market, destinations offer complex tourist products which strive to sell to the general public, and this is the reason why they are willing to pay lot of attention to their visual identity [2]. No matter how destination provides good products and services, without well designed and adequate visual identity it cannot be stylistically above the competition [3].

Historical review of the activities and existence of particular destination can be traced through the development of its visual identity. There are numerous examples of destinations around the world which their current visual identity developed and changed over a long period of time, until they came to solution of distinctive visual identity, which public accepted [4]. One of these examples is Croatia, which have been building and changing its visual identity more than last 20 years.

This paper presents the findings of a study that investigate importance of visual identity components of tourist destination, and respondent perceptions of them. The study involved a sample of 416 Croatian domestic tourists. The data were collected in Zagreb due to the fact that it is Croatia’s capital and important tourist destination.

II. CONCEPT OF VISUAL IDENTITY

Visual identity can be defined as characteristic, visible manifestation of organization’s activities designed for easier identification in the eyes of public [5]. From designers’ point of view, visual identity is the face of business, their representatives’ clothes, hair, attitude and tone of their voice [3].

The problem of designing efficient visual identity in organizational practice has been sporadically addressed. Some researchers discuss three factors affecting corporate visual identity – behaviour, communication and symbolism, and some of them presented more complex model of corporate visual identity comprised by more determinants, honoring the contextual embedding and stressing the reciprocity between corporate identity and its determinants [6]. In this model, communication and visual identity are treated as one variable thus confirming that two factors may, in practice, be strongly related. Scholars also discuss four elements of visual identity: corporate names, logos and symbols, colour and typeface. They claim that visual identity matters, although it is not nearly as important as what organization do, the products and services it offers, or what and how it communicates with stakeholders [7].

Since the visual identity is a set of visual characteristics serving as a means of communication with the market and overall public [8], creating visual distinctiveness should be the guiding idea when destination builds its visual identity. In this way, the brand is relieved of market saturation transforming the identity to the unique icon in the eyes of consumer [9]. When it comes to corporations, the visual identity doesn’t refer only to logo and mark [3], [8], supporting typeface and primary home colours [4], but includes all segments of business, from services and products quality, development and communicating strategy, to working environment [9]. Visual identity includes logo application to all business documentation, brochures and catalogues, ads, street banners, annual reports, sales promotion, layout and markings of business premises, vehicles, sales and employees [8]-[10].

III. VISUAL IDENTITY OF TOURIST DESTINATION

The evolution of tourist destination visual identity and visual communications was intensified in 20th century [10]. Destination visual identity is the part of social design in the created environment. When the destination is properly designed to meet the requirements of physical and social conditions, its visual identity may carry appropriate destination identity. The relevant question is where, when and
how visual identity may be attained. For instance, ten years ago Germany and Finland created national programs to promote the identity of economy through design (Finland) and by consideration of the national brand involvement of the world-renowned consultants (Germany) [11]. Visual identity represents a very important component in the appearance of tourist destination seeking to achieve the market recognition, and it is extremely important because of increased competition among tourist destinations at the international market. A complex tourist product is offered for sale to the public, who appears to be willing to pay much attention to destination visual identity [2]. Regardless of the quality of products and services offered by destination, it can't stylishly outdo the competition without the well-designed and applied visual identity.

Destination visual identity helps bind dispersed destination participants and is an important part of the marketing mix where tourists increasingly "buy the market" [12]. Destinations use numerous promotion sources carrying verbal and visual messages. For some researcher destination image before the actual destination visit depends more on visualization than on its actual characteristics [13]. Therefore, the content and quantity of visual messages are crucial in the image creation aspiring to be created in the minds of potential tourists [14]. Cultures differently interpret messages that consist of different symbols, colours, shapes and words [15], and their meaning varies from one country to another [16]. Generally, the differences in the interpretation of visual communications can be accredited to differences in the image assessment, differences in the perceptions of the persons who evaluate them and their interaction [17], and that is the reason why visual identity facilitates the understanding of sent message.

IV. VISUAL IDENTITY COMPONENTS OF TOURIST DESTINATION

The simplest classification of visual identity components divides them at name, slogan and graphics [18]. The graphics comprises three components: logos and/or symbols, typography and colors. These elements together provide visual language for projecting consistent and clear visual organizational structure. To these elements we can add system breaks of basic documents and promotional materials [19].

A. Name

The name is verbally-vocal and typographic symbol [5] which have acoustic, visual and associative features [8]. The name identifies and individualizes destination at the market and in the public. It can be a very effective communication tool - name can be seen, and its meaning can be stored and activated in a short time [20].

The name of the tourist destination is as important as the name of the company selling consumer products [21], name also represents brand of tourist destination. For low-budget destinations the meaningful brand names are preferable. For distant and unknown destinations, the key question is whether their geographical names are meaningful for people who have not visited the place yet, and whether there are any other attribute types which should be used as symbols to increase meaningful associations for attracting tourists in the future [22].

B. Slogan

Projecting the desired image of a destination brand, by careful selection and tactical utilization of effective slogans, are essential for destination managers [23]. The slogans of tourist destinations are core of marketing campaign and advertising [24], they can be defined as short phrases which communicate descriptive or convincing information about product, service or brand [20], [24]. Serving as a central advertising theme, tourism slogan should successfully deliver its unique selling proposition and effectively communicate with potential visitors [23], they should reflect the character or personality of destination products [25] and services. Accordingly, tourism slogans are one of the best ways to communicate and deliver the theme and image of tourist destination to traveling public [23]. As a useful "hook", a powerful slogan contributes to brand equity in multiple ways: after achieving a high level of penetration, an effective slogan may serve as a reminder to the brand. In this way, the slogan provides frequent needs for customers’ attention and repetition, thus reinforce the brand image and build strong brand equity [26].

Despite the importance of tourism slogans, they have been researched relatively scantily. The important exceptions are the empirical studies of [27] and [28]. By telephone interview, on a national sample of 260 US travel agency managers they examined their’ perceptions about state tourism slogans. The results indicated that New York's "Love NY" and Florida's "When You Need it Bad, We Got It Good" were the favourites of the highest number of interviewees (26% and 7% of all the respondents, respectively) [28].

Slogan which essentially shows its brand position is the ultimate aim of slogan design. Many destinations try very hard to find a suitable, long-lasting slogan. However, it is very difficult to come up with a striking and memorable slogan that summarizes the essence of destination and is equally effective in different languages renditions. Notable exceptions that succeeded in that are Croatia with the slogan “The Mediterranean as it once was”, Costa Rica – “No Artificial Ingredients”, and New Zealand – “100% New Zealand” (Fig. 1).

![Fig. 1 Striking and memorable slogans of Croatia, Costa Rica and New Zealand](image-url)

Slogans are highly effective because they convey the destination essence in a way that does not exist anywhere else [29].
C. Logo

Logos are critical component in establishing destination brand identity and image [30], [31]. They can facilitate many marketing activities before actual visitor experience with a destination. As tourists have choice among thousands of destinations, logos can effectively stimulate awareness and communicate desired attributes to visitors [32] thereby reducing search costs and influencing visitor choice behaviour [30]. A logo is a symbol that used consistently over a period of time, achieves recognition of a destination. It is a symbol, or visual shorthand, that represents the destination, but it is unlike that is capable succinctly summarizing all of destination brand values without being cluttered and cumbersome. Still, if it is attractive, instantly recognizable and striking like Spanish logo El sol de Miró, it can be very powerful, but it is not a brand by itself [29].

The more widespread in usage by stakeholders, the greater is the impact and the recognition of the destination that generates logo. It is important that these stakeholders reflect the destination’s brand values and, ideally, project them in their own marketing communication. Otherwise, the value of the destination logo will be diluted risking the weakening of destination brand image [29].

V. METHODOLOGY

This study utilized a sample of 416 Croatian tourists, who spent their holidays in Croatia as country of origin being domestic tourists. Data collection took place in Zagreb, the capital of Croatia during January 2012 using a paper-and-pencil version of the questionnaire, which filling took ten minutes. The questionnaire items were partly selected on the basis of previous literature and personal interviews with tourism and design experts. The draft of questionnaire was tested with pilot study on ten people.

A third-part self-administered questionnaire was used. In the first part respondents were asked to rate the importance of 5 distinct categories crucial in building and establishing visual identity of Croatia as a tourist destination. Respondents were asked to indicate the level of importance of each category on a direct rating scale from 1 (less important) to 5 (very important).

In the second part, respondents were asked to indicate their level of agreement with three statements related to visual identity of Croatia as a tourist destination, and with five statements related to the name of Croatia on a Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). They were also supposed to rate their agreement with statements related to slogans of Croatia as a tourist destination on a Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree).

The respondents agree most with the statements "The name of Croatia" (mean=3.95), closely followed by "Name Croatia" (mean=3.93). There seems to be the largest agreement among respondents in regard to the importance of "Name Croatia" and "Slogans of Croatia as a tourist destination". These two factors have the lowest standard deviations (0.93). The "Slogans of Croatia as a tourist destination" and "Croatian coat of arms" are ranked fourth and fifth respectively (means=3.93 and 3.86).

Table II consists of three different parts and presents the results for the second question. The first part deals with respondents perceptions about the visual identity of Croatia as a tourist destination. The second part shows their perceptions about the name of Croatia, and the last part deals with perceptions about three different slogans used during the years in promotion of Croatian tourism.

In the first part the results reveal that respondents did not agree with all of the statements. They agreed with the statements (on average) "Croatia has a clearly built visual identity" and "Croatian visual identity is recognizable in the world" (means=3.21). The respondents agreed least with the statement "They are doing enough to build Croatian visual identity" (means=2.58).

The second part deals with the name of Croatia. In that part the results reveal that respondents agree with all of the statements, with mean Likert ratings ranging between 3 and 4. The respondents agree most with the statements "The name of Croatia is of ideal length for memorizing" and "The name of Croatia is resounding" (means=4.13 and 4.12, respectively). Conversely, they agree least with the statement "The name of Croatia is associative" (mean=3.80). There seemed to be the largest agreement among respondents in regard to the statement "The name of Croatia is of ideal length for memorizing" which have lowest standard deviation=0.85.

Between three different slogans which have been used in promotion of Croatian tourism: "The Mediterranean as it once

### Table I

<table>
<thead>
<tr>
<th>Components</th>
<th>Arithmetic mean</th>
<th>Standard deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name &quot;Croatia&quot;</td>
<td>3.93</td>
<td>0.93</td>
</tr>
<tr>
<td>Slogans of Croatia as a tourist destination</td>
<td>3.91</td>
<td>0.93</td>
</tr>
<tr>
<td>Croatian flag</td>
<td>3.96</td>
<td>0.99</td>
</tr>
<tr>
<td>Croatian coat of arms</td>
<td>3.86</td>
<td>1.04</td>
</tr>
<tr>
<td>Logo of Croatia as a tourist destination</td>
<td>3.96</td>
<td>0.98</td>
</tr>
</tbody>
</table>
was", "A small country for a great holiday", and "Croatia –
heaven on earth", the slogan "A small country for a great
holiday" got the best rating. On the contrary, the worst was
"The Mediterranean as it once was" which is in contradiction
with UNWTO and ETC statement. In all six categories the
slogan "A small country for a great holiday" has the highest
arithmetic means (from 3.71 to 3.97). The respondents agreed
most with the statement that "Slogan reflects the essence of
the Croatian brand" (standard deviation=0.93).

TABLE II
PERCEPTION OF NAME, SLOGANS AND VISUAL IDENTITY OF CROATIA AS
TOURIST DESTINATION

<table>
<thead>
<tr>
<th>Name of Croatia</th>
<th>Arithmetic mean</th>
<th>Standard deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Croatia has a clearly built visual identity</td>
<td>4.13</td>
<td>0.85</td>
</tr>
<tr>
<td>Croatian visual identity is recognizable in the world</td>
<td>4.25</td>
<td>0.86</td>
</tr>
<tr>
<td>It is doing enough to build Croatian visual identity</td>
<td>2.58</td>
<td>1.00</td>
</tr>
<tr>
<td>Name &quot;Croatia&quot;</td>
<td>3.96</td>
<td>1.01</td>
</tr>
<tr>
<td>The name of Croatia is of an ideal length for memorizing</td>
<td>3.28</td>
<td>0.98</td>
</tr>
</tbody>
</table>

VII. CONCLUSION
As a part of an identity, the visual identity can create and
change the image of tourist destinations. The concept of visual
identity is extremely important for tourist destinations aiming
to become competitive and successful in the tourist market. In
particular, a recognizable visual identity enables the
destination to differentiate from the competition, attract more
tourists and achieve better financial results. Visual identity is a
dynamic but controllable concept. Destinations managers
should become aware of that fact and start managing their
destination's visual identity in order to achieve global
destination awareness and recognizable image. Destination
visual identity should be the guiding principle in the
destination development strategy.

In this exploratory study we tried to measure the visual
identity of Croatia as a tourist destination among their
residents. For the residents, and at the same time domestic
tourist, visual identity represents something more than just
pure promotion. For them, visual identity is part of their
national identity and the way how international tourists and
rest of the international public see and value Croatia and at the
same time their people. It is obvious that Croats think that
visual identity of Croatia is very important for the world
recognition, but from their point of view it could be stronger
and more recognizable. On the other hand, they are unsatisfied
with the authorities responsible for building of visual identity.

Flag of Croatia and tourism logo are perceived to be the
most important factors influencing visual identity of Croatia as
a tourist destination. The respondents think that "The name of
Croatia is of ideal length for memorizing", but that it is not
associative. It is interesting that they do not agree with the
opinion of World Tourism Organization and European Travel
Commission’s which state that slogan "The Mediterranean as
it once was" is one of the best slogans in the world. With this
slogan Croatia conveys a clear sense of its market position
and motivation of the target market. It also manages to reflect
their brand value on emotional way that conveys a sense of history,
peace and respect for tradition and nature [29]. Respondents
think that among three different slogans this one is the worst. From their opinion logo is good enough, but both (logo and slogan) should be more creative and innovative.

At the end we can conclude that Croatian tourism managers do not use and manage visual identity of Croatia as a tourist destination at the appropriate way. The influence of visual identity on the overall image and brand of tourist destination is enormous, but they still didn’t recognize that.

REFERENCES